Ealing, Hillingdon and Hounslow Care Directory 2020

Your local guide to care homes, homecare agencies and care and support services in the Ealing, Hillingdon and Hounslow borough areas
Kenilworth Nursing Home and Rainbow Lodge Nursing Home are two delightful Victorian period homes located in the quiet suburban tranquillity of Ealing. Kenilworth offers nursing care to 31 people who are experiencing mental health problems, dementia/alzheimers and those with all types of challenging behaviour. Rainbow Lodge offers 15 places to young people who require care for mental health problems in a nursing environment. Both homes cater for people with challenging behaviour.

Within easy reach of the greenery of Ealing Common, our homes are nonetheless ideally located for all transport links and the lively town centre.

Both homes have single room facilities as well as spacious and comfortable living areas – Kenilworth has 2 lounges. We also provide 24 hour RMN Qualified Nursing Cover to ensure your loved ones get the attention they need. Kenilworth Nursing Home also benefits from RGN cover for added peace of mind.

Some of the facilities the homes have to offer are:
• En-suite facilities available in both homes*
• Visiting chiropodist, hairdresser, GP and clergy
• 5 STAR 'Food & Hygiene' Rating at both homes
• Special diets catered for • Regular entertainments
• Serene and picturesque gardens
• Both homes rated 'GOOD' by CQC
• Visitors welcome • Short Stay and Respite Care
• Passenger lift at Kenilworth Nursing Home

We would be very pleased to have the opportunity to tell you more about Kenilworth and Rainbow Lodge Nursing Homes, so for further information or to arrange a visit contact us now and ask for the Manager, Mr Chris Gopaul BSc (Hons), RMN, RGN or Seleena Clark (MSc Business Management)

*Limited availability
Luxury living & exceptional care in Hillingdon

Life at Ryefield Court is something special; not only do we provide care of the highest quality in a real home from home with fantastic facilities, comfortable rooms and luxurious furnishings, but our staff are dedicated, motivated and always willing to go the extra mile to ensure the happiness and wellbeing of our residents.

The opinions of our residents, their friends and family members are of great importance to us – that’s why we are so proud of our review score of 9.9/10 on carehome.co.uk*, which is based on real reviews. One lovely visitor described our home as ‘a hidden gem of Hillingdon’, something we were incredibly pleased and proud to hear, and the daughter of a resident said: ‘I am so thankful we found Ryefield Court’. One review even said, ‘The most notable factor is the regular sound of laughter, which all the money paid cannot buy’.

Why don’t you come and have a look around and find out what makes our home in Hillingdon so special? Get in touch to arrange a time to speak to our lovely Home Manager, or feel free to pop in if you’re passing by – we can’t wait to see you.

*Correct at time of print – October 2019.
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Help & advice
for older clients

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All of our staff are fully referenced and DBS checked, and we always aim to assign you one member of our team to help you build an ongoing friendship.

Call Sherie now to talk about how we can assist and make a big difference to your life.
Also ask about special discounts for first time clients
Welcome to the Ealing, Hillingdon and Hounslow care directory 2020

Choosing a care service is a major life decision, and so this Directory is designed to help you and your family make the best choice to meet your needs.

It gives you up to date information on registered residential and nursing homes and local home care agencies along with contacts and information about services for people who are looking for a care service in the Ealing, Hillingdon and Hounslow area’s, either for themselves, or a relative or friend. It aims to give guidance and information on choosing a home or a care agency, and contains detailed information and advice on care provision locally.

For care homes, as well as basic information such as contact details (including website or email addresses), ownership and the number of registered places at each location, the publisher has undertaken a research project to establish specific details on the facilities available. These include such things as, whether the home offers rooms with en-suite facilities, if there is a passenger lift and/or stair lift and is respite care offered. For homecare agencies we provide a comprehensive list of local providers with detailed contact information.

The Directory also features extensive and informative articles on how to go about choosing and making care provision. All homes and agencies listed in this Directory are registered with and regularly inspected by the Care Quality Commission (CQC). For more information on the CQC and their role please visit their website: www.cqc.org.uk

As publishers of this Directory we have a policy of not recommending any particular home or care agency or accept responsibility for any errors. The information in this guide is relevant to all people in need of care, whatever the disability or problem that has led them to need support, and we hope you find it helpful.

Should you have any comments on either the content or the design of this Directory please contact:

London Care Directories,
162 Leicester Road, Barnet, Herts EN5 5DS
Tel: 020 8364 8428
Email: info@londoncaredirectories.co.uk

The Ealing, Hillingdon and Hounslow Care Directory is also available to view and download from our website: www.londoncaredirectories.co.uk
Our conviction is that in spite of illness or age, everyone should live a fulfilled life.

Services include:
• 24hr live-in care
• Bathing, showering, getting up and going to bed, dressing and undressing
• Meals, medication, housework and incontinence management
• Shopping, companionship, escort service and community access
• All staff vetted, CRB/DBS trained to the highest standard.

Paramount Options specialises in providing the highest quality home care services to older people, people with mental health problems, people with sensory loss and the physically disabled in their own homes.

For care homes.
For Living

Your local Bupa care homes in Ealing and Hillingdon.

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of long and short term care options in your local area could be something for you to think about, whether you’ve got our insurance or not.

Call us for advice or to arrange a visit
0808 301 2416

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

Paramount Options Ltd,
Suite 615, Crown House, North Circular Road, Park Royal, London NW10 7PN
Tel: 020 8838 5929 • Email: info@paramountoptions.co.uk • Mobile: 07427 370100 • www.paramountoptions.co.uk
This Directory is a guide is for people who have care and support needs, their carer’s and people who are planning for their future care needs.

Care and support services, also known as social care services, help people who are in need of practical support due to illness, disability, old age or a low income. Social care services are available to everyone, regardless of their background. However, social care is subject to rules about your needs and ability. Services can also support the families or carers of people who receive social care.

Assessing your care and support needs

If you have care and support needs and find it difficult to look after yourself, the council may be able to advise you and provide you with some help. The best way to get help from the council is to ask for a care and support needs assessment. You can do this by contacting the council’s adult social services department.

When you get assessed, as a minimum you may be given information and signposting to other services, and ways that you might find funding to pay for them. However, if your needs meet the national eligibility criteria, the council will have to meet these needs.

What are the national eligibility criteria for care and support?

The eligibility threshold for adults with care and support needs is based on identifying how a person’s needs affect their ability to achieve relevant outcomes, and how this impacts on their wellbeing.

The council must consider whether the person’s needs:

- arise from or are related to a physical or mental impairment or illness
- make them unable to achieve two or more specified outcomes
- as a result of being unable to meet these outcomes, there is likely to be a significant impact on the adult’s wellbeing

An adult’s needs are only eligible where they meet all three of these conditions.

Needs assessments and local authority funding

The first step will be to draw up a care and support plan, or in the case of a carer with eligible needs, a support plan. If you have eligible needs, the local authority will check that you normally live in their area. Social care is not free and you may have to contribute towards the cost of meeting your needs. Local authorities will do an assessment to see if you have to contribute and how much that would be.

The local authority should not refuse to meet eligible needs on the grounds of cost, although if there is more than one option, it is allowed to choose what it believes is the most cost effective one.

If your needs do not meet the national eligibility criteria, the local authority still has to give you information and advice on what support might be available in the community to support you.

Alternatively, you may want to consider funding your own care and support to help with the needs identified as a result of the assessment.

If you disagree with your needs assessment or the care and support plan, there are ways that decisions can be challenged or you can make a complaint (see ‘Making a complaint’).

Care and support plans

A care plan (sometimes called a care and support plan, or support plan if you’re a carer) sets out how your care and support needs will be met.

You should be fully involved in the preparation of your care plan, and you and anyone else you request should also get
Spring Valley Care Services guarantees a thoughtful, caring home care service at all times. Our team has more than 15 years of experience, and as well as high-quality home care, we also offer competitive pricing and much more.

Based in Ruislip, Hillingdon, we serve the local area, including clients in Harrow, Ealing, Brent, and Hounslow boroughs. All of our home carers are trained to the highest standards, ensuring that you receive the very best.

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The Avant Healthcare Solution

We provide high-quality professional care and support services to adults and children of all ages, in their own home and in care settings. Working in Hillingdon, Ealing and Hounslow, we can arrange anything from a 15-minute visit to a live-in service, on a temporary or permanent basis.

Our mission is to enable people to remain living in their own homes as long as they want, with the right care professional to look after them.

We work closely with many specialist charities and organisations to ensure we offer the best support for those with dementia, mental health problems, physical disabilities, learning disabilities, Parkinson’s, brain or spinal injuries, multiple sclerosis and motor neurone disease, among other conditions.

We also provide care after a stroke, palliative care, and specialist support for children and their families.

Services offered:

✓ Personal Care and Support at Home
✓ Live in Care
✓ Sleep in/ Wake in nights
✓ Companionship/ Socialising
✓ Domestic help/ Housekeeping
✓ Palliative Care
✓ Specialist Care

Please contact us today for more details on the full range of care in west London that we can offer to assist you and your family.

Avant Healthcare Services, 6th floor, 50 Salisbury Road, Hounslow, TW4 6JQ
Tel: 020 3805 0610 • Email: help@avanthealth.co.uk • Web: avanthealth.co.uk
Reviews of your care plan

Your care plan should be reviewed by social services within the first three months, and then at least annually.

The review looks at whether the outcomes identified in the care plan are being met. It should also review these goals to make sure they’re still appropriate (and for instance, that your care and support needs haven’t changed), and check that any risk assessments are up to date.

If, after the review, it is clear that things have changed that affect the detail within the care plan, then the local authority will conduct a revision of the plan. This may also involve a needs assessment and financial assessment.

If it’s decided that you no longer qualify for local authority support, you should receive written reasons for this, with information about other help available, including funding your own care.

Challenging your care plan

If you’re not happy with a care plan, the services provided, or the way an assessment was carried out, you will need to use the local authority’s complaints process.

It can sometimes be helpful to get support when you’re making a complaint. Sources of help can include an advocacy organisation.

a written copy. The care plan must set out:
• the needs identified by the assessment
• whether, and to what extent, the needs meet the eligibility criteria
• the needs that the authority is going to meet, and how it intends to do so
• for a person needing care, for which of the desired outcomes care and support could be relevant
• for a carer, the outcomes the carer wishes to achieve, and their wishes around providing care, work, education and recreation where support could be relevant
• the personal budget
• information and advice on what can be done to reduce the needs in question, and to prevent or delay the development of needs in the future
• where needs are being met via a direct payment (see ‘Direct payments and personal budgets’), the needs to be met via the direct payment and the amount and frequency of the payments

Your care plan should be individual to you, and you should be allowed to have as much involvement in the development of your plan as you wish.

Care and support should help you to:
• live independently
• have as much control over your life as possible
• participate in society on an equal level, with access to employment and a family life
• have the best possible quality of life
• keep as much dignity and respect as possible

It’s worth remembering that if there are different options that would meet your assessed needs equally well, the local authority can choose what it believes are the most cost-effective options.
Financial assessment for care and support services

If you have been assessed as needing care services, the council will carry out a financial assessment (a means test) to see if you should pay something towards the cost of your care.

This assessment looks at your income, including tax credits and some benefits after disability-related expenses (if it is including disability benefits). Disability-related expenditure can include items such as laundry, maintenance, respite care, and extra bedding.

If you need to go into a care home, the council must ensure you have enough money to spend on any personal items you might need, such as clothes and toiletries. This is known as a personal expenses allowance (PEA).

The council has the discretion to allow a larger personal expenses allowance – for example, if you have dependent children, or you are a temporary resident and also need to meet the costs of your own property. If you’d experience hardship if the allowance was not increased, you should complain about this to the council.

If you are receiving care in your own home (see ‘Care services in your home’), the council must ensure you have enough money left after charges to meet your living costs, such as rent and food. This is known as the minimum income guarantee (MIG). The levels are the equivalent of Income Support plus 25%, and the amounts are set out in regulations.

Capital, deprivation of capital and notional capital

The local authority will also look at your capital, such as savings and property. Currently, local authorities won’t contribute to the cost of your care if you have more than £23,250 in savings and property (known as ‘capital’). From April 2020, this threshold will rise alongside the introduction of the cap on care costs, so more people will be eligible for help sooner.

If you have more than this capital limit because of the value of your home, but you have a low income, the council may allow you to defer payment while you arrange to sell your home.

If the local authority thinks someone has deliberately got rid of capital to get financial assistance, it will treat that person as if they still had that capital. This could apply if you:

• spent money on a non-essential or luxury item
• gave money away
• gave away property or a share of property

The local authority will look at the reason why the money has been spent. Repaying a debt, for example, may justify your action, but it will depend on the individual circumstances.

The timing of the expenditure or disposal of capital is also important. If you didn’t know you needed care or you were likely to need care in the immediate future, the less likely it is that the local authority will view it as deliberate deprivation of capital.

If the local authority decides there has been deliberate deprivation of capital, you will be treated as if you still had the capital. This is known as notional capital. Notional capital is treated as gradually reducing over time to a point where you qualify for full help.

Top-ups and choice of services

If you are receiving local authority support with the cost of your care and you need to live in a certain place to receive that care, such as a care home, you have the right to choose where you live (choice of accommodation). The council must ensure you have at least one choice that is affordable from the amount identified in your personal budget, and ideally more than one. Some local authorities will have a list of preferred providers that they will usually recommend.

If you do not like the provider suggested, or you or the person you care for has a particular service in mind, you can ask the local authority to arrange it. The local authority has a duty to explain this right of choice to you. This free choice is subject to conditions:
• the preferred accommodation must be available
• the preferred accommodation must be suitable to meet your assessed needs
• it will not cost more than the amount set out in your personal budget
• the provider is willing to enter into a contract

You may choose a care home that is more expensive than the amount set out in your personal budget. If you do, a third party such as a relative or friend must be willing and able to pay the difference in cost for the likely duration of your stay. This is known as a top-up payment.

Where a person agrees to enter into a top-up payment, they will need to sign a written agreement with the local authority. This will set out what the costs are, how often they have to be paid, and what will happen if the person is no longer able to make the payment.

In some limited circumstances you can make this payment. This is if you enter into a deferred payment scheme, or you benefit from the value of your property being disregarded for the first 12 weeks of your care. The restrictions on paying this additional cost yourself will be lifted from April 2020, when the point at which means-tested support for care costs is increased.

The local authority can never require you to pay a top-up payment and must ensure there is at least one choice available within the amount set in your personal budget. Any arrangements to pay a top-up must involve your local authority, and should not be directly between you and your provider.

Direct payments and personal budgets

Direct payments and personal budgets are offered by your local authority to give you more flexibility over how your care and support is arranged and provided. They are given to both people with care and support needs, and also to carers.

A personal budget or direct payment will be created after your assessment by social services. If the council decides that you need any kind of support, you will receive a personal budget and can choose a direct payment instead of letting them arrange services for you.

If you aren’t able to, or don’t want to manage your own finances, it’s possible for another person to manage the direct payments on your behalf. Direct payments are voluntary, and you need to request or agree to have one.

Why choose a direct payment?

If you need care and support, this had in the past been provided direct from the council. Direct payments were introduced to give people more choice and control over how their care and support was arranged, to help them live more independently.

The direct payment is paid to you by the council so that you can decide how you want to meet your care and support needs. Many people choose to employ their own personal assistant, although there are many other ways direct payments can be used.

The full control over care and support that direct payments enables is an attractive option for many people. However, some people may be unsure whether they want or could manage a direct payment. In these cases, the council can provide you with a mixed package of care.

A mixed package of care may consist of a smaller direct payment, with some care and support arranged by the council or a provider. This allows people to try out direct payments, before deciding whether to move to a ‘full’ direct payment.

Who can have direct payments?

In most cases, if you or the person you’re looking after are assessed and social services decide you need support services, they must offer you the option of receiving direct payments to arrange care and support yourself, instead of having it arranged for you. If you want a direct payment, but do not wish to manage it yourself, a ‘nominated person’ can
receive the direct payment and manage it on your behalf. If a person lacks capacity to request a direct payment, an ‘authorised person’ can request a direct payment and manage it on their behalf.

Managing direct payments

The council should set out your obligations and responsibilities in a direct payment agreement that you may be asked to sign. This could include:

• keeping records and accounting for how the money is spent to social services
• taking on the legal role of an employer if you’re using the payment to pay for a care worker; talk to the council about local organisations who can help manage the administration and other responsibilities of being an employer

Direct payments can only be spent on things that will meet the assessed needs of the person. If you spend a direct payment on something that doesn’t meet your needs, social services can recover the money from you or terminate the direct payment agreement.

Everyone who gets support from social services should have their care and support plan reviewed at least once a year. If someone’s needs have changed, they should contact social services to request a review of their care plan. If needs have changed in a way that affects the details within the current plan, the council may conduct another assessment of needs, or a financial assessment.

Social services can charge for care and support. This means that you may need to make a financial contribution towards your personal budget amount. Your local social services must tell you if you’ll need to contribute, and how much, and this will be detailed in your personal budget. Their charges must be in accordance with the law. Usually, the council will subtract any charge you need to pay from the personal budget amount, rather than asking you to pay.

You should be able to get help managing direct payments if you need it. Contact the social services department to find out what assistance they provide. Social services may give help directly or through a local direct payments support service.

Local voluntary organisations may also be able to provide tailored support, and Disability Rights UK has specialist expertise in direct payments (please visit: www.disabilityrightsuk.org).

Care homes

If you’re looking for a residential care home, there’s a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children.

Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of. A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia.

There are also residential care homes that provide care and support for people with, for example, severe physical disabilities, learning disabilities, brain injury resulting from an accident, or mental health problems. They can care for adults with more than one condition, and some homes will have
expertise in providing care for adults with alcohol or drug dependency. These care homes may offer permanent residence or provide care for a temporary period.

Some care homes specialise in providing residential care for children with physical disabilities, learning disabilities or emotional problems.

Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason.

Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.

Choosing a care home if you’re funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the best options for you in terms of its cost, location, services, and a host of other potential factors.

One of the best places to start is by searching this Directory to see detailed information about registered homecare and residential care providers in the local area.

Choosing a care home if you’re having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be available and most appropriate based on your needs.

Even if you’re unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

Tips on choosing a care home

• Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website.

• Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?

• Is the care home focused on the residents’ individual needs, or do they insist that residents adapt to their routine?

• What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?

• What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?

• If safety and security are issues, what arrangements or
supervision can the care home provide?
• Will the care home meet your specific religious, ethnic, cultural or social needs? Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
• When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
• You might also want to check what people who have used the care home say about it from online feedback and review services.
• Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

If you move into a care home
When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the council has set up the placement after a care needs assessment.

Moving home can be unsettling at the best of times, so when you move into a care home, it’s good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

Rights of care home residents
The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it’s provided by the NHS, local authorities, private companies or voluntary organisations.

Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered.

The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards.

Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services.

The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people’s basic rights or safety are at risk.

Care services in your home
Homecare comes in many forms and has many names used to describe it, including home help, care attendants and ‘carers’ (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:
• personal care, such as washing or dressing
• housekeeping or domestic work, such as vacuuming
• cooking or preparing meals
• nursing and health care
• companionship

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:
• long-term 24-hour care
• short breaks for an unpaid family carer
• emergency care
• day care
• sessions ranging from 15-minute visits to 24-hour assistance and everything in between

See the ‘Homecare’ section in this Directory for a list of homecare services and agencies.

If you believe that you might benefit from some help at
home, the first thing to do is to contact the council’s social services department to ask for an assessment of your care and support needs.

If you are eligible for homecare services, the council may provide or arrange the help themselves. Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren’t eligible for local authority help and want to get care privately, you can arrange it in several different ways.

**Independent homecare agencies**

If you use an independent homecare agency, you or the person you’re looking after has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account. Independent homecare providers are regulated by the Care Quality Commission (CQC). Homecare agencies must meet CQC’s national minimum standards and regulations in areas such as training and record-keeping. The CQC has the power to inspect agencies and enforce standards. Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees. Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and/or the person you’re looking after so that they can assess your needs. This also means that a joint decision can be made about the most appropriate type of care and support.

You can find out more from the UK Homecare Association. Please visit their website: www.ukhca.co.uk

**Hiring a personal assistant**

You can hire a ‘personal assistant’ to act as a homecare worker for you.

Personal assistants can offer you all that you’ll get from an agency worker, but you’ll also get the continuity, familiarity and ongoing relationship with your assistant.

However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

**Homecare from charities**

Charities such as Age UK and Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

**Making a complaint**

There may be times when you want to make a complaint about the services you have received. Making a complaint through the right channels could result in a better outcome for you, and may help improve things for other people, too. Please don’t be reluctant to come forward if you feel something is wrong.

**Complaints about assessments**

If you, or someone you’re looking after if you’re a carer, wants to complain about a decision made by social services, you can use the statutory complaints system. If you want to complain about your local authority, you should do so in writing or verbally to the complaints manager within 12 months.

The council should acknowledge it has received your complaint within three working days. It will inform you of how
long your complaint is likely to take to investigate. The local authority must respond fully within six months, unless a different time period has been discussed and agreed with you.

Each local authority is responsible for arrangements for dealing with complaints, so contact the council for a copy of their complaints procedure.

Taking your complaint further

If you are not satisfied with the response you receive from the council, you are entitled to ask the independent Local Government Ombudsman (LGO) to investigate. The Ombudsman can investigate complaints about local councils. Further information is available on the LGO website: www.lgo.org.uk/adult-social-care

Complaints about care homes or care services

You, or the person you’re looking after, may have a complaint about a residential care home. A complaint could be about the quality of care provided or the fees charged. There are a number of ways you can make a complaint.

If the care is funded or arranged by a local authority, that local authority is responsible for it, even if it is provided in an independent care home. You should complain to the local authority and the Local Government Ombudsman (as detailed above) if you are not satisfied with the response you receive.

If you are funding or arranging your own care, you should make a complaint to the care home operator. The law says all care homes must have an appropriate complaints procedure. If you’re worried about doing so, you can complain directly to the regulator responsible for all care homes and regulated care services instead.

Care home and care services regulation

At present, the Care Quality Commission (CQC) is responsible for regulating care homes and all regulated care services. It monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. Its role is to ensure the services comply with regulations and quality standards. If you have experienced poor care or know that poor care is being provided somewhere, you can report it to the CQC, anonymously if you wish. You can also tell them when you have received good care. Please see ‘Useful contacts’ in this Directory for their contact details.

Local authority complaints

If the council is responsible for making a placement, creating a care plan or arranging care for you, or someone you are looking after, it is possible to use their statutory social services complaints system to make a complaint. If the local authority complaints procedure does not resolve the complaint, it may be possible to use other complaints methods, such as the LGO. If you do complain to the CQC or local authority, they should liaise with the care home or care service to ensure that you receive a co-ordinated response.

Who to complain to if you’re paying for your own care

If you’re a ‘self-funder’ – paying for your own care costs – you can take the complaints to the LGO if you’re not satisfied with the outcome of the initial direct complaint to the care provider, or the response from the local authority. But remember, the complaint can only be made to the local authority if they had a hand in helping you arrange your care.

Complaints about abuse or neglect

Some of the most serious complaints involve alleged physical or psychological abuse or neglect within the care home. If you believe this may have occurred, contact the council as quickly as possible. Each council has a safeguarding team responsible for responding to allegations, even if the local authority wasn’t involved in arranging residential care. The local authority will liaise with the police and the CQC if appropriate.
USEFUL CONTACTS IN EALING, HILLINGDON AND HOUNSLOW

COUNCIL’S

Ealing Council
Social Services Contact Centre
Perceval House, 14-16 Uxbridge Road
Ealing, London W5 2HL
Tel: 020 8825 8000

Hillingdon Council
Civic Centre, High Street, Uxbridge
Middlesex UB8 1UW
Tel: 01895 250111
Web: www.hillingdon.gov.uk
Opening Times:
Mon to Fri 8.30am – 5.30pm

Hounslow Council
Hounslow House, 7 Bath Road
Hounslow, Middx TW3 3EB
Tel: 020 8583 2000
(main switchboard)
Web: www.hounslow.gov.uk
Opening Times:
Mon to Thurs 9am- 5pm
Fri 9am to 4:45pm

AGE UK

Age UK Ealing
135 Uxbridge Road, West Ealing
London W13 9AU
Tel: 020 8567 8017
Email: reception@ageukealing.org.uk
Web: www.ageuk.org.uk/ealing

Age UK Hillingdon
2 Chapel Court, 126 Church Road
Hayes UB3 2LW
Tel: 020 8756 3040
Email: enquiries@ageukhhd.org.uk
Web: www.ageuk.org.uk
Enquiry hours: Mon to Thurs 9am to 2pm,
Fri 9am to 1pm

Age UK Hounslow
The Southville Community Centre
Southville Road, Feltham TW14 8AP
Tel: 020 8560 6969
Web: www.ageuk.org.uk/hounslow
Opening Times: Mon to Wed 9am to 5pm

ALZHEIMERS SOCIETY

The Alzheimer’s Society
National Dementia Helpline
Tel: 0300 222 1122

CARERS CENTRE

Ealing Carer’s Service
Sycamore Lodge, 1 Edgecote Close
Acton, London W3 8PH
Tel: 020 3137 6194
Mon to Fri 9am to 5pm
Web: www.carerstrustthames.org.uk

Hillingdon Carers
126 High Street, Uxbridge, UB8 1JT
Tel: 01895 811206
Advice Centre:
Mon to Thurs 10am to 4pm,
Fri 10am to 2pm
Email: office@hillingdoncarers.org.uk
Web: www.hillingdoncarers.org.uk

FURTHER USEFUL CONTACTS

Dementia Concern
223 Windmill Road, Ealing
London W5 4DJ
Tel: 020 8568 4448
Email: enquiries@dementiacconcern.co.uk
Web: www.dementiacconcern.co.uk

Ealing Careline
Emergency alarm for vulnerable people in Ealing
Tel: 0300 123 2986

Ealing Mencap
Enterprise Lodge, Stockdove Way
Greenford, Middlesex UB6 8TJ
Web: www.ealingmencap.org.uk

Hillingdon Mind
Uxbridge Wellbeing Hub,
40 New Windsor Street,
Uxbridge UB8 2TU
Tel: 01895 271559
Web: www.hillingdonmind.org.uk

Link Line
Tel: 0300 013 4735
Community alarm service
Web: www.hounslow.gov.uk/linkline
NATIONAL ORGANISATIONS

Action on Elder Abuse
PO Box 60001, London SW16 9BY
Tel: 020 8835 9280
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk
Provides information to a wide range of organisations and individuals concerned with the issue of elder abuse. It also operates the Elder Abuse Helpline which is a confidential information and support service for anyone concerned about the abuse of an older person.
Elder Abuse Helpline: 080 8808 8141 (9am-5pm, Mon-Fri).

Age UK (National Office)
Advice line: 0800 678 1602
Web: www.ageuk.org.uk

Care Quality Commission
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Web: www.cqc.org.uk

Carers UK
20 Great Dover Street, London SE1 4LX
Tel: 020 7378 4999
Helpline: 0808 808 7777
(Mon and Tue, 10am-4pm)
Email: info@carersuk.org
Web: www.carersuk.org
Carers UK supports unpaid carers and provides information and advice about caring. Carers UK influences policies through our research, based on carers’ real-life experiences and campaigns to make life better for carers. We help carers. When caring affects you and your family Carers UK is here for you.

Citizen’s Advice Bureaux (CAB)
Citizen’s Advice Bureaux offer free, impartial and confidential advice on a range of issues including consumer complaints, welfare rights, employment law and immigration and nationality queries.
Web: www.citizensadvice.org.uk

Elderly Accommodation Counsel (EAC)
Suite A, 202 Lambeth Road, London SE1 7JW
Tel: 0800 377 7070
(First Stop Advice Line)
Web: www.eac.org.uk
The Elderly Accommodation Counsel (EAC) is a national charity that aims to help older people make informed choices about meeting their housing and care needs.

Independent Age
18 Avonmore Road, London W14 8RR
Advice line: 0800 319 6789
Mon to Fri: 8.30am to 6.30pm, Sat 9am to 1pm,
Sun and bank holidays closed
Email: advice@independentage.org
Web: www.independentage.org
Particular expertise in residential and nursing home care and runs an advice line for older people, their carer’s and relatives.

NHS 111 Service
Call 111 when you need medical help fast but it’s not a 999 emergency. Available free of charge 24 hours a day, 365 days a year

NHS
Provides information on conditions, treatments, local services and healthy living
Web: www.nhs.uk
RELATIVES AND RESIDENTS ASSOCIATION
1 The Ivories, 6-18 Northampton Street, London N1 2HY
Helpline: 020 7359 8136
(Monday to Friday 9:30am to 1pm)
Web: www.relres.org
The Relatives and Residents Association Helpline provides information and support to relatives, friends and family of older people living in or about to move into a care home. We can provide help on how to choose a care home, concerns over care or understanding the complicated rules about paying for care.

UNITED KINGDOM HOMECARE ASSOCIATION
Tel: 020 8661 8188
Web: www.ukhca.co.uk
UKHCA is the professional association of home care providers

HEALTH AND WELLBEING

ARTHITIS CARE
Tel: 0800 5200 520 (Freephone helpline)
Web: www.arthritis-care.org.uk

DISABLED LIVING FOUNDATION
Tel: 0300 999 0004
Helpline for advice and information for disabled and/or older people
Web: www.dlf.org.uk

THE KEEP FIT ASSOCIATION
For information about fitness classes in your local area
Tel: 01403 266000
Web: www.keepfit.org.uk

TRANSPORT

BLUE BADGE SCHEME
The Blue Badge Scheme helps you park closer to your destination if you’re disabled. Go to your local Council’s website for information about the scheme.

DIAL –A- RIDE
Tel: 0343 222 7777
Web: www.tfl.gov.uk/modes/dial-a-ride/

FREEDOM BUS PASS
Helpline: 0300 330 1433
Email: info@freedompass.org
Web: www.freedompass.org

SHOP MOBILITY
Tel: 01933 229644
Email: shopmobility@bhta.com
Web: www.nfsuk.org

TAXICARD
Taxicard is a method of providing subsidised door-to-door transport for people who have serious mobility impairment and difficulty in using public transport.
Web: www.taxicard.org.uk

TRANSPORT FOR LONDON
Web: www.tfl.gov.uk
Introduction to our Directory of Care Homes

The Directory of Care Homes that follows has been drawn up from careful research with the aim of providing with the most up to date information at the time of going to print.

We include basic contact information for all of the providers and where possible email and website addresses for you to refer to. There is also information about the particular ‘Specialisms of Care’ that each of the homes offers along with information about some of the facilities that they provide on-site. This is shown in the form of a letter coding system. Please refer to the coloured letter coding Key shown here to know what each letter code signifies.

Our list of homes is also split up into different care categories to help you most easily find homes that provide the type of care that you are seeking.

All of the homes listed here are registered with the Care Quality Commission and alongside the name of each home we have included the maximum number of resident’s each home is registered to accommodate.

Specialisms:
OP Older people
D Dementia
MH Mental health
PD Physical disability
LDA Learning disabilities/Autism
SI Sensory impairment
YA Younger adults
AD Alcohol and drug recovery

Facilities:
En En-suite rooms available
P Passenger lift
St Stair lift
R Respite care provided

EALING DIRECTORY OF CARE HOMES
Care Homes for Older People

Beech Haven 30
15-19 Gordon Road, Ealing, London W5 2AD
Tel: 020 8991 0658
Owner: Mrs Phaik Choo Scarman
Manager: Mrs Phaik Choo Scarman
Web: www.beechhaven.co.uk
Facilities: En, P, R Specialisms: OP, PD

Chaston House 11
11 Acacia Road, Acton, London W3 6HD
Tel: 020 8992 3208 • Email: chastonhouseltd@yahoo.co.uk
Owner: Chaston House Ltd • Manager: Charlotte Gibson
Web: www.chastonhouse.co.uk
Facilities: St, R Specialisms: OP, D

Downhurst Residential Home 26
76 Castlebar Road, Ealing, London W5 2DD
Tel: 020 8997 8421 • Email: info@downhurst.com
Owner: Ealing Eventide Homes Limited
Manager: Mrs Dorothy Kowalczyk
Facilities: En, P, R Specialisms: OP, D

Hanwell House 52
191 Boston Road, Hanwell, London W7 2HW
Tel: 020 8579 4798 • Email: manager.hanwellhouse@outlook.com
Owner: Homestead Residential Care Limited
Manager: Mr Alan Kelly
Facilities: En, P Specialisms: D

Kent Lodge 38
1 Pitshanger Lane, Ealing, London W5 1RH
Tel: 020 8998 2412 • Email: kentlodge.manager@shaw.co.uk
Owner: Shaw Healthcare Ltd • Manager: Lorraine Allen
Web: www.shawhealthcare.co.uk
Facilities: P, R Specialisms: OP, D
<table>
<thead>
<tr>
<th><strong>Care Homes</strong> in the London Borough’s of Ealing, Hillingdon and Hounslow</th>
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<tbody>
<tr>
<td><strong>Kingsley House</strong> 3</td>
</tr>
<tr>
<td>115 Kingsley Avenue, West Ealing, London W13 0EH</td>
</tr>
<tr>
<td>Tel: 020 8998 9708</td>
</tr>
<tr>
<td>Email: <a href="mailto:blakesleyhouse@btinternet.com">blakesleyhouse@btinternet.com</a></td>
</tr>
<tr>
<td>Owner: Mrs Margaret Lane</td>
</tr>
<tr>
<td>Web: <a href="http://www.blakesleyhouse.co.uk">www.blakesleyhouse.co.uk</a></td>
</tr>
<tr>
<td>Facilities: R Specialisms: OP, D, MH</td>
</tr>
</tbody>
</table>

| **The Meadows** 25 |
| 288 Oldfield Lane North, Greenford, Middlesex UB6 8PS |
| Tel: 020 8575 3320 |
| Email: iansomauroo@hotmail.com |
| Owner: Mr Somauroo • Manager: Sushma Joshi |
| Web: www.themeadowscare-home.co.uk |
| Facilities: En, P, R Specialisms: OP |

| **Kolbe House** 25 |
| 18-19 Hanger Lane, Ealing, London W5 3HH |
| Tel: 020 8992 4978 • Email: admin@kolbehouse.co.uk |
| Owner: Kolbe House Society |
| Manager: Mrs Beata Parylak |
| Web: www.kolbehouse.co.uk |
| Facilities: En, P, St, R Specialisms: OP |

| **Pranam Care Centre** 50 |
| 49 - 53 Northcote Avenue, Southall, Middlesex UB1 2AY |
| Tel: 020 8574 9138 |
| Email: pranamcarecentre@gmail.com |
| Owner: Woodhouse Care Limited |
| Manager: Janice McKenzie |
| Web: www.pranamcarecentre.com |
| Facilities: En, P, R Specialisms: OP, YA, D |

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### Torkington House - ‘Actively Caring’

**Recently awarded the Investor’s in People Standard**

Torkington House has recently been awarded the Investor’s in People Standard on 31/7/2017. CQC overall **GOOD**

Torkington House is an elegant Edwardian house that was opened in 1947. Torkington House is a registered care home providing high-standard accommodation and care for 32 people. It is situated in a peaceful tree-lined road in Acton with good access to public transport and the local shops. The surrounding streets provide ample parking for visitors and in addition the home also has parking for a few cars. The House is a stone built detached period property set in well maintained gardens and grounds. It is well maintained with a regular programme of refurbishment and redecoration in operation. A comfortable and caring environment is maintained by our highly qualified staff so that each resident can live his/her life as independently as possible.

Torkington House care home has a carehome.co.uk review score of 9.7

The majority of the rooms at Torkington House benefit from en-suite facilities, as well as a call bell system, TV point, and easily accessible light switches and plugs. Residents are encouraged to bring in personal items such as pictures, ornaments and small items of furniture to ensure their stay is as comfortable as possible.

We are pleased to announce the completion of refurbishment works to our dining room. The home also has an activity Co-ordinator who arranges activities, outings and trips for the residents.

* The home has a pleasant garden, patios and plenty of seating areas. * At Torkington House we have a SIMPLY UNITE touch screen computer – SIMPLY UNITE is user friendly and keeps service users in close contact with their family and friends through their own personalised accounts, this includes skype. * GP, religious ministers, hairdresser and chiropodist visits regularly. * There is a choice of healthy and nutritious meals, any special dietary requirements are catered for. * 24 hours management cover by a competent senior staff team. * The home is registered with Care Quality Commission. * Visitors are welcomed at all times

WE ALSO PROVIDE DAY CARE FACILITIES AT OUR HOME.

Torkington House was validated for inclusion in the UK and Ireland Eden Alternative Register of Homes on the 14th October 2018 and re-registered January 2018.

Further information or to arrange a visit please call: **020 8992 5187** and ask for Margaret Siriwardena.

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Torkington House, Creswick Road, Acton, London W3 9HF
Fax: 020 8896 1196 Email: margaret@greensleeves.org.uk
www.greensleeves.org.uk
Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

**Torkington House**
32 Creswick Road, Acton, London W3 9HF
Tel: 020 8992 5187 • Email: margaret@greensleeves.org.uk
Owner: Greensleeves Homes Trust
Manager: Mrs Margaret Siriwardena
Web: www.greensleeves.org.uk
Facilities: En, P, St, R Specialisms: OP, D, PD
See our advert on page 20

**Visitation of Our Lady Residential Care Home**
9 57 Mount Park Road, Ealing, London W5 2RU
Tel: 020 8997 2030 • Email: krystyna.osuch@googlemail.com
Owner: Association of Sisters of Sacred Name of Jesus
Manager: Sister Krystyna Osuch
Facilities: St, R Specialisms: LDA

**Care Homes for People with Learning Disabilities**

**19-21 Haymill Close Shortbreak Service**
7 Greenford, Middlesex UB6 8HL
Tel: 020 8998 7220 • Email: inowak@certitude.london
Owner: Certitude • Manager: Izabela Nowak
Web: www.certitude.london
Facilities: R Specialisms: LDA

**25-27 Haymill Close**
6 Greenford, Middlesex UB6 8HL
Tel: 020 8997 8785 • Email: cmonoghan-fox@certitude.org.uk
Owner: Certitude • Manager: Caroline Monoghan
Web: www.certitude.org.uk
Specialisms: LDA

**246 Haymill Close**
8 Perivale, Greenford UB6 8ET
Tel: 020 8810 6699
Email: nwiltshire@certitude.org.uk
Owner: Certitude • Manager: Anthony Edeoghon
Web: www.certitude.london
Facilities: En, P Specialisms: LDA

**23 Perryn Road**
8 Acton, London W3 7LS • Tel: 020 8749 8273
Owner: Care Management Group Ltd
Manager: Funke Dare
Web: www.cmg.co.uk
Specialisms: LDA

**23 Pierrepont Road**
11 Acton, London W3 9JJ • Tel: 020 8896 2581
Owner: Achieve Together
Manager: Ms Oxana Shakonova
Web: www.achievetogether.co.uk
Facilities: En, P Specialisms: LDA

**Positive Community Care Ltd**
9 170-174 Petts Hill, Northolt, Middlesex UB5 4NW
Tel: 020 8621 1724
Email: info@positivecommunitycare.co.uk
Owner: Positive Community Care Ltd
Manager: Ms Charmaine Watson-Mattis
Web: www.positivecommunitycare.co.uk
Facilities: En, R Specialisms: OP, YA, D, LDA, MH, PD, SI, AD

**Short Break Service**
10 62 Green Lane, Hanwell, London W7 2PB
Tel: 020 8579 9558
Email: gandhim@ealing.gov.uk
Owner: Ealing Council • Manager: Mamta Gandhi
Web: www.ealing.gov.uk
Facilities: R Specialisms: LDA

**Sitara Haven**
3 23 Hambrough Road, Southall, Middlesex UB1 1HZ
Tel: 020 8867 9590 • Email: sitarahaven@aol.com
Owner: Mrs Rajinder Hunjan
Manager: Mrs Rajinder Hunjan
Facilities: R Specialisms: LDA, MH
Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

26 Stockdove Way 8
Perivale, Greenford UB6 8TJ
Tel: 020 8810 6622
Owner: Certitude • Manager: Anthony Edeoghon
Web: www.certitude.org.uk
Facilities: En, P Specialisms: LDA

137 Tentelow Lane 8
Norwood Green, Southall, Middlesex UB2 4LW
Tel: 020 8893 6634
Owner: Voyage Care • Manager: Charles Mettle
Web: www.voyagecare.com
Facilities: En Specialisms: YA, LDA

Care Homes for People with Mental Health Problems

Amadeus Recovery House 17
18 Corfton Road, Ealing, London W5 2HT • Tel: 020 8998 7800
Owner: Rethink Mental Illness • Manager: Kathy Loughlin
Web: www.rethink.org
Facilities: En Specialisms: MH

Keats House 7
97 Keats Way, Greenford, Middlesex UB6 9HF
Tel: 020 8575 3986 • Email: keatshouseltd@gmail.com
Owner: Keats House Health Care Ltd
Manager: Mr Rajgopal Ramanah
Facilities: En Specialisms: MH
Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

The Links 6
3 Edward Road, Northolt, Middlesex UB5 6QN
Tel: 020 3654 0193 • Email: thelinksEC@gmail.com
Owner: Mrs Jayshree Gopal • Manager: Mrs Jayshree Gopal
Facilities: En, R Specialisms: YA, D, LDA, MH, AD

1-3 Lynton Terrace 10
Acton, London W3 9DU
Tel: 020 8992 3343 • Email: Juliet.omohwa@hestia.org
Owner: Hestia Housing and Support • Manager: Juliet Omohwa
Web: www.hestia.org • Specialisms: MH

Objective Care Limited 8
77 West Avenue, Southall, UB1 2AR
Tel: 020 8571 9855 • Email: info@objectivecare.co.uk
Owner: Objective Care Ltd • Manager: Harbinder Kaur-Kenth
Web: www.objectivecare.co.uk
Facilities: En, R Specialisms: OP, LDA, YA, MH, AD

142 Petts Hill 3
Northolt, Middlesex UB5 4NW
Tel: 020 8422 9910 • Email: louis-n-mala@hotmail.co.uk
Owner: Mr Louis Naicker • Manager: Mrs Mala Devi Naicker
Specialisms: MH

Roshini Care Home 11
25-26 Villiers Road, Southall, Middlesex UB1 3BS
Tel: 020 8574 3663 Email: manager@roshini.co.uk
Owner: Roshini Care Home Ltd
Manager: Beemlah Ramjeeawon
Web: www.roshini.co.uk
Facilities: En, P Specialisms: MH

43 Shirley Gardens 7
Ealing, London W7 3PT
Tel: 020 8810 0431
Owner: Certitude
Manager: Funmi Ibrahim
Web: www.certitude.org.uk
Specialisms: MH

Care Homes with Nursing

Acton Care Centre 124
48 Gunnersbury Lane, Acton, London W3 8EF
Tel: 020 8896 5600
Email: manageracc@goldcarehomes.com
Owner: Gold Care Homes • Manager: Welmar Patarata
Web: www.goldcarehomes.com
Facilities: En, P, R Specialisms: OP, D, PD

Blakesley House Nursing Home 22
7 Blakesley Avenue, Ealing, London W5 2DN
Tel: 020 8991 2364
Email: blakesleyhouse@btinternet.com
Owner: Mrs Margaret Lane • Manager: Mrs Margaret Lane
Web: www.blakesleyhouse.co.uk
Facilities: En, P, St, R Specialisms: OP, PD

Chestnut Lodge 64
3 Woodfield Road, London W5 1SL
Tel: 020 8036 0038
Owner: Optivo • Manager: Mr Campion Mead
Web: www.optivo.org.uk
Facilities: En, P, R Specialisms: OP, D
**Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow**

**Ealing Manor Nursing Home** 33
5-6 Grange Park, Ealing, London W5 3PL
Tel: 020 8840 3490
Email: mittal_uk@msn.com
Owner: Messrs Narain and Rajesh Mittal
Manager: Mr Rajesh Mittal

**Elm Lodge** 75
4a Marley Close, Greenford, Middlesex UB6 9UG
Tel: 020 8036 0044
Owner: Optivo • Manager: Foluke Tella
Web: www.optivo.org.uk
Facilities: En, P, R Specialisms: OP, D

**Georgian House Nursing Home** 24
20 Lyncroft Gardens, Ealing, London W13 9PU
Tel: 020 8567 6232
Owner: Mr and Mrs Hopley
Manager: Cecile Bauzon
Web: www.ghnh.co.uk
Facilities: En, P, R Specialisms: OP, D, PD

**The Grange Care Centre** 160
2 Adrienne Avenue, Southall, Middlesex UB1 2QW
Tel: 020 8832 8600
Owner: Life Style Care (2005) Plc
Manager: Sherry Mutambiranwa
Web: www.lifestylecare.co.uk
Facilities: En, P, R Specialisms: OP, YA, D, PD

**Kenilworth Nursing Home** 40
26/28 Kenilworth Road, Ealing, London W5 3UH
Tel: 020 8567 1414
Email: kenilworth28@yahoo.com
Owner: Mr Chris Gopaul
Manager: Mr Coossialsing Gopaul
Facilities: En, P, R Specialisms: D, MH
See our advert on the inside front cover

**Manor Court Care Home** 111
Britten Drive, North Road, Southall, Middlesex UB1 2SH
Tel: 020 3642 9569
Email: carehomes@bupa.com
Owner: BUPA Care Homes Ltd • Manager: Sam Ndlovu
Web: www.bupa.co.uk/manor-court
Facilities: R Specialisms: OP, D, MH, PD
See our advert on page 5

**Martin House** 75
1 Swift Road (off Hunt Road), Southall, Middlesex UB2 4RP
Tel: 020 8036 0052 • Email: mickie.vidot-aglae@optivo.org.uk
Owner: Optivo • Manager: Mickie Vidot-Aglae
Web: www.optivo.org.uk
Facilities: En, P, R Specialisms: OP, D

**Neem Tree Care Limited** 57
118 Oldfield Lane South, Greenford, Middlesex UB6 9JX
Tel: 020 8578 9537 • Email: hansa@neemtreecare.co.uk
Owner: Neem Tree Care Limited • Manager: Mrs Hansa Menon
Web: www.neemtreecare.co.uk
Facilities: En, P, R Specialisms: OP, D, PD, SI

**Norwood Green Care Home** 92
Tentelow Lane, Southall, Middlesex UB2 4JA
Tel: 020 8813 8883 • Email: norwood.green@fshc.co.uk
Owner: Four Seasons Health Care • Manager: Ajay Mackenzie
Web: www.fshc.co.uk
Facilities: En, P, R Specialisms: OP, YA, D, MH

**Rainbow Lodge Nursing Home** 20
14 Madeley Road, Ealing, London W5 2LH
Tel: 020 8991 5060
Email: kenilworth28@yahoo.com
Owner: Mr and Mrs Gopaul
Manager: Mrs Luce Argita Gopaul
Facilities: En Specialisms: YA, MH
See our advert on the inside front cover
### Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

**Raj Nursing Home 28**
31-35 Osterley Park Road, Southall, Middlesex UB2 4BN  
Tel: 020 8574 1795  
Owner: Mr S Jeebun • Manager: Vineetha P Rajan  
Web: www.asterhealthcare.co.uk  
Facilities: **En, P, R** Specialisms: **OP, D**

**Saint David’s Home 75**
12 Castlebar Hill, Ealing, London W5 1TE  
Tel: 020 3947 5200  
Owner: Saint David’s Nursing Home for Disabled Ex-Servicemen and Women  
Manager: Lisa Wilde  
Web: www.stdavidshome.org  
Facilities: **En, P, R** Specialisms: **OP, PD, SI**

**Sycamore Lodge 77**
1 Edgecote Close, Acton, London W3 8PH  
Tel: 020 8036 0021  
Owner: Optivo • Manager: Nelson Bandason  
Web: www.optivo.org.uk  
Facilities: **En, P, R** Specialisms: **OP, D, YA**

**Threen House Nursing Home 26**
29 Mattock Lane, Ealing, London W5 5BH  
Tel: 020 8840 2646  
Email: threenhouse@hotmail.com  
Owner: Mr Alan Hannon • Manager: Veronica Singh  
Facilities: **En, P, R** Specialisms: **OP, PD**

**Whitefriars Nursing and Residential Home 28**
9 Dormers Wells Lane, Southall, Middlesex UB1 3HU  
Tel: 020 8574 0156  
Email: whitefriarsnursinghome@yahoo.co.uk  
Owner: Caring Consultancy Ltd • Manager: Chani Bhasin  
Facilities: **En, P, R** Specialisms: **OP, YA, D, PD**

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Email: info@londoncaredirectories.co.uk

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- Redbridge and Sutton

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Finding Care in London
HILLINGDON DIRECTORY OF CARE HOMES

Care Homes for Older People

Aronmore Care Home 31
64-66 Hallowell Road, Northwood, Middlesex, HA6 1DS
Tel: 01923 825940 • Email: aronmore@ventry-care.com
Owner: Ventry Care Homes • Manager: Mrs Mandeep Kaur
Web: www.ventry-care.com
Facilities: En, P, R Specialisms: OP, D
See our advert below

The Boyne Residential Care Home 28
38 Park Way, Ruislip Manor, Middlesex, HA4 8NU
Tel: 01895 621732
Owner: The Boyne Care Home Ltd • Manager: Mrs Hannah Cader
Web: www.ruislipcarehomes.co.uk
Facilities: En, P, R Specialisms: OP, YA, D

Brackenbridge House 36
Victoria Road, South Ruislip, Middlesex, HA4 0JH
Tel: 020 8422 3630
Email: managerbb@goldcarehomes.com
Owner: GCH (South) Ltd • Manager: The Person in charge
Web: www.goldcarehomes.com
Facilities: En, P, R Specialisms: OP, D

The Burroughs 75
Mill Road, West Drayton, Middlesex, UB7 7EQ
Tel: 01895 435610
Owner: Care UK Community Partnerships Limited
Manager: Bozena Szczepaniak
Web: www.careuk.com
Facilities: En, P, R Specialisms: OP, D, LDA, MH, PD
Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

Coppermill Care Centre 52
10 Canal Way, Off Summerhouse Lane, Harefield, Middlesex, UB9 6TG
Tel: 01895 820130 • Email: coppermill10@yahoo.co.uk
Owner: Coppermill Care Ltd • Web: www.coppermillcare.com
Facilities: En, P, R Specialisms: OP, D

The Fairways 20
64 Ickenham Road, Ruislip, Middlesex, HA4 7DQ
Tel: 01895 675885 • Email: fairways@farringtoncare.com
Owner: Farrington Care Homes Ltd • Manager: Benita Tolentino
Web: www.farringtoncare.com
Facilities: P, St, R Specialisms: OP, D

James House 12
2 Sandy Lodge Way, Northwood, Middlesex, HA6 2AJ
Tel: 01923 823122 • Email: j.kent@abbeyfield.com
Owner: Abbeyfield Society • Manager: Jo Kent
Web: www.abbeyfield.com
Facilities: En, P, R Specialisms: OP, YA

Marian House Care Home 25
100 Kingston Lane, Uxbridge, Middlesex UB8 3PW
Tel: 01895 253299 • Email: admin@marianhouse.org.uk
Owner: The Sisters of the Sacred Hearts of Jesus & Mary
Manager: Janette Ashouri
Facilities: En, P, St, R Specialisms: OP, D, PD, SI

Poplars Care Home 27
15-17 Ickenham Road, Ruislip, Middlesex HA4 7BZ
Tel: 01895 635284 • Email: poplarscare@btinternet.com
Owner: Appcourt Limited • Manager: Sam Cader
Web: www.ruislipcarehomes.co.uk
Facilities: En, P, R Specialisms: OP

Ryefield Court 60
Ryefield Avenue, Hillingdon, Uxbridge, Middlesex, UB10 9DE
Tel: 0800 389 5557 • Email: info@ryefieldcourt.com
Owner: Ryefield Court Care Ltd • Manager: Clare Livingstone
Web: www.ryefieldcourt.com
Facilities: En, P, R Specialisms: OP, D
See our advert on page 1

Seymour House 36
34-38 Chester Road, Northwood, Middlesex HA6 1BQ
Tel: 01923 823466
Email: northwood@seymourcarehomes.com
Owner: Mr Salim Rhemtulla • Manager: Ms Miglena Lucas
Web: www.seymourcarehomes.com
Facilities: En, P, St, R Specialisms: OP, D

Sweetcroft Residential Care Home 20
53 Sweetcroft Lane, Hillingdon, Middlesex UB10 9LE
Tel: 01895 230009
Email: sweetcroftcarehome@hotmail.co.uk
Owner: Ilford Homes Ltd • Manager: Miss S Alison
Web: www.sweetcroftcarehome.co.uk
Facilities: En, P, R Specialisms: OP, D

Whitby Dene 60
316 Whitby Road, Eastcote, Ruislip, Middlesex HA4 9EE
Tel: 020 8868 3712 • Email: salima.baidoo@careuk.com
Owner: Care UK Community Partnerships Limited
Manager: Salima Baidoo • Web: www.careuk.com
Facilities: En, P, R Specialisms: OP, D, LDA, MH, PD

White Plains Care Home 38
Tilehouse Lane, Denham, Buckinghamshire UB9 5DE
Tel: 01895 832190 • Email: whiteplains@bmcare.co.uk
Owner: B & M Care Homes • Manager: Philomena Byrne
Web: www.bmcare.co.uk
Facilities: En, P, St, R Specialisms: OP, D

Woodlands Care Home 19
84 Long Lane, Ickenham, Middlesex UB10 8SX
Tel: 01895 634830
Email: andrew@woodlandscarehome.com
Owner: Woodlands Care Home Ltd
Manager: Mr Andrew Campbell
Web: www.woodlandscarehome.com
Facilities: En, P, R Specialisms: OP, D
### Care Homes for People with Learning Disabilities

**Colham Road 13**  
3 Colham Road, Hillingdon, Middlesex UB8 3UR  
Tel: 01895 556713  
Owner: London Borough of Hillingdon • Manager: Carole White  
Specialisms: LDA

**Hatton Grove 20**  
4 Hatton Grove, West Drayton, Middlesex UB7 7AU  
Tel: 01895 556989  
Owner: London Borough of Hillingdon • Manager: Tracie Hamer  
Facilities: P Specialisms: LDA

**Heathfield House 10**  
10 Heath Road, Hillingdon, Middlesex, UB10 0SL  
Tel: 020 8573 2981 • Email: healthfield_house@btinternet.com  
Owner: Mr Vijay Kowlessur • Manager: Mr Dinesh Kowlessur  
Facilities: En, P, R Specialisms: LDA, MH

**186-188 Lowdell Close 4**  
Yiewsley, West Drayton, Middlesex UB7 8RA  
Tel: 01895 434697 • Email: lowdell@lot-uk.org.uk  
Owner: Life Opportunities Trust • Manager: Susan Cesaratto  
Web: www.lot-uk.org.uk  
Facilities: P Specialisms: YA, LDA, PD, SI

**Merrimans House 9**  
3 Merrimans House, West Drayton Road, Hillingdon, Middx UB8 3JZ  
Tel: 01895 277584 • Email: ewoodward@hillingdon.gov.uk  
Owner: London Borough of Hillingdon  
Manager: Elizabeth Woodward  
Web: www.hillingdon.gov.uk  
Facilities: En, P, R Specialisms: LDA

**The Old Vicarage 8**  
75 The Greenway, Uxbridge, Middlesex UB8 2PL  
Tel: 01895 454710 • Email: michele.jackson@optionstov.co.uk  
Owner: Options Autism (8) Ltd • Manager: Michele Jackson  
Web: www.outcomesfirstgroup.co.uk  
Facilities: En, R Specialisms: LDA

### Santa Care Homes 4

69 Briarwood Drive, Northwood Hills, Middlesex HA6 1PW  
Tel: 01923 450851 • Email: santacare1@hotmail.co.uk  
Owner: Santa Bapoo • Manager: Santa Bapoo  
Web: www.santacarehomes.co.uk  
Facilities: En, R Specialisms: YA, LDA, SI

### Simones House 5

41 and 41a Hillingdon Road, Uxbridge UB10 0AD  
Tel: 01895 745712 • Email: simoneshouse@pbtsocialcare.com  
Owner: PBT Social Care Ltd  
Manager: Ms Naomi Ekuase Oke-Biddle  
Web: www.simoneshouse.co.uk  
Facilities: En, R Specialisms: YA, LDA, MH, PD

### Care Homes for People with Mental Health Problems

**Alvina Lodge 5**  
22 Hoppner Road, Hayes, Middlesex UB4 8PY  
Tel: 020 8581 5760 • Email: info@alvinalodge.co.uk  
Owner: Flying Angel Ltd • Manager: Sudesh Bunjhun  
Facilities: En Specialisms: OP, MH, YA, AD

**Aram House 5**  
5 Maygoods Lane, Cowley, Uxbridge UB8 3TE  
Tel: 01895 477 033  
Owner: Sand Care Ltd • Manager: Ms D Dwarkadas  
Facilities: En Specialisms: OP, MH, YA

**Blandford Lodge 4**  
4a Blandford Waye, Hayes, Middlesex UB4 0PB  
Tel: 020 8573 0129  
Email: manager@parvyhomes.info  
Owner: Parvy Homes Ltd  
Manager: Mr Poucar Luchmun  
Web: www.parvyhomes.info  
Facilities: R Specialisms: OP, MH
Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

Drayton Lodge 6  
47 West Drayton Road, Uxbridge, Middlesex UB8 3LB  
Tel: 020 8707 3803 • Email: micadohomes@yahoo.co.uk  
Owner: Micado Homes Limited • Manager: Evelyn Adu  
Facilities: En, R Specialisms: YA, MH

Gledwood Care Homes 5  
63 Gledwood Gardens, Hayes, Middlesex UB4 0AU  
Tel: 020 8581 1488  
Owner: Gledwood Care Homes • Manager: Rashmi Bhautoa  
Facilities: En Specialisms: MH

78 Hoylake Crescent 4  
Ickenham, Uxbridge, Middlesex UB10 8JF  
Tel: 07949 926647 • Email: vmaistry@hotmail.co.uk  
Owner: AKM Care • Manager: Varma Maistry  
Web: www.akmcare.com  
Facilities: En, R Specialisms: YA, LDA, MH

Imperial Lodge 10  
268 Lansbury Drive, Hayes, Middlesex UB4 8SN  
Tel: 020 8581 2510 • Email: info@imperiallodge.co.uk  
Owner: Imperial Lodge • Manager: Sudesh Bhunjun  
Web: www.imperiallodge.co.uk  
Facilities: En Specialisms: MH, AD

Mountview Residential Home 10  
Rickmansworth Road, Northwood, Middlesex HA6 2RD  
Tel: 01923 824826 • Email: mch@mdhomes.co.uk  
Owner: M D Homes • Manager: Ramona Motorgeanu  
Web: www.mdhomes.co.uk  
Facilities: En, P, R Specialisms: MH

Swanage Lodge 6  
22-24 Swanage Waye, Hayes, Middlesex UB4 0NY  
Tel: 020 8848 4599 • Email: poucar@parvyhomes.info  
Owner: Parvy Homes Limited • Manager: Mr Poucar Luchmun  
Web: www.parvyhomes.info  
Facilities: En, R Specialisms: MH

Care Homes with Nursing

Ashwood Care Centre 69  
1a Derwent Drive, Hayes, Middlesex UB4 8DU  
Tel: 020 8573 1313  
Email: ashwoodmanager@bondcarehomes.co.uk  
Owner: Bondcare (London) Ltd • Manager: Caroline Moore  
Web: www.bondcare.co.uk  
Facilities: En, P, R Specialisms: OP, D

Aston House Care Home 40  
26 Angel Lane, Hayes, Middlesex UB3 2QX  
Tel: 020 8569 1499 • Email: astonhouse.manager@hc-one.co.uk  
Owner: HC-one • Manager: Seema Jose  
Web: www.hc-one.co.uk  
Facilities: En, P, St, R Specialisms: OP, D

Blenheim Care Centre 64  
Ickenham Road, West Ruislip, Middlesex HA4 7DP  
Tel: 01895 223650 • Email: blenheim@mmcg.co.uk  
Owner: MMCG (2) Ltd • Manager: Okeke Eba  
Facilities: En, P, R Specialisms: OP, D

Cedar House 42  
39 High Street, Harefield, Middlesex UB9 6EB  
Tel: 01895 820700 • Email: cedarhouse.manager@hc-one.co.uk  
Owner: HC-one • Manager: Patience Sibanda  
Web: www.hc-one.co.uk  
Facilities: En, P, R Specialisms: OP, YA

Clare House Care Home 40  
176 Harefield Road, Uxbridge, Middlesex UB8 1PP  
Tel: 01895 809641 • Email: carehomes@bupa.com  
Owner: BUPA Care Homes (BNH) Limited  
Manager: Jeanette Gittens  
Web: www.bupa.co.uk/clare-house  
Facilities: En, P, R Specialisms: OP, YA

See our advert on page 5
Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

Denville Hall 40
62 Ducks Hill Road, Northwood, Middlesex HA6 2SB
Tel: 01923 825843
Owner: Denville Hall • Manager: Wilma Thomson
Web: www.denvillehall.org.uk
Facilities: En, P, R Specialisms: OP, D

Drayton Village Care Centre 91
1 Spring Promenade, West Drayton UB7 9GL
Tel: 01895 430955 • Email: managerdgv@goldcarehomes.com
Owner: GCH (North London) Ltd • Manager: Mr M Bowden
Web: www.goldcarehomes.com
Facilities: En, P, R Specialisms: OP, D

Eastbury Nursing Home 20
12 Eastbury Road, Northwood, Middlesex HA6 3AL
Tel: 01923 823816 • Email: enh@mdhomes.co.uk
Owner: MD Homes • Manager: Ramona Motorgeanu
Web: www.mdhomes.co.uk
Facilities: St, R Specialisms: YA, LDA, MH, PD

Franklin House 66
off Rickard Close, The Green, West Drayton, Middlesex UB7 7PW
Tel: 01895 452480 • Email: mathew.mathew@careuk.com
Owner: Care UK • Manager: Mathew Mathew
Web: www.careuk.com
Facilities: En, P, R Specialisms: OP, D

Frithwood Nursing Home 26
21 Frithwood Avenue, Northwood, Middlesex HA6 3LY
Tel: 01923 820955 • Email: fnh@mdhomes.co.uk
Owner: MD Homes • Person in charge: The Manager
Web: www.mdhomes.co.uk
Facilities: En, P, R Specialisms: OP, YA, PD

The Harefield Care Home 40
Hill End Road, Harefield, Middlesex UB9 6UX
Tel: 01895 825750 • Email: mary.nadeen@hc-one.co.uk
Owner: HC One Limited • Manager: Mary Nadeen
Web: www hc-one.co.uk
Facilities: En, P, R Specialisms: OP, D

Hayes Cottage 51
Grange Road, Hayes, Middlesex UB3 2RR
Tel: 020 8573 2052 • Email: manager@hayescottage.co.uk
Owner: Hayes Cottage Nursing Home Ltd
Manager: Ms Norma Vidot
Web: www.hayescottage.co.uk
Facilities: En, P, R Specialisms: OP, YA, PD

High Meadows 45
High Meadow Close, Pinner HA5 2HD
Tel: 020 8868 1618 • Email: admin@highmeadowcare.co.uk
Owner: Vivo Medical Care Ltd • Manager: Tina Flack
Facilities: En, P, R Specialisms: OP, D

Kingsley Court Care Home 85
855 Uxbridge Road, Hayes, Middlesex UB4 8HZ
Tel: 020 8561 6681
Email: manager@kingsleycourt.healthcarehomes.co.uk
Owner: Healthcare Homes (LSC) Ltd • Manager: Shiny Mathappan
Web: www.healthcarehomes.co.uk
Facilities: En, P, R Specialisms: OP, D

Parkfield House Nursing Home 44
Charville Lane West, Uxbridge, Middlesex UB10 0BY
Tel: 01895 811199
Email: wendy.bristow@canfordhealthcare.co.uk
Owner: Halton Services Ltd • Manager: Wendy Bristow
Web: www.canfordhealthcare.co.uk
Facilities: En, P, R Specialisms: OP, D

Si
# Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

## Ruislip Nursing Home 24
173 West End Road, Ruislip, Middlesex HA4 6LB  
Tel: 01895 676442 • Email: ruislipnursinghome@yahoo.co.uk  
Owner: Ruislip Care Home Ltd • Manager: Mrs Elsy Joy  
Web: www.ruislipcarehomes.co.uk  
Facilities: En, P, R Specialisms: OP, D

## St Vincent’s Nursing Home 60
Wiltshire Lane, Eastcote, Pinner, Middlesex HA5 2NB  
Tel: 020 8872 4900 • Email: enquiries@svnh.co.uk  
Owner: St Vincent’s Hospital • Manager: Jacquie Scott  
Web: www.svnh.co.uk  
Facilities: En, P, R Specialisms: OP, D, PD

See our advert on the outside back cover

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## Care Homes for People with Learning Disabilities

### 13 Alexandra Gardens 12
Hounslow, Middlesex TW3 4HT  
Tel: 020 3475 8484  
Email: alexandragardens@elysiumcp.co.uk  
Owner: Elysium Healthcare • Manager: Jessica Taylor  
Web: www.elysiumhealthcare.co.uk  
Facilities: En Specialisms: YA, LDA

### Grosvenor House 6
29 Grosvenor Road, Hounslow, Middlesex TW3 3ER  
Tel: 020 3490 7363  
Email: grosvenorhouse@socialcareaspirations.co.uk  
Owner: Mrs D Gurung  
Web: www.socialcareaspirations.co.uk  
Facilities: En, St, R Specialisms: YA, LDA, PD

### 329 Martindale Road 7
Hounslow, Middlesex TW4 7HG  
Tel: 020 8577 6031 • Email: martindaleroad@lot-uk.org.uk  
Owner: Life Opportunities Trust • Manager: Susan Pesaratto  
Web: www.lot-uk.org.uk  
Specialisms: OP, LDA, PD, SI

### The Mulberries 7
68 Bath Road, Hounslow, Middlesex TW3 3EQ  
Tel: 020 8577 3390 • Email: amy.philpott@dimensions-uk.org  
Owner: Dimensions (UK) Ltd • Manager: Amy Edwards  
Web: www.dimensions-uk.org  
Specialisms: LDA

### No 36 9
36 The Grove, Isleworth, Hounslow, Middlesex TW7 4JF  
Tel: 020 8560 8989 • Email: roda@ldcare.org  
Owner: L D Care Ltd • Manager: Roda Agnes  
Web: www.ldcare.org  
Facilities: En, R Specialisms: YA, LDA, MH, PD, SI
Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

231 and 233 Spring Grove Road 5
Isleworth, Middlesex TW7 4AF
Tel: 020 8758 2966
Email: 231springgroveroad@voyagecare.com
Owner: Voyage Care • Manager: Karina Gulinska
Web: www.voyagecare.com
Specialisms: OP, YA, LDA

Star Road Respite Service 7
49b Star Road, Isleworth, Middlesex TW7 4HU
Tel: 020 8568 5133 • Email: dhall@certitude.org.uk
Owner: Support for Living Ltd • Manager: Mrs Dorothy Hall
Web: www.supportforliving.org.uk
Facilities: R Specialisms: LDA

St Raphael’s 21
6-8 The Butts, Brentford, Middlesex TW8 8BQ
Tel: 020 8560 3745 • Email: bushra.chaudhury@psmgs.org.uk
Owner: The Frances Taylor Foundation
Manager: Bushra Chaudhury
Web: www.ftf.org.uk
Facilities: En, P Specialisms: LDA

The White House 6
39a Shaftesbury Avenue, Feltham, Middlesex TW14 9LN
Tel: 020 8890 3020 • Email: peter.edney@priorygroup.com
Owner: Priory Group • Manager: Peter Edney
Web: www.priorygroup.com
Facilities: En Specialisms: YA, LDA

Care Homes for People with Mental Health Problems

Great West Lodge 9
320 Great West Road, Hounslow, Middlesex TW5 0BA
Tel: 020 8707 9321 • Email: info@icslimited.com
Owner: Instant Care Solutions Ltd • Manager: Mr Dharmarao Guranna
Web: www.icslimited.com
Facilities: En, R Specialisms: MH, YA

The Mayfair 19
139 Vicarage Farm Road, Hounslow Middlesex TW5 0AA
Tel: 020 8577 4000
Owner: Astoria Healthcare Limited
Manager: Zena Chan
Facilities: En, P, R Specialisms: YA, D, MH, PD, AD

141 Vicarage Farm Road 10
Heston, Hounslow, Middlesex TW5 0AA
Tel: 020 8581 9313
Email: info@icslimited.com
Owner: Instant Care Solutions Ltd
Manager: Mr Dharmarao Guranna
Web: www.icslimited.com
Facilities: En, R Specialisms: MH

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Email: info@londoncaredirectories.co.uk
# Care Homes in the London Borough’s of Ealing, Hillingdon and Hounslow

## Care Homes with Nursing

### Ashgrove Care Home 49
Fir Tree Road, Off Martindale Road, Hounslow, Middlesex TW4 7HH
Tel: 020 8577 6226 • Email: ashgrove@hc-one.co.uk
Owner: HC-One Limited • Manager: Cynthia Affleck
Web: www.hc-one.co.uk
Facilities: En, P, R Specialisms: OP, D

### Atfield House Care Home 68
St John’s Road, Isleworth, Middlesex TW7 6UH
Tel: 020 8560 3994 • Email: atfield@barchester.com
Owner: Barchester Healthcare • Manager: Elaine Robson
Web: www.barchester.com
Facilities: En, P, R Specialisms: OP, YA, D, PD

### Charlotte House Care Home with Nursing 60
Snowy Fielder Waye, Isleworth, Middlesex TW7 6AE
Tel: 020 8758 0080 • Email: zoe.smith@careuk.com
Owner: Care UK Community Partnerships Ltd
Manager: Ms Zoe Maria Smith
Web: www.careuk.com
Facilities: En, P, R Specialisms: OP, D, LDA, MH, PD

### Cloisters Nursing Home 57
70 Bath Road, Hounslow, Middlesex TW3 3EQ
Tel: 020 8538 0410 • Email: manager.cloisters@advinia.com
Owner: Advinia Healthcare • Manager: Mrs Lourdes Ecle Pascua
Web: www.advinia.co.uk
Facilities: En, P, R Specialisms: OP, D, PD

### Coniston Lodge Nursing Home 92
Fern Grove, Feltham, Middlesex TW14 9AY
Tel: 020 8844 4860 • Email: conistonmanager@bondcare.co.uk
Owner: Bondcare (London) Ltd • Manager: Miranda Morgan
Web: www.bondcare.co.uk
Facilities: P, R Specialisms: OP, D

### Derwent Lodge Care Centre 62
Fern Grove, Feltham, Middlesex TW14 9AY
Tel: 020 8844 2975 • Email: derwent@bondcare.co.uk
Owner: Bondcare (London) Ltd
Manager: Vincent Munieza
Web: www.bondcare.co.uk
Facilities: En, P, R Specialisms: OP, D

### LD Care – Gresham Road 9
9 Gresham Road, Hounslow, Middlesex TW3 4BT
Tel: 020 8572 0162 • Email: roda@ldcare.org
Owner: L D Care Ltd • Manager: Roda Agnes
Web: www.ldcare.org
Facilities: En, R Specialisms: YA, LDA, MH, PD, SI

### Maryville Care Home 39
12-14 The Butts, Brentford, Middlesex TW8 8BQ
Tel: 020 8560 7124 • Email: clare.casey@psmgs.org.uk
Owner: Poor Servants of the Mother of God
Manager: Sister Clare Casey • Web: www.ftf.org.uk
Facilities: En, P Specialisms: OP, D, LDA

### St Mary’s Convent and Nursing Home 60
Burlington Lane, Chiswick, London W4 2QE
Tel: 020 8994 4641 • Email: office@stmarysnh.co.uk
Owner: The Sisters of St Margaret
Manager: Ms Elizabeth Smith
Web: www.saintmarysconventchiswick.org
Facilities: En, P, St Specialisms: OP, PD

### Vicarage Farm Nursing Home 59
139 Vicarage Farm Road, Hounslow, Middlesex TW5 0AA
Tel: 020 8577 4000 • Email: info@astoriahealthcare.com
Owner: Astoria Healthcare Limited • Manager: Zena Chan
Web: www.astoriahealthcare.com
Homecare agencies in the London Borough’s of Ealing, Hillingdon and Hounslow

The Directory of Homecare Agencies that follows is a selection of providers serving the Ealing, Hillingdon and Hounslow borough areas. The list has been drawn up from careful research with the aim of providing you with the most up to date information at the time of going to print.

We include basic contact information for all of the providers and where possible email and website addresses for you to refer to. All of the Homecare Agencies listed here are registered with the Care Quality Commission.

EALING

Bluebird Care (Ealing)
155-157 Pitshanger Lane
Ealing W5 1RH
Tel: 020 8810 4666
Email: ealing@bluebirdcare.co.uk

Friendly Homecare
The Vale Business Centre, 203-205 The Vale
Acton, London W3 7QS
Tel: 020 3417 3353
Email: info@friendlyhomecare.co.uk
Web: www.friendlyhomecare.co.uk

Genesis Recruitment Agency Ltd
Unit 36, Park Royal Business Centre
9-17 Park Royal Road
London NW10 7LQ
Tel: 020 8453 0123
Email: info@genesisagency.co.uk

Home Instead Senior Care
Southall Town Hall, High Street, Southall UB1 3HA
Tel: 020 8574 2008
Email: tony.hussain@homeinstead.co.uk

Lean On Me Community Care Services Ltd
16 Arrow Scout Walk, Northolt
Middlesex UB5 6EE
Tel: 020 8842 3329
Email: info@leanonmeltd.co.uk
Web: www.paramountoptions.co.uk
See our advert on 5

Robin Home Care (Ealing and Richmond)
Suite 17, Access House, Manor Road
West Ealing, London W13 0AS
Tel: 020 3011 2256
Email: care@robinhomecare.co.uk

TLC Care Services LLP
Suite 717, Crown House, North Circular Road
Park Royal, London NW10 7PN
Tel: 020 3903 6392
Email: info@tlccareservices.co.uk

We Do Care (London) Limited
99 Windmill Lane, Greenford UB6 9DR
Tel: 08000 86 9745
Email: wedocarelondon@gmail.com
HILLINGDON

Bluebird Care (Hillingdon)
Unit 4, Brook Business Centre, Cowley Mill Road, Uxbridge UB8 2FX
Tel: 01895 231211
Email: hillingdon@bluebirdcare.co.uk

Caremark (Hillingdon)
6 Marlborough Parade, Uxbridge Road, Uxbridge UB10 0LR
Tel: 01895 230430
Email: hillingdon@caremark.co.uk

Everycare (Hillingdon)
Ferrari House, 258 Field End Road, Ruislip HA4 9UU
Tel: 01895 530083
Email: hillingdon@everycare.co.uk

Home Instead
51a High Street, Ruislip HA4 7BD
Tel: 01895 754814
Email: stuart.hart@homeinstead.co.uk
Web: www.homeinstead.co.uk

Kindness Care Services Limited
25 Victoria Road, Ruislip HA4 9AB
Tel: 01895 621566
Email: enquiries@kindnesscare.co.uk
Web: www.kindnesscare.co.uk

Life Care Plus Limited
2 Bakers Yard, High Street, Uxbridge UB8 1JZ
Tel: 020 3002 7898
Email: info@lifecareplusltd.co.uk
Web: www.lifecareplusltd.co.uk

London Quality Care Services
Unit 3, Sandow Commercial Estate
Sandow Crescent, Hayes UB3 4QH
Tel: 020 8573 8838
Email: info@londonqualitycareservices.co.uk
Web: www.londonqualitycareservices.co.uk

Quest Recovery Services Limited
‘Your home. Your care. Your way.’

At Quest Recovery Services you will always be our priority from the first assessment to every call your carer attends. We work around your needs and give you support at affordable prices because compassion shouldn’t cost the world. We want you to keep living independently at home on your own terms.

Our promise to you:
- support team dedicated to your care
- 24/7 response
- we are with you every step of the way
- experienced carers that are both professional and lovable

Services we provide:
- rehabilitation therapy
- domestic and personal care
- shopping, escort to appointments and community access
- 24 hour live-in care
- end of life care
- respite care

Tel: 020 8573 7766
Website: www.questrecoveryservices.org.uk

See our advert at left
## Homecare agencies in the London Borough’s of Ealing, Hillingdon and Hounslow

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Telephone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ruby Grange Homecare Limited</strong></td>
<td>38 Lowlands Road, Pinner HA5 1TU</td>
<td>Tel: 020 8864 7741</td>
<td>Email: <a href="mailto:info@rubygrangehomecare.co.uk">info@rubygrangehomecare.co.uk</a></td>
<td>Web: <a href="http://www.rubygrangehomecare.co.uk">www.rubygrangehomecare.co.uk</a></td>
</tr>
<tr>
<td><strong>Spring Valley Care Services Ltd</strong></td>
<td>86 Southcote Rise, Ruislip HA4 7LW</td>
<td>Tel: 01895 754924</td>
<td>Email: <a href="mailto:info@svalleycareservices.co.uk">info@svalleycareservices.co.uk</a></td>
<td>See our advert on page 7</td>
</tr>
<tr>
<td><strong>Surecare Hillingdon</strong></td>
<td>Alexander House, 106 Pembroke Road, Ruislip HA4 8NW</td>
<td>Tel: 01895 477996</td>
<td>Email: <a href="mailto:enquiries@surecarehillingdon.co.uk">enquiries@surecarehillingdon.co.uk</a></td>
<td>Web: <a href="http://www.surecare.co.uk">www.surecare.co.uk</a></td>
</tr>
<tr>
<td><strong>Avant Healthcare Services Ltd</strong></td>
<td>6th Floor, 50 Salisbury Road, Hounslow TW4 6JQ</td>
<td>Tel: 020 3805 0610</td>
<td>Email: <a href="mailto:help@avanthealth.co.uk">help@avanthealth.co.uk</a></td>
<td>See our advert on page 7</td>
</tr>
<tr>
<td><strong>Bluebird Care (Hounslow &amp; Chiswick)</strong></td>
<td>Legacy Centre, Suite 204, Hanworth Trading Estate</td>
<td>Tel: 020 8898 2349</td>
<td>Email: <a href="mailto:hounslow.chiswick@bluebirdcare.co.uk">hounslow.chiswick@bluebirdcare.co.uk</a></td>
<td>Web: <a href="http://www.bluebirdcare.co.uk">www.bluebirdcare.co.uk</a></td>
</tr>
<tr>
<td><strong>Goodluck Care</strong></td>
<td>Vista Business Centre, Suite 47, 1st floor</td>
<td>Tel: 020 3011 2119</td>
<td>Email: <a href="mailto:contact@goodluckcare.co.uk">contact@goodluckcare.co.uk</a></td>
<td>Web: <a href="http://www.goodluckcare.co.uk">www.goodluckcare.co.uk</a></td>
</tr>
<tr>
<td><strong>Haven Care</strong></td>
<td>Suite 8, 2nd Floor, GW1, Great West House</td>
<td>Tel: 020 8758 9841</td>
<td>Email: <a href="mailto:info@havencare.co.uk">info@havencare.co.uk</a></td>
<td>Web: <a href="http://www.havencare.co.uk">www.havencare.co.uk</a></td>
</tr>
<tr>
<td><strong>Jeremys Care Buddies</strong></td>
<td>Vista Centre, 50 Salisbury Road, Hounslow TW4 6JQ</td>
<td>Tel: 020 8538 0127</td>
<td>Email: <a href="mailto:info@jeremeyscarebuddies.co.uk">info@jeremeyscarebuddies.co.uk</a></td>
<td>Web: <a href="http://www.jeremyscarebuddies.co.uk">www.jeremyscarebuddies.co.uk</a></td>
</tr>
<tr>
<td><strong>MNA Home Care Services Ltd - Hounslow</strong></td>
<td>Regus House, 450 Bath Road, Langford UB7 OEB</td>
<td>Tel: 020 8799 7523</td>
<td>Email: <a href="mailto:mna@mnahomecare.com">mna@mnahomecare.com</a></td>
<td>Web: <a href="http://www.mnahomecare.com">www.mnahomecare.com</a></td>
</tr>
<tr>
<td><strong>Right at Home</strong></td>
<td>Prospect House, 67 Boston Manor Road</td>
<td>Tel: 020 8432 9788</td>
<td>Email: <a href="mailto:ealing@rightathomeuk.com">ealing@rightathomeuk.com</a></td>
<td>Manager: Shahzad Akhtar</td>
</tr>
<tr>
<td></td>
<td>Brentford TW8 9JQ</td>
<td></td>
<td></td>
<td>Web: <a href="http://www.rightathomeuk.com/ealingandhounslow">www.rightathomeuk.com/ealingandhounslow</a></td>
</tr>
</tbody>
</table>

**HOUNSLOW**
North London Home Care

North London Home Care is a brand new home care agency specialising in providing tailor-made care and support packages for the elderly and all other client groups.

We know the importance of finding the right homecare solutions for our clients. Some people require just a little help with everyday tasks, such as shopping or cleaning, while others have more complex needs taking advantage of the full range of support services we provide.

We pride ourselves on ensuring that our clients lead the most fulfilled lives, with their dignity, self respect, independence and privacy at the top of our agenda.

- care services available from half hour to 24 hours a day, 7 days a week
- day care and night sitting
- home from hospital
- care provided from light housework to blitz cleaning
- trained and professional staff, fully checked
- respite care at home
- live-in care service

Please call now for more details, and a friendly chat.

We are also seeking experienced carers to join our team. For further information please call or send your CV to: info@northlondonhomecare.co.uk

Tel: 020 8364 8428
North London Home Care
162 Leicester Road, Barnet EN5 5DS
Email: info@northlondonhomecare.co.uk
www.northlondonhomecare.co.uk
At St Vincent’s we are proud of our heritage of providing care dating back over 100 years in Eastcote, set in beautiful grounds, quiet and secluded at the top of Haste Hill but accessible by public transport (Bus H13).

If you would like to know more and be a part of our warm, secure and inclusive welcoming community the following will give you more of an idea.

We offer nursing and spiritual support to our residents and we have an excellent reputation for delivering high standards of care. Inspired by the spirit of St Vincent de Paul and the Daughters of Charity our modern purpose-built care home provides:

- 60 high quality, single en-suite rooms
- Spacious lounges, reading and meeting areas
- Personalised care provided by our professionally qualified nurses and dedicated in-house teams
- Tasty home-cooked meals with varied choices prepared by our in-house chefs
- A comprehensive range of engaging activities
- Our own transport to take residents on trips out and hospital appointments
- Our own chapel with daily Mass. (All religions or none are welcome)

We are here for your loved ones and you, and our values are part of our daily life here at the Home and include for each other:

- Dignity
- Respect
- Individuality
- Excellence

St Vincent’s Nursing Home, Wiltshire Lane, Eastcote, Pinner, Middlesex HA5 2NB
Telephone: 020 8872 4900 or E-mail: Cynthia.kamara@svnh.co.uk Website: www.svnh.co.uk