

Your local Health & Wellbeing Guide

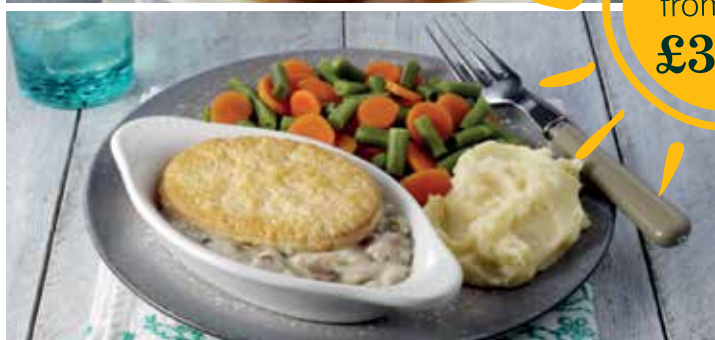


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older people in
Plymouth to make
more of later life



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Age UK Plymouth improving well-being in Later Life across the city.

Age UK Plymouth is an independent local charity, which has operated since 1942 in the City of Plymouth.

We provide a variety of services to people over the age of 50 every week, including those who may be vulnerable or socially isolated. We also provide support for carers of older people.

Our Mission

“Age UK Plymouth exists to care for and work with older people and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice opportunity and independence.”

To achieve our Mission we aim to improve the well-being of those in Later Life by:

- Understanding and responding to their needs
- Enabling them to remain independent
- Delivering excellent services
- Giving them a voice
- Working in partnership with others
- Using innovative ideas

OUR VISION

Love Later Life in Plymouth

OUR VALUES

Trusted, Compassionate, Innovative

What we offer:

- Information & Advice
- Adult Day Care
- Dementia Day Care
- Music for the Memory
- Carers Support
- Big Lottery funded Gateway to Services
- Help at Home
- Community Support
- Handyperson Service
- Gardening
- Active Living
- Volunteering opportunities
- Student Placements
- Phone Friends
- Help to get online



Age UK Plymouth

William & Patricia Venton Centre

Astor Drive, Mount Gould, Plymouth PL4 9RD

William Venton Centre

8 Memory Lane, Plymstock, Plymouth PL9 9GH

Tel: 01752 256020

www.ageukplymouth.org.uk

ageukplymouth @plymouthageuk

Age UK Plymouth is an independent charity working in Plymouth to offer support and services to older people.



Age UK Plymouth

Support for the Over 50's



Age UK Plymouth provides a range of services, support and activities for anyone over the age of 50, including carers.

Since 1942, this trusted local independent Charity has helped older people across the City of Plymouth to access services and support to help them keep healthy and well, to maintain their independence for as long as possible, and to love later life

Information and Advice

Making the right decisions helps people to remain in control and able to make informed choices on issues that may affect health and wellbeing.

Age UK Plymouth advice and information service can provide:

- **Welfare Benefits checks:** For people who may be eligible to receive benefits or are unsure about their entitlements e.g. Attendance Allowance and Pension Credit
- **Money Matters:** How to maximise your income including accessing energy savings.
- **Funding and finding care:** Specialists in providing support from assessment to funding whether the care is at home or in a care home.
- **Housing advice:** from local authority bidding, to dealing with rogue landlords and matters of disrepair.
- **Carer Support:** Ensuring carers access support that they are entitled to both financially and through a Carers Assessment.
- **Signposting:** Wide range of partners across the City for further support and advice where needed.

Age UK Plymouth has a wide range of Free information guides on many of these topics which are available online or from the charity's centres.



At Age UK Plymouth our Active Living Centres offer a friendly, warm and supportive environment to engage in activities, socialise and meet new friends.

Active Living Service

Age UK Plymouth's Active Living Service can help older people to love their later life

It does this by offering a high quality and flexible service that is tailored to suit a person's individual needs and aspirations.

This enhanced service enables you to receive this support in the comfort of your own home or if you prefer, you can attend our group sessions in your local community.

We pride ourselves in supporting older people and their families to alleviate stress, anxiety and loneliness. By using a wealth of knowledge and a comprehensive training programme, our staff deliver a safe and caring service - with an emphasis on promoting independence, social engagement, good health and wellbeing.

Home Support - We can be your helping hands at home, this service includes; domestic cleaning, laundry, ironing, changing bedding, light de-cluttering, basic meal preparation, sitting service, escorted visits.

Gardening - Get your garden chores completed by our fantastic team, this service includes; mowing, trimming, pruning, potting, clearance of weeds & brambles and general maintenance.

Handyperson - for those odd small jobs that need doing around the home, why not let one of our team help you out.

Active Living Services - We can provide the opportunity to undertake activities, walk in the park, a trip to the Hoe, these can either be delivered individually or as part of small groups based in community venues.

Companionship - Everyone needs human connection, our Active Living Support Service can offer support that has huge benefits to the mental, physical health and wellbeing of a person. We can provide a fun, supportive environment where people can take part in a range of activities, including; word games, singing groups, quizzes, creative & musical activities, gentle exercise and much more.

Home Admin - We offer a number of options which can alleviate anxiety, such as; calendar and address book completion, card writing, gift wrapping & posting of gifts, appointment making, assisting to set-up direct debits, call assistance to organisations and utility providers.

Getting Online - Accessing the internet may seem daunting but once you've got the hang of it, it's a great source of information, can help you save money and it is a brilliant tool for keeping in touch with friends and family.

CST (Cognitive Stimulation Therapy) - You can take part in meaningful and stimulating activities, proven to help maintain memory and mental functioning.

To find out more or to book a session contact:
01752 256020

or email: homecare@ageukplymouth.org.uk

or visit:
www.ageukplymouth.org.uk



Love Later Life



Health and well-being is important to us all and as we age it is vital to keep as healthy as we can to enable us to enjoy our journey in Later Life.

Physical activity keeps the body and mind active and promotes a general sense of well-being and everyone should aim to do a small amount of exercise each day.

Walking, playing games such as bowls, dancing and gentle exercise are all simple ways to introduce a physical activity. Doing regular exercise improves strength and balance which can help reduce the risk of falls and potential hospital admissions.

Keeping the mind active is important in Later Life and doing things like crosswords and puzzles can help stimulate the brain.

Learning about technology can open up opportunities to a whole new world of hobbies, interests and communication networks.

Age UK Plymouth provides FREE IT lessons and these are available at various venues across the City.

Socialising

When we get older we can sometimes lose touch with family and friends, which can lead to feelings of loneliness and isolation so having a wide range of social networks and participating in activities can really improve health and well-being.

Many older people have skills and life experience they can share with others, so volunteering a small amount of time each week can build confidence and give the opportunity to make new friends and have fun!

Activities available at Age UK Plymouth:

- Tai Chi & Yoga
- Dance and Gentle Exercise
- Whist, Bridge, Card and Board Games
- Bingo and Quizzes
- Reading & Discussion Groups
- Embroidery and Sewing
- Knit and Chat
- Computer Training
- Target Bowls and Skittles
- Arts and Crafts
- Music
- Men's Club
- And much more!

Age UK Plymouth Gateway To Services



Thanks to the Big Lottery Community Fund Age UK Plymouth has launched a new community outreach service in Plymouth. This will help older people who may be lonely meet others and take part in activities in the own local area.

With the support of our Gateway to Services volunteers, we offer

- Help to access services
- Social Engagement
- Groups and Clubs
- Lunch Clubs, Coffee Mornings, and Cream Teas
- Community Activities
- Benefits Information and Advice

Tel: 01752 256020

email: enquiries@ageukplymouth.org.uk

www.ageukplymouth.org.uk

If you would like to help older people Love Later Life through Gateway to Services why not volunteer? Meet new people and share your skills, hobbies and interests.

Dementia Day Care

For those with memory loss or dementia we have a specialist Dementia Day Centre providing meaningful, innovative, and person centred activities.

Our Dementia Day Centre helps care for people with memory loss, cognitive issues and all stages of dementia.

We have the only Omivista Interactive Table in Plymouth, and the only Motiview Indoor Virtual Cycling Static Bikes south of Bristol. These state of the art new technologies have been proven to provide significant stimulation for those with dementia – and they are fun to use.

We understand that a diagnosis of any illness can be difficult for both the person and their carers therefore we offer free introduction and taster sessions.

People can come along to meet with the staff and find out a little bit more about the type of support that is available to them which can help to ease transition into the service.

Carers will know that their loved ones are being looked after well and engaged with.

Our friendly team of experienced staff adapt to meet the needs of each individual so there's always something different happening to provide stimulation and encourage engagement.

We also provide healthy cooked lunches from our on-site kitchen.

You do not have to be referred by a professional person to join the Dementia Day Centre, we take both private and Local Authority funded clients.

Age UK Plymouth

Dementia Day Centre at the William Venton Centre

Memory Lane, Plymstock, Plymouth PL9 9GH

Tel: 01752 256020

email: enquiries@ageukplymouth.org.uk

www.ageukplymouth.org.uk



Day Services

Age UK Plymouth offers a variety of Day Services within Plymouth, two days a week we offer full day respite care at our purpose built centre in Mount Gould, the rest of the week we're out delivering half day sessions out in your community.

Telephone to make an appointment to visit us to look around and to speak with our friendly staff about the range of services we can provide.

- Operates five days a week
- Offers an enjoyable day out in a friendly, safe and comfortable environment
- Offers flexible day care to suit individual needs - from three hour sessions to a full day
- Offers day respite for the carer
- Person centred with meaningful activities to suit individual needs and aspirations

Age UK Plymouth

William & Patricia Venton Centre

Astor Drive, Mount Gould, Plymouth PL4 9RD

Tel: 01752 256020

email: enquiries@ageukplymouth.org.uk

www.ageukplymouth.org.uk

Get involved ...

Why not get involved and help older people Love Later Life in Plymouth?

If you would like to get involved, there are lots of things you can do. Whether you want to give your time by volunteering, take part in a fundraising event, make a donation, or help with our campaigns, your support would be much appreciated.

There are many reasons why it's great to volunteer

- Give something back to the community and make a difference in people's lives
- Develop new skills or build on existing experience and knowledge
- Meet and spend time with people

We could not function without our dedicated team of volunteers who help us deliver vital services to older people in Plymouth.

Whatever your age, talents and interests, we're bound to have a volunteering opportunity for you.

Volunteers work across all the vital services we offer. Living in a society with a growing older population means that there are more people that we would love to support.

For more information visit our website:
www.ageuk.org.uk/plymouth/get-involved/volunteer/

How to support us

We rely on your support to help older people in Plymouth. There are many ways you can donate to us.

Giving a donation, however small, either a one-off payment or regularly can really make a difference to the work we do at Age UK Plymouth.

Donate by post or in person to:

Age UK Plymouth

The William & Patricia Venton Centre
Astor Drive, Mount Gould, Plymouth PL4 9RD

Leave us a gift in your will or donate to us in memory of your loved one.

Organise a fundraising event or take a challenge to raise money.

Become a corporate sponsor.

Why Fundraise for Age UK Plymouth?

Age UK Plymouth exists to care for and work with older people and their carers in and around the City of Plymouth to improve their quality of life through the promotion of choice, opportunity and independence. As a Charity we rely heavily on donations to enable us to continue to provide our services.

All money raised locally is spent locally supporting older people in Plymouth.

Find out more:

Visit www.ageuk.org.uk/plymouth/get-involved/donate/

Call the fundraising team on **01752 256020**



Whether you want to give your time by volunteering, take part in a fundraising event, or help with our campaigns, your help would be much appreciated.

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.

Volunteering may boost mental wellbeing in older adults

“Giving up time for charity work found to boost mental wellbeing as people get older,” the Mail Online reports. A new UK-based study found that volunteering was associated with increased mental wellbeing; but mainly in adults aged between 40 and 70.

Researchers used data from the British Household Panel Survey, which is an ongoing survey designed to track social and public health trends.

Researchers found that, generally, people’s health and mental wellbeing score got worse as they got older. However, when people got over the age of 40-45, while scores generally continued to get worse for those who never volunteered, they got better for those who did any volunteering.

The study’s main limitation is that this can’t prove cause and effect, or tell the direction of the relationship. People who volunteer may have better health scores because those who feel healthy, active and in a good state of wellbeing are more likely to go out and volunteer to help others than those who feel in poor health. It’s not necessarily the case that the reverse is true; that volunteering has caused the good health state.

It could be that the association works both ways – better wellbeing probably makes you more inclined to help others, and helping others probably boosts your sense of wellbeing.

Researchers used data from the British Household Panel Survey, which is an ongoing survey designed to track social and public health trends.

The demand for volunteers remains high and there is always somebody you can help or something you can do to make the world a better place. Read more about options for volunteering, whatever your age.

Where did the story come from?

The study was carried out by three researchers from the University of Southampton and University of Birmingham, and was funded by the Economic and Social Research Council, the Office for the Third Sector, and the Barrow Cadbury Trust through the Third Sector Research Centre.

The study was published in the peer-reviewed BMJ Open journal, which as the name suggests, is openly available for access to all.

The media generally takes quite a simplistic view on these findings which do not prove that volunteering boosts wellbeing. The Mail includes messages such as “if you want to get the most out of charity work wait until you are at least 40”, “younger people view helping others as a duty and a chore” and “as people get older, volunteering really boosts their mental wellbeing” – not one of which is demonstrated by the findings of this study.

Similarly, The Daily Telegraph reports that “Volunteering is not beneficial until you hit 40, study finds.” The implication that you should only do charitable work if you are guaranteed to benefit from it seems a little, well, uncharitable.

What kind of research was this?

This was a cohort study based on data collected during the British Household Panel Survey which aimed to see whether volunteering was associated with mental wellbeing among British people across the course of life.

Previous research has suggested that freely giving to benefit another person, group or organisation can boost a person's self-rated health, though most studies have looked at older adults. This study aimed to see whether it affects all age groups.

What did the research involve?

The British Household Panel Survey started in 1991, selecting a nationally representative sample of 5,000 households. Those aged 15 or over were interviewed annually until 2008. The study captures 18 waves of data covering various age groups followed up over time. The survey collected data on various areas of the participants' life, including occupation, education, health, household consumption, and social life. Information on volunteering was collected in alternative years starting from wave 6 (1996). This was assessed by asking if people "do unpaid voluntary work".

Response categories were:

- at least once a week
- once a month
- several times a year
- once a year or less
- never

For the purpose of this analysis the researchers combined groups 2 and 3 to give four overall groups – frequent, infrequent, rare or never.

The outcome of interest was the General Health Questionnaire (GHQ) response, which includes 12 questions covering happiness, mental distress (anguish or depression) and well-being to give a total score of between 0 and 36. The lower the GHQ score, the better a person's health is judged to be.

Researchers adjusted for potential confounding factors including income, marital status, educational level and social group.

What were the basic results?

After excluding those with missing exposure or outcome data, the researchers had data for 66,343 people (47% male).

Most people (80%) did not do any volunteer work each survey year. About a quarter of those aged 60-74 volunteered compared with 17% in the youngest 15-29 age group. Also, more women (22%) volunteered than men (19.5%).

Those who did any volunteering had slightly better (lower) GHQ scores than those who did none (10.7 vs. 11.4). Scores were lowest among those who frequently volunteered.

When looking at the interaction between volunteering, GHQ score and age, they found that generally, regardless of volunteer status, all people's GHQ score got worse (higher) as they aged. However, when you got above the age of 40-45, scores generally continued to rise for those who never volunteered, but went down again for all those who volunteered – rarely, infrequently or frequently.

How did the researchers interpret the results?

The researchers conclude: "volunteering may be more meaningful for mental well-being at some points of time in the life course".

Conclusion

This research doesn't prove that volunteering will improve your sense of health and wellbeing.

The study does have several strengths in that it is a high quality nationally representative survey that collected regular and comprehensive data for a large number of UK citizens.

However, the main limitation is that it's unable to prove cause and effect, or suggest the direction of the relationship. Those who volunteered had better (lower) GHQ scores than those who didn't – and this was most marked in middle aged to older adults. But this may mean that those who feel healthy, active and in a good state of wellbeing are more likely to go out and volunteer to help others than those who feel in poor health. Not necessarily the reverse, that volunteering has caused the good health state.

The score difference was also marginal – on average 11.4 for those who never volunteered compared with 10.7 for those who did. How much of a meaningful difference this small difference would make to the person's everyday life is not possible to say. These are also of course subjective scores – not confirmed diagnoses of depression.

When looking at the volunteer work, the survey did not prompt respondents with examples of what might be meant by “unpaid voluntary work”. Neither did it look into the types of work they did. Therefore, it isn't certain that this is a reliable estimate of the frequency of volunteering in Britain.

Additionally, while this study has data for more than 66,000 people, this still only represents two-thirds of those taking part in the surveys, the rest had incomplete data. Those with missing data tended to be younger, female, of lower education and occupational level. The researchers say that GHQ scores did not differ between drop-outs and those analysed, but the full data-set may still have had some difference.

The relationship between a person's self-rated health and wellbeing and whether or not they volunteer is likely to be a complex relationship influenced by many other factors and personal characteristics. It most probably works both ways – better wellbeing probably makes you more inclined to help others, and helping others probably boosts your sense of wellbeing.

You can register to become a volunteer via our website: **Visit www.ageuk.org.uk/plymouth/get-involved/donate/** or by contacting us on **01752 256020**.



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.

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:

A legitimate expense when funding care.

James Brothers Funeral Directors

T. 01752 881419

www.funeraldirectorsplymouth.org.uk

Golden Charter
Funeral Plans



- 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

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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.

”

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. For more information read, “**Choosing Care Services**” (page 22).

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.



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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.



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Choosing care services

Choosing your care services can be a daunting prospect. There are many care options available, but which kind of support is right for you?

Think about what you get most out of in life. You may have particular interests that you want to keep up, or you may simply want to spend time with your family or friends. You may have a job that you want to keep on doing, or a social activity, sport, religion or a political group that you want to keep up with.

Your social care support should – as much as possible – help you to continue to do these things, and may help you find new things to do. When choosing the type of care, you also need to think about:

- location
- services
- standards and quality
- price

Location of your care

Your own home is often the best place for you to get care services. At home is where you may have family and friends and you'll be in a familiar and hopefully safe environment.

You may want to get help at home, perhaps through having home help come in to help you with daily tasks.

To stay independently at home, you may need to have care services in the form of adaptations to your home (to help with mobility, for example) or perhaps just equipment to help you out.

However, your home may not always be the best environment if you have care needs. It may not be safe for you, particularly if you do not have a friend or relative around to help (if you live in an isolated rural area, for example). Or you may have particular needs that cannot be easily met in your home.

If you do need to move out of your home for care reasons, there is a variety of accommodation options that you may want to consider. These include sheltered housing, extra care housing and residential care homes or nursing homes.

If you are thinking about moving, it's worth considering whether it is best to stay in the area you are in now, which you will be familiar with, or whether you should move elsewhere to be nearer family or friends. You may also want to think about the location from a practical perspective (whether it's on a bus route, for example) or for more personal reasons (such as whether you like the surroundings).

The kinds of care services on offer

If you are choosing a care service – particularly if it's an ongoing service such as home care or a place in a care home, you should think about the particular things you want from the service (this will often be referred to as your "outcomes").

For more information visit:
www.cqc.org.uk.

Use the services search to find out about the location, services, facilities, staff and performance of a Care Quality Commission (CQC) registered care home or homecare provider. Your search results should tell you whether a service can support you if you have particular needs, such as a sensory impairment or a learning disability.

If the service is not registered with the CQC, you may have to ask them directly for information about the services, and you may want to get independent verification, if any is available. Your local council may have a list of local support providers, with information on each.

Standards and quality of care

Everyone has a right to expect certain standards in their care. Your care services should help keep you safe and well, but also treat you with dignity and respect. You should always be able to express a choice in your care.

The standards for social care providers, such as care homes, are set out by the CQC. The CQC's inspection reports will tell you which services are meeting the minimum requirements. If you do not think the service is meeting these requirements, you may want to make a complaint.

Good quality services, in whatever form they take, will treat you as an individual and attend to your personal needs. If you have homecare, for instance, the care workers who come into your home should listen to your wishes and include you and your family in decisions and care.

When choosing care, you might want to look out for services that are signed up to the social care commitment. Check how well your local council social services are performing.

The price of your care

When choosing social care services, you will have to consider how much the services may cost. The cost of your care may reflect each of the aspects listed above: location, quality and the kinds of services offered.

If you have had an assessment from your local council, you may get services for free. However, many people have to pay for their own care services (self-funders), and even people who have care funded by the local council will need to know about the costs of care if they are using a personal budget or a direct payment.

More information

The Money Advice Service has more information on choosing the right sort of care services.

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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 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.

www.familyfund.org.uk

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.



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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.

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.

CARE or NOT
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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.

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.

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.



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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.)

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. You need to ask social services or the police to make the checks on your behalf.

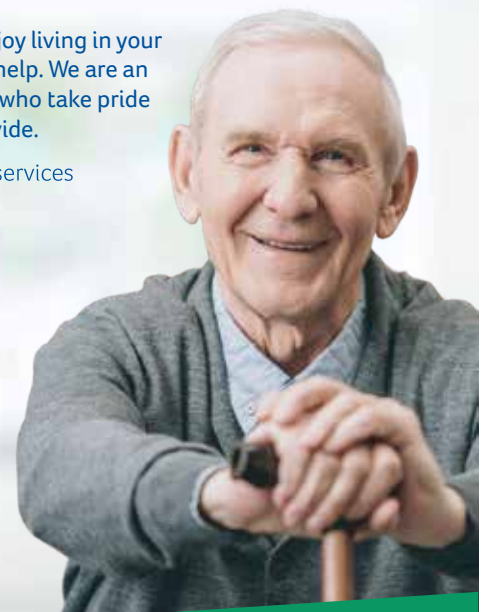
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caremark.co.uk/locations/plymouth

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
PL1 3AB	The D O V E Project	1st Floor, 7 The Crescent	Plymouth	01752 676840
PL1 3JY	Nurseplus UK	The Millfields Mary Seacole Road	Plymouth	01752 266802
PL3 5JP	Assistants at Hand	Eggbuckland Road	Plymouth	01752 927011
PL4 0EG	Arrow Support Limited	2 Cattedown Road	Plymouth	01752 546263
PL4 6JJ	Helping Hands	75 Mutley Plain	Plymouth	01752 424406
PL4 9EF	1st Call Homecare	115 Beaumont Road	Plymouth	01752 603100
PL6 5AQ	Prestige Nursing	54a Morshead Road	Plymouth	01752 213213
PL6 5QZ	Network Healthcare	Derriford Business Park	Plymouth	01752 604600
PL6 5WR	Newcross Healthcare	William Prance Road	Plymouth	01752 395009
PL6 5XR	Collingswood Care	Budshead Road	Plymouth	01752 289444
PL6 5XR	Tamar Care	Budshead Road	Plymouth	01752 657560
PL6 7PP	Peninsula Care	10 Thornbury Road	Plymouth	01752 695448
PL6 8AL	Quality Lifestyle	334 Tavistock Road	Plymouth	01752 875553
PL7 1RF	Bluebird Care	Valley Road	Plymouth	01752 347700
PL7 4AU	HomeLife Carers	97 Newnham Road	Plymouth	01752 422222
PL7 5JY	Caremark	Falcon House, Eagle Road	Plymouth	01752 349784
PL20 6HL	Santé Care at Home	Frogs Meadow	Milton Combe	01822 678010

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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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.



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- 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.



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NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
PL1 3QR	Nazareth House	Durnford Street	Stonehouse	01752 660943
PL1 4QJ	Parkwood House	72-74 Exmouth Road	Stoke	01752 560000
PL1 4QQ	Waters Park House	Exmouth Road	Stoke	01752 567755
PL1 5PF	St James's Lodge	74 Molesworth Road	Stoke	01752 563003
PL1 5RH	Drake Nursing Home	4 Nelson Gardens	Plymouth	01752 551859
PL3 4HE	Woodland Villa Care Home	91-95 Alma Road	Plymouth	01752 669625
PL3 5AP	Seymour Court Nursing & Care	Glen Road	Mannamhead	01752 663626
PL3 5LW	Hartley Park Care Home	Hartley Road	Hartley	01752 777719
PL3 5SY	Torr Home	The Drive	Plymouth	01752 771710
PL3 5TX	Consort House Nursing Home	35 Consort Close	Torr Lane	01752 789861
PL5 2EW	Butterfly Lodge	Agaton Road	St Budeaux	01752 360000
PL5 2EY	Waypoints	20 Ernesettle Lane	Plymouth	01752 360450
PL5 3HA	Honeybourne House	98 Sheridan Road	Manadon	01752 242789
PL5 4LE	Cann House Care Home	Tamerton Foliot Road	Plymouth	01752 771742
PL7 1ZB	Merafield View Nursing Home	Underlane	Plympton	01752 348070
PL7 4DZ	Colebrook Manor	Boringdon Road	Plympton	01752 343001
PL7 4LE	Meadowside and St. Francis	5 Plymbridge Road	Plympton	01752 347774
PL9 8QX	Furzehatt Residential & Nursing	59 Furzehatt Road	Plymstock	01752 484008

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 known 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.

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
PL3 5HQ	Evergreen Residential Home	2 Brandreth Road	Mannamead	01752 665042
PL2 3QR	Vicarage Residential Home	1 Honicknowle Lane	Pennycross	01752 779050
PL3 4ST	Thorn Park Care Home	69 - 73 Mannamead Road	Mannamead	01752 224800
PL3 4NE	Thornbury Villa	128 Peverell Park Road	Peverell	01752 262204
PL6 5SR	Valley View	298 Fort Austin Avenue	Crownhill	01752 705109
PL3 4SR	Charlton House	55 Mannamead Road	Plymouth	01752 661405
PL3 4BG	Durnsford Lodge Residential	90 Somerset Place	Stoke	01752 562872
PL7 4JU	Ashleigh Manor Residential Care	1 Vicarage Road	Plympton	01752 346662
PL1 5RB	Astor Hall	157 Devonport Road	Stoke	01752 562729
PL1 4QQ	Waters Park House	Exmouth Road	Stoke	01752 567755
PL9 9BD	Selkirk House	Church Road	Plymstock	01752 492850
PL6 5JE	Manor House	135 Looseleigh Lane	Derriford	01752 777572
PL3 5HG	Dewi-Sant Residential Home	32 Eggbuckland Road	Plymouth	01752 664923
PL3 5BE	Chatsworth Residential Home	Dormy Avenue	Mannamead	01752 660048
PL3 4BP	Underhill House Residential	12 Underhill Road	Stoke	01752 561638
PL3 6ND	Manor Court	257 Blandford Road	Efford	01752 768425
PL9 9QS	Wisteria House Dementia Care	53 Hooe Road	Plymouth	01752 606877
PL7 4LD	Plymbridge House	3 Plymbridge Road	Plympton	01752 345720
PL6 5XN	Tamar House	11 Brest Road	Derriford	01752 510810
PL9 8DA	Nutley Lodge Care Home	Nutley Lodge	43 Sherford Road	01752 402024
PL7 2HP	Michaelstowe	211 Ridgeway	Plympton	01752 339096
PL4 8QE	Bethany Christian Home	2 Woodside	Lipson	03003 038440
PL4 7PJ	Tenant House Care Home	Queens Road	Lipson	01752 663879
PL4 6BN	Vale Lodge Residential Home	38-40 Sutherland Road	Mutley	01752 220456
PL3 5LW	Hartley Park Care Home	Hartley Road	Hartley	01752 777719
PL3 4DN	Camellia House	5 Belmont Place	Plymouth	01752 509697
PL9 9NR	The Retreat Care Home	Belle Vue Road, Hooe	Plymstock	01752 204044
PL1 5PN	Arguam House	50 Valletort Road	Stoke	01752 560480
PL4 6HH	St Anne's Residential Home	4 Houndiscombe Road	Plymouth	01752 263263
PL9 9BD	Oaklands	76-78 Church Road	Plymstock	01752 481166
PL7 4DX	The Durnford Society	31 Parkstone Lane	Plympton	01752 344144
PL7 1UF	Hardwick View	Ridge Road	Plympton	01752 342056
PL4 8RG	Inglenook House	46 Lipson Road	Lipson	01752 229448
PL5 3HA	Honeybourne House	98 Sheridan Road	Manadon	01752 242789
PL1 4BT	Higher Park Lodge	Devonport Park	Stoke	01752 606066
PL3 5JF	Greenacres care centre	Pearn Road	Plymouth	01752 674111
PL7 2HJ	Amberley House	171-175 Ridgeway	Plymouth	01752 336960
PL3 5BB	Mayflower House	Courtfield Road	Mannamead	01752 828100
PL6 8AE	Sunnymeade Quality Care	323 Tavistock Road	Derriford	01752 781811
PL6 8AL	The Lodge	334, Tavistock Road	Derriford	01752 777243



Age UK Plymouth

William & Patricia Venton Centre

Astor Drive, Mount Gould, Plymouth PL4 9RD

William Venton Centre

8 Memory Lane, Plymstock, Plymouth PL9 9GH

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