

# Care homes

Finding the right care home



Home  
& care



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history to draw on, we are bringing  
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Age NI and Age Scotland. There are  
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This guide was first published in April 2010 and updated in September 2011. Every effort has been made to ensure that the information contained in this guide is correct. However, things do change, so it is always a good idea to seek expert advice on your personal situation.

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Age UK is the new force combining

**AGE** and **HELPTHEAGED** **WE WILL**  
*Concern*



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# Introduction

Moving to a care home is a big decision. This guide aims to help you decide whether moving into a care home is the right choice. While it is written for the person moving, if you are reading it on behalf of someone who you care for, the same information applies.

One of the main concerns may be how you will arrange and pay for care. We explain what help you can get from your local council and the NHS, how to find a care home and what to look out for. We also include information on what to do if you are unhappy once you have moved in.

Throughout this guide you will find suggestions for organisations that can offer further information and advice about your options. Their contact details can be found in the ‘Useful organisations’ section (see pages 26–30). Contact details for organisations near you can usually be found in your local phone book. If you have difficulty finding them, your local Age UK should be able to help (see page 26).

The information given in this guide is applicable in England, Wales and Scotland. Different arrangements apply in Northern Ireland. Readers in Northern Ireland should contact Age NI for further information (see page 26).

## Key

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This symbol indicates where information differs for Scotland and Wales.



This symbol indicates who to contact for the next steps you need to take.

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## ***Do I need to move into a care home?***

Often a move into a care home is suggested because of a crisis – maybe an illness or a fall – but it's not always the only solution.

Think about why you are considering a move to a care home. Is it mainly because other people advise it? Or do you really want to make the move? Your family and friends, or people such as your doctor or social worker, can help you work out what you want to do. But it is up to you to make the final decision about what is best.

There are other options you can consider. Sheltered housing may be the ideal choice for you. Or you may prefer to get help to stay in your own home – ask for an assessment from your local council. It's also possible to have a short stay in a care home for a trial period or get respite care to give you or your carers a break.

Perhaps you can move in with family or friends. This can work well, but you need to be sure that it is what you all want. You also need to be realistic about whether your family can provide care and support both now and as your needs change.

### **what next?**

For more information about your options, see our free guides *Care at home*, *Housing options* and *Adapting your home*, and our free factsheet *Finding care home accommodation*.

# Types of care homes

There are two main types of care home. Some offer accommodation and help with personal care – activities such as washing, dressing and going to the toilet. Others provide those services and also offer nursing care.

There are also care homes for those who require extra care and support, often due to dementia. The Alzheimer's Society can give advice to people with dementia and their carers and families about suitable homes. It also gives information on what to look for in a care home.

Care homes are owned and run by local authorities, private companies or voluntary organisations. If you can't find a care home that provides the sort of care you need, ask your local council to help. It has a responsibility to find a suitable home for anyone it has assessed as needing a care home place. The regulatory body for your country (Care Quality Commission in England, Social Care and Social Work Improvement Scotland, and Care and Social Services Inspectorate Wales) provides impartial information about local care homes.



## what next?

To find out what types of care homes exist in your area, contact the Elderly Accommodation Counsel (page 29) or look on the website of the relevant regulatory body mentioned above.

## *What kind of care do you need?*

Care homes have to make it very clear what level of care they provide and how they will meet each resident's needs. They must not accept residents if they don't have the staff and facilities to meet their needs. All care homes should be able to give you help with personal care if you need it – this could include washing, dressing and going to the toilet.

If you are unable to leave your bed, or have any sort of medical condition or illness that requires frequent medical attention, you will probably need to look for a care home that provides nursing care. This type of home should have a qualified nurse on duty 24 hours a day and appropriate facilities such as hoists and specialist beds.

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*Care homes have to make it very clear what level of care they provide and how they will meet each resident's needs.*

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## Who regulates care homes?

Every care home across the UK must be registered with the national regulatory body – see pages 26–30 for full contact details.

Each care home should be monitored and inspected on a regular basis. How often will depend on the rating it was given at the previous inspection, and also on information received from care home residents, the public or local authorities. The standards it has to meet are based on government regulations.

Once a care home has been inspected, an inspection report will be written. You can get copies from the national regulatory body for your country.

**what  
next?**

Contact your national regulatory body for information about the care homes that you are interested in, in a particular area.

## ***Your right to choose a care home***

We all have a right to some choice over where we live. Even if the local council is arranging and paying for your care home, you should not simply be told where to move.

Your local council may suggest a particular home to you, or offer a choice of homes. However, you may not like the suggested home when you visit it, or you may have a particular home in mind. If so, ask the local council to arrange a place for you in the home that you prefer.

You have a right to move to the home of your choice as long as:

- it has a place available
- it is suitable for your assessed needs
- the home will enter into a contract with the local council under the council's usual conditions
- it doesn't cost any more than the local council would usually expect to pay for someone with your needs.

You have fewer rights to choose a care home if you are being placed via fully funded NHS healthcare. However, your views must be taken into account. See page 20 for more information.

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***‘You have to work out what are the most important things. Can the home provide the level of care needed?’***

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**Pauline’s mother Edith could no longer live in her own home and Pauline had to find residential care for her mother.**

‘You have to work out what are the most important things. Can the home provide the level of care needed? I think atmosphere is very important. What are the staff like? Is there a high turnover of staff? How regimented is it? Are there organised activities?’

‘My mother is devoted to her dog. A lot of homes don’t accept pets. I wanted to visit mother regularly and wanted to find somewhere relatively close to her old home and friends too.’

‘We looked at five homes, making appointments or dropping in without notice to see what kind of reception we got. The first place I saw was slightly further than I wanted – about 35–40 minutes away – but otherwise it was perfect for her so I compromised on that.’

‘My mother is very happy in the home. Stability is important as having to move from one home to another can be stressful and upsetting.’



## *Which area should I look in?*

Choosing where to move to can be a difficult decision. Consider what your needs are. Do you want to be near family? Will you be further away from friends? Think about how often your friends or family will be able to visit you in the area you choose – you could ask their opinion on a suitable area.

## *Finding a care home*

Find out what homes there are in your area and visit a few to get an idea of what they are like. As a first step, try asking around – perhaps friends or relatives know of a home with a good reputation. But remember, although a personal recommendation is a good starting point, homes can change and what suits one person may not suit another.

There are different ways of finding out about care homes in your area.

- Your local Age UK may be able to provide you with a list.
- Elderly Accommodation Counsel has a comprehensive database of care homes in the UK (see page 29).
- Your local council may be able to provide a list of homes.
- The national regulatory body that registers and regulates care homes can provide impartial information about the homes registered in your area (see pages 26–30 for contact details).
- Counsel and Care can give you information and advice on how to find a home and what to look for (see page 29).

## ***What to look for in a care home***

Once you've found out about homes in your area, get in touch with a few and ask them to send you a brochure. Then arrange to visit some of the homes that appeal to you. Take a family member or friend if you can, as a second opinion can be very useful.

When you visit a care home there are lots of things to consider, so don't be embarrassed about asking lots of questions. It is only sensible to do as much research as you can when you are making such an important decision. If you can, speak to people who already live in the home. This will give you an idea of what life is really like there.

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***Speak to people who already live in the home. This will give you an idea of what life is really like there.***

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# Care home checklist

Here are some questions you might want to consider:

- Will there be a contract between you and the home, or between the home and the local authority?
- What exactly will your fees cover and what extras will you be expected to pay for?
- Will your place in the home be secure? What are the notice arrangements?
- Is there a trial period so that you can leave if you find the home doesn't offer or can't provide what you're looking for?
- If the home closed, or was transferred to another provider, how would it ensure that your interests were a priority?
- How does the home handle problems and complaints? Is there a residents' committee and a relatives' group?
- What would happen if you fell ill and needed more care – would you have to move?
- Is there a policy on smoking?
- How do staff seem when you visit? Are they rushing around or do they spend time talking to individual residents?
- Will you be offered a choice of meals and can you choose when and where you eat? Are special diets catered for?
- Are there shops, a library and social clubs within walking distance of the care home?
- Does the care home provide regular activities?

- What is the general atmosphere like? Are visitors welcome at any time or are there set visiting times?
- Does the home allow pets?
- Do you notice any unpleasant smells?
- Is there a garden?
- Will you be able to choose when you go to bed and what time you get up?
- Can you keep your own GP and manage your own medication if you want to?

If it is impossible for you to get out to see the various homes, ask whether someone from the home can visit you. You can then ask questions and get some idea of what the home is like. Ask for a copy of the care home's most recent inspection report and its Statement of Purpose, which sets out its aims and objectives, the range of facilities offered and its terms and conditions.


### what next?

For more questions to ask when you visit a care home, see our free *Care home checklist*. If the care home won't allow you to bring your pet, contact the Cinnamon Trust (see page 28) for help with rehoming it.

## Do I have to pay?


If you are assessed as needing a place in a care home, your local council will carry out a financial assessment (means test) to decide how the care home fees will be paid. If the local council decides that it will be paying towards your place in a care home, it should tell you the amount that it will pay.

The rules for working out how much of the fee you will pay are based on national guidelines called *Charging for residential accommodation guide* (CRAG). In England, you can find the guide by searching for the title on the

-  Department of Health website ([www.dh.gov.uk](http://www.dh.gov.uk)). In Scotland, search for the title on the Scottish Government's website ([www.scotland.gov.uk](http://www.scotland.gov.uk)). In Wales, search for it on the Welsh Assembly Government website ([www.wales.gov.uk](http://www.wales.gov.uk)). These guidelines allow an assessment of two things: your savings and assets (such as your home) and your income.

## Your savings and assets

Your savings and assets will be compared against threshold limits set by the Government. These limits change each year

-  in April. In England and Scotland, there is an upper and lower limit, while in Wales there is only an upper limit. (The limits for England are stated in our free factsheet *Paying for permanent residential care*. In Scotland, see Age Scotland's factsheet *Local authority charging procedures for care homes*. In Wales, see Age Cymru's factsheet *Paying for permanent residential care in Wales*.)



If you have more than the upper limit, you will be expected to pay the full amount of the fees yourself. In England and Scotland, if you have something between the upper and lower limit the local council will calculate how much you should contribute. This is known as a ‘tariff’. Beneath the lower limit, the council must ignore your savings and other capital. In Wales, anything you have below the upper limit must be ignored by the council and you shouldn’t be expected to use this to pay for your care.

Some savings and assets are not counted when working out how much you should contribute: for example, your personal possessions. When assessing your income and assets, the local council should look only at your income and assets, not the income of your partner or any other relative.

If you deliberately deprive yourself of assets in order to avoid paying the charge, the local authority can still treat you as if you own them. See our free factsheet *Deprivation of assets in the means test for care home provision* to find out more.



In Scotland, see Age Scotland’s factsheet *Transfer of assets and paying for care in a care home*.

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*Make sure you are getting all the benefits you are entitled to because the local council will assume that you are getting them when it assesses your income.*

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## Your income

Your local council will work out your income by calculating the money you have coming in. This includes income you have from savings, any pension you receive (whether State Pension or an occupational or personal pension) and money you get from state benefits such as Pension Credit.

However, some income is disregarded by the local council. A few benefits, including the mobility component of Disability Living Allowance and Attendance Allowance, are completely ignored, while others, including War Disablement Pension, are partly ignored.

Half of any occupational or personal pension you receive will also be disregarded by the local council, as long as at least half of this pension is passed on to your wife, husband or civil partner who is still living at home.

Make sure you are getting all the benefits you are entitled to because the local council will assume that you are getting them when it assesses your income.

When assessing your contribution, the local council must always leave you with a sum of money for your personal expenses. This sum, called your Personal Expenses Allowance, is set by the Government (the Welsh Assembly Government in Wales) each year. Your care home must not use this money to pay for its basic services.



### what next?

See our free factsheet *Capital, income and means-tested benefits* for more information on your benefits and on working out the related contribution towards care home fees. Our factsheet *Paying for permanent residential care* provides a comprehensive summary of the charging system.



In Scotland, see Age Scotland's factsheet *Local authority charging procedures for care home*. In Wales, see Age Cymru's factsheet *Paying for permanent residential care in Wales*.

## Your home

As a general rule, the value of your home may be included as part of your capital assets in the means test for residential care. It should be disregarded if your spouse or partner lives there, or another relative who is either over 60 or receiving a disability benefit. The value of your home is also ignored if you enter a care home for a temporary stay.

If your property is taken into account, you will usually have more than the limit for obtaining financial help from the local council. The local council may still help under a deferred payment scheme, which means that they agree to pay your care home fees on a loan basis. You agree that they can recoup the money at a later date, usually when the property is eventually sold.

There are special rules for the valuation of jointly owned property because the sale value of the proportion you own must be calculated. In some cases, even if your interest in a property is taken into account it may be treated as having a low or nil value (for example, if it is unlikely you would find a buyer for your share of the property on the open market) and so will not affect the funding that you qualify for.

### what next?



For more information, see our free factsheet *Treatment of property in the means test for permanent care home provision*. In Scotland, see Age Scotland's factsheet *Treating the former home as capital for people in care homes*. In Wales, see Age Cymru's factsheet *Treatment of property in the means test for permanent care home provision in Wales*.


## Payment arrangements

The local council can pay all the fees (minus any nursing payment made by the NHS) to the home and collect your contribution from you. Alternatively, if everyone agrees, you and the council can both pay the home directly.

# Should the NHS contribute towards your fees?

If you have been assessed as needing fully funded NHS care (sometimes also called continuing healthcare), the NHS is responsible for paying all your care home fees.


Getting fully funded NHS care is a complicated issue and, in the past, full NHS funding was denied to many people who might have qualified because of inconsistent local interpretations of the rules. Check that you have been assessed to see whether you qualify for fully funded NHS care and that the assessment followed the correct procedures.

-  The local primary care trust (health board in Scotland and Wales) is responsible for carrying out the assessment. If you are assessed as qualifying for fully funded care the NHS will make the arrangements for you. The local council will not be involved and you will not be means-tested. You will not have the right to choose which home you go into but your wishes should be considered.

If you do not qualify for fully funded NHS care but you are assessed as needing nursing care from a registered nurse, the NHS should make a contribution towards your care home fees.

## what next?

For further information about fully funded care, see our free factsheet *NHS continuing healthcare and NHS-funded nursing care*. In Scotland, see Age Scotland's factsheet

-  *Hospital discharge arrangements and NHS continuing health care services*. In Wales, see Age Cymru's factsheet *NHS continuing healthcare and NHS-funded nursing care in Wales*.

## Fees and contracts

When you find a suitable care home, check that the fees and contract terms are acceptable to you, and to the local council if it is helping you with the cost. If you are funding your own care, you should be given a written contract. If the local council is assisting with the cost, it will make the contract but you should receive a written statement of the terms and conditions. The contract, or terms and conditions, should include the following points.

- The fees and what they cover.
- The deposit (if any).
- Which services are charged for on top of the basic fees.
- How any NHS nursing care contribution towards the cost is treated (see page 20).
- What notice is required before leaving.
- How temporary absences such as hospital stays are charged for.
- Any charges that may be made after the date of a resident's death.

Care homes are different from most businesses in that residents cannot easily take their custom elsewhere. The Office of Fair Trading has investigated care home contracts in the past and found some commonly used terms to be unfair, and therefore unenforceable.

### what next?

For more information about the terms in a contract, see the Office of Fair Trading's leaflet *Fair terms for care (OFT 688)* – call them for a copy or download it from the OFT website (see page 29). The leaflet provides guidance about what to expect from a contract with a care home and what 'unfair terms' means.

## Care home fee levels

Care home fees vary widely. If the local council assesses you as needing care home accommodation, it will also carry out a means test. If it is paying all or part of your fees, it will have a maximum cost that it is prepared to pay for particular types of care. It has a legal duty to find you suitable accommodation at that cost.

If you wish to enter a different home that charges over that limit, the council will probably ask you to find someone, such as a relative or friend, to pay the difference. This is usually referred to as a ‘top-up’ or third-party payment. You cannot usually pay the top-up yourself. You should not be asked for a top-up payment unless you have chosen to enter a more expensive home. If you did not have any choice because there were no homes suitable for you within the council’s price limit, the council should pay the extra costs. Read our free factsheet *Choice of accommodation – care homes* to find out more.

If you are funding the cost of the place in a care home yourself, make sure you choose a care home you will be able to afford. Bear in mind that there may come a time when you can’t afford to pay the fees yourself. If you then ask the council to assess your needs, its assessment may not include paying for the home of your choice.

### what next?

Ask the local council to suggest homes available within its maximum price range – known as its ‘usual cost’. Counsel and Care produces guides on top-up payments if you need more detailed information (see page 29).

## ***Moving to another care home***

If your care or health needs increase after you move into a care home, ask your local council to carry out another assessment. If the assessment finds that your needs have increased, you may have to move to another home that can support your new needs more appropriately.

## ***Problems and complaints***

It can take a while to settle in to your care home. However, if you have a problem, being open about it is usually the best way of finding a solution. An informal chat with a member of the care home's staff usually helps. If not, you can make a formal complaint using the home's complaints procedure.

You may be worried that if you complain it will affect the home's attitude towards you. This should not happen in a well-run home because staff should want their residents to be comfortable and happy living there.

If using the complaints procedure of the care home doesn't resolve the problem, you could also complain to your local council or the regulatory body for your country (see pages 26–30).

You have a right to be treated with dignity and respect at all times when receiving social care services, and your opinions and feelings should always be taken into account. Staff should also be appropriately trained and work in an ethical and caring manner. Although instances of abuse are rare, it is important to know what to do if they occur.

See our free factsheet *Safeguarding older people from abuse* to find out more. There are also strict safeguards, known as ‘best interest’ principles, for those who lack the capacity to make decisions or express their needs in this context.



See our factsheet *Arranging for someone to make decisions about your finance and welfare* for more information. In Scotland, see Age Scotland’s factsheet *Legal arrangements for managing financial affairs*.

### what next?

To find out about what you should expect from a care home or how best to tackle any problems you experience, see our free factsheet *How to resolve problems and make a complaint about the local authority*.

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*When you visit a care home there are lots of things to consider, so don't be embarrassed about asking lots of questions. It is only sensible to do as much research as you can when you are making such an important decision.*

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# Useful organisations

## Age UK

Age UK is the new force combining Age Concern and Help the Aged. We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 169 65 65  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

In Wales, contact

**Age Cymru:** 0800 169 65 65  
[www.agecymru.org.uk](http://www.agecymru.org.uk)

In Northern Ireland, contact

**Age NI:** 0808 808 7575  
[www.ageni.org](http://www.ageni.org)

In Scotland, contact

**Age Scotland:** 0845 125 9732  
[www.agescotland.org.uk](http://www.agescotland.org.uk)

## **Alzheimer's Society**

Offers advice, information and support to people with dementia, their families and carers through its helpline and local branches.

Devon House  
58 St Katharine's Way  
London E1W 1LB

Tel: 020 7423 3500  
Email: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

In Scotland, contact  
**Alzheimer Scotland**  
Tel: 0808 808 3000  
[www.alzscot.org](http://www.alzscot.org)

## **Care and Social Services Inspectorate Wales**

The national regulatory body of care homes in Wales, which can provide inspection reports and care standards for care homes.

4–5 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Nantgarw CF15 7QZ

Tel: 01443 848 450  
Email: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)  
[www.cssiw.org.uk](http://www.cssiw.org.uk)

## Care Quality Commission (CQC)

The national regulatory body of care homes in England, which can provide inspection reports and care standards for care homes.

Citygate  
Gallowgate  
Newcastle upon Tyne NE1 4PA

Tel: 03000 61 61 61  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
[www.cqc.org.uk](http://www.cqc.org.uk)

## Cinnamon Trust

Specialist charity for older people and their pets. It can help to rehouse your pet if you are unable to take it with you into a care home.

10 Market Square  
Hayle, Cornwall TR27 4HE

Tel: 01736 757 900  
Email: [admin@cinnamon.org.uk](mailto:admin@cinnamon.org.uk)  
[www.cinnamon.org.uk](http://www.cinnamon.org.uk)

## Citizens Advice

National network of free advice centres offering free, confidential and independent advice, face to face or by telephone.

Tel: 020 7833 2181  
(for details of your local Citizens Advice Bureau)

In Wales, there is a national CAB advice line: 0844 477 2020.  
It is available in some parts of England on 0844 411 1444.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
[www.adviceguide.org.uk](http://www.adviceguide.org.uk)  
[www.cas.org.uk](http://www.cas.org.uk) (in Scotland)

### **Counsel and Care**

Charity providing guides and factsheets for older people on a wide range of topics, including finding a care home.

Twyman House  
16 Bonny Street  
London NW1 9PG

Tel: 0845 300 7585  
Email: [advice@counselandcare.org.uk](mailto:advice@counselandcare.org.uk)  
[www.counselandcare.org.uk](http://www.counselandcare.org.uk)

### **Elderly Accommodation Counsel**

Charity providing free advice (through FirstStop) to older people on their housing options and maintains a comprehensive database of UK care homes.

3rd Floor  
89 Albert Embankment  
London SE1 7TP

Tel: 0800 377 7070  
Email: [info@firststopadvice.org.uk](mailto:info@firststopadvice.org.uk)  
[www.firststopcareadvice.org.uk](http://www.firststopcareadvice.org.uk)

### **Office of Fair Trading**

Provides general consumer advice, including information about fair terms in a care home contract.

Tel: 0800 389 3158  
[www.oft.gov.uk](http://www.oft.gov.uk)

### **Relatives and Residents Association**

Charity that supports care home residents and their relatives; operates a helpline and has a network of local groups.

1 The Ivories  
6–18 Northampton Street  
London N1 2HY

Tel: 020 7359 8136  
Email: [info@relres.org](mailto:info@relres.org)  
[www.relres.org](http://www.relres.org)

### **Social Care and Social Work Improvement Scotland (SCSWI)**

The independent regulator of social care and social work services in Scotland.

Compass House  
11 Riverside Drive  
Dundee DD1 4NY

Tel: 0845 600 9527  
Email: [enquiries@scswis.com](mailto:enquiries@scswis.com)  
[www.scswis.com](http://www.scswis.com)

### **Welsh Assembly Government**

Government for Wales. They have overall responsibility for social care in Wales, including residential care homes.

Tel: 0300 060 3300 or 0300 060 4400 (Welsh)  
Email: [wag-en@mailuk.custhelp.com](mailto:wag-en@mailuk.custhelp.com)  
[www.wales.gov.uk](http://www.wales.gov.uk)

# Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: Age UK, FREEPOST LON13041, PO Box 203, London N1 9BR. Alternatively, you can phone 0800 169 87 87 or visit [www.ageuk.org.uk/donate](http://www.ageuk.org.uk/donate). If you prefer, you can donate directly to one of our national or local partners. Thank you.

## Personal details

Title:	Initials:	Surname:
Address:		
Postcode:		
Tel:	Email:	

By providing your email address and/or mobile number you are agreeing to us contacting you in these ways. You may contact us at any time to unsubscribe from our communications.

## Your gift

I would like to make a gift of: £

I enclose a cheque/postal order made payable to Age UK

## Card payment

I wish to pay by (please tick)  MasterCard  Visa  CAF CharityCard  
 Maestro  American Express

(Maestro only)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Signature X
Expiry date	<input type="text"/>	/	<input type="text"/>	Issue no. (Maestro only)	<input type="text"/>	

## Gift Aid declaration

(please tick) Yes, I want Age UK and its partner organisations\* to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as gift aid donations. I confirm I pay an amount of income tax and/or capital gains tax at least equal to the tax that the charity will reclaim on my donations in the tax year. Date: \_\_\_/\_\_\_/\_\_\_ (please complete). \*Age Cymru, Age Scotland and Age NI



We will use the information you have supplied to communicate with you in line with Data Protection guidelines. Age UK (registered charity no 1128267) comprises the Charity, its group of companies and national partners (Age Cymru, Age Scotland and Age NI). If you would prefer not to hear from them or carefully selected third parties, let us know by phoning 0800 107 8977.



## You may be interested in other guides in this range

- *Adapting your home*
- *Advice for carers*
- *Care at home*
- *Care home checklist*
- *Home safety checker*
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To order any of our **free** publications, please call Age UK Advice free on:

**0800 169 65 65**

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# What should I do now?

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For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit [www.ageuk.org.uk/homeandcare](http://www.ageuk.org.uk/homeandcare)

Our publications are also available in large print and audio formats.

The following Age UK information guides may be useful:

- *Adapting your home*
- *Care at home*
- *Health services*

The Age UK Group offers a wide range of products and services specially designed for people in later life. For more information, please call **0800 169 18 19**.

If contact details for your local Age UK are not in the box below, call Age UK Advice free on **0800 169 65 65**.

