



Care at Home

Spend more time doing the things *you* want to.

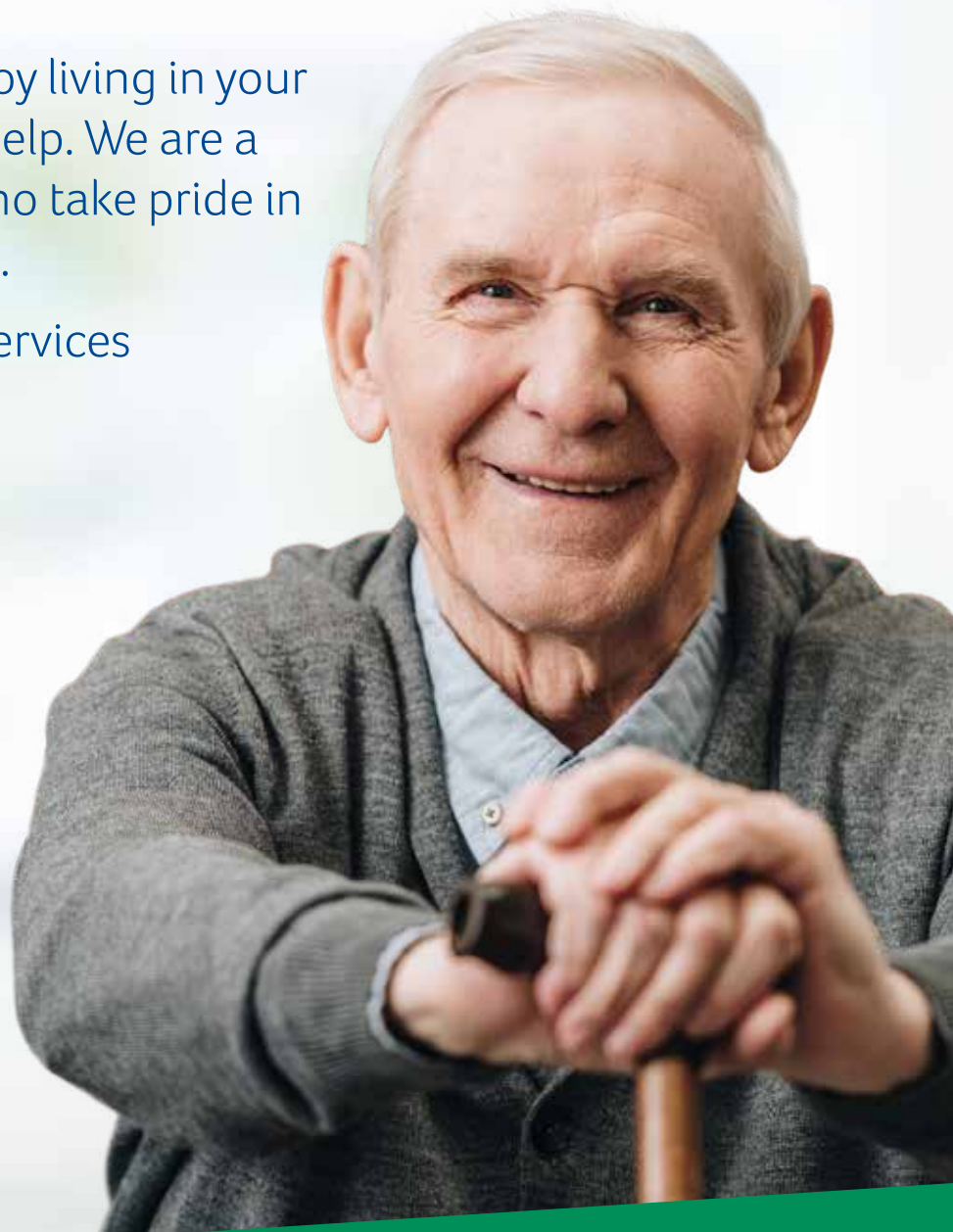
We want you to enjoy living in your home and we can help. We are a passionate team who take pride in the care we provide.

Our care at home services include:

- Personal care
- Domestic duties
- Shopping
- Companionship
- Dementia care
- Respite care
- Live-in care

Inspected and rated

Good



The mark of excellent care

Get in touch today.
Call us on 0117 403 2262
bristol@caremark.co.uk
caremark.co.uk/bristol

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To feature within a publication or for further information please contact: admin@sure-media.co.uk
or call: 0333 210 5580

Introduction

Welcome to the latest edition of our Guide to Later Life

At Age UK Bristol we want people to love later life and to get the most out of all that our great city has to offer. We want to help people to remain as healthy and independent as they can for as long as possible, enjoying their interests and having opportunities to learn something new.

This Guide has been written to provide information and helpful resources in one place. You'll find out more about our high quality Information & Advice service, freely accessible to anyone over 55 years. For people interested in activities and events, our LinkAge service is the place to go.

Some people may need a bit more support and you can find out more about our services including support to people in their own homes. The Guide also helps with important life decisions such as choosing care and support and gives details of services regulated by the Care Quality Commission.

We are an independent local charity that has been working to help older people in Bristol enjoy later life for over 25 years. During that time we have built strong relationships with other organisations so if you cannot find the information you need in this Guide, please contact us on 0117 929 7537. If we cannot help you ourselves, we will find someone who can.

If you have ideas on how we can improve, would like to know more about our services, or are interested in volunteering with us, please get in touch – we would love to hear from you.

Kay Libby
Chief Executive Officer
Age UK Bristol



Age UK Bristol

Canningford House

38 Victoria Street, Bristol BS1 6BY

0117 929 7537

admin@ageukbristol.org.uk

www.ageukbristol.org.uk

Charity number: 1042548



“

A word from our Chair, Mina Malpass

I've been a trustee of Age UK Bristol for several years, taking over as Chair in 2020.

I am proud to be a part of the organisation and would like to thank our team of staff, volunteers and trustees for their commitment to ensuring people are safe, well and connected to others.

I hope you find this guide helpful and keep it handy so you can dip into it when needed.

”

Information and Advice

Our experienced, friendly advisors provide a range of information to help you make informed choices and get the most from later life.

They can tell you about our own services and signpost you to other organisations. Our service is free and confidential, and is for anyone over 55 who lives or works in Bristol. Our small specialist staff team work alongside trained volunteers.

We offer advice and information on a wide range of issues, including:

- Benefits and allowances, including Pension Credit & Attendance Allowance
- Social care services
- Housing
- Council Tax
- Priority debts, such as rent & utility arrears
- Choosing care and support
- Lasting Power of Attorney

Do you have enough money?

You could be entitled to benefits and allowances that you weren't aware you could claim and which could help you keep your independence and improve your standard of living. We can help you access these, including Pension Credit and Attendance Allowance.

Do you need help with finding your way through the social care system?

Assessments, care plans, eligibility criteria, charging – accessing care can be bewildering. We can talk you through the system and the choices you have.

Scams Awareness

We work with people who have been scammed or who are particularly vulnerable to being scammed. We can help you to protect yourself against future scams and we work hard to raise awareness of new scams in our area and how to avoid them.

Managing your affairs

Although not always easy to think about, it's worth considering what would happen to you and your affairs if you became unable to make decisions due to illness.

A Lasting Power of Attorney (LPA) allows you to decide who should manage your affairs, both financially and with regard to your care.

Last year we raised over £2 million in unclaimed benefits and allowances for older people in the city. We helped hundreds of people in practical ways too, such as applying for Blue Badges to make travel easier, or helping people to set up a Lasting Power of Attorney, so they are confident about who will look after them if they cannot look after themselves.

Please contact us by leaving a message on our Advice line, 0117 922 5353, or by emailing: advice@ageukbristol.org.uk

Our friendly, professional, experienced team receive excellent feedback:



“Beverly said that when she walked into the Age UK offices a few years ago now, she felt like she had a ton truck on her shoulders, but when she walked out, she felt free.

So, thank you, thank you, thank you.”

Community Services



New Beginnings Day Centre Withywood

New Beginnings is a friendly and lively day centre, offering an enjoyable day with others supported by an experienced team.

Activities include arts and crafts, singing, baking and gardening.

A two course hot meal is freshly prepared daily by the Withywood café.

Transport can be provided for those who require it, in and around the Withywood area.

We offer a space which is as safe as possible with Covid prevention being at the heart of the way we work.

Referrals are made via Adult Social Services or privately.

To find out more, please call **0117 987 8406** or visit our webpage at www.ageuk.org.uk/bristol/our-services/new-beginnings/.

Memory Connections

Memory Connections is a friendly group for people with early-moderate dementia.

Our staff have been trained in 'Maintenance Cognitive Stimulation Therapy', to improve memory skills and cognitive function.

The emphasis is on delaying the effects of dementia for as long as possible. It is the only non-drug intervention recommended by the National Institute for Health & Care Excellence.

Participants experience a friendly and sociable group focused around specially designed activities. There is a charge for this service.

For more information, call **0117 929 7537** or visit our website at www.ageuk.org.uk/bristol/our-services/mcst/.

Home Support

Our Home Support service provides friendly and trustworthy help to live independently at home and to get out and about. Our emphasis is on providing the support that you feel you need and on 'doing things together' wherever possible so that you can live your life the way you want. Age UK Bristol staff are fully trained, reliable and caring and the service is designed to be safe and Covid-conscious.

Some examples of the ways that we can help include:

- light household tasks
- preparing light meals together
- sorting paperwork and organising bills with you
- prompting medication
- companionship, for those either living alone or for when a family carer goes out
- the weekly shop, either online or in person
- connecting to online activities, appointments or family catch-ups
- going out to appointments, a social group, a cafe or for a walk

Please note, we cannot provide personal care or administer medication.

As part of the service, we can also offer you other Age UK Bristol services such as;

- a benefits check to make sure you are receiving all the financial support to which you are entitled,
- signing up to 'Friends Ageing Better' (FAB), which is a community of older people who share what is happening in the city while building friendships, and
- sign-posting to other services.

Please call **0117 987 8399** or email homesupport@ageukbristol.org.uk to access the service or to find out more information.



LinkAge at Age UK Bristol

LinkAge at Age UK Bristol

Stay Connected.

Get Active.

Enjoy Yourself!

LinkAge is the place to come at Age UK Bristol to make friends, get active and have fun.

Connecting with others helps lift our mood and improve our wellbeing and LinkAge provides a variety of ways to suit all people.

To find out more contact us on:
0117 929 7537

or by email:

linkage@ageukbristol.org.uk
www.linkagenetwork.org.uk

Stay Connected

Friends Ageing Better (FAB)

FAB is a community of older people who share what is happening in the city while building relationships with other local people. We partner with local organisations to offer our members great opportunities, like free theatre tickets and an online art club.

FAB members receive our regular bulletin (online or in print for people with limited internet access) and can join our Facebook group.

Join the FAB membership by calling **0117 440 4301** or filling our online form <https://www.ageuk.org.uk/bristol/our-services/fab/>.

Buddy Up

Meet up on a regular basis with others over 50 in Bristol. With our support, find a 'buddy' with similar interests to meet up with. People meet up with local groups, in cafes and at events. Initially, people get to know each other over the phone and when they are ready, and able to, meet in person.

There are lots of opportunities to meet locally and participate in activities.

To find out more, call **0117 929 7537** or visit our webpage: www.ageuk.org.uk/bristol/our-services/buddy-up/



Be Active

Tai Chi

Gentle exercise, with others, to improve mental and physical wellbeing. Shibashi Tai Chi can be done sitting or standing, so it's a very accessible form of exercise - benefits include improved balance and cognitive function, as well as helping with pain management. We train and support local people to safely lead Tai Chi sessions.

To find a session near you, go to www.ageuk.org.uk/bristol/our-services/linkage/tai-chi-shibashi/ or call us on **0117 929 7537**.

Enjoy Yourself

Art on Zoom Club

A friendly online group meeting every week on Zoom to create art together. The group provides a space to talk about art and to create new artwork. No previous experience is needed and complete beginners are very welcome. The sessions are facilitated by 'Bristol Art for All' and cost £7 per session (£3 if you are on pension credit).

To find out more, call **0117 929 7537**, or visit our webpage www.ageuk.org.uk/bristol/our-services/linkage/art-club-on-zoom/.

Telephone groups

LinkAge hosts a weekly social telephone group especially for people who struggle to get out of the house or who are not online.

We discuss a variety of topics and the group is informal and friendly. To find out more, call **0117 929 7537** or email linkage@ageukbristol.org.uk.

We have more information about social groups, activities and events in the city for people aged 50 and over. To find out more please call **0117 929 7537**.

Active Ageing Bristol

Stay active, happy and healthy in later life

- It's never too late to start a new activity, make new friends and have fun! Take part in our annual Bristol Walking Festival, 1-31 May.
- Sign up for one of our skiff boat building or 'Learn to Row' courses at All Aboard Watersports Centre.
- Join in with our Walking Football sessions.
- Join a Ramblers Wellbeing Walk to start walking, make new friends and get fitter. Find out about walks here www.ramblers.org.uk/walking/group-finder or call us.
- See our Bristol Walking Map booklet for walking tips with 16 illustrated mapped walking routes. For a copy visit www.bristolwalkfest.com or call us on **0117 929 7537** (available while stocks last)

For a copy of the Healthy Ageing Directory visit www.linkagenetwork.org.uk or call **0117 929 5537** (available while stocks last).

To find out more contact us on **0117 929 7537**.



The Support Hub for Older People

The Support Hub is a group of organisations who are working together to support older people by offering practical, social or emotional support.

At the time of writing, the Support Hub is made up of over 40 organisations with a wealth of experience, knowledge and specialist services for people over the age of 50.

Practical support:

One of our partners in the hub is We Care Home Improvement, who can provide you with services and products that will increase your independence, comfort and mobility at home.

Services include:

- Handyperson
- Bathroom installations
- Home adaptations and renovations
- Major housing repairs.

Age UK Bristol offers information and advice about finances, benefits, allowances and more for older people, their families and carers. We also work with the Red Cross to support a smooth discharge of patients from hospital.



Support to stay social and connected:

We have a range of activities that you can take part in from the comfort of your own home or by getting out and about. We can also help you to connect with others who share your interests. To find out more contact us on: **0117 929 7537** or by email: linkage@ageukbristol.org.uk or visiting our website www.linkagenetwork.org.uk

Emotional support:

We can set up a weekly telephone call for a friendly chat with a volunteer for anyone over 50 years. For people who are feeling anxious, we can refer you to a qualified professional for a free 30-minute counselling session.

Get in touch:

You can call the Age UK Bristol Helpline on **0117 929 7537** to access any of the services of the 43 Support Hub partners. We have 45 partners now.

SUPPORT HUB
for older people

Our wider work in the city



Active Ageing Bristol:

Being physically active as we grow older can improve our wellbeing in lots of ways and increase our social networks as well as reducing the risk of developing health conditions such as depression, heart disease or dementia. Active Ageing Bristol builds on existing services in Bristol and develops new activities to encourage people aged 55 and over to become active and stay active. You can read more about activities available through Active Ageing Bristol on page 8.

Bristol Ageing Better and Connecting Communities

Bristol Ageing Better (BAB) is a programme Age UK Bristol ran to reduce isolation and loneliness among older people in Bristol. Whilst the BAB programme has now closed, Age UK Bristol have launched a legacy programme, Connecting Communities, which will run 5 further projects based on learning from BAB. You can visit our website for more details about the Connecting Communities projects.



Celebrating Age Festival

An annual festival organised by us which provides an opportunity for Bristolians to celebrate later life. The festival traditionally starts on 1st October each year - the International Day of Older Persons.

If you would like to find out more about plans for the Celebrating Age Festival in 2022, please get in touch with us.

The Research Forum on Ageing:

We're passionate about making sure practice and policy decisions in the city are informed by research evidence. We work with the University of Bristol, University of West of England and Brunelcare to host quarterly events sharing the latest research related to ageing and older people's experiences.

To find out more or to attend an event please visit www.ageuk.org.uk/bristol/our-services/research-forum/



Volunteering at Age UK Bristol

At Age UK Bristol, we welcome volunteers to support our services.

We love our volunteers and couldn't do our work without them!

Could you spare a few hours a week to support one of our services?

You will learn new skills, make friends and will be helping your community. You could become a volunteer Advice Worker and help people claim the money they are owed. Or you could be a befriender having a weekly chat with an older person. We have a number of different types of roles, some administrative and some connecting directly with people.

Give us a call if you might be interested, we can have a conversation about what you would like to do and the roles that are currently available.

Here are the experiences of two of our volunteers:

Funlola supports our reception team.

"It's really good for me, I feel fulfilled when we get phone calls from clients who are so grateful for all the support Age UK Bristol gives them.

The best thing is meeting all the different people, different lifestyles, different ages varying from 55-95.



I made a friend for life with another one of the volunteers, and also the rest of the staff are very friendly."

Mike advises clients on a variety of topics including benefits advice, lasting power of attorney and social care services.



"I like to think I'm a people person, I enjoy helping people and a lot of the clients we get at Age UK Bristol are in severe distress, financial or otherwise.

It's a wonderful feeling to be in a position where I can make a difference. Over the phone I try to be calm, and help them relax and realise that we can help."

We are also looking for people over 50 years to meet up with us a few times a year to suggest ways we could improve our services, or the city, for older people. This may involve meeting with us in person, online, or taking part in surveys.

Please get in touch if you would like to participate.

Volunteers are an integral part of our team and have access to the training and support available to paid members of staff.

Do contact us if you would like to know more. Please contact us by telephone **0117 440 4303** or email volunteering@ageukbristol.org.uk

Age UK Bristol - About Us

Age UK Bristol is a local charity, established over 25 years ago to support older people.

We exist to improve the quality of life and promote the independence of all older people living in Bristol.

We want to ensure that everyone in Bristol can love later life, by supporting and empowering older people, helping other organisations to work together and championing the interests of older people in the city.

We do this by:

- Providing good quality services and support
- Leading and enabling collaboration between organisations working with older people
- Influencing public spending and policies
- Promoting positive attitudes to ageing.

We are based in the centre of Bristol on Victoria Street. Our day service operates from The Withywood Centre in south Bristol. Our staff and volunteers work across the entire city.

How we are funded

We are an independent charity and raise all of our own funds through a combination of grants, contracts and payments for services, and through the generous support of local people.



We would not be able to continue our services without the financial support of local people and businesses.

If you would like further information on how we raise funds, do contact us.

Your data

We are committed to protecting the privacy and security of people's personal information. You can read our full Privacy Statement on our website.

Can you support for our work?

There are many ways that you can support our work and we've set out some of them below. We are always happy to hear from people with ideas that will help us continue our work.

Become an Age UK Bristol Supporter

Sign up for our Supporters e-Newsletter. You will receive a quarterly email containing information about our services and events we organise. If you are on social media, you can follow us on Facebook and Twitter.

If you are aged 50 or older, you can become a member of our Friends Ageing Better (FAB) community (see page 7).

As a member, you will be invited to events across the city and kept up to date with news and offers relating to older people. It is free to join and you can benefit from free events and discounts. You will receive a fortnightly email bulletin or bi-monthly printed newsletter.





Make a donation

A donation from people like you means that we can provide free benefits advice to someone in need, support people who are coping with major life events such as losing a partner or coping with a health diagnosis, or call someone weekly for a befriending call.

There are various ways you can donate to Age UK Bristol. You can make a one-time donation online or by sending a cheque in the post. You can set up a regular donation with a Standing Order through your bank or online through Just Giving.

We welcome donations of any size, from £5 to £500 or more! A donation of any size makes a big difference and we are very grateful.

Fundraise for us

Could you do a sponsored event in aid of Age UK Bristol? Maybe you'd like to run a 10k or walk lengths of your garden. Perhaps you could host a coffee morning, sell some houseplants or a handmade craft and donate the proceeds to us.

These types of events raise valuable funds for us, and raise awareness about our services. Every pound raised goes to support older people in Bristol.

Leave a gift in your will

Please consider leaving a lasting legacy to us through a gift in your will.

Speak to your solicitor when making your will and tell them you would like to leave a legacy to Age UK Bristol, charity number 1042548, Canningford House, 38 Victoria Street, Bristol, BS1 6BY.

You can also donate funds in memory of someone you love.

You could do this through a fundraising page online at Just Giving, a cheque in the post to us, or ask the Funeral Director to organise something at the funeral.

Please get in touch today to support Age UK Bristol. You can contact us by telephone:

0117 929 7537

or email: fundraising@ageukbristol.org.uk



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 require 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.



CHAIR BASED OR BEGINNERS LEVEL

Monday | Wednesday | Friday
8.00am & 12 Noon

Call 07587552653 or Ross@theexerciseclub.co.uk

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. 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 Helper 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.

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.

If you care,
we care.

Carers Support Centre

Do you care for someone who can't manage without your help?

If so, you are a carer, one of over 40,000 people across Bristol who care, unpaid, for a family member, friend or neighbour.

But when you need help, who can you turn to?

That's where we come in. At the **Carers Support Centre**, we provide a range of emotional and practical support services that include:

- Confidential helpline/Online support
- One to one support
- Help accessing services
- Short Breaks
- Support in hospitals
- Carers Emergency Card
- Peer Support Groups
- Counselling
- Carer Training
- Befriending

If you need help, don't wait until it becomes a crisis, contact us now:

Carersline: 0117 965 2200

mail@carerssupportcentre.org.uk

www.carerssupportcentre.org.uk

A Network Partner of
CARERS TRUST

If you care,
we care.

Carers Support Centre
Registered Charity No: 1063226



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.

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.

You might be eligible for the local council to pay towards the cost of your care if you have less than £23,250 in savings.

Exactly how much your council will pay depends on what care you need and how much you can afford to pay.

You will not be entitled to help with the cost of care from your local council if:

- you have savings worth more than £23,250
- you own your own property (this only applies if you’re moving into a care home)

You can ask your council for a financial assessment (means test) to check if you qualify for any help with costs.

You can choose to pay for care yourself if you don’t want a financial assessment.

How the council pays for and arranges your care

If the council is going to pay towards your care, you’ll get a personal budget. The amount will be worked out when the council makes a care and support plan with you.

You can choose to get your personal budget in 3 ways, as:

- a direct payment into your bank account each month for you to pay for your care – the council will usually ask for receipts to see you’re spending your money on care
- the council arranges and pays for your care for you
- a mixed personal budget – the council arranges some of your care and you arrange and pay for the rest with a personal budget

You can speak to someone for advice on personal budgets by calling the Disability Rights UK Helpline free on 0330 995 0404.

How to arrange your care as a self-funder

You can:

- arrange and pay for care yourself without involving the council
- ask the council to arrange and pay for your care (the council will then bill you, but not all councils offer this service and they may charge a fee)

Find out what care you need

Even if you choose to pay for your care, your council can do an assessment to check what care you might need. This is called a needs assessment.

For example, it’ll tell you whether you need home help from a paid carer for 2 hours a day or 2 hours a week and precisely what they should help you with.

The needs assessment is free and anyone can ask for one.

How much will care cost?

Social care can be expensive. Knowing how much you’ll have to pay will help you budget.

Paying for carers at home

A typical hourly rate for a carer to come to your home is around £20, but this will vary depending on where you live.

Having a carer who lives with you costs from around £650 a week. But it can cost as much as £1,600 a week if you need a lot of care.

Paying for a care home

There are 2 types of care home:

- residential homes have staff that help with everyday tasks such as getting dressed and supply all your meals
- nursing homes also offer 24-hour nursing care

A room in a care home costs:

- £600 a week in a residential home
- £840 a week in a nursing home

The price will vary according to where you live and the type of care you need. For example, serious health problems like dementia and chronic obstructive pulmonary disease (COPD) can increase the cost.

Benefits can help with care costs

You may be eligible for benefits, like Attendance Allowance and Personal Independence Payment (PIP), which aren't means-tested.

You can use them to pay towards the cost of your care.

Can I avoid selling my home?

You won't have to sell your home to pay for help in your own home.

But you may have to sell your home to pay for a care home, unless your partner carries on living in it.

Sometimes selling your home to pay care home fees is the best option. But there may be other ways to pay care home fees if you don't want to sell your home straight away.

Releasing money from your home (equity release)

Equity release lets you take money that's tied up in your home without selling it. It's available if you're over 55.



We are rated 5 out of 5



“Julian Ward from HQMF was truly professional in his advice and help taking us through every step towards completion.”

Contact us for qualified friendly impartial advice:

Vikki Potter

M. 07793 315 251

T. 01225 759313

E. vikki@hqmf.co.uk

Julian Ward

M. 07813 181 754

T. 01225 759313

E. julian@hqmf.co.uk



Unlock the Money in your home to help you in retirement

A lifetime mortgage could help you fill the gap in your finances, allowing the comfortable retirement you deserve.

- ✓ Paying off debts/mortgages
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Equity release may involve a lifetime mortgage which is secured against your property or a home reversion plan which requires the sale of property for a discounted price. To understand the features and risks, ask for a personalised illustration. You only continue to own your own home with a lifetime mortgage.

Equity release may impact the size of your estate and it could affect your entitlement to current and future means-tested benefits.

A fee of up to £995 may be charged on completion of the mortgage. We will also be paid commission from the lender.

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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? or the Money Helper'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.

But you have to pay interest on the money you take out.

**Money
Helper**

For free and impartial money guidance, you can call us on **0800 138 7777**



www.moneyhelper.org.uk

Renting out your home

You can rent out your home and use the income to help pay your care home fees.

A deferred payment scheme

A deferred payment scheme can be useful if you have savings less than £23,250 and all your money is tied up in your property.

The council pays for your care home and you repay it later when you choose to sell your home, or after your death.

Ask your council if you're eligible for a deferred payment scheme.

You can get more information from:

- the Money Helper: deferred payment schemes
- Independent Age: guide to care home fees and your property

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.

**TRUSTED FINANCIAL PLANNING
FOR PEACE OF MIND IN LATER LIFE**

At any age, planning for and ensuring you have the correct provisions in place for later life is incredibly important.

Based in the South West, our SOLLA accredited advisers pride themselves on offering expert independent financial advice tailored to your own individual goals and circumstances.

Our services include:

- Long Term Care Planning
- Power of Attorney
- Inheritance Tax Planning
- Investing for Retirement
- Pension Planning
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- Wills
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Get in touch:

Coreena Dutton FPFs
Chartered Financial Planner
T: 0117 450 1300
E: coreena.dutton@integrity365.co.uk



www.integrity365.co.uk

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Telephone Help

Get advice on paying for care from:

- Age UK Bristol on 0117 929 7537
- Bristol City Council on 0117 922 2700
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

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

Get expert financial help

You can get unbiased expert advice from a specialist care fees adviser. They'll help you compare all your options before you decide what's right for you.

Find a specialist care fees adviser in your area with:

- PayingForCare, a free information service for older people
- the Society of Later Life Advisers (SOLLA) on 0333 2020 454

What you can get for free

You might be able to get some free help regardless of your income or if you're paying for your care.

This can include:

- small bits of equipment or home adaptations that each cost less than £1,000
- NHS care, such as NHS continuing healthcare, NHS-funded nursing care and care after you have been discharged from hospital

If your savings run out

If your savings fall below £23,250, your council might be able to help with the cost of care.

Contact your local council about 3 months before you think your savings will drop to below £23,250 and ask them to reassess your finances. Councils provide funding from the date you contact them. You won't be reimbursed if your savings are less than £23,250 before you contact them.

PLEASE NOTE:

The figures quoted are accurate at the time of going to press, however this information may change at any time. For accurate up-to-date information please contact either:

Bristol City Council on 0117 922 2700 or
Age UK Bristol on 0117 929 7537



RATHMORE FINANCIAL
CHARTERED FINANCIAL PLANNERS
FINANCIAL ADVICE FROM EXPERIENCE

STOP
PRESS

From October 2023 a
lifetime cost cap on personal care
of £86,000 will be introduced in England.

But it may not be all that it seems.

It is expected that items such as food and accommodation costs will be excluded as taxpayers will not want to pay for more expensive care homes accommodation costs and services.

It's a lot to think about.

Long-term care fees planning can be a complicated and sensitive area. Our planning specialist has a wealth of knowledge and experience in this area and has achieved over 10 years accreditation through the Society of Later Life Advisers (SOLLA).

Clear independent advice

Rathmore Financial provides the reassuring long-term care funding advice you need to help you find a way to pay for the care required.

We will help you to understand the various options as it's so important that you and your family are comfortable before making any decisions.

Please email
floyd@rathmorefinancial.com
for an initial one hour consultation at Rathmore's expense.

T. 03333 442 334 • www.rathmorefinancial.com

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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.)

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. 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.

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.

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.

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.



Assistive Technology Service

We offer a variety of products to help you in your home, 24 hours a day, 7 days a week.

The Telecare Alarm and Pendant will dial our 24-hour professional Call Centre at the press of the pendant if you need help day or night. Telecare offers reassurance to family, friends and carers, whether they live locally or further away from their loved ones.

Call **01225 477892**

www.sirona-cic.org.uk/services/assistentechology

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.

HOME CARE AGENCIES

| Postcode | Name | Address | Town/City | Phone number |
|----------|-------------------------------|-------------------------|------------------|---------------|
| BS3 2LG | Homecare4U Bristol | Winterstoke Road | Bristol | 01179 537949 |
| BS4 1ET | Caremark (Bristol) | 1 Filwood Park Lane | Bristol | 01174 032262 |
| BS4 2UG | Guinness Care At Home | Broadfield Road | Bristol | 01172 444966 |
| BS4 3AP | Eleanor Care | 470 Bath Road | Bristol | 01174 569846 |
| BS4 5RG | Cultural Dignity 'n' Care | 196 Broomhill Road | Bristol | 01173 362435 |
| BS5 0AX | Dhek Bhal | 43 Ducie Road | Bristol | 01179 146671 |
| BS5 0HE | Alef Care | Felix Road | Bristol | 01179 415325 |
| BS5 0HE | Prime Way Care | Felix Road | Bristol | 01174 228442 |
| BS5 6AF | Shining Care | 38-42 Chelsea Road | Bristol | 01173 251275 |
| BS5 8AU | Agincare | Blackswarth Road | Bristol | 01179 637549 |
| BS5 9AP | Avon Home Carers | Neath Road | Bristol | 01179 586222 |
| BS5 9FD | Candle Flame Care | 1 Holmes Street | Barton Hill | 07445 221198 |
| BS5 9JJ | Clarity Homecare | 27-31 Church Road | Lawrence Hill | 07932 996254 |
| BS6 5EA | Prestige Nursing | Station Road | Bristol | 01179 232222 |
| BS8 3AU | Clifton Care | 1 Pembroke Road | Clifton | 01179 741951 |
| BS9 1DW | Care 1st Homecare | Sea Mills Lane | Stoke Bishop | 01179 426005 |
| BS9 3AA | Alina Homecare | Westbury Hill | Bristol | 0117 4630383 |
| BS9 3DH | Premier Homecare | 24 Canford Lane | Westbury-on-Trym | 01179 592013 |
| BS9 3EF | Medacs Homecare | Office 6 Westbury Court | Westbury-on-Trym | 01179 506027 |
| BS9 3HQ | Helping Hands | 1 Henbury Road | Westbury-on-trym | 01174 286055 |
| BS9 3TL | Care and Support | Cote Lane | Bristol | 01179 494872 |
| BS9 4PN | 1st Grade Care | 13 Harbury Road | Bristol | 01174 270375 |
| BS1 4XE | Newcross Healthcare Solutions | Colston Street | Bristol | 01179 340640 |
| BS10 5DW | Home Instead Senior Care | Southmead Road | Westbury-on-trym | 01179 898210 |
| BS14 0BB | Network Healthcare | 24 Osprey Court | Bristol | 01173 015040 |
| BS14 0BB | Bluebird Care | 3b Osprey Court | Bristol | 01179 505855 |
| BS15 1AP | Hazelcare | 317 Two Mile Hill Road | Bristol | 01179 080085 |
| BS15 9TR | Sirona Care & Health | High Street | Bristol | 0300 124 5300 |
| BS16 2QQ | Epiphany in Care | Gill Avenue | Fishponds | 01179 656095 |

What's Extra Care Housing?

Extra Care Housing, sometimes known as assisted living, is a great choice for older people with care and support needs who wish to be active and independent.

Schemes are run with the view that getting older gives you time to do more and get more out of life. You will have your own flat, house or bungalow which you can rent, buy or part-buy, on your own or as a couple. Each Extra Care scheme is designed to be a community hub with a wide range of facilities.

This could include a restaurant, hairdresser, shop, health and wellbeing suite and hobby room. Older people from the local community are also able to use some of the facilities.

There are 13 schemes across Bristol. Each has a range of facilities which will help you stay healthy, independent and active.

What's in it for me?

- Your own flat, house or bungalow with your own front door
- The right level of care and support for you, seven days a week, 24 hours a day
- An active social life with residents and other members of the community
- Plenty of activities with your hobbies, interests and wellbeing in mind - it's unlikely you'll get bored.

Making an informed decision

Moving house is always a big decision, whatever your age, especially if you have lived in one place for some time. However, the right information, advice and support will help you choose. **We've compared some later life housing options below:**

Care and support in your own home

For many people, adding the right adaptations or equipment can help them continue to live independently. Other people may require a burst of short term help, for example after a recent illness or disability.

Extra Care Housing

Extra Care accommodation is usually part of a larger complex with onsite facilities which can often be used by other older people in the community. It includes a 24 hour emergency alarm system, personal care and domestic help.

Sheltered or supported housing

This provides low level support for people who want to live independently. Schemes have individual properties with 24 hour emergency alarm systems and planned face to face welfare checks, depending on the level of support agreed.

BRISTOL
CHARITIES



HABERFIELD HOUSE
in Stockwood, Bristol BS14 8AD

- Close to local shops, library, hairdresser, café and bus stop
- A mixture of spacious 1 and 2 bed apartments, 7 are adapted and accessible for wheelchair users
- Lovely communal setting, affordable rents, most repairs and some utilities cost included
- Dedicated Extra Care and support team 24/7/365 days a year
- You must be over 60 with a care or support need and have capital and assets under £75,000 to be eligible

Tel: 0117 930 0301 pick [option 4](#) for more information or visit www.bristolcharities.org.uk

Residential care homes

If you require specialist nursing care or need a very high level of personal care making it difficult to live independently, you may choose a care home.

Frequently asked questions

Will there be staff on duty 24 hours?

Yes, there is always someone who can provide your planned care and respond to emergencies.

Who will provide my care and support?

There will be a team onsite who will work closely with the Council to provide your care and support. The care and support team will either work for the Extra Care Housing provider or for a partner care provider.

Are meals provided?

Usually a main meal lunch is provided in the restaurant at an extra cost, although some schemes include this as part of your agreement.

What facilities will be provided in my apartment?

Most properties have central heating and water included. Some have meters for electricity, which you will be expected to pay. Most kitchens have a cooker and hob included, and some already have a fridge. There are washing machines you can use in the communal laundry, or a care

worker can do this if it's part of your support plan or for an extra cost. You will also need to bring your own furniture and pay for things like phone and internet charges and council tax.

Can I have friends and family to stay?

You can have anyone to visit and stay in your flat as it is your home. Most Extra Care Housing schemes also have a guest room which can be booked.

How long is the waiting list?

It varies depending on the accommodation you have applied for and the level of your care and support needs. If you need more help to live independently, you will be prioritised higher up the list.

Useful contacts:

Call Bristol City Council's Care Direct Team for more information 0117 922 2700

For advice on other housing options, call Home Choice 0117 922 2400



Care homes & retirement living

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 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 |
|----------|----------------------------|------------------------|------------------|--------------|
| BS3 1QN | Amerind Grove | 124-132 Raleigh Road | Bristol | 01179 533323 |
| BS3 4EA | Claro Homes | 11-16 Philip Street | Bedminster | 01179 636409 |
| BS4 5HU | Arbour Walk | 7-21 Hungerford Road | Bristol | 01173 745791 |
| BS5 7PD | St Georges Care Home | Kenn Road | Bristol | 01179 541234 |
| BS5 8GG | Riversway Nursing Home | Crews Hole Road | St George | 01179 555758 |
| BS5 9FF | Saffron Gardens | Prospect Place | Whitehall | 01179 396681 |
| BS6 6JT | St Joseph's Home | 66 Cotham Hill | 66 Cotham Hill | 01179 733815 |
| BS6 7JG | Meadowcare Home | 2-3 Belvedere Road | Redland | 01179 730174 |
| BS7 0DL | Field House | Blakeney Road | Horfield | 01179 690990 |
| BS7 8SU | Horfield Lodge | Kellaway Avenue | Horfield | 01179 166630 |
| BS9 1DE | Druid Stoke Care Home | 31 Druid Stoke Avenue | Stoke Bishop | 01179 681854 |
| BS9 1JA | Saville Manor Nursing Home | Saville Road | Stoke Bishop | 01179 687412 |
| BS9 1JF | Waltham House | Stoke Park Road | Stoke Bishop | 01179 682097 |
| BS9 3JH | Westbury Care | Falcondale Road | Westbury-on-Trym | 01179 079971 |
| BS9 3TW | The Garden House | Cote Lane | Westbury-on-Trym | 01179 494017 |
| BS10 5DW | Trymview Hall | Southmead Road | Westbury-on-trym | 03333 218354 |
| BS10 6TU | John Wills House | Westbury Fields | Westbury-on-Trym | 01173 773700 |
| BS10 7QD | Oakhill Mansions | College Park Drive | Westbury-On-Trym | 01179 501201 |
| BS11 9NJ | Granville Lodge | West Town Road | Shirehampton | 01179 823299 |
| BS13 9JS | Hartcliffe Nursing Home | 15 Murford Avenue | Hartcliffe | 01179 641000 |
| BS14 8ET | Robinson House | 304 Sturminster Road | Stockwood | 01275 544452 |
| BS16 1AH | Beaufort Grange | Hatton Road | Cheswick Village | 01173 210430 |
| BS16 1HB | Frenchay Park Gardens | 140 Frenchay Park Road | Frenchay | 01179 659957 |
| BS16 2ED | Quarry House | Adelaide Place | Channons Hill | 01179 654466 |



RESIDENTIAL HOMES

| Postcode | Name | Address | Town/City | Phone number |
|-----------------|-------------------------|---------------------|------------------|---------------------|
| BS3 4EA | Claro Homes | 11-16 Philip Street | Bedminster | 01179 636409 |
| BS5 6PX | Primrose Villa | 250 Fishponds Poad | Fishponds | 01179 519481 |
| BS5 6RL | The Mendips | 2-3 Shamrock Road | Upper Eastville | 01179 518548 |
| BS5 8JH | Glebe Villa | 26 Glebe Road | Bristol | 01179 541353 |
| BS5 8JJ | The Turrets Residential | 7-9 Glebe Road | St George | 01179 554058 |
| BS5 9RG | Redfield Lodge | Avonvale Road | Redfield | 01173 534320 |
| BS6 6BH | Avenue House | 5 Cotham Park North | Bristol | 01179 892020 |
| BS6 7JG | Belvedere Lodge | 1 Belvedere Road | Westbury Park | 01179 731163 |
| BS6 7QQ | Stokeleigh Lodge | 3 Downs Park West | Westbury Park | 01179 624065 |
| BS7 9NN | Shaldon House | 77 Shaldon Road | Bristol | 01179 518884 |
| BS9 1JN | Stokeleigh | 19 Stoke Hill | Stoke Bishop | 01179 684685 |
| BS9 3AS | Rosewood House | 55 Westbury Road | Westbury-on-Trym | 01179 622331 |
| BS9 3JH | Westbury Care | Falcondale Road | Westbury-on-Trym | 01179 079971 |
| BS9 3RU | Patron House | 212 Stoke Lane | Westbury-on-Trym | 01179 682583 |
| BS9 3TW | The Garden House | Cote Lane | Westbury-on-Trym | 01179 494017 |
| BS9 3UW | Griffiths House | Cote House Lane | Bristol | 01179 873540 |
| BS9 3UW | Katherine House | Cote House Lane | Bristol | 01179 873540 |
| BS9 4EX | Ashbourne House | 2 Henleaze Road | Henleaze | 01179 628081 |
| BS10 6TU | John Wills House | Westbury Fields | Westbury-on-Trym | 01173 773700 |
| BS11 9TY | Penhill Residential | 81 Station Road | Shirehampton | 01179 822685 |
| BS13 8AB | Ridgeway House | 143 Highridge Green | Bristol | 01179 645054 |
| BS14 9BB | Bernash Care Home | 544-546 Wells Road | Whitchurch | 01275 833670 |
| BS14 9BX | Hengrove Lodge | 29 Petherton Road | Hengrove | 01275 833006 |
| BS14 9EA | Rosedale House | 163 West Town Lane | Bristol | 01179 714991 |
| BS16 1AA | The Elms | Park Road | Stapleton | 01179 652171 |
| BS16 1DT | The Worthies | 79 Park Road | Stapleton | 01179 390088 |
| BS16 2HB | Rosemary Residential | 2-4 Guinea Lane | Fishponds | 01179 584190 |
| BS16 5BD | Whitelodge Care Home | 101 Downend Road | Fishponds | 01179 567109 |



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



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