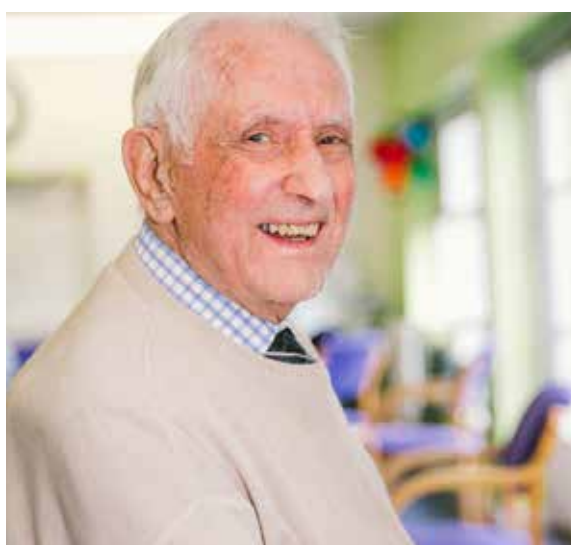


Guide to Later Life in Barnet

ISSUE 2



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Introduction from our Chief Executive Helen Newman

Age UK Barnet is a local charity providing quality services and activities for people over the age of 55 in the borough – that's over 60,000 people in Barnet, many of whom feel isolated and are in need of a helping hand.

Our aim is to encourage older people to increase their wellbeing and make the most of later life.

Getting older doesn't come with a manual but we know that staying active and finding opportunities to connect with others are vital ingredients in the wellbeing of any older person.

Our normal range of activities includes exercise classes, help with computers, social groups and cooking classes. Our handy person team helps with small jobs, making people's lives easier and safer around the home. Our Later Life planning team offers information and advice on crucial issues affecting older people including benefits, care options, and housing so that older people in Barnet can make informed decisions for themselves.

Our dementia hub offers support, advice and day opportunities to people living with dementia and their families. And our befriending volunteers ensure that people who are isolated or lonely have a trusted friend to chat with regularly.

During the Covid 19 crisis, we adapted our services to support the changing circumstances of older people in Barnet, helping people with shopping, friendly phone chats, advice, practical help and online activities.

Now we are gradually resuming some of our regular activities and services in a Covid-safe way and we're supporting those people who are still struggling to get out and about again.

This Guide brings together information about our services plus wellbeing information and guidance for over 55s and local contact information.

If you cannot find the information you need, please don't hesitate to contact us at Age UK Barnet.



Helen Newman
Chief Executive - Age UK Barnet



Age UK Barnet

Ann Owens Centre, Oak Lane,
East Finchley, London N2 8LT

info@ageukbarnet.org.uk
www.ageuk.org.uk/barnet

Telephone: **020 8203 5040**

 @AgeUKBarnet  @ageukbarnet
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“ Older people who have used Age UK Barnet services are nearly 15 per cent happier than the average older person in the UK, according to a survey designed by the World Health Organisation (WHO). ”

Services designed and tailored for people in later life.

Handyperson service

Our brilliant handyperson team carries out odd jobs and offer practical help to help you feel safe in your home and live independently

They can help with:

- replacing light bulbs
- fitting security equipment such as door chains, locks and spyholes
- installing smoke detectors and alarms
- taking down and putting up curtains
- installing key safes and grab rails
- minor repairs to furniture and moving and assembling small items of furniture
- unblocking sinks and replacing toilet seats
- fitting draught exclusion equipment

Changing lightbulbs and changing batteries for smoke alarms are free but for all other jobs, we charge £25 an hour for labour. For those on certain means tested benefits, it's £15 an hour.

You can buy your own lightbulbs or they can be supplied and will be charged at cost price. All other materials must be supplied by the client.

All your work will be carried out by a member of Age UK Barnet's trusted and vetted handyperson team.

For an appointment please call **020 8150 0963** or email **handyperson@ageukbarnet.org.uk**



Shopping service

Our Shopping Service aims to support those people who are still struggling to do their own shopping, have no one else nearby to help and cannot do an online shop. Carefully vetted volunteers are matched with an older person in Barnet who is having difficulty in getting out to do their own essential shopping.

This service costs £15 per month for a single person, which is reduced to £10 if the client is in receipt of any of means tested or disability benefits.

For more information please call **020 8150 0963** or email **handyperson@ageukbarnet.org.uk**

Shopping mini bus

We've teamed up with Grange Big Local to offer weekly lifts in our minibus to the supermarket from two pick up points in East Finchley – the Ann Owens Centre and Wilmot Close... and we drop people back at their homes afterwards.

Please phone **020 8203 5040** to book a place!





Gardening Services

We offer a general gardening maintenance service during the summer months when our vetted team can cut your grass, trim edges and bushes as well as tidy and rake borders. We charge £20 an hour and £15 an hour for those on means tested and disability benefits.

To book please call **020 8150 0963** or email **handyperson@ageukbarnet.org.uk**

Befriending service

Our befriending service offers companionship for older people in Barnet who are lonely and isolated.

We match carefully vetted volunteers with Barnet residents aged over 55 who would love a bit of regular company.

Most live alone or are lonely, receive few or no visitors or are only able to get out and about with the support of others. A weekly chat with a friendly person can be a lifeline to someone who has little connection with the outside world. Many of our matches become trusted friends.

If you or someone you know is interested in our befriending service please email **befriending@ageukbarnet.org.uk** or call on **020 8432 1416**.

Later Life Planning Service

Our lovely team of knowledgeable and caring advisors offer free and confidential info and advice on welfare and benefits, housing or support services as well as how to keep healthy and active.

This service helps older people living in Barnet to manage and plan for the challenges that ageing brings, whilst retaining independence, choice and control in their lives.

This service has helped ever growing numbers of older people in Barnet with accessing services, claiming benefit entitlements and much more.

Our advisers are trained to help you on the following topics.

- Social care - such as finding a care home or getting some help at home, and how it's funded.
- Your income - including free benefits checks, help with applying for benefits and pension advice, as well as a personal grant for essential items.
- Your home - information on staying warm at home, home adaptations and how to prevent falls, how to get help from your gas and electricity provider.
- Legal issues - such as wills, Power of Attorney, and how to deal with an estate.

To arrange a time to speak to a member of the team, email **laterlifeplanners@ageukbarnet.org.uk** or phone **020 8432 1417**

Finding your feet service

As Covid restrictions are lifted, many older people in Barnet still feel anxious about going out.

Our Finding your Feet service aims to give people the confidence to get back out into the world again

The idea is to help older people who were independent and got around easily before the pandemic but have just lost confidence after long periods being confined to the home on their own.



People are assessed by a member of the Age UK Barnet falls prevention team in their homes then matched with a trained walking volunteer who slowly encourages them back out again, over a period of 4-6 weeks.

To refer onto this service phone **0208 150 0967** or email **Rebecca.bayne@ageukbarnet.org.uk**

Falls prevention

Falls are not an inevitable consequence of getting older and we provide information of how people can reduce their own risk by becoming aware of environmental hazards in the home and outside, checking their eyesight and medication and by improving their strength and balance.

It's never too late to get more physically active and our exercise classes are designed to help develop muscle strength and balance as well as improve posture and coordination – all of which help reduce the risk of falling.

Choices include Tai Chi, Bollywood dancing and seated yoga as well as energising low impact exercise sessions.

To find out more, call **020 8629 0629** or email **info@ageukbarnet.org.uk**

Footcare

To avoid foot pain and balance issues it's important to keep nails short as we get older. We offer two services for over 55s at our venue in East Finchley:

- Basic nailcutting (£15)
- Nailcutting by a podiatrist for people with diabetes, or taking warfarin or steroids (£20).

For an appointment just phone us on **020 8203 5040** for an appointment or email **info@ageukbarnet.org.uk**.



Dementia Services

Our Dementia Living Well Hubs offer resources, peer support and information for the people living with mild-to-moderate memory issues and their carers.

Contact the **Dementia Adviser Service** for specialist advice and information and a link for the whole family to specialist support services.

We have **Day Opportunities** at two venues (East Finchley and Hendon) offering a chance to mix with others in a nurturing, welcoming and inclusive environment. There's a wide range of fun and stimulating activities such as exercise, art and crafts, singing and games, as well as cognitive stimulation therapy, reminiscence and music events. Lunch provided and transport an option.

We have two hubs:

East Finchley Hub:

The Ann Owens Centre, Oak Lane, N2 8LT

Hendon Hub:

154 Station road NW4 3SP

To find out more about our day opportunities, carers support groups, activities and advice services, phone **020 8203 5040** or email **info@ageukbarnet.org.uk** or **dementiasupport@ageukbarnet.org.uk**



Activities and Events

Activity centre

Our bright, spacious activity centre in East Finchley provides a relaxed, fun environment to mix with other people over 55, and participate in a wide range of activities and musical events.

We have a daily programme of activities which is updated regularly - from gentle exercise to cookery classes plus film afternoons, games sessions, bridge, craft clubs, tai chi and sing-a-longs.

Activities and events

Whether you are looking for an exercise class, help with computers, cooking classes, lunch clubs or opportunities to make new friends, there is something happening near you.

Here's a list of some of the classes and activities that we offer

- Art and craft group
- Bridge
- Bollywood Dancing
- Book Club
- Computer and tablet help
- Cookery Classes
- Dementia activities
- Exercise classes
- Falls prevention classes
- Footcare
- Knitting
- Music events
- Seniors choir
- Social walks

Contact us on **020 8203 5040** or **info@ageukbarnet.org.uk** to find out more.

Can you help us make Barnet the best London borough in which to grow older?

1. Become a friend of Age UK Barnet

Join our community group of friends and help us grow and develop our activities and services and increase the positive impact we have on older people in Barnet.

We'll keep you posted about our plans – get involved and help us spread the word.

How

Call: 020 8203 5040

Email: info@ageukbarnet.org.uk



2. Donate or raise funds

Donate online, by post or in person. Leave us a gift in your will or donate to us in memory of a loved one. Or put on a fundraiser such as a coffee morning or cake sale, take on a challenge or get involved with some of our fundraising activities.

How

Call: 020 8203 5040

Email: info@ageukbarnet.org.uk



3. Volunteer

Give us some of your time, gain skills, make friends and support your local community. We have a wide range of opportunities to match your interests, experience and availability.

How

Call: 020 8432 1422

Email: info@ageukbarnet.org.uk



Keeping mobile and preventing falls

There's a lot you can do to maintain your mobility and independence as you age. You can take steps to improve safety and prevent falls.

Who is at risk?

About one third of people over 65 fall each year, with higher rates for over 75s.

Up to 20 per cent of falls require medical attention. Falls make up half of the hospital admissions for accidental injury, especially hip fractures.

Half of the falls reported by older people follow a trip or an accident. Some 90 per cent of hip fractures are caused by a fall.

Around 50 per cent of falls are preventable.

Assessing your level of risk

There are things to look out for that can help you, your family or carers know whether you are at risk of having a fall. To find out what the risks are, you can ask for a falls risk assessment at your GP's surgery or at a specialist clinic.

The falls assessment aims to discover anything that might cause you to fall and highlights specific things that can be done to help.

Following the assessment, the doctor or nurse will prepare a plan for you to help reduce your risk of falling in future.

You should ask your GP for more information if you think you need an assessment.

Make your home safer

There are changes you can make at home that will help you to prevent falls, like installing hand rails to keep you steady in the bathroom or out in the garden.

Exercise is one of the best ways to prevent falls, as well as making you more confident and able to enjoy life.

Some organisations, for example, your local Council, Housing association or a local private community alarm provider may offer a 24-hour community alarm service.

The service provides help and reassurance in an emergency to people who are elderly and at risk of falls. You can keep your alarm with you at all times as a pendant around your neck or on your wrist.

If you fall you press the button on the pendant to activate a separate alarm unit. This alarm unit has a powerful microphone and loud speaker, letting you talk to a member of staff who will get help.

You might also consider the option of sheltered housing, where you maintain your independence but have background support when you need it.

Keeping yourself steady

To stay firmly on your feet, a few simple changes - like making sure stairs are kept clear and well lit - can make all the difference and keep you mobile.

What to do if you have a fall

Try not to panic, but get help by making a noise like banging or shouting, using your personal alarm or dialling 999.

- make sure you keep warm, even just by tensing your arm and leg muscles
- wrap yourself with anything warm to hand

Afterwards, it's important to tell your doctor what's happened - that way you can receive the correct medical assistance.

Your right to social care and support

If you think you need social care support, you'll need to think about what types of support you need – be it homecare workers, equipment or respite breaks.

Your first step to getting this sort of help should be to ask your local authority social services department for an assessment of your needs. This assessment will help you decide on the type of services you may want, as well as helping the local authority understand which services you need.

Your local authority may be able to offer you some care services for free. It's worth finding out if you can get free services from your local authority because the cost of buying care services is likely to be high if you have long-term care needs, and they could increase as you get older.

As part of the **CARE ACT** Your local authority now has an obligation to assess anyone who appears to care & support needs.

The authority should:

- Make an assessment of your needs regardless of your personal financial circumstances.
- Provide you with information about services and options available to you in your area.
- Offer you a carer's assessment if you are an unpaid informal/family carer.

The assessment by the local authority is important because it helps them work out what your difficulties are and what services will help you most. Often, only minor assistance is needed – such as meals on wheels and help with washing or dressing, yet these services could make a big difference to your life.

If your local authority decides you are eligible for social care support, they will carry out a financial assessment to determine how much you will need to pay towards your care, if anything.



After this, if you are eligible for care and support, social services or an independent adviser will work with you to create a care and support plan.

If you feel that your needs have changed over time, you can request a review of your care plan, or a re-assessment if you were not originally eligible for care and support. Contact the social care team at your local authority to discuss this.

Assessing your care and support needs

If you have care and support needs and find it difficult to look after yourself, your local authority may be able to advise you and provide you with some help.

The best way to get help from your local authority is to ask for a care and support needs assessment. You can do this by contacting the local authority adult social services department.

When you get assessed by the local authority, 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, your local authority will have to meet these needs.



The local authority will involve you throughout the assessment to identify what your needs are and how these impact on your wellbeing. They will also discuss with you how you wish to live your life and whether there are certain aims you would like to achieve but you are unable to do so because of your care and support needs.

The assessment will start to consider how your care needs might be met. This could include identifying how preventative services like simple aids (such as devices to open jars and tins more easily), adaptations to your home (such as handrails) or information about support available in the community might meet your need. It will also identify if you have a higher level of need where you may need help in your own home or care in a care home.

The assessment should be carried out in a way that ensures your involvement and that takes the right amount of time to capture all of your needs.

If you have a friend or family member looking after you as an unpaid carer, they can have a carer's assessment to see if they need support to carry on their caring role.

The local authority must give you a copy of your needs assessment or carer's assessment.

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.

Local authorities 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.

The specified outcomes measured include:

- managing and maintaining nutrition, such as being able to prepare and eat food and drink
- maintaining personal hygiene, such as being able to wash themselves and their clothes
- managing toilet needs
- being able to dress appropriately, for example during cold weather
- being able to move around the home safely, including accessing the home from outside
- keeping the home sufficiently clean and safe
- being able to develop and maintain family or other personal relationships, in order to avoid loneliness or isolation
- accessing and engaging in work, training, education or volunteering, including physical access
- being able to safely use necessary facilities or services in the local community including public transport and recreational facilities or services
- carrying out any caring responsibilities, such as for a child

Local authorities do not have responsibility for providing NHS services such as patient transport, but they should consider needs for support when the adult is attending healthcare appointments.

Planning for your future care needs

There may be times in your life when you think about the consequences of becoming seriously ill or disabled.

This may be at a time of ill health or as a result of a life-changing event. It may simply be because you are the sort of person who likes to plan ahead.

You may want to take the opportunity to think about what living with a serious illness might mean to you, your partner or your relatives, particularly if you become unable to make decisions for yourself. You may wish to record what your preferences and wishes for future care and treatment might be.

The costs of long-term care

Care has never been free and everyone should think about the care they might need in the future. The long-term costs of care can be significant, and while none of us like to think that we will become old, ill or disabled, it does happen. Just like your pension, it is never too early to start thinking and planning your care and support needs and their costs.

Even if you're generally fit and healthy and of working age, don't ignore your future care. If you're making long-term financial arrangements, you may want to take into account the potential costs of your future care needs.

The point at which you may be eligible for financial help from your local authority with your care costs is being extended. Currently, if you have more than £23,250 in assets, such as your home or savings, you will need to meet the full cost of your care.

How your local authority can help with planning your care

The Care Act 2014 makes clear that local authorities must provide or arrange services that help to prevent people developing care and support needs, or delay people deteriorating to the point where they would need ongoing care and support.

Even if you don't want or need financial assistance with your care, your local authority can still help you plan your care, so it is worth

contacting the adult social services of your local council to find out the options available to you and your family.

Local authorities must work with people in their areas to provide or arrange services that help to keep people well and independent.



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This should include identifying the local support and resources already available, and helping people to access them. They should make clear:

- what types of care and support are available – such as specialised dementia care, befriending services, reablement (short-term care time, for example, to get someone safe, happy and able to live independently in their home after they have been discharged from hospital), personal assistance and residential care
- the range of care and support services available to local people – in other words, what local providers offer certain types of services
- what process local people need to use to get care and support that is available



Financial planning for future care needs

Local authorities have to help people get independent financial advice, to enable planning and preparation for future care costs. This encompasses a range of services from generic sources of information and advice, such as websites or helplines, to tailored advice relating to specific financial products, which can only be provided by a regulated financial advisor. Some of these services may charge a fee.

The Money Advice Service website has tips on planning ahead for a time when you can't manage your own finances.

Making decisions about your future care needs and wishes

If you are nearing retirement age, it's important that you take account of your likely care needs and plan accordingly. You may wish to consider setting up a Power of Attorney or an advanced decision (living will). These will help people to take account of your preferences if you lose the capacity to make decisions. You will also want to ensure that you have thought about how you might pay for the care you need.

Many of us will put off planning for care and support arrangements until the last possible moment. Having an urgent need for care and support after a crisis may mean that we and our families feel pressured into making decisions quickly.

Under such pressure, asking the right questions, thinking and planning for your future needs – including options for meeting the cost of care – are vital. It is important that you seek good advice on these subjects so that you can consider your best short-term and long-term options.

There are several factors to consider when planning social care. These include:

- the type of condition you have, and the best ways for you to stay healthy and independent
- the type of care you would prefer, and whether it would meet your needs

- where you would like to be cared for – in your own home, in a residential care setting such as a care home, or in the community while you are living at home
- where local people can find independent financial advice about care and support and help them to access it
- how people can raise concerns about the safety or wellbeing of someone who has care and support needs

If you think you need care now, or in the very near future, the best way to plan your care and find out about your care needs is to ask your local authority for an assessment.

The sooner you ask for an assessment, the sooner that plans for your care can be made. These plans should include what should be done in the event of an emergency.

- how much your care is likely to cost and whether you may be entitled to free care or financial help
- who you want to care for you, and whether, if you want friends or family to be your carers, they are able and willing to do so

You will need to weigh up the pros and cons of each care option against these factors.

One of the common decisions people are faced with is whether they should sell their home to pay for their care.

If you are thinking about moving into a residential care home and are worried about meeting the costs, ask your council for information about a “deferred payment agreement”.

This is an arrangement whereby the person agrees, with their local authority, to pay some of their care fees at a later date. This means they should not be forced to sell their home during their lifetime to pay for their care.

A person or their estate usually repays the local authority from the sale of their property at a later date. The Care Act 2014 introduces rules that mean councils have to offer deferred payments to people.

Independent advice on planning your care

If you are making plans for your future care – at whatever stage – it is worth getting advice. You may want to get specific care advice from a charity, general advice from Citizens Advice or specialist legal, financial or welfare rights advice. If you have difficulty communicating or exerting your rights, you may want to have an advocate to deal with these issues on your behalf.

Your local authority social services department should have information about organisations in your area that help people who have social care needs. They may offer an advocacy service.

If you have a specific condition, you may want to get in touch with a national organisation that supports people with this condition. Your GP surgery should have information on the relevant groups and organisations.

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Are you a Carer?

Carers' assessments

What to do when you first become a carer

If you provide care and support to an adult friend or family member, you may be eligible for support from your local council.

This support could include being offered money to pay for things that make caring easier. Or the local council might offer practical support, such as arranging for someone to step in when you need a short break. It could also put you in touch with local support groups so you have people to talk to.

The Care Act 2014 makes carer's assessments more widely available to people in caring roles.

Local councils now have a legal duty to assess any carer who requests one or who appears to need support.

If you are a carer and you need some support, get in touch with the council covering the area where the person you care for lives. The council will be able to give you information and advice about how the assessment will work.

A carer's assessment is a discussion between you and a trained person either from the council or another organisation that the council works.

The assessment will consider the impact the care and support you provide is having on your own wellbeing, as well as important aspects of the rest of your life, including the things you want to achieve day-to-day. It must also consider other important issues, such as whether you are able or willing to carry on caring, whether you work or want to work, and whether you want to study or do more socially.

The assessment could be done face-to-face, over the telephone or online.

The council will use the assessment to identify your support needs, and to discuss how these could be met. This might mean that the council will give you help or put you in touch with other organisations, such as local charities, that you can talk to.

Eligibility for care and support services

A carer's assessment looks at the different ways caring affects your life, and works out how you can carry on doing the things that are important to you and your family. It covers your caring role, your feelings about caring, your physical, mental and emotional health, and how caring affects your work, leisure, education, wider family and relationships.

Your physical, mental and emotional wellbeing should be at the heart of this assessment. This means that you can tell the council how caring for someone is affecting your life and what you want to be able to do in your day-to-day life.

When the assessment is complete, the local council will decide whether your needs are "eligible" for support from them. After the assessment, your council will write to you about their decision and give you reasons to explain what they have decided.

If you have eligible needs, your council will contact you to discuss what help might be available. This will be based on the information you gave them during your assessment.

If you do not have needs that are eligible, your council will give you information and advice, including what local care and support is available. This could include, for example, help from local voluntary organisations.



Before your carer's assessment

If you have arranged to have a carer's assessment of your needs, give yourself plenty of time to think about your role as a carer and note your thoughts down. You might consider:

- whether you want to continue being a carer
- if you were prepared to continue, what changes would make your life easier
- if there is any risk that you will not be able to continue as a carer without support
- whether you have any physical or mental health problems, including stress or depression, which make your role as a carer more difficult
- whether being a carer affects your relationships with other people, including family and friends
- if you are in paid work, whether being a carer causes problems at your work (such as often being late)
- if you like more time to yourself so that you can have a rest or enjoy some leisure activity
- if you like to do some training, voluntary work or paid work

Your decision to be a carer

When your carer's assessment is done, no assumptions should be made about your willingness to be a carer. This can be a very sensitive area, because many of us feel that we have a duty to those we care for. We sometimes rule out other options because we feel we have no choice. You have the right to choose:

- whether to be a carer at all
- how much care you are willing to provide
- the type of care you are willing to provide

There may be some parts of the role that you find more difficult than others.

Take a step back and think about your role as a carer. This can be useful in the discussion you have during a carer's assessment. You may wish to ask in advance for the assessment to happen in private, so that you can speak freely.

It is vital that it considers whether the role of a carer is affecting your health or safety.

Carers sometimes take on physical tasks, such as lifting and carrying, which can cause long-term health problems. Others can find that the stress of the role can lead to depression or other mental health problems. In some cases, safety can be an issue; for instance, because of the behaviour of the person they look after.

During your assessment, explain any mental or physical health problems you are experiencing. Social services will consider all aspects of your health and safety, including caring tasks that might put your health or wellbeing at risk.

Some of the things you might need help with include:

- support to ensure you're able to attend any medical appointments
- support if you need to go into hospital for an operation (including recovery after surgery) that you might have been putting off because of your caring commitment.
- training for you, such as safely lifting

A carer's assessment should also look at your own interests and commitments to see if and how they are disrupted by your role as a carer. If they are disrupted, a social worker could discuss with you whether some support could improve matters for you.

The assessment should look at:

- marriage or other such relationships
- friendships and community role
- paid employment or voluntary work
- interests, sport, leisure and hobbies
- time for yourself

One of the most important parts of your carer's assessment will be a discussion about your wishes concerning paid work, training or leisure activities.

The local council must consider the support you may need if you want to stay in your paid job or return to paid work. They must also consider the support you may need if you want to continue or start studying or training.

During and after a carer's assessment

If you are looking after someone, the local council will consider a broad range of issues that can affect your ability to provide care as part of their assessment of your needs.

When assessing your needs, social services must consider whether your role as a carer is sustainable. The assessment is about your needs and therefore you should:

- have a reasonably detailed discussion about all the matters relevant to you
- have the assessment in private if you want to, at a convenient time and place for you
- get relevant information, including about welfare benefits you could claim and details of other services
- have a chance to identify the outcomes that you want; any services should be appropriate for you and meet your needs
- be given flexibility and innovation in identifying services that may meet your needs
- have an opportunity to give feedback about the assessment
- be told about any charges before services are arranged

Support planning for carers

After your assessment, you and the local council will agree a support plan, which sets out how your needs will be met. This might include help with housework, buying a laptop to keep in touch with family and friends, or becoming a member of a gym so you can look after their own health.

It may be that the best way to meet a carer's needs is to provide care and support directly to the person that they care for, for example, by providing replacement care to allow the carer to take a break. It is possible to do this as long as the person needing care agrees.

Your support plan should consider whether your situation is likely to change, but you may want to contact social services and ask them to reassess you if this happens.

Carer's assessments and hospital discharge

You might have a carer's assessment or a review of your support plan if the person you care for has been in hospital and is being discharged.

Carer's assessments and NHS continuing care

As well as care and support organised by the council, some people are also eligible to receive help from the NHS. This help may be a nursing service for people who are ill or recovering at home after leaving hospital. It could include things like changing the dressings on wounds or giving medication.

If you are eligible for this kind of help, a health professional such as your GP or community nurse should be able to tell you.

In exceptional circumstances, where an adult has a complex medical condition and substantial ongoing care needs, the NHS provides a service called NHS continuing healthcare. NHS continuing healthcare provides care and support in a person's home, care home or hospice.



Funding care

Care and support services in England have never been free. Most people have to pay something towards their own care and some will have to pay for all of the costs.

Your local authority (council) may cover some or all of the cost of care in some circumstances, but its help is “means-tested”. This means that who pays depends on what your needs are, how much money you have, and what level and type of care and support you require.

For most people needing social care services, the first place to start is by asking your local authority for an assessment of your social care (care and support) needs.

If the local authority considers that you need support that it can provide, it may also carry out an assessment of your finances. This assessment will determine whether the local authority will meet all the cost of your care, or whether you will need to contribute towards your care cost or whether you will have to meet the full costs yourself. Find out about support paid for by your local authority.

Currently, local authorities won't provide care services if you have more than £23,250 in savings and property (your “capital”). However, from April 2020, this threshold will rise alongside the introduction of the cap on care costs, so more people will be eligible for help sooner.

Alternatives to care funded by the local authority

NHS care

The NHS is responsible for funding certain types of healthcare equipment you may need. In some situations, the NHS is also responsible for meeting care needs. This is usually when your need is mainly for healthcare rather than social care

NHS care could be provided in hospital, but it could be in someone's own home or elsewhere in the community.

NHS care could be provided in hospital, but it could be in someone's own home or elsewhere in the community.

NHS continuing healthcare

If the person you care for has very severe and complex health needs, they may qualify for NHS continuing healthcare. This is an ongoing package of care that's fully funded by the NHS.

In some areas of the country, you can arrange your NHS Continuing Healthcare using a personal health budget – similar to the personal budgets for social care outlined above.

NHS-funded nursing care

You should receive NHS-funded nursing care if:

- you live in a care home registered to provide nursing care, and
- you don't qualify for NHS continuing healthcare but have been assessed as needing care from a registered nurse

The NHS will make a payment directly to the care home to fund care from registered nurses who are usually employed by the care home.

NHS aftercare

People who were previously detained in hospital under certain sections of the Mental Health Act will have their aftercare services provided for free.

Help from charities and funds

There are other sources of funding you might be able to access to help you with funding care. Some charities can help with funding care needs. For example, the Family Fund is a government-backed charity that can help with grants if you care for a severely disabled child aged 17 or under. You can get an application pack from the Family Fund website.

Get personal advice on care funding

The cost of care and support is likely to be a long-term commitment and may be substantial, particularly if you choose to go into a care home, or if you have care needs at an early age.

If you or a member of the family need to pay for care at home or in a care home, it's important to understand the alternatives. This makes advice tailored to your individual needs vital. You can get advice from:

- your local authority – through an assessment of your care and support needs, as well as advice on which services are available locally
- financial advice from a qualified, independent source – there are independent financial advisers who specialise in care funding advice; they are regulated by the Financial Conduct Authority and must stick to a code of conduct and ethics, and take shared responsibility for the suitability of any product they recommend

Paying for your own care and support

Many people who use care and support services will pay for all of the costs. This is known as being a “self-funder”.

The cost of your care will vary depending on its type, intensity, specialisation, location and duration. For example, a place in a residential care home will cost hundreds of pounds a week.

To make decisions that have such major financial implications, you may want to seek independent financial advice and it's always worth researching the costs of alternatives first. For example, if you are considering a care home place, the cost should be weighed against the cost of care and support that may help you remain in your current home, such as homecare.

How much will care cost?

If you are thinking about your future care needs or are facing immediate decisions about care options, it can be helpful to get an idea how much care can cost.

Inevitably, the price you would pay will depend on your particular circumstances and needs. The costs also vary depending on where you live. Unfortunately, care homes and homecare agencies tend not to provide this information publicly but you may find it helpful to search for and contact care services in your area to get some idea of likely costs.

The ‘cap on care costs’

Currently, it is not easy to plan for your future care needs, as it's hard to estimate how long you will need care for and how your circumstances may change. From April 2020, a “cap” on the costs of meeting your eligible care needs (but not accommodation associated with care or nursing costs) is being introduced. The cap means that, once reached, the local authority will take over paying the cost of their eligible care needs.

The cap will not cover your daily living costs. These costs include expenses such as rent, food and utilities and the costs you would face even if you did not have care needs. It is important to note that daily living costs will be a nationally set figure. This figure will be a “notional” amount rather than the actual costs. This is designed to support consistency and enable people to plan.

To benefit from the cap once it comes in, you will need to contact your local authority to see if your needs are eligible. If you are seen to have eligible care needs, the local authority will open a “care account” for you. This account records your progress (the amount of costs you have incurred) towards the cap. The cap does not begin until April 2020 and any costs incurred before this will not count towards the cap.

The BBC's care calculator can estimate how much you may have to pay for care services depending on where you live in England, once the new rules are in place. This will give you an idea of how the cap will work for you, but actual costs will vary to reflect your individual circumstances and needs and how they change over time.

For more information on how paying for care is changing from 2020, read about the changes in the Care Act.

Ask for help from your local authority

It's worth checking whether you're eligible for means-tested support from your local authority or other financial support – for example, through a care needs assessment and a financial assessment.

Few of us will have the income or ready access to the cash to pay for our ongoing care needs, and you may need to look at selling or re-mortgaging any property you may own.

The new Care Act 2014 means more people may be able to benefit from “deferred payments”.

Deferred payments can help people avoid being forced to sell their home in a crisis in order to pay for their care by having the council temporarily cover the cost – usually until you sell your property. Following the Care Act, every local authority in England has to make deferred payment agreements available.

As an alternative, you may be able to enter an “equity release scheme” with a financial organisation. Equity release can pay for the fees from the value of property you own. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.

Before taking such significant financial steps as equity release, you might want to get independent financial advice.

You can find information on equity release for care at home from Which? Elderly Care or the Money Advice Service’s equity release information.

If you’re planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes. Because of the new rules, there are likely to be more financial products emerging that are designed to help people pay for care.

You may also want to explore whether the NHS would meet some or all of your care and support costs, or you may have entitlement to benefits that may help you meet costs. Read about other ways of funding care.



Lee Mison

CeMAP, CeRER

Barnet’s Equity Release Specialist

For further information or a **FREE GUIDE** call Lee on:



07958 993 198

or visit Lee online at:
responsible.org.uk/leemison



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Advice on paying for care

Even if your local authority is not able to help fund your care, it will be able to make an assessment of your care and support needs. From this, the local authority can provide you with access to a range of information and advice available locally.

You can also get independent advice from:

- The Money Advice Service website: offers information on paying for care or the option to speak to an online adviser. You can call the Money Advice Service on 0300 500 5000.
- The Society of Later Life Advisers: the society can also help you find advice on how to make financial plans for care in your old age.
- Find Me Good Care: a website of the Social Care Institute for Excellence. It has advice on all aspects of planning and funding social care.

- Age UK: has great advice for older people and those planning for their later years.
- Carers UK: an excellent resource of advice for carers who need to help someone else.
- Which? Elderly Care has a guide to financing care.

Deferred payments if you are unable to pay for care services

Care home fees are a big financial commitment, and the decision to go into a care home is often made at a moment of crisis or urgency, such as when being discharged from hospital. This can make finding the money to pay for fees (usually several hundred pounds a week) challenging for people funding their own care.

In particular, if you own property outright but have little in the way of savings, you may be expected to fund your own care but have little immediately available money to pay for it. Some people going to stay in a care home for a long time find that they have no option but to sell their property to pay the care home fees.

Your council may be able to help you if you are at risk of having to sell your home. Where there is a delay in selling the property, or you don't want to sell the property immediately, you may be eligible to have your care fee payment "deferred". This is where the local authority helps you to pay your care fees temporarily, and you repay the costs to the local authority at a later date.



**the Money
Advice Service**

Free and impartial money advice,
set up by Government

Tel: 0300 500 5000

www.moneyadvice.service.org.uk

If the local authority agrees to the deferred payment and pays the care home fees, it will take payment from the money raised once the property is sold. This can be:

- during your lifetime if you choose to sell your home
- once you die, the local authority can be repaid from your estate

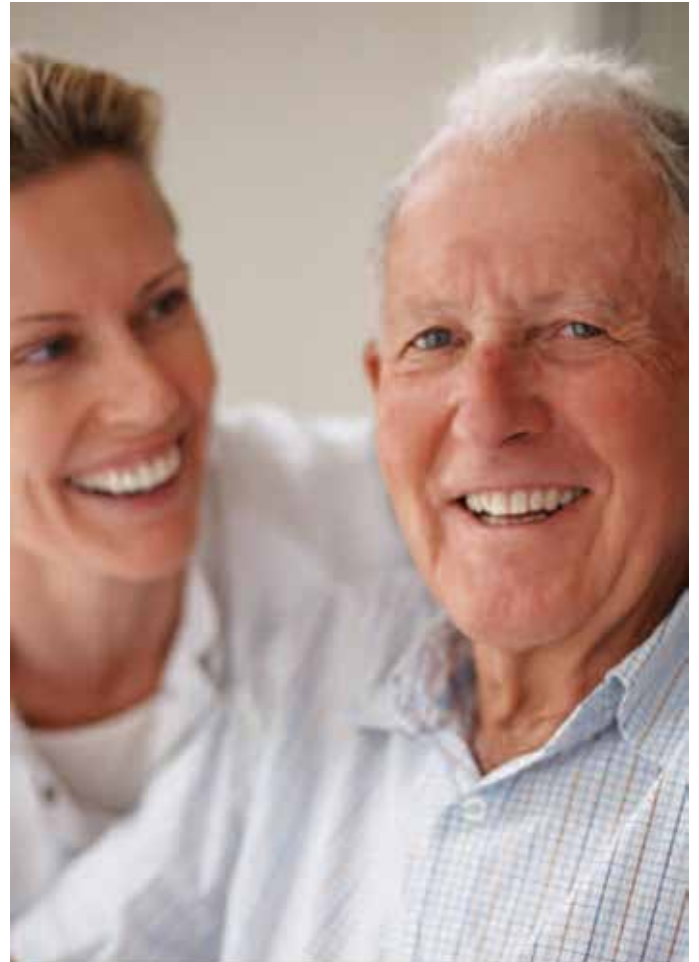
All councils must offer people the chance to defer payment if they meet a set of eligibility criteria.

A deferred payment scheme is only available if you don't have enough income to cover your care home fees, and you have less in savings than £23,250. In these circumstances, the savings don't include the value of your property, but does include money in bank accounts. The local authority will put a "legal charge" (similar to a mortgage) on the property and will then pay the remaining care fees in full.

You will then be assessed to see whether they are able to pay a weekly charge to the authority. Your ability to pay is based on your income less a set "disposable income allowance".

Before considering deferred payments, you should look into whether the property will or won't be counted in how your capital is calculated. For instance, it may be disregarded because your partner still lives there, and if it is a deferred payment agreement wouldn't be necessary.

It's wise to get independent financial advice before agreeing to a deferred payment, and it's worth bearing in mind that choosing deferred payments can impact on some welfare benefits.



Protection for self-funders

While you may have the savings in place to afford care services, if you lack the capacity to make the arrangements, the local authority can step in to help.

The local authority can also help people who lack capacity by negotiating fees with a care provider and paying them directly. The local authority will need to be reimbursed.

Anyone entering into a contract for care services should be given adequate information about the fees. Care providers should supply:

- information about the fees charged for various services provided
- arrangements for paying the fees
- the fees charged for any additional services

If your capital falls below the set levels for local authority funding (currently £23,250), you will be eligible for reassessment for help with funding your care.



We are the independent regulator of health and social care services in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

www.cqc.org.uk

Care services in your home

If you need help around the home, a good option is to have a care worker come in to your home to help you.

Types of homecare

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

If you already know what you want, you can search NHS Choices directories for:

- local homecare services and agencies
- a list of national homecare organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support
- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

If you believe that you might benefit from some help at home, the first thing to do is to contact your social services department to ask for an assessment of your care and support needs. To contact social services, go to GOV.UK: find your local authority.

If you are eligible for homecare services, the local authority 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 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.

What are the disadvantages of using a homecare agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit.

You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

Questions to ask when using a homecare agency

The fees some agencies charge can be quite high. Before deciding to go ahead with an agency, you should ask questions about the fee and what it covers, including:

- Does the agency check references?
- What training and supervision do they provide?
- What is their complaints policy?

- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency contracts to provide care every day, it must ensure that it does.)

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.

Marie Curie Nurses can provide practical and emotional support for people near the end of their lives in their own homes.

Hiring a personal assistant (P.A.)

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.



If you are looking for high quality, affordable homecare in North London & Surrounding areas, then Good Neighbour team is here to help.

If you would like to have a confidential discussion about our services please contact us on

020 8349 8222

Email: office@goodneighbourcare.co.uk

www.goodneighbourcare.co.uk

Good Neighbour Care aims to provide an individualised package of care and support to individuals who use our services, within their own home.

Whilst doing so we endeavour to improve their quality of life by enabling them to maintain their independence, promote their ability to make informed choices and to support and encourage individuals to enjoy their life and to play an active part in their communities.

Our services ...

- ✓ Personal Care
- ✓ Social Care
- ✓ Dementia Care
- ✓ Live-in Care
- ✓ Domestic Assistance
- ✓ Managing Medications

Care packages from one hour and up to 24 hours care

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.

GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.

Safeguarding vulnerable groups

The DBS makes decisions about who is unsuitable to work or volunteer with vulnerable adults or children. It makes this decision based on information held by various agencies and government departments. The service decides who is unsuitable to work or volunteer with vulnerable adults or children.

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
EN4 8FH	Sanctuary Home Care	52 Church Hill Road	East Barnet	020 8447 5300
EN5 1AH	ACS Homecare	15 Western Parade	Barnet	020 8441 0002
EN5 1AH	Home Instead Senior Care	15 Western Parade	Barnet	020 8445 7044
EN5 5UZ	inTouch Home Care	117-121 High Street	Barnet	020 8441 6868
EN5 5YL	Manuella Care	Moon Lane	Barnet	020 3514 0996
EN5 5YL	Home Care Preferred	Moon Lane	Barnet	020 3950 3273
HA8 7EL	Ison Nursing Agency & Care Services	128 High Street	Edgware	020 8952 0351
HA8 8FX	Springwood Healthcare Services	36 Warrens Shawe Lane	Edgware	020 8958 3234
HA8 9QW	Bluebird Care (Barnet)	149 Hale Lane	Edgware	020 3011 0996
N2 9PJ	The Cedars Home Care	30 High Road	London	030 0124 5231
N3 1LQ	Good Neighbour Care	1 Ballards Lane	Finchley Central	020 8349 8222
N3 1LQ	Oaktree Homecare Services	1 Ballards Lane	Finchley Central	020 8014 5570
N3 2BS	Golders Green Nursing	4 Redbourne Avenue	Finchley Church End	020 8371 9592
N3 2JE	MiHomecare - Finchley	Arcadia Avenue	Finchley Central	033 3121 6701
N11 1GN	Jacaranda Healthcare	Oakleigh Road South	London	020 3371 9248
N11 1GN	Angelic Care	Oakleigh Road South	London	020 3621 4525
N11 1NP	Skillcare Limited	Oakleigh Road South	London	020 3640 7722
N11 1NP	Constantia Care Limited	Oakleigh Road South	London	020 7624 9966
N12 0DD	Comforts Independent Living Care	354 Ballards Lane	London	020 3092 4035
N12 0DD	Social Care Consortium	354 Ballards Lane	London	020 3950 4559
N12 0EH	Carewatch (Barnet)	Tally Ho Corner, High Road	London	020 8492 9494
N12 0EH	BMM Care Ltd	Grand Arcade	London	020 8446 4770
N12 0RS	Link Care Barnet	218 Woodhouse Road	London	020 3887 3700
N12 8NP	Swifthand Care Services	289-293 Ballards Lane	London	074 9662 2983
N12 8NP	Barnet Carers Centre	303 Ballards Lane	Finchley	020 8343 9698
N12 8NP	Primera Assisted Living	289-293 Ballards Lane	Finchley	020 8396 6145
N12 8QJ	Eleanor Nursing & Social Care	915 High Road	Barnet	020 8138 1157
N12 9DA	Dynamic People Homecare	30-32 Friern Park	London	020 8446 9091
N20 9BD	Practical Care	7 Cadbury Close	London	020 8446 3688
N20 9DZ	Aurora Quality Care UK	100 Chandos Avenue	London	077 9216 4627
N20 9QL	Pristine Recruitment	1 Allum Way	London	020 8446 2209
NW2 1DL	Angels Home Care	63 Clitterhouse Road	London	020 8455 8377
NW4 2BP	Hertsmere Valley Care Services	9 Bell Lane	Hendon	020 3417 3536
NW4 4AQ	Care a la Carte	28 Brampton Grove	London	020 8202 1334
NW4 4AU	Rivendell Care & Support	9 Burroughs Gardens	Hendon	020 8434 7380
NW4 4EF	Dana Home Care	18 Lodge Road	London	020 3191 8899
NW7 2AP	Prospects Home Care Services	120 Bunns Lane	London	020 8952 5545
NW7 2AS	The Home Care Connection	120 Bunns Lane	London	020 8202 2622
NW7 2NU	Unicare	13 Salcombe Gardens	London	020 8959 9195
NW7 3EJ	AK Care	155 Hale Drive	London	020 8952 8000
NW7 4RS	Eagle Care	526-528 Watford Way	London	020 8952 6535

If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison. Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children. This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised. If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS. The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn't dismissed because they leave voluntarily. If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to. You need to ask social services or the police to make the checks on

your behalf. The care worker must have already applied to be vetted, and must consent to the check. If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.

Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury. This "manual handling" can result in back pain and in the most serious cases, permanent disability if not done correctly. The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency). It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.



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Let's talk about care

020 8446 7044

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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.

Consider other options for care first

Going into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying a considerable amount of money for your ongoing accommodation and care needs.

Before you opt for a move to a care home, you should think about other less disruptive – and potentially less costly – options, including:

- home care
- help to live independently at home

You should also consider whether you really need the amount of care on offer at a care home, and look at alternatives such as "extra care" housing schemes or warden-controlled sheltered accommodation. These options offer independence with an increased level of care and support.

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. Find care homes without nursing.

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. Find care homes with nursing.

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.

Local authority help with the cost of residential care is means-tested. 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.

In the financial assessment, the local authority can only take into account income and assets you own. The local authority cannot ask members of your family to pay for the basic cost of your care. Read more about local authority funding for care and funding your own care.

If you choose a care home that costs more than the local authority usually expects to pay for a person with your needs, you may still be able to live in the care home if a relative or friend is willing and able to pay the difference between what the local authority pays and the amount the care home charges – this is known as a "top-up" fee.

However, if their situation changes and they are no longer able to pay the top-up, the local authority may have no obligation to continue to fund the more expensive care home place and you may have to move out. It is worth thinking about this potentially difficult situation when deciding on care home options.

Do not cancel your tenancy or sell your home until the final decision has been made by the local authority.

The value of your home must not be included in the local authority's means-testing until 12 weeks after you've confirmed that the care home placement will be permanent.

The Care Act 2014 is changing how people are able to pay for their own care, introducing the right for you to ask for the local authority to pay for the cost of your care while you try to sell your home. This is known as a "deferred payment scheme".

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. Read on for tips on choosing your care home.

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, such as those put together on NHS Choices Website.
- 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.

A good care home will:

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there
- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful
- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making

- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care

An unsatisfactory care home might:

- have a code of practice, but not adhere to it
- fail to take into account residents' needs and wishes, with most decisions made by staff
- let residents' care plans become out of date, or fail to reflect their needs accurately
- have staff who enter residents' rooms without knocking, and talk about residents within earshot of other people
- deny residents their independence – for example, by not allowing someone to feed themselves because it "takes too long"
- have staff who don't make an effort to interact with residents and leave them sitting in front of the TV all day
- be in a poorly maintained building, with rooms that all look the same and have little choice in furnishings
- need cleaning, with shared bathrooms that aren't cleaned regularly

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 local authority 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.

You should also:

- contact the benefits office, if you have one (including disability benefits, as these can be affected by care home stays)
- make sure other services at your previous address have been notified
- let friends and family know your new contact details and when you might feel up to receiving visitors

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 home closures

Care homes will sometimes close. This can be because the owner decides not to carry on providing the service in that location (for instance, if they retire), or because the home has been sold or failed to meet legal standards. Proposals to close a care home can obviously cause great distress. If the care home is operated by the local authority, it has to follow a consultation process with residents and families.

It may be best to get specialist legal advice in this situation. You can find an appropriate solicitor through the Law Society.

NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
EN5 1SB	The Cedar Gardens Care Limited	12-18 Richmond Road	New Barnet	084 4472 5176
EN5 2SQ	Carlton Court Care Home	112 Bells Hill	Barnet	020 8447 4790
EN5 2UR	Eleanor Palmer Trust Home	27 Cantelowes House	Barnet	020 8364 8003
EN5 3LJ	The Arkley Care Home	140 Barnet Road	Barnet	020 8449 5454
EN5 4ND	Abbey Ravenscroft Park	3-6 Ravenscroft Park	Barnet	020 8449 5222
EN5 4QE	Hadley Lawns Care Home	Kitts End Road	Hadley Highstone	020 8449 0324
HA8 0AX	Appletree Court Care Home	158 Burnt Oak Broadway	Edgware	020 8381 3843
HA8 9PU	Henry Nihill House	94 Priory Field Drive	Edgware	020 8905 4200
NW2 1TU	Lansdowne Care Home	Claremont Road	Cricklewood	020 8830 8444
N11 3ND	Lady Sarah Cohen House	Colney Hatch Lane	Friern Barnet	020 3096 1460
N12 8HG	Kenwood Care Home	30-32 Alexandra Grove	Finchley	020 8445 5112
NW2 2LH	Magnolia Court	181 Granville Road	Hampstead	020 8731 9881
NW4 3TH	Elmstead House	171 Park Road	Hendon	020 8202 6177
NW7 1ND	Aarandale Manor	Holders Hill Road	London	020 3879 9000
NW11 8DP	Sonesta Nursing Home Limited	795-797 Finchley Road	Golders Green	020 8458 3459
NW11 9AL	Service to the Aged	208 Golders Green Road	London	020 8201 8111
NW9 6LE	Ashton Lodge Care Home	95 The Hyde	London	020 8732 7260

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
CB25 9NW	Waterbeach Lodge	Ely Road	Waterbeach	01223 862 576
CM24 8BY	Hargrave House	Cambridge Road	Stansted	01279 817 272
EN2 9JA	Woodbury Manor	Clay Hill	Enfield	020 8366 1889
EN3 6TE	Bullsmoor Lodge	Bullsmoor Lane	Enfield	01992 719 092
EN4 0JT	Five Oaks	Cockfosters Road	Hadley Wood	020 8449 7000
N12 7DP	Elmhurst Residential Home	81-83 Holden Road	North Finchley	020 8445 6501
N12 8RP	Catherine Lodge	36-42 Woodside Park Road	North Finchley	020 8446 4292
N12 8SP	The Grange Residential Care Home	33-34 Woodside Grange Road	London	020 8446 5378
N12 9EE	Ashfield Residential Care Home	23-25 Castle Road	London	020 8445 4100
N12 9HA	Limes Residential Care Home	11 Fenstanton Avenue	North Finchley	020 8446 6609
N12 9HB	Hilton Lodge	29-31 Hilton Avenue	North Finchley	020 8445 7291
N12 9PN	Clovelly House Residential Home	81-89 Torrington Park	Finchley	020 8445 6775
N12 9TB	Acacia Lodge	37-39 Torrington Park	Finchley	020 8445 1244
N14 6DD	Minchenden Lodge	54 Blagdons Lane	London	020 8886 1222
N20 9AH	Athenaeum Residential Care Home	34-36 Athenaeum Road	Whetstone	020 8445 8251
N20 9DZ	Roseacres	80-84 Chandos Avenue	London	020 8445 5554
N20 9NH	Oakleigh Park Care Home	55 Oakleigh Park North	London	020 8051 4938
NW9 6EP	Colin Garden Lodge	67 Colin Gardens	London	020 8205 2969
NW9 6LE	Ashton Lodge Care Home	95 The Hyde	London	020 8732 7260
NW9 6PD	Zinia House	2 Lynton Avenue	London	020 8205 2969
NW11 8PT	Sunridge Court	76 The Ridgeway	London	020 8458 3389
NW11 9TJ	Otto Schiff	Limes Avenue	London	020 8922 2300



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