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# Sutton Care Directory 2023-24

Your local guide to care homes, homecare agencies and care and support services in the Sutton borough area



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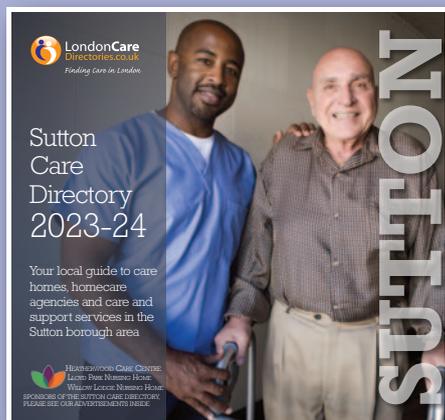
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# Welcome to the Sutton Care Directory 2023-24

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 Sutton area, 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 if respite care is 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](http://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@londoncaresdirectories.co.uk](mailto:info@londoncaresdirectories.co.uk)

The Sutton Care Directory is also available to view and download from our website: [www.londoncaresdirectories.co.uk](http://www.londoncaresdirectories.co.uk)

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## 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

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Grange Cottage, 6-8 Grange Road, Sutton, Surrey SM2 6RS. [www.grangecottagecarehome.com](http://www.grangecottagecarehome.com) Email: [grangecottage@blueyonder.co.uk](mailto:grangecottage@blueyonder.co.uk)

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.

## 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.



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Overall: Good 

9.8 

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## 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').

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:



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Wimbledon, SW19 8LR  
020 3131 8937

**Wimbledon Beaumont**  
35 Arterberry Road,  
Wimbledon, SW20 8AG  
020 3131 8646

- 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 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

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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](http://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](http://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](http://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 SUTTON

### Age UK Sutton

Sutton Gate, 1 Carshalton Rd, Sutton SM1 4LE  
Tel: 020 8078 0002  
Web: [www.ageuk.org.uk/sutton](http://www.ageuk.org.uk/sutton)

### Alzheimers Society Sutton Office

Tel: 020 8770 1875  
Email: [sutton@alzheimers.org.uk](mailto:sutton@alzheimers.org.uk)  
Web: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### Citizens Advice Bureau (Sutton Branch)

68 Parkgate Road, Wallington, Surrey SM6 0AH  
Tel: 020 8405 3552  
Web: [www.suttoncabx.org.uk](http://www.suttoncabx.org.uk)  
Advice & Information,  
Open Monday to Friday 9am to 5pm

### Healthwatch Sutton

73-79 Oakhill Road, Sutton, Surrey SM1 3AA  
Tel: 020 8641 9540  
Web: [www.healthwatchsutton.org.uk](http://www.healthwatchsutton.org.uk)

### Library Services

Sutton Central Library, St Nicholas Way,  
Sutton SM1 1EA  
Tel: 020 8770 4740  
Web: [www.sutton.gov.uk](http://www.sutton.gov.uk)

### South West London Sutton Integrated Care Board

Tel: 020 3880 0271  
Email: [referrals.suttonchc@swlondon.nhs.uk](mailto:referrals.suttonchc@swlondon.nhs.uk)  
Web: [www.southwestlondon.icb.nhs.uk](http://www.southwestlondon.icb.nhs.uk)

### Sutton Carers Centre

Benhill House, 12/14 Benhill Avenue, Sutton, Surrey SM1 4DA  
Tel: 020 8296 5611  
Email: [enquiries@suttoncarerscentre.org](mailto:enquiries@suttoncarerscentre.org)  
Web: [www.suttoncarerscentre.org](http://www.suttoncarerscentre.org)  
Offers information, advice and support to carers.

### Sutton Council

St Nicholas Way, Sutton, Surrey SM1 1EA  
Contact Centre Tel: 020 8770 5000  
Web: [www.sutton.gov.uk](http://www.sutton.gov.uk)

### Sutton Mencap

8 Stanley Park Road, Wallington, Surrey SM6 0EU  
Tel: 020 8647 8600  
Web: [www.suttonmencap.org.uk](http://www.suttonmencap.org.uk)  
Supports children and adults with a learning disability, and their carers, by providing services, information and support.

### Sutton Mental Health Foundation

63 Downs Road, Belmont, Surrey SM2 5NR  
Tel: 020 8770 0172 • Email: [admin@smhf.org.uk](mailto:admin@smhf.org.uk)  
Web: [www.smhf.org.uk](http://www.smhf.org.uk)

### Volunteer Centre Sutton

Market House, 216-220 High Street,  
Sutton SM1 1NU  
Tel: 020 8661 5900  
Web: [www.vcsutton.org.uk](http://www.vcsutton.org.uk)  
We're here to help you find your perfect volunteering role.

## NATIONAL ORGANISATIONS

### **Age UK (National Office)**

Advice line: 0800 678 1602

Web: [www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Care Quality Commission**

Tel: 03000 616161

Email: [enquiries@cqk.org.uk](mailto:enquiries@cqk.org.uk)

Web: [www.cqc.org.uk](http://www.cqc.org.uk)

### **Carers UK**

20 Great Dover Street, London SE1 4LQ

Tel: 020 7378 4999

Helpline: 0808 808 7777

(Mon to Fri, 9am-6pm)

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

Web: [www.carersuk.org](http://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](http://www.citizensadvice.org.uk)

### **Elderly Accommodation Counsel (EAC)**

Web: [www.eac.org.uk](http://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.

### **Hourglass England**

Helpline: 0808 808 8141

Email to: [enquiries@wearehourglass.org](mailto:enquiries@wearehourglass.org)

Web: [www.wearehourglass.org](http://www.wearehourglass.org)

Our confidential services provide information and support to: Any older person who is experiencing, or at risk of any kind of harm, abuse or exploitation.

### **Independent Age**

18 Avonmore Road, London W14 8RR

Advice line: 0800 319 6789

Mon to Fri: 8.30am to 5.30pm,

Weekends and bank holidays closed

Email: [advice@independentage.org](mailto:advice@independentage.org)

Web: [www.independentage.org](http://www.independentage.org)

Particular expertise in residential and nursing home care and runs an advice line for older people, their carers 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](http://www.nhs.uk)

## **Relatives and Residents Association**

Unit 6, Aztec Row, 1 Berners Road, London N1 0PW

Helpline: 020 7359 8136

(Monday to Friday 9:30am to 1pm and

Thursdays 6pm to 8pm)

Web: [www.relres.org](http://www.relres.org)

The Relatives and Residents Association is the national charity for older people needing care and the relatives and friends who help them cope.

## **United Kingdom Homecare Association**

Tel: 020 8661 8188

Web: [www.ukhca.co.uk](http://www.ukhca.co.uk)

UKHCA is the professional association of home care providers.

## **HEALTH AND WELLBEING**

### **Disabled Living Foundation**

Tel: 0300 999 0004

Helpline for advice and information for disabled and/or older people

Web: [www.dlf.org.uk](http://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](http://www.keepfit.org.uk)

## **Versus Arthritis**

Tel: 0800 5200 520 (Freephone helpline)

Web: [www.versusarthritis.org](http://www.versusarthritis.org)

## **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/](http://www.tfl.gov.uk/modes/dial-a-ride/)

### **Freedom Bus Pass**

Helpline: 0300 330 1433

Email: [info@freedompass.org](mailto:info@freedompass.org)

Web: [www.freedompass.org](http://www.freedompass.org)

### **Shop Mobility**

ShopMobility UK is a nationwide network of centres which hire out mobility equipment to the public.

Web: [www.shopmobilityuk.org](http://www.shopmobilityuk.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](http://www.taxicard.org.uk)

### **Transport for London**

Web: [www.tfl.gov.uk](http://www.tfl.gov.uk)

The Directory of Homecare Agencies that follows is a selection of providers serving the Sutton borough area. 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.

Please see and respond to our advertisers' messages on these pages. Don't forget to mention that you found them in the Sutton Care Directory.

### Absolute Care Services

9 The Parade, Wallington,  
Surrey SM6 8ND

Tel: 020 3815 5444

Email: [info@absolutecareservice.co.uk](mailto:info@absolutecareservice.co.uk)

Web: [www.absolutecareservice.co.uk](http://www.absolutecareservice.co.uk)

### Bluebird Care (Sutton)

Suite C, (Lower Ground Floor),  
BTS House, 69-73 Manor Road,  
Wallington SM6 0DD

Tel: 020 8644 5161

Email: [sutton@bluebirdcare.co.uk](mailto:sutton@bluebirdcare.co.uk)

Web: [www.bluebirdcare.co.uk/sutton](http://www.bluebirdcare.co.uk/sutton)

See our advert on page 3



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- End of Life

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**Visit:** [www.heritagehealthcare.co.uk/epsom](http://www.heritagehealthcare.co.uk/epsom)

**Meet us:** 41 The Broadway, Sutton, Surrey, SM3 8BL

## Homecare agencies in the London Borough of Sutton

### Caremark Sutton

20 Ewell Road,

Cheam SM3 8BU

Tel: 020 8819 4439

Email: [sutton@caremark.co.uk](mailto:sutton@caremark.co.uk)

Web: [www.caremark.co.uk/sutton](http://www.caremark.co.uk/sutton)

### Care More

4 Tudor Court,

Brighton Road,

Sutton, Surrey SM2 5AE

Tel: 01372 700444

Email: [info@care-more.co.uk](mailto:info@care-more.co.uk)

Web: [www.care-more.co.uk](http://www.care-more.co.uk)

### Chenash Homecare Specialists Ltd

19 Lindores Road,

Carshalton, Sutton,

Surrey SM5 1BQ

Tel: 020 8648 6400

Email: [info@chenashhomecare.co.uk](mailto:info@chenashhomecare.co.uk)

Web: [www.chenashhomecare.co.uk](http://www.chenashhomecare.co.uk)

### Direct Care and Support Services

20 Fairway, Carshalton,

Surrey SM5 4HS

Tel: 020 8915 0771

Email: [contact@dcss24.co.uk](mailto:contact@dcss24.co.uk)

Web: [www.dcss24.co.uk](http://www.dcss24.co.uk)

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[info@santecareathome.co.uk](mailto:info@santecareathome.co.uk)

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email: [j.tetteh@dynastycare services.co.uk](mailto:j.tetteh@dynastycare services.co.uk)



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Visit our website [homeinstead.co.uk/sutton](http://homeinstead.co.uk/sutton)

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Bev Wainright, client



## Homecare agencies in the London Borough of Sutton

### Guardian Angel Carers

Unit 3, 17 Station Road,  
Belmont SM2 6BX  
Tel: 020 3150 2111  
Email: [banstead@gacarers.co.uk](mailto:banstead@gacarers.co.uk)  
Web: [www.gacarers.co.uk/banstead](http://www.gacarers.co.uk/banstead)  
See our advert on page 27

### Heritage Healthcare Epsom

41 The Broadway,  
Sutton SM3 8BL  
Tel: 01372 303222  
Email: [care@epsom.heritagehealthcare.co.uk](mailto:care@epsom.heritagehealthcare.co.uk)  
Web: [www.heritagehealthcare.co.uk/epsom](http://www.heritagehealthcare.co.uk/epsom)  
See our advert on page 23

### Home Instead Sutton

Sutton Business Centre, Restmor Way,  
Wallington, Surrey SM6 7AH  
Tel: 020 8773 7660  
Email: [alison.legg@homeinstead.co.uk](mailto:alison.legg@homeinstead.co.uk)  
Web: [www.homeinstead.co.uk/sutton](http://www.homeinstead.co.uk/sutton)  
See our advert on page 25



### Lakeshore Care Limited

15a Grove Road, 2nd floor, Sutton,  
Surrey SM1 1BB  
Tel: 020 8661 9960  
Email: [info@lakeshorecare.co.uk](mailto:info@lakeshorecare.co.uk)  
Website: [www.lakeshorecare.co.uk](http://www.lakeshorecare.co.uk)  
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Weatherill Business Centre, New South Quarters, 23 Whitestone Way, Croydon CR0 4WF

## Homecare agencies in the London Borough of Sutton

### Sante Care At Home

74 Link Lane, Wallington,

Surrey SM6 9DZ

Tel: 020 3432 3315

Email: [info@santecareathome.co.uk](mailto:info@santecareathome.co.uk)

Web: [www.santecareathome.co.uk](http://www.santecareathome.co.uk)

See our advert on page 24

### Visiting Angels North Surrey

Trident Court, 1 Oakcroft Road,

Chessington KT9 1BD

Tel: 020 3143 4007

Email: [northsurrey@visiting-angels.co.uk](mailto:northsurrey@visiting-angels.co.uk)

Web: [www.visiting-angels.co.uk/northsurrey](http://www.visiting-angels.co.uk/northsurrey)



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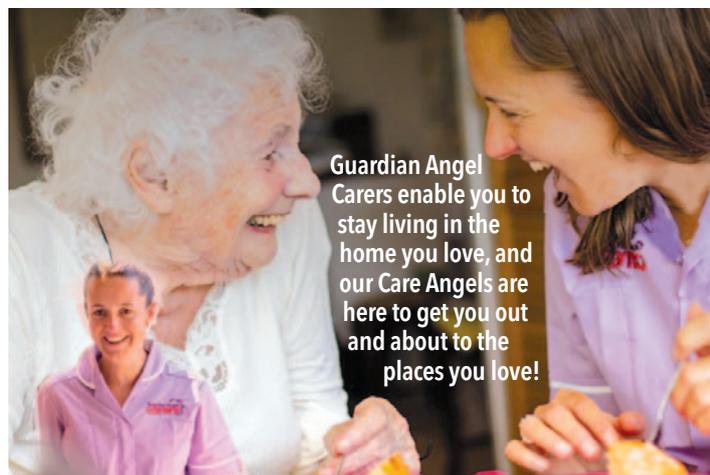
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Live-in Care  
Housework

**PerCurra North East Surrey**

### 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 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

### Nursing homes

#### Barons Lodge Sutton 17

2 Cumnor Road, Sutton, Surrey, SM2 5DW

Tel: 020 8642 1884

Email: baronssutton@gmail.com

Owner: Susash London Ltd

Manager: Catherine Olaniyan

Facilities: **St** Specialisms: **OP, YA, MH, PD**

#### Belmont House Nursing Home 60

75 Worcester Road, Sutton, Surrey, SM2 6ND

Tel: 020 8652 7900

Email: reception.belmont@ariacare.co.uk

Owner: Aria Care Limited

Manager: Arthur Tanare

Web: [www.caringhomes.org/belmonthouse](http://www.caringhomes.org/belmonthouse)

Facilities: **En, P, R** Specialisms: **OP, YA, D, PD**

See our advert on page 13

#### Carshalton Nursing Home 33

28 Salisbury Road, Carshalton, Surrey SM5 3HD

Tel: 020 8669 2592

Email: [kn@sweethomesltd.com](mailto:kn@sweethomesltd.com)

Owner: Sweet Homes Ltd

Manager: Kalsum Noh

Web: [www.sweethomesltd.com](http://www.sweethomesltd.com)

Facilities: **P, R** Specialisms: **OP, D**

#### Chegworth Nursing Home 43

23 Downs Side, Cheam, Surrey SM2 7EH

Tel: 020 8642 9453

Email: [info@chegworthnursinghome.com](mailto:info@chegworthnursinghome.com)

Owner: Bayswift Limited

Manager: Rekha Govindan

Web: [www.chegworthnursinghome.com](http://www.chegworthnursinghome.com)

Facilities: **En, P, R** Specialisms: **OP, YA**



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[careuk.com/tennyson-grange](http://careuk.com/tennyson-grange)

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## Care Homes in the London Borough of Sutton - Nursing homes

### Crossways Nursing Home 40

17 Overton Road, Sutton, Surrey SM2 6RA

Tel: 020 8642 0955

Email: [info@crosswayssutton.co.uk](mailto:info@crosswayssutton.co.uk)

Owner: Crosscare Services Limited

Manager: Sarah Stacey

Web: [www.crosswayssutton.co.uk](http://www.crosswayssutton.co.uk)

Facilities: **En, P, R** Specialisms: **OP, YA, D**

See our advert on page 9

### Lavender Oaks Care Home 75

4 Metcalfe Avenue, Carshalton,

Surrey SM5 4AQ

Tel: 020 3957 5200

Owner: Porthaven Care Homes No 2 Limited

Manager: Rachele Minter

Web: [www.porthaven.co.uk](http://www.porthaven.co.uk)

Facilities: **En, P, R** Specialisms: **OP, YA, D**

See our advert on page 31

### Fieldway Care Home 68

40 Tramway Path, Mitcham, Surrey, CR4 4SJ

Tel: 020 8648 3435

Email: [fieldway.manager@hc-one.co.uk](mailto:fieldway.manager@hc-one.co.uk)

Owner: HC-One

Manager: Alexandra Albu

Web: [www.hc-one.co.uk](http://www.hc-one.co.uk)

Facilities: **P, R** Specialisms: **OP, YA, D, PD**

### Lodore Nursing Home 36

9 Mayfield Road, Sutton, Surrey SM2 5DU

Tel: 020 8642 3088

Email: [suppliers@suttonnursinghomes.co.uk](mailto:suppliers@suttonnursinghomes.co.uk)

Owner: S J Pittman Limited

Manager: Chandra Uwins

Web: [www.suttonnursinghomes.co.uk](http://www.suttonnursinghomes.co.uk)

Facilities: **P, St, R** Specialisms: **OP, YA**

### Grennell Lodge Nursing Care Home 24

69 All Saints Road, Sutton, Surrey SM1 3DJ

Tel: 020 8644 7567

Email: [info@grennell.co.uk](mailto:info@grennell.co.uk)

Owner: Jesmund Care

Person in charge: The Manager

Web: [www.jesmund.co.uk](http://www.jesmund.co.uk)

Facilities: **P, R** Specialisms: **OP, YA, D, MH, PD, SI**

### Orchard House Nursing Home 39

35 Hallmead Road, Sutton, Surrey SM1 1RD

Tel: 020 8644 3916

Email: [enquiries@suttonnursinghomes.co.uk](mailto:enquiries@suttonnursinghomes.co.uk)

Owner: Sutton Nursing Homes Ltd

Manager: Vera Liubchivski

Facilities: **En, P, R** Specialisms: **OP, YA**

### Jesmund Nursing Home 25

29 York Road, Cheam, Surrey SM2 6HL

Tel: 020 8642 9660

Email: [jesmund@outlook.com](mailto:jesmund@outlook.com)

Owner: Mr P Modha

Manager: Santa Marasigan

Facilities: **En, P, St, R** Specialisms: **OP, YA, D, MH**

### Shirley View Nursing Home 22

23 Shirley Avenue, Cheam, Sutton,

Surrey SM2 7QS

Tel: 020 8643 5680

Email: [care.vlke4@nhs.net](mailto:care.vlke4@nhs.net)

Owner: Family Star Ltd

Manager: Vasile Ofrim

Facilities: **En, P, St, R** Specialisms: **OP, D**

## Care Homes in the London Borough of Sutton - Nursing homes

### Southdown Nursing Home 25

5 Dorset Road, Sutton, Surrey SM2 6JA

Tel: 020 8642 6169

Email: [dineth@southdownnursinghome.co.uk](mailto:dineth@southdownnursinghome.co.uk)

Owner: Mrs Wijayarathna • Manager: Dineth Wijayarathna

Web: [www.southdownnursinghome.co.uk](http://www.southdownnursinghome.co.uk)

Facilities: **En, P, St, R** Specialisms: **OP, D**

### St Judes Nursing Home 40

29-31 Mayfield Road, Sutton, Surrey SM2 5DU

Tel: 020 8643 1335

Email: [manager@stjudesnursinghome.co.uk](mailto:manager@stjudesnursinghome.co.uk)

Owner: Churchill Residential Care and Nursing Homes Ltd

Manager: Patricia Fyfe

Web: [www.stjudesnursinghome.co.uk](http://www.stjudesnursinghome.co.uk)

Facilities: **En, P, St, R** Specialisms: **OP, D, PD, SI**

See our advert on the inside front cover

### Sutton Court Care Centre 63

486 - 488 Sutton Common Road, Sutton, Surrey SM3 9JL

Tel: 020 8644 8118

Email: [info@suttoncourtcarecentre.com](mailto:info@suttoncourtcarecentre.com)

Owner: Hydefall Ltd

Manager: Marie Bannister

Web: [www.suttoncourtcarecentre.com](http://www.suttoncourtcarecentre.com)

Facilities: **En, P, R** Specialisms: **OP, YA, D, MH**

### Tennyson Grange 83

123 Westmead Road, Sutton, Surrey SM1 4JE

Tel: 020 3871 2060

Owner: Care UK

Manager: Brighton Nyagomo

Web: [www.careuk.com/tennyson-grange](http://www.careuk.com/tennyson-grange)

Facilities: **En, P, R** Specialisms: **OP, YA, D, PD**

See our advert on page 29



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Email: [info@londoncaresdirectories.co.uk](mailto:info@londoncaresdirectories.co.uk)



*Finding Care in London*

### Willow Lodge 27

59 Burdon Lane, Cheam, Sutton, Surrey SM2 7BY

Tel: 020 8642 4117

Email: [info@willowlodge.org](mailto:info@willowlodge.org)

Owner: Heatherwood Health Care

Manager: Gosia Kanarkowska

Web: [www.willowlodge.org](http://www.willowlodge.org)

Facilities: **En, P, R** Specialists: **D**

See our advert on page 1

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# 020 3944 4612

[bupa.co.uk/heathland-court](http://bupa.co.uk/heathland-court)

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sundays and bank holidays. Calls are charged at no more than local rate and count towards any inclusive minutes from mobiles. We may record or monitor our calls.

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## Care Homes in the London Borough of Sutton

### Care homes for older people

#### Elmglade Residential Home 24

397-399 London Road, North Cheam, Sutton, Surrey SM3 8JH

Tel: 020 8393 5593

Email: elmglade399@yahoo.com

Owner: Tissa Nihal Atapattu

Manager: Mathew John

Facilities: **En, P, St, R** Specialisms: **OP, YA, D**

#### Eversfield House 24

45 Mulgrave Road, Sutton, Surrey SM2 6LJ

Tel: 020 8642 6661

Email: lfredwards@eversfieldhousesutton.uk

Owner: Sutton & Cheam Elderly People's Housing Association

Manager: Leroy Frere-Edwards

Web: www.eversfieldhousesutton.uk

Facilities: **En, P, R** Specialisms: **OP**

See our advert on page 9

#### Gable Lodge 9

66 Beddington Gardens, Carshalton, Surrey SM5 3HQ

Tel: 020 8669 5513

Email: gable\_lodge@yahoo.co.uk

Owner: Mrs C K Prathapan and Mrs T Sekaran

Manager: Mrs Chandrakantha Prathapan

Facilities: **St, R** Specialisms: **OP**

#### Grange Cottage Residential Home 31

6 Grange Road, Sutton,

Surrey SM2 6RS

Tel: 020 8642 2721

Email: grangecottage@blueyonder.co.uk

Owner: Grange Cottage Ltd

Manager: Mrs Halkoree

Web: www.grangecottagecarehome.com

Facilities: **En, St, R** Specialisms: **OP, D**

See our advert on page 7

#### Grasmere Rest Home 23

49 Grange Road, Sutton, Surrey SM2 6ST

Tel: 020 8642 8612 • Email: grasmere@southcarehomes.com

Owner: Mr & Mrs Nanji • Manager: Antonina Gont

Web: www.southcarehomes.com

Facilities: **En, P, St, R** Specialisms: **OP, D**

#### Heatherwood Care Centre 23

47 Foxley Lane, Purley, Surrey CR8 3EH

Tel: 020 8660 6646

Email: info@heatherwood.org

Owner: Heatherwood Health Care

Manager: Iyoka Woodhouse

Web: www.heatherwood.org

Facilities: **En, P, St, R** Specialisms: **LDA, OP, D, MH, PD, SI, AD**

See our advert on the inside back cover

## Wellesley Lodge

Dementia and Alzheimers Care Specialists



41 WORCESTER ROAD, SUTTON, SURREY SM2 6PY

Wellesley Lodge is an award winning dementia care home specialising in providing person centred care for our residents in a comfortable, caring and safe environment. Short term respite care and day care also available.

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Contact Katja Crutchley 020 8643 8860 Email: katja@wellesleylodge.co.uk  
www.wellesleylodge.co.uk

## Care Homes in the London Borough of Sutton - Care homes for older people

### Montclair Residential Home 15

216 Banstead Road, Banstead, Surrey SM7 1QE

Tel: 020 8393 7433 • Email: [stephenmann@btinternet.com](mailto:stephenmann@btinternet.com)

Owner: Mr Stephen Mann • Manager: Mr Stephen Mann

Web: [www.montclairresidentialhome.co.uk](http://www.montclairresidentialhome.co.uk)

Facilities: **En, P** Specialisms: **OP, D, MH**

### Orford House Residential Care Home 29

Woodcote Park, Meadow Hill, Coulsdon CR5 2XN

Tel: 020 8660 2875 • Owner: Friends of the Elderly

Person in charge: The Manager

Web: [www.fote.org.uk](http://www.fote.org.uk)

Facilities: **En, P, R** Specialisms: **OP, D**

### Rutland House Care Home 20

67 All Saints Road, Sutton SM1 3DQ

Tel: 020 8644 5699 • Email: [rutlandhouse06@btinternet.com](mailto:rutlandhouse06@btinternet.com)

Owner: Rutland House Care Home Ltd

Manager: Dona Konthasinghe

Facilities: **St** Specialisms: **OP, D**

### Ryelands 50

15 Beddington Gardens, Wallington SM6 0JF

Tel: 020 8647 6837 • Email: [home.wal@mha.org.uk](mailto:home.wal@mha.org.uk)

Owner: Methodist Homes

Manager: Solomon-Paul Ekuase

Web: [www.mha.org.uk](http://www.mha.org.uk)

Facilities: **En, P, St, R** Specialisms: **OP, D**

### Wellesley Lodge Residential Care Home 22

41 Worcester Road, Sutton SM2 6PY

Tel: 020 8643 8860

Email: [info@wellesleylodge.co.uk](mailto:info@wellesleylodge.co.uk)

Owner: Larcombe Housing Association Limited

Manager: Katja Crutchley

Facilities: **P, R** Specialisms: **OP, D**

See our advert on page 33



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### Homes for people with a learning disability

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#### 44 Albion Road 7

Sutton, Surrey SM2 5TF

Tel: 020 8642 2092

Owner: Achieve Together

Manager: Katherine Major

Web: [www.achievetogether.co.uk](http://www.achievetogether.co.uk)

Facilities: **En** Specialisms: **YA, LDA**

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#### Allswell Lodge 5

95 Gander Green Lane, Sutton, Surrey SM1 2EP

Tel: 020 8642 2896

Email: [manager@allswellcare.co.uk](mailto:manager@allswellcare.co.uk)

Owner: Allswell Care Services Limited

Manager: Ms Jennifer Ohene

Facilities: **En** Specialisms: **LDA**

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#### Ashlong Cottage 6

141a Longfellow Road, Worcester Park, Surrey KT4 8BA

Tel: 020 8337 0839

Email: [ashlongcottage@alliedcare.co.uk](mailto:ashlongcottage@alliedcare.co.uk)

Owner: Allied Care Ltd

Manager: Baboo Hurynag

Web: [www.alliedcare.co.uk](http://www.alliedcare.co.uk)

Facilities: **En** Specialisms: **OP, YA, LDA, PD, SI**

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#### Brambledown 7

44 Brambledown Road, Wallington, Surrey SM6 0TF

Tel: 020 8647 1325

Owner: Active Care Group

Manager: Abiola Adebayo

Web: [www.activecaregroup.co.uk](http://www.activecaregroup.co.uk)

Specialisms: **YA, LDA**

---

#### 21 Budge Lane 6

Mitcham, Surrey CR4 4AN

Tel: 020 8640 5169

Email: [budgelane21@walsingham.com](mailto:budgelane21@walsingham.com)

Owner: Walsingham Support

Manager: Warren Hall

Web: [www.walsingham.com](http://www.walsingham.com)

Facilities: **R** Specialisms: **OP, YA, LDA, PD**

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#### 31 Budge Lane 6

Mitcham, Surrey CR4 4AN

Tel: 020 8640 5206

Email: [budgelane31@walsingham.com](mailto:budgelane31@walsingham.com)

Owner: Walsingham Support

Manager: Warren Hall

Web: [www.walsingham.com](http://www.walsingham.com)

Facilities: **R** Specialisms: **OP, YA, LDA, PD, SI**

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#### 101 Cheam Road 7

Sutton, Surrey SM1 2BE

Tel: 020 8642 0307

Owner: Achieve Together

Manager: Claudine Marshall

Web: [www.achievetogether.co.uk](http://www.achievetogether.co.uk)

Facilities: **En** Specialisms: **YA, LDA**

---

#### The Cherry Tree 4

114 Sandy Lane, Cheam, Surrey SM2 7ES

Tel: 020 8643 3070

Email: [nicki.miller@salutemcare.com](mailto:nicki.miller@salutemcare.com)

Owner: Salutem

Manager: Ms Nicki Miller

Web: [www.salutemcare.com](http://www.salutemcare.com)

Facilities: **En** Specialisms: **YA, LDA, MH**

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### 14 Cranley Gardens 6

Wallington SM6 9PR

Tel: 020 8405 8206

Owner: Active Care Group

Manager: Jason McDermott

Web: [www.activecaregroup.co.uk](http://www.activecaregroup.co.uk)

Facilities: **En** Specialisms: **YA, LDA**

### David House 8

36 Sandy Lane South, Wallington,

Surrey SM6 9QZ

Tel: 020 8647 7981

Email: [viky.koolwant@caresdirectuk.org.uk](mailto:viky.koolwant@caresdirectuk.org.uk)

Owner: Care Direct UK Ltd

Manager: Viky Koolwant

Facilities: **En, St, R** Specialisms: **OP, D, YA, LDA**

### Dawson House 7

151 Stanley Park Road, Carshalton,

Surrey SM5 3JJ

Tel: 020 8395 5724

Email: [dawsonhouse@heathcotes.net](mailto:dawsonhouse@heathcotes.net)

Owner: Heathcotes Care Ltd

Manager: Mae Lorenzo

Web: [www.heathcotes.net](http://www.heathcotes.net)

Facilities: **En** Specialisms: **YA, LDA**

### 179 Green Lane Residential 5

179 Green Lane, Morden, Surrey SM4 6SG

Tel: 020 3602 7707

Owner: Achieve Together

Manager: Mohamed Ishmael-Poo

Web: [www.achievetogether.co.uk](http://www.achievetogether.co.uk)

Facilities: **En, P** Specialisms: **YA, LDA**

### Hazel Homes for Autism 5

1 Miller Close, Mitcham,

Surrey CR4 4AX

Tel: 020 3754 2794

Owner: Hazel Homes for Autism Limited

Manager: Kamil Onayemi

Facilities: **En** Specialisms: **YA, LDA**

### Hylton House 8

34 The Ridgway, Sutton,

Surrey SM2 5JU

Tel: 020 8661 2663

Owner: Ms Sarah Storey

Manager: Jade Northcote

Facilities: **En, P** Specialisms: **LDA**

### Maple House 4

Woodmansterne Lane, Wallington,

Surrey SM6 0SU

Tel: 020 8254 9403

Email: [deanchampion@evergreenpartnership.com](mailto:deanchampion@evergreenpartnership.com)

Owner: Evergreen Partnership

Manager: Dean Champion

Web: [www.evergreenpartnership.com](http://www.evergreenpartnership.com)

Facilities: **En, R** Specialisms: **LDA**

### 3 The Green 8

Sutton, Surrey SM1 1QT

Tel: 020 8641 9348

Email: [info@achievetogether.co.uk](mailto:info@achievetogether.co.uk)

Owner: Achieve Together

Manager: Dominic Norris

Web: [www.achievetogether.co.uk](http://www.achievetogether.co.uk)

Specialisms: **YA, LDA**

### 89 Grosvenor Avenue 5

Carshalton Beeches, SM5 3EN  
Tel: 020 8647 3912  
Owner: Living Ambitions Limited  
Manager: Adaobi Akki  
Web: [www.livingambitions.co.uk](http://www.livingambitions.co.uk)  
Specialisms: **LDA**

### 45 Grove Road 8

Sutton, SM1 2AW  
Tel: 020 8642 2899  
Email: [marcel.palmer-mattis@achievetogether.co.uk](mailto:marcel.palmer-mattis@achievetogether.co.uk)  
Owner: Achieve Together  
Manager: Marcel Palmer-Mattis  
Web: [www.achievetogether.co.uk](http://www.achievetogether.co.uk)  
Specialisms: **LDA**

### 7 Hall Road 7

Wallington, Surrey SM6 0RT  
Tel: 020 8254 9895  
Email: [jason.mcdermott@activecaregroup.co.uk](mailto:jason.mcdermott@activecaregroup.co.uk)  
Owner: Active Care Group  
Manager: Jason McDermott  
Web: [www.activecaregroup.co.uk](http://www.activecaregroup.co.uk)  
Facilities: **En, P** Specialisms: **YA, LDA, PD**

### Larkrise 7

50 The Gallop, Sutton, Surrey SM2 5RY  
Tel: 020 3583 8979  
Email: [larkrisemanager@heathcotes.net](mailto:larkrisemanager@heathcotes.net)  
Owner: Ivolve Care and Support  
Manager: Mohammad Ameerbeg  
Web: [www.ivolove.care](http://www.ivolove.care)  
Facilities: **En** Specialisms: **YA, LDA**

### Mayfield Road 12

17 Mayfield Road, Sutton,  
Surrey SM2 5DU  
Tel: 020 8643 1561  
Email: [krzysztof.knyba@activecaregroup.co.uk](mailto:krzysztof.knyba@activecaregroup.co.uk)  
Owner: Active Care Group  
Manager: Kris Knyba  
Web: [www.activecaregroup.co.uk](http://www.activecaregroup.co.uk)  
Facilities: **En, P** Specialisms: **YA, LDA, SI, PD**

### McRae Lane 5

25 McRae Lane, Mitcham, Surrey CR4 4AT  
Tel: 020 8648 8150  
Email: [mcraelane@choicesupport.org.uk](mailto:mcraelane@choicesupport.org.uk)  
Owner: Choice Support  
Manager: Lorraine Walker  
Web: [www.choicesupport.org.uk](http://www.choicesupport.org.uk)  
Specialisms: **LDA, SI**

### Mount Park 2

43 Mount Park, Carshalton, Surrey SM5 4PR  
Tel: 020 8773 2555  
Owner: Loving Care Ltd  
Manager: Mandy Barton  
Web: [www.fountainlovingcare.co.uk](http://www.fountainlovingcare.co.uk)  
Specialisms: **YA, LDA**

### Park Hill House 6

25 Park Hill Road, Wallington, Surrey SM6 0SA  
Tel: 020 8647 1346  
Email: [toni@fountainlovingcare.co.uk](mailto:toni@fountainlovingcare.co.uk)  
Owner: Loving Care Limited  
Manager: Toni Barton  
Facilities: **En** Specialisms: **LDA**

### Park Lodge 8

45 Carshalton Park Road, Carshalton SM5 3SP

Tel: 020 8669 4252

Owner: K and P Moonsamy

Manager: Sanju Prata

Facilities: **R** Specialisms: **YA, LDA**

### Raleigh House 4

9 Raleigh Avenue, Wallington,

Surrey SM6 8HE

Tel: 020 8669 3691

Email: rose.care@hotmail.co.uk

Owner: Rose Jesudasan

Manager: Rose Jesudasan

Specialisms: **OP, YA, LDA**

### 32 Ringstead Road 5

Sutton, Surrey SM1 4SJ

Tel: 020 8642 7725

Email: sharmayne.pink@lifeways.co.uk

Owner: Living Ambitions Limited

Manager: Sharmayne Pink

Web: www.livingambitions.co.uk

Facilities: **En** Specialisms: **LDA**

### Rosswood Gardens 16

4, 6 & 8 Rosswood Gardens,

Wallington SM6 8QZ

Tel: 020 8647 8193

Email: sharon.todd@mtvh.co.uk

Owner: Metropolitan Thames Valley

Manager: Sharon Todd

Web: www.mtvh.co.uk

Facilities: **En** Specialisms: **OP, YA, LDA, MH, PD, SI**

### 231 Stafford Road 6

Wallington, Surrey SM6 9BX

Tel: 020 8669 1015

Email: head.office@lifeways.co.uk

Owner: Living Ambitions Ltd

Manager: Mrs Adaobi Akki

Web: www.livingambitions.co.uk

Specialisms: **LDA**

### Tudor Lodge 7

45 The Gallop, Sutton, Surrey SM2 5RY

Tel: 020 8239 0814

Email: tudormanager@heathcotes.net

Owner: Ivolve

Manager: Juliet Mutinhima

Facilities: **En** Specialisms: **YA, LDA**

### 63a Victoria Avenue 7

Wallington, Surrey SM6 7JP

Tel: 020 8669 4559

Email: sharmayne.pink@lifeways.co.uk

Owner: Living Ambitions Ltd

Manager: Sharmayne Pink

Web: www.livingambitions.co.uk

Facilities: **P, R** Specialisms: **LDA**

### Wallace Crescent 8

83 & 87 Wallace Crescent, Carshalton, Surrey SM5 3SU

Tel: 020 8669 5767

Email: manager.wallace@consensusupport.com

Owner: Consensus (2013) Ltd

Manager: Susan Anywar

Web: www.consensusupport.com

Facilities: **En, P** Specialisms: **OP, LDA, MH, PD**

## Care Homes in the London Borough of Sutton - Homes for people with a learning disability

### Walton House 7

12 Hall Road, Wallington, Surrey SM6 0RT

Tel: 020 8647 8836

Email: [mandy@fountainlovingcare.co.uk](mailto:mandy@fountainlovingcare.co.uk)

Owner: Loving Care Ltd

Manager: Mandy Barton

Web: [www.autisticcare.co.uk](http://www.autisticcare.co.uk)

Facilities: **En, St** Specialisms: **LDA**

### The Willows Care Home 7

1 The Ridgeway, Sutton, Surrey SM2 5JX

Tel: 020 8661 7653

Email: [hanna@fountainlovingcare.co.uk](mailto:hanna@fountainlovingcare.co.uk)

Owner: Fountain Care Ltd

Manager: Hanna Randall

Web: [www.fountainlovingcare.co.uk](http://www.fountainlovingcare.co.uk)

Facilities: **En, St** Specialisms: **LDA, MH, PD, SI**

### 14a York Road 6

Sutton SM2 6HG

Tel: 020 8643 9612

Owner: Royal Mencap Society

Manager: Michael Alemayehu

Web: [www.mencap.org.uk](http://www.mencap.org.uk)

Facilities: **En** Specialisms: **LDA**

## Homes for people with physical disabilities

### Hemmet House 8

76 Beddington Gardens, Carshalton Beeches, Surrey SM5 3HQ

Tel: 020 8773 2116

Owner: Independent Lifestyle Options Limited

Manager: Philip Williams

Web: [www.independentlifestyleoptions.co.uk](http://www.independentlifestyleoptions.co.uk)

Facilities: **P** Specialisms: **PD**



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**020 8364 8428**

Email: [info@londoncaresdirectories.co.uk](mailto:info@londoncaresdirectories.co.uk)

This Directory is also available to view on-line at:

**[www.londoncaresdirectories.co.uk](http://www.londoncaresdirectories.co.uk)**

You can also view our range of other London Care Directories in the same way.

Group and individual Directory rates and discounts, along with details of special positions are available on request. We publish care directories in the following boroughs:

**Barnet, Croydon, Ealing, Enfield, Haringey, Hillingdon, Hounslow Redbridge and Sutton**



 **LondonCare**  
Directories.co.uk

*Finding Care in London*

### Homes for people with mental ill health

#### Ashurst Lodge 15

11 Hall Road, Wallington, Surrey SM6 0RT

Tel: 020 8773 1769

Email: [manager@ashurstlodgetld.co.uk](mailto:manager@ashurstlodgetld.co.uk)

Owner: Ashurst Lodge Healthcare Ltd

Manager: D Doolaree

Facilities: **En, P** Specialisms: **OP, YA, MH**

#### Barons Lodge Sutton 17

2 Cumnor Road, Sutton, Surrey SM2 5DW

Tel: 020 8642 1884

Email: [baronssutton@gmail.com](mailto:baronssutton@gmail.com)

Owner: Susash London Ltd

Manager: Catherine Olaniyan

Facilities: **St** Specialisms: **OP, YA, MH, PD**

#### Beech Manor 8

21 Banstead Road South, Sutton, Surrey SM2 5LF

Tel: 020 3195 8470

Email: [carolinereeves@inmind.co.uk](mailto:carolinereeves@inmind.co.uk)

Owner: Inmind Healthcare Group

Manager: Caroline Reeves

Facilities: **En**

Specialisms: **OP, YA, LDA, MH, PD, SI**

#### Cranleigh Gardens 5

1 Cranleigh Gardens, Sutton, Surrey SM1 3EJ

Tel: 020 8644 0013

Email: [info@curadogroup.com](mailto:info@curadogroup.com)

Owner: Curado Ltd

Manager: Eileen Lutas-Simpson

Web: [www.curadogroup.com](http://www.curadogroup.com)

Facilities: **En** Specialisms: **OP, YA, MH**

#### Heathcotes Grove House 8

122 Grove Road, Sutton,

Surrey SM1 2DD

Tel: 020 8661 2698

Owner: Involve Care and Support

Manager: Hannah Tomlin

Facilities: **En** Specialisms: **YA, LDA, MH**

#### Lona Lodge 5

307 Sutton Common Road, Sutton,

Surrey SM3 9NH

Tel: 020 8644 4824

Email: [info@curadogroup.com](mailto:info@curadogroup.com)

Owner: Curado Limited

Manager: Eileen Lutas-Simpson

Web: [www.lonalodge.co.uk](http://www.lonalodge.co.uk)

Specialisms: **OP, YA, MH**

#### Restoration Residential Care Home 4

8 Oakmead Road, Croydon CR0 3AS

Tel: 020 8684 3287

Email: [restorationcare3@yahoo.co.uk](mailto:restorationcare3@yahoo.co.uk)

Owner: RRC (GB) Limited

Manager: Yvette Thomas

Web: [www.restorationcarehome.co.uk](http://www.restorationcarehome.co.uk)

Facilities: **En, R** Specialisms: **OP, YA, MH, AD**

#### York Road 14

31 York Road, Sutton SM2 6HL

Tel: 020 8642 6310

Owner: Together for Mental Wellbeing

Manager: Bosco Sekiswa

Facilities: **R** Specialisms: **MH**



# HEATHERWOOD

CARE CENTRE

Residential | Dementia | EMI

For first-class residential, dementia, respite and day care, look no further than Heatherwood Care Centre, your local, highly-rated care home in Purley.

Part of the Heatherwood Healthcare Group of homes, Heatherwood Care Centre is well-regarded in the local area and offers residents a happy, fulfilling way of life, complete with not only expert, person-centred care from a brilliant team but also stimulating activities, delicious meal choices and a strong focus on wellbeing.

Our home offers the ideal location and with just 24 single en-suite rooms available, there's a warm, homely atmosphere from the moment you walk in. If you believe Heatherwood could be the ideal home for yourself or your loved one, contact us today to find out more about our compassionate care.

*'From management to care staff, I can't thank you enough. My mum is so happy, which makes me happy. Thanks to you all'*

– Son of Resident, 5 out of 5, [carehome.co.uk](http://carehome.co.uk)



**0203 744 0853**

47 Foxley Lane, Purley, Surrey CR8 3EH

[info@heatherwood.org](mailto:info@heatherwood.org) | [heatherwoodhealthcare.org](http://heatherwoodhealthcare.org)



# LLOYD PARK

NURSING HOME

For first-class nursing, dementia, respite and day care, look no further than Lloyd Park Nursing Home, your local, highly-rated care home in South Croydon.

Part of the Heatherwood Healthcare Group of homes, Lloyd Park Nursing Home is well-regarded in the local area and offers residents a happy, fulfilling way of life, complete with not only expert, person-centred care from a brilliant team but also stimulating activities, delicious meal choices and a strong focus on wellbeing.

Our park-side home offers the ideal location and with just 18 single en-suite rooms available, there's a warm, homely atmosphere from the moment you walk in. If you believe Lloyd Park could be the ideal home for yourself or your loved one, contact us today to find out more about our compassionate care.

*'I am happy here. Very good staff. Food is nice. Very nice manager. Good activities. I have been here 8 years, nice home.'*

– Resident, 5 out of 5, [carehome.co.uk](http://carehome.co.uk)



**0203 744 0853**

84 Coombe Road, South Croydon CR0 5RA  
[info@heatherwood.org](mailto:info@heatherwood.org) | [heatherwoodhealthcare.org](http://heatherwoodhealthcare.org)