

# Care agencies in Tonbridge & Malling Borough

Amended February 2022

This local information pack covers:

- information and advice about care
- finding out what care you need (getting an assessment)
- finding care agencies
- choosing care agencies - what to look for
- **a list of local private care agencies**
- getting back on your feet after illness or a stay in hospital
- help with housework, shopping or gardening
- visiting and live-in companions
- live-in carers
- respite care (to give family carers a break)
- getting other people to pay for care
- paying for care yourself
- what happens to disability benefits?
- other support for family carers

Details are subject to change, please check with the organisation concerned. If you cannot find what you are looking for please contact us as we may be able to help further. Amendments and additions are also welcome.

We publish other local information packs covering:

- Care homes
- Health and wellbeing
- Help at home
- Housing
- Legal advice and power of attorney
- Memory loss and dementia
- Money matters
- Social activities
- Transport, travel and leisure

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Details are subject to change, please check with organisation concerned.

## Information & advice on care

### Age UK Sevenoaks & Tonbridge

5 Bradford St, Tonbridge TN9 1DU. Tel: 01732 366100 Email: [tonbridge.office@ageuksevenoaksandtonbridge.org.uk](mailto:tonbridge.office@ageuksevenoaksandtonbridge.org.uk) Web: [www.ageuksevenoaksandtonbridge.org.uk](http://www.ageuksevenoaksandtonbridge.org.uk)  
Free information and advice on care

### Care Navigators

Free information and advice on planning the support you need. Contact INVOLVE Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk)

### Independent Age

6 Avonmore Rd, London W14 8RL Tel: 0800 319 6789, 020 7605 4200 Email: [advice@independentage.org](mailto:advice@independentage.org) Web: [www.independentage.org](http://www.independentage.org)  
Free telephone and email service offering advice on care.

### Kent Carers' Emergency Card

This is a card which carers can carry so if you have an accident or become ill, people can contact Kent County Council on a 24-hour emergency contact number to activate a pre-arranged emergency plan to ensure the person you are caring for continues to be looked after. You can get it from INVOLVE Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk)

They may also be able to provide other support for carers

- **Information, advice and guidance** for carers
- **Support groups** for carers. Include older carers, young carers, mental health, eating disorders, Multiple Sclerosis and learning disabilities. They may be able to accompany carers to support groups
- **Carers' assessments** to see what help might be available

## Finding out what care you need (getting an assessment)

### Care needs assessments

Social Services provide many forms of support and you can ask for a free assessment of what support you might need and a financial assessment. If you have less than £23,250 in savings (excluding your home) they should make a financial contribution towards your care costs. Tel: 03000 416161.

### Carer's assessments

If you are looking after someone you can also request a free carer's assessment from INVOLVE Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) Web: [www.involvekent.org.uk](http://www.involvekent.org.uk) Carers' assessments may be quicker than a care needs assessment from Social Services.

## Finding carers

There are three ways of finding carers:

- Most care agencies are private companies that manage the carers for you. The care agency employs the carers directly, trains them and finds replacement carers to cover if they are away or sick. This service is particularly valuable for people who don't have family or friends close at hand who could step into the breach.

- Some agencies are introductory (or commissioning) agencies where you manage the carers yourself. They act as brokers introducing you to self-employed carers who you pay directly. Most of the carers are responsible for paying their own tax and National Insurance contributions but you need to check this.
- The other way of finding carers is to advertise privately. In this case you are the employer and you pay the carer directly. You will also be responsible for tax and National Insurance contributions as an employer.

This list is a selection of local private care agencies. However there are other ways to find care agencies:

You can search for local care agencies on the Care Quality Commission website

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

They are the government regulator and publish reports on the quality of care provided

The United Kingdom Homecare Association Ltd (UKHCA) is a professional association of home care providers. You can get a list of agencies that belong to them by phoning 020 8661 8188 or visiting [www.ukhca.co.uk/findcare](http://www.ukhca.co.uk/findcare)

Some care agencies are also members of KICA (Kent Integrated Care Alliance). This is an independent body that supports private care agencies in Kent. You can get a list of agencies that belong to them by phoning 01634 291073 or visiting [www.kica.care](http://www.kica.care)

There are also many other care agencies which you can find in the phonebook or on the internet. You will find agencies listed in Yellow Pages under "Nurses' Agencies and Care Agencies" or "Home Care Services" and on [www.yell.com](http://www.yell.com). The Thomson Directory lists providers under "Home Care Services" or "Home Help Services - Private".

## Choosing care agencies - what to look for

We cannot recommend any particular private care agency. Your best bet is to ask them for more information or check their website. Our information was correct at the time of going to print but you might want to check some of the following things:

- Do they cover where you live?
- Do they provide the type of care you need? (eg day care, live-in care, respite care, end-of-life care)
- Will you have the same carer at the same time every day or whether it will be different carers coming in at different times? This is especially important if you need help getting up or going to bed and you want them to help you at a time which suits when you want to get up or go to bed rather than very late or very early.
- How long does that person stay? Is there a minimum length of visit or maximum length of visit?
- If you have a particular condition such as dementia, stroke, Parkinson's, MS etc. you might want to ask if they specialise in such conditions and understand what they involve so that your carers are people who know how to help you in an understanding way. How much training do their carers receive on your condition? Do they just train their staff themselves or do they go on courses accredited by specialist organisations who understand the particular condition eg the Alzheimer's Society
- How much do they charge?
- Are they registered with the Care Quality Commission?
- When was their care agency last inspected by the Care Quality Commission?

- What was their rating in their last inspection?
- Are they registered with the UK Homecare Association or any other professional association?

The Care Quality Commission is responsible for the registration and inspection of all care agencies. If possible you should read the latest inspection report on the Care Quality Commission website: [www.cqc.org.uk](http://www.cqc.org.uk)

Care Quality Commission reports use 2 ratings systems. Until 2015 they used a system of green ticks. 5 green ticks was the highest rating and 1 green tick was the lowest. The ratings changed in 2015 and they now use a more rigorous system with a description. The new ratings are Outstanding, Good, Requires Improvement, Inadequate and Suspended. You will find both sets of ratings appear on their website as many care agencies have not been fully inspected since the ratings system changed. The areas they inspect are whether the agency is safe, effective, responsive, caring and well-led.

## Local private care agencies

Please read carefully to see exactly what kind of care they offer

### Accessible Care

Suite 4, Granville House, Granville Rd, Maidstone ME14 2BJ

Tel: 01622 757155

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

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

Contact: Sian Gray

- Cover all of Kent
- 24 hour live-in care, short-term care, long-term care, respite care, convalescent care, palliative care. Do not provide hourly care
- Provide care for dementia, physical disabilities, learning difficulties, autism, mental health, sensory impairment, alcohol or drug misuse

### Acclaimed Care

16 Quincewood Gardens, Tonbridge TN10 3LR

Tel: 07725 179645

Email: [acclaimed\\_care@hotmail.com](mailto:acclaimed_care@hotmail.com)

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

Contact: Joshua or Hayley

- Cover Tonbridge, Hildenborough, Hadlow and Kings Hill
- Provide personal care, respite care, end-of-life care and domestic care
- No specialisms but do provide dementia care as well as physical disabilities
- Carers are trained as much as they wish. If they feel they need more training then the agency will arrange it
- Can arrange to have the same person going in at the same time every day
- Carer's length of visit depends on client's specific needs
- Monday-Saturday £22 per hour, Sundays £23 per hour
- Registered with the Care Quality Commission
- Last inspected April 2019
- Awaiting rating (new business)
- In process of registering with UK Homecare Association

### Active Assistance

1 Suffolk Way, Sevenoaks TN13 1YL

Tel: 01732 779353

Fax: 01732 779134

Email: [enquiries@activeassistance.com](mailto:enquiries@activeassistance.com)

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

- Cover all of the UK
- Can provide 'live-in' and 'live-out' support
- Provide care for dementia, physical disabilities, learning difficulties, autism, mental health, sensory impairment, alcohol or drug misuse
- Also specialise in people with complex continuing care needs, including people with tracheotomies, on ventilators or with neurological conditions
- Minimum visit 4 hours
- Registered with Care Quality Commission
- Rated 'Good' at last inspection
- Also registered with the UKHCA

### **All About Homecare Ltd**

1 Draper St, Southborough TN4 0PG

Tel: 01732 447055, 01892 575499

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

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

Contact: Kieron Brennan

- Cover Tonbridge
- Aim to provide care and support for clients to live safely and independently in the comfort of their own homes. Can provide support with meals, medication and personal care, and with help around the house; can also provide both companionship and support to visit friends and activities. Also provide end-of-life care for those wishing to remain in the comfort of their own homes
- Provide care for dementia, physical disabilities, mental health and sensory impairment
- Also specialise in clients living with more complex conditions including stroke, diabetes and progressive neurological conditions, such as Parkinson's and MS. Carers receive specialist training, designed by the Alzheimer's Society for dementia care, and from qualified neuro-therapists for neurological care. They can help you practise physiotherapy exercises at home (this is included in their cost)
- Staff also receive training from Hospice in the Weald
- Clients are cared for by small teams of carers so they can get to know each client individually
- The daytime hourly fee is £24.50 with a minimum visit of 1 hour
- Rated Outstanding by the Care Quality Commission
- Also a member of UKHCA

### **Allendale Care**

Moorlands, Friars Gate, Crowborough TN6 1XF

Tel: 07710 527242, 01892 723649

Email: [marina@allendalecare.co.uk](mailto:marina@allendalecare.co.uk)

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

Contact: Marina Allen

- Cover all areas of Kent
- Specialise in live-in care for frail, elderly and terminally ill people
- Also offer respite care and end-of-life care
- Places importance on continuity of care. Offers choice of having a carer for a long period or having two carers on a rotation basis
- Experienced carers all have at least 4 years practical experience and training is ongoing.

- Daily rate for live-in care £120-£150 depending on level of care required
- Registered with the Care Quality Commission
- Rated Good in last inspection January 2017

### **Bespoke Care Company Ltd**

Webster House, Dudley Rd, Tunbridge Wells TN1 1LE

Tel: 01892 518400

E-mail: [enquiries@bespokecarecompany.co.uk](mailto:enquiries@bespokecarecompany.co.uk)

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

Contact: Kirstin Glover

- Cover Tonbridge
- An independent, family-owned "introduction agency" which can help you recruit experienced live-in carers. They provide live-in assistance and support in all activities and aspects of daily living, from housekeeping, cooking and companionship to personal care and assistance with medication. Provide long term live-in care. Can provide short term live-in care when recovering from an illness or time spent in hospital. Can also provide respite live-in care to allow a family member or permanent carer some time off or give them additional support
- Carers have experience working with clients with dementia, stroke, Parkinson's and MS
- The majority of the live-in carers registered with them hold either an NVQ 2 or NVQ 3 in Health and Social Care and many have also completed training in specialist areas such as dementia care. As a minimum, all of the carers are required to undertake courses in food hygiene, infection control, First Aid, safe handling of machines, safeguarding of vulnerable adults, moving and handling
- Costs start from £850 per week, depending on care needs
- Not regulated by the Care Quality Commission as it is an "introduction agency". However, services are monitored on an ongoing basis and reviewed accordingly. An audit of all policies, procedures and practices is carried out by a specialist external consultant on an annual basis
- Registered with the UKHCA and REC (Recruitment and Employment Federation)

### **Birchwood Care Services**

Birchwood House, Stockland Green Rd, Speldhurst TN3 0TU

Tel: 01892 863710

Fax: 01892 861548

Email: [birchwood@birchwoodhouse.org.uk](mailto:birchwood@birchwoodhouse.org.uk) [birchwoodcareservices.org.uk](http://birchwoodcareservices.org.uk)

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

Contact: Wendy Ryan

- Cover Tonbridge and Hildenborough
- Small, independently-owned agency who provide continuity of staff for clients. Provide assistance with personal care (showering/bathing, dressing etc), meal preparation, shopping (including making a shopping list or putting shopping away) and domestic chores (including laundry). Also provide a sit-in service enabling a relative/carer to take a break or attend an appointment
- Provide care for physical disabilities
- Also specialise in dementia and end-of-life
- Staff are trained in all mandatory areas; training is updated as required
- Call duration is anything from ½ an hour which is minimum visit duration up to 6 or 8 hours to accommodate a sit-in. Do not sleep in or provide overnight visits
- Registered with the Care Quality Commission
- Last inspected in August 2015 and rated 'Good' across the five areas inspected
- Also a member of KICA.

## **Bluebird Care**

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

- Provide a wide variety of care and support including anything from personal care and companionship to shopping and domestic care. Also provide live-in care, overnight and end-of-life care
- Staff have comprehensive in-house induction training and shadow existing staff before starting work
- Agency practises continuity of care which is person-centred so customers choose the length of time alongwith the supervisor to ensure safe service. Minimum length of time of visit is 30 minutes. There is no maximum length of time
- Charges available on application.

Tonbridge & Tunbridge Wells office

- 23a/b Pipers Business Centre, 220 Vale Rd, Tonbridge TN9 1SP
- Tel: 01732 373024
- Email: [tunbridgewells@bluebirdcare.co.uk](mailto:tunbridgewells@bluebirdcare.co.uk)
- Cover Tonbridge, Haysden, Higham Wood, Hildenborough
- Provide care for physical disabilities, learning difficulties, autism, dementia, acquired brain injury and sensory impairment
- Registered with the Care Quality Commission
- Rated good in last inspection

## **Braeburn Care**

Aurora House, Chiddingstone Causeway TN11 8JU

Tel: 01892 577680

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

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

Contact: Charlotte Muir

- Cover Tonbridge
- Provide visiting care, live-in care, respite care, end-of-life care and companionship
- Also specialise in caring for conditions such as dementia, Parkinson's, stroke, autism and end-of-life care
- Carers receive all relevant basic training and then further in-depth training is sought when needed for particular clients
- Try to keep to a regular carer as much as possible but will also introduce other carers to ensure clients know other carers who are visiting when regular carer can't visit
- Minimum visit 30 minutes. Package tailored to client's requirements
- Charges vary depending on location
- Registered with the Care Quality Commission
- Last inspected August 2018
- Rated good
- Registered with the UK Homecare Association

## **Callquest for Care Ltd**

Millfield Rd, West Kingsdown TN15 6BX

Tel: 0800 211 8500

E-mail: [info@callquestforcare.co.uk](mailto:info@callquestforcare.co.uk)

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

Contact: Mary-Ann Awa/Alan Wells

- Cover Wrotham, Borough Green and Tonbridge
- Personal care, companionship care, respite care, palliative care, end-of-life care, live-in care, dementia care, holiday escort care, hospital discharge care

- Carers receive training
- No more than 2 carers are assigned to a service user
- Provide calls from one hour to overnight stays
- Fees vary from weekday to weekend or bank holiday. Live-in care £987-1400 per week
- Registered with the Care Quality Commission
- Inspected and awaiting rating
- Also a UKHCA member.

### **Caremark**

3 Godfreys Yard, Baldwins Lane, North Farm, Tunbridge Wells TN2 3DH

Tel: 01732 446147, 01892 576377

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

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

Contact: Simon Rowland or Martin Steyn

- Cover Tonbridge
- Can provide help with washing and dressing, meal preparation and shopping, prompting with medication, supporting daily routines and social activities. Also offers live-in care, overnight support and respite care
- Registered with the Care Quality Commission
- Rated good
- Also a member of UKHCA

### **Caremore Companions Ltd**

Tudor Dean, Homedean Rd, Chipstead, Sevenoaks TN13 2QN

Tel: 01732 453070

E-mail: [info@caremorecompanions.co.uk](mailto:info@caremorecompanions.co.uk)

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

Contact: Alexandra Ward

- Cover Tonbridge
- Family-owned company offering general companionship. Also offer practical help with medical appointments, shopping, laundry, light housework, meal preparation, medication reminders, walking dogs, socialising and popping in to check someone is OK. Do not provide personal care. Also offer Home from Hospital service and sitting services to cover existing carers while they have a break
- Provide a friendly but not over-familiar team of trained companions who are fully vetted, insured and all based locally. Offer written and/or telephone references if required
- They match the companions most suitable to the client's requirement and always maintain the same person and/or team (no more than 2 people) thus offering continuity of care. They aim to use their initiative but not take over, remaining sensitive to the needs of clients at all times
- There is a minimum one-hour visit as they do not believe anything worthwhile can be achieved in shorter time periods
- Caremore Companions are not required to register with the Care Quality Commission as they only offer practical care

### **Consultus Care & Nursing**

17 London Rd, Tonbridge TN10 3AB

Tel: 01732 355231

Email: [office@consultuscare.com](mailto:office@consultuscare.com)

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

- Cover all of the UK

- Offer a choice of a managed service or introduction service. The managed service employs the carers directly, trains them and finds replacement carers to cover if they are away or sick. This service is particularly valuable for people who don't have family or friends close at hand who could step into the breach. The introduction service acts as a broker introducing you to self-employed carers who you manage and pay directly. Most of the carers are responsible for paying their own tax and National Insurance contributions but you need to check this
- Provide hospital discharge care, respite care, ongoing day care, live-in care and end-of-life care. In addition to personal care can provide companionship, pet care, cooking, shopping, housekeeping etc
- Carers receive 5-day introductory in-house training on moving and handling skills, health & safety awareness, dementia, Parkinson's and end-of-life. Training updated yearly
- Live-in carers and nurses stay 2-4 weeks and can return regularly alternating with a team of other carers and nurses
- Daily rates depend on level of care required
- Live in charges start from £92 per day for a single client or £107 for a couple.
- Managed Service and Nursing Service are registered with Care Quality Commission (rated Good); Introduction Service is not required to register due to carers being self-employed
- Also a member of UKHCA

### **Domus**

Domus Live-in Care, 4 Linden Close, Tunbridge Wells TN4 8HH Tel: 01892 512961

Email: [info@domus-live-in.co.uk](mailto:info@domus-live-in.co.uk) Web: [www.domus-live-in.co.uk](http://www.domus-live-in.co.uk)

Contact: Anita or Bridget

- Cover Tonbridge
- Provide a live-in care service, allowing clients the comfort and familiarity of remaining in their own homes
- Their carers aim to offer companionship and support with medication, personal care, housekeeping, meal preparation, shopping and outings/appointments.
- Training in dementia, stroke, parkinsons, MS and other conditions
- Can provide a wide range of live-in care solutions from long term ongoing care and support to a temporary arrangement for a week
- Their carers are police checked and have references.
- Average weekly charge is £935
- Registered with the Care Quality Commission but not inspected yet
- Also a member of UKHCA and KICA

### **Good Care Group**

15<sup>th</sup> Floor, Tower Building, Elizabeth House, York Rd, London SE1 7NQ

Tel: 01732 441098, 020 3728 7575

Fax: 020 3728 7576

Email: [kentenquiries@thegoodcaregroup.com](mailto:kentenquiries@thegoodcaregroup.com)

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

Contact: Elaine Murray

- Cover Kent & Sussex including Tonbridge
- Provide a fully managed home care service with 24-hour ongoing live-in care or a respite service designed to promote health and emotional wellbeing. Care is individually designed and responsive to a client's changing needs. Round-the-clock advice and support for families with live digital reporting to give you peace of mind
- Also specialise in caring for conditions such as dementia, Parkinson's, MS, stroke, cancer and palliative care

- Carers are trained and receive on-going professional development to give them wider career opportunities
- High level of care continuity through local dedicated care management. Providing your own team of carers so you can build trusted relationships. Shorter rotas designed to protect you and your carers team's wellbeing
- £1395 - £1595 per week
- Registered with the Care Quality Commission
- Last inspected in April 2019
- Rated 5 star outstanding
- Registered with the UKHCA and a board member. Also a member of the Young Onset Dementia Steering Group, Kent Dementia Action Alliance and Sevenoaks Area Dementia Friendly Community charity

### **Hale Place Care Solutions**

77 Old Rd, East Peckham, Tonbridge TN12 5EN

Tel: 01622 872177, 871081

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

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

Contact: Danielle Cave

- Cover Tonbridge and surrounding villages
- Experienced, qualified carers ensure people receive the level and type of service they need, which usually includes a combination over time of domiciliary care, respite care, daycare and residential care (they also run two award-winning care homes)
- Also specialise in dementia
- Provide person-centred care delivered by a qualified team. Carers are trained to encourage independence, preserve dignity, enable freedom of choice, protect privacy and quality of life
- Registered with the Care Quality Commission
- Last inspection report was November 2017
- Overall rating was Outstanding

### **Home Care Companions**

Tel: 01403 711 639

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

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

Contact: Julia Arnold

- Cover all of the UK
- Not registered with the Care Quality Commission as they do not employ staff directly but act as an "introduction service" rather than a care agency.
- Live-in care, domestic help and companionship for elderly people who need help in and around their home.
- A long-term carer or companion lives in the elderly person's home enabling them to enjoy the independence of being able to live in their own homes for longer and the freedom of going out for more months or years than they may otherwise be able to
- Carers are generally ex-nurses and professional carers. All have training certificates, DBS, background checks and at least 3 written references. Many specialise and have qualifications in various conditions
- Companions can work in and around the house from 5-12 hours per day depending on requirements
- Companions live-in your home and are employed directly by you.
- Charges range from £90 to £950 per week depending on hours, skills, duties, qualification requirements, experience etc.

## Home Comfort

44 Pickford Lane, Bexleyheath DA7 4QT

Tel: 020 7052 4681

Mob: 07377 266151

Email: [mitchell\\_letherby@homecomfortcare.co.uk](mailto:mitchell_letherby@homecomfortcare.co.uk)

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

Contact: Mitchell Letherby

- Cover Tonbridge.
- Offer all types of care ranging from welfare calls to 24-hour waking care
- Specialist care staff for people with dementia, learning disabilities, autism or other health conditions
- Provide full training for clinical skills such as helping people to eat and drink
- As far as possible people get the members of staff they wish at the time they wish to receive it. If carers are every day, there would normally be a team of 3 carers on rotation
- Rates start from £11 for 30 minutes, £21 for 1 hour (more at night)
- Registered with the Care Quality Commission
- Not inspected yet

## Home Instead

- Shoreham, Petts Wood and Longfield office covers Aylesford, Snodland, Swanley and West Malling areas. Contact Jag Yogarajah Tel: 01959 546228 Email: [info.shoreham@homeinstead.co.uk](mailto:info.shoreham@homeinstead.co.uk)
- Tunbridge Wells, Sevenoaks and Edenbridge office covers Edenbridge, Sevenoaks, Tonbridge and Westerham areas. Contact Sara Grist Tel: 01732 759854, 01892 731264 Email: [sara.grist@homeinstead.co.uk](mailto:sara.grist@homeinstead.co.uk)

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

- Provide day care, respite care and end-of-life care. Personalised homecare for older people that is dignified and reliable. Includes home help, personal care, companionship and dementia care
- Also specialise in caring for conditions such as dementia. They have a number of clients with varying types and levels of dementia. Their bespoke approach means that they help everyone in different ways depending on their specific needs
- Induction training lasts 3 days before carers start including dementia and covering the basics of varying medical issues that people may have. They then have ongoing face-to-face and online training where required which is more detailed based on the client's conditions. Training programme is accredited by City & Guilds
- Timing is always fixed on an ongoing schedule agreed at the beginning. Same people every time. Number of carers depends on the number of hours that are required but they focus on keeping it to a minimum to ensure consistency. Carers are carefully selected to match the personality of the person they will be visiting
- Each visit is a minimum of 2 hours to ensure that the person isn't rushed. No maximum length but it depends on availability at that time. Minimum requirement of 4 hours per week
- Prices start from £30 per hour (as at December 2021). Bank holiday and overnight rates differ. All prices subject to annual review
- Registered with the Care Quality Commission
- Last inspected in February 2020
- Rated Outstanding
- Registered with the UKHCA

## My Homecare West Kent (part of Kindred Hearts Ltd)

3 Skinners Terrace, Tonbridge TN9 2SP

Tel: 01732 756020

Email: [tonbridge@myhomecare.co.uk](mailto:tonbridge@myhomecare.co.uk)

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

Contact: Kimona Ward

- Cover Tonbridge
- Domiciliary care company providing personal care, companionship, domestic care and escorting to appointments. Also provide night care and live-in care
- Some carers are experienced in dementia, Parkinson's, Multiple Sclerosis, Motor Neurone Disease, end-of-life care
- All carers undergo basic training. More experienced carers undergo further training on particular conditions such as dementia
- Like to ensure that continuity is one of the key concepts in their care keeping carers and times consistent
- Visits start from 30 minutes minimum and can last for a number of hours depending on client's needs or wishes
- Prices start at £15
- Registered with Care Quality Commission
- Last inspected May 2019
- Rated good in all areas
- Parent company is registered with UK Homecare Association

### **Promedica 24 live-in care**

19 Station Rd, Watford WD17 1AP

Tel: 07900 868064

Web: [www.promedica24.co.uk](http://www.promedica24.co.uk)

Contact: Julia Von Onciul

- Cover Tonbridge
- Provide round-the-clock live-in care across UK ranging from companionship to more advanced care. Care workers provide personal care, medication support, transfers and accompany clients to social activities to enable people to live independently in their own homes as long as possible. Provide respite care from 2 weeks. All care workers would live in client's home
- Provide care for dementia, stroke, Parkinson's, MS, physical disabilities and mental health issues
- All care workers complete 5-day residential training course plus additional training throughout the year provided by community groups, NHS, local authorities and online
- You will get a dedicated care worker who will stay with you between 2 weeks and 3 months at a time in your home; average stay is 6 weeks
- Charges range from £695 per week for companionship to £895 per week for advanced care and support
- Registered with the Care Quality Commission
- Last inspected June 2017.
- Rated as Good
- Registered with the UKHCA

### **TerraBlu HomeCare Ltd**

9 Calverley Park Crescent, Tunbridge Wells TN1 2NB

Tel: 01892 529429

E-mail: [julia.mead@terrablue.co.uk](mailto:julia.mead@terrablue.co.uk)

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

Contact: Julia Mead

- Cover Tonbridge

- Independently-owned home-care agency. Helps clients remain independent in their own homes. Personal care, domestic support, shopping, getting to and from appointments
- Provide care for dementia, physical disabilities, learning difficulties, autism and mental health
- Annual training courses on moving & handling and infection control. Training every 2 years in First Aid, dementia, health & safety, nutrition, medication etc. Also run training courses on First Aid and lifting techniques for family carers
- Same person at the same time every day as much as possible depending on other calls and day of the week
- Minimum visit is 30 minutes and anything up to 4 hours
- Initial assessment and drawing up care plan £37.50. 30-minute visits £12-16, 45-minute visits £15-18, hourly rate £19-22
- Registered with the Care Quality Commission
- Last inspected November 2015.
- Rated as Good

### **Vitality Home Health**

The Crown, 10 High St, Otford TN14 5PQ Tel: 01732 755582

Email: [hello@vitalityhomehealth.co.uk](mailto:hello@vitalityhomehealth.co.uk) Web: [www.vitalityhomehealth.co.uk](http://www.vitalityhomehealth.co.uk)

Contact: Danielle Hogsett

- Cover Snodland and Tonbridge. Some areas may be covered from other offices such as Gravesend
- Provide personal care, medication administration, domestic duties, meal preparation, socialisation, appointment support, shopping support and wheelchair-assisted vehicle support. Also provide end-of-life, live-in care, sleep-in support, waking night support and respite care as well as day care
- Provide care for dementia, stroke, diabetes, Parkinsons, MS and Motor Neurone Disease
- Carers receive 5 days training and additional specialist training
- Customers choose the time of their visit and they have a 15 minute window either side of it. Minimum call time is 30 mins and there is no maximum
- Charges are variable depending on the length of visit. There is a set figure for a sleep-in and waking nights
- Registered with the Care Quality Commission
- Not inspected yet
- Registered with the UKHCA

The following agencies did not respond to our request for information but we believe they also offer care services in our area:

- 1<sup>st</sup> Care (West Malling) Tel: 07502 372112
- Absolute Home Care Kent Ltd (West Malling) Tel: 01732 897490
- Achieve Care (West Malling) Tel: 01732 424028
- Allied Healthcare (Saga Homecare)(Maidstone) Tel: 01707 254558, 01622 695915
- Angels Home Care (Aylesford) Tel: 01622 715500
- Audley Care Ltd (Tunbridge Wells) Tel: 01892 616769, 07867 456389
- Avenues South East (West Malling) Tel: 01732 448634
- Care 77 Ltd (Elderberry Care)(Tonbridge) Tel: 01892 577060
- Care at Home Services Ltd (Tunbridge Wells) Tel: 01892 510844
- CCMS Ltd Nursing & Care Agency (Tonbridge) Tel: 01732 851302, 07920 726861, 07961 515580
- CRW Consultancy Ltd (Kings Hill & West Malling) Tel: 0333 939 9976

- Day-to-Day Care (Carewatch) Tel: 01689 897774, 01622 681550
- Direct Care (Snodland) Tel: 01634 242499
- Enabling Care for You Ltd (Maidstone) Tel: 01732 811038
- Everycare (West Kent) Ltd Tel: 01892 536888
- Expertise Homecare (West Kent) Tel: 01892 315288, 01732 448298
- Future Home Care Ltd Kent (West Malling) Tel: 01732 876400
- Kent Supported Living Services (Tonbridge) Tel: 07545 503946
- Lauriem Complete Care Ltd (Ditton) Tel: 01622 716780
- Maidstone Home Care Ltd (Aylesford) Tel: 01622 719988
- Mears Group (Home Care Services Kent Ltd & Care UK)(Maidstone) Tel: 020 8987 2320, 0333 200 4043
- MidCo Care (Tonbridge) Tel: 01732 795199
- My Life Living Assistance (Folkestone) Tel: 01892 575007
- Queen Elizabeth Court (Aylesford) Tel: 01622 717463
- Renovo Supported Living (Tonbridge) Tel: 01732 834409
- SAP Care Services Ltd (Tonbridge) Tel: 07958 558397
- Swanborough Services (Tonbridge) Tel: 01732 834409
- Tendi Care (Aylesford) Tel: 07957 782854
- Unity Care Solutions Ltd (West Malling) Tel: 0845 034 6410, 0333 366 1020
- Xtracare Ltd (Aylesford) Tel: 01622 792845

## Getting back on your feet after illness or a stay in hospital

See also our Health & Wellbeing information pack for hospitals, conditions and illnesses.

### Age UK

We produce publications on hospital discharge arrangements, intermediate care and reablement. Tel: 0800 169 6565

### INVOLVE

May be able to provide practical support for up to 14 days including sorting out help and adaptations. Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) Web: [www.involvekent.org.uk](http://www.involvekent.org.uk) If you are staying in Tunbridge Wells or Maidstone Hospitals, they also have staff based there who can help with hospital discharge.

### Seniors Helping Seniors

Can collect you from hospital and help you settle in a safe routine at home. Can help with food preparation/cooking, shopping, light housework/laundry, gardening, transport to social activities and medical appointments, pet care, companionship etc. £24.60 per hour. Do not provide personal care (help with washing, dressing, medication etc). Tel: 01732 495665 Email: [enquiries@seniorshelpingseniors.co.uk](mailto:enquiries@seniorshelpingseniors.co.uk) Web: [www.seniorshelpingseniors.co.uk](http://www.seniorshelpingseniors.co.uk)

### Social Services

Tel: 03000 416161. Email: [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk)

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

- The Enablement Team may also be able to help you get back on their feet if you are unable to cope at home after an illness or stay in hospital. Typically this would revolve around needing personal care or mobility issues. Their carers (or care agencies working on their behalf) will help look after you for a period of 3-6 weeks. If you only need help for 5-7 days then it may be easier to ask for help from the Rapid Response Team at Kent Community Health NHS Foundation Trust Tel: 0300 123 1807, 01732 376858.
- Social Services can also arrange home care services and support packages. You can ask for a free assessment of what support you might need and a financial

assessment. If you have less than £23,250 in savings (excluding your home) they should make a financial contribution towards your care costs. On their website you can search for care services and find more information.

- If you are looking after someone it may be quicker to get a free carer's assessment from INVOLVE Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) Web: [www.involvekent.org.uk](http://www.involvekent.org.uk)

## Help with housework, shopping or gardening

See also our Health & Wellbeing information pack for families, relationships and peace-of-mind.

### Age UK Sevenoaks & Tonbridge

Age UK's Independent Living Support service can help people who are still able to communicate and express their needs. We can provide most domestic support within reason:

- light housework including hoovering, laundry and changing the bed
- shopping and picking up prescriptions
- paperwork & correspondence
- taking you to the hairdresser or out to visit places
- making a sandwich, opening cans, microwaving food, dishing it up and cutting it up
- reminding, prompting or encouraging you to eat or drink or take medication
- making medical appointments and taking you to them
- just having a coffee and a chat

We do not provide personal care such as washing, dressing, cooking, preparing meals, supervising or physically helping you to take medication. You get the same support worker at the same time each week so you can get to know them and it is a flexible service so if, for example, your support worker normally does housework, you can say that you want them to do something else if you prefer. The time is yours and we charge £18.50 per hour for a minimum of one hour per week (£19.50 for gardening). Tel: 01732 454108. We cover some areas of Tonbridge & Malling Borough

### Bizzy Lizzy's

3 The Granary, Goblands Farm Business Centre, Cemetery Lane, Hadlow TN11 0LT Tel: 01732 354777 Email: [enquiries@bizzylizzys.co.uk](mailto:enquiries@bizzylizzys.co.uk) Web: [www.bizzylizzys.co.uk](http://www.bizzylizzys.co.uk)

Director Hannah Smith. Private agency offering domestic cleaning. There are many others so it is worth shopping around.

### Macmillan Cancer Support

Macmillan are best known for their Macmillan Nurses but they also run the Macmillan Crossroads Volunteer Service to give emotional and practical support to people living in Kent with cancer (or their carers). Trained volunteers can offer:

- Support getting to and from hospital
- Someone to accompany people to medical appointments
- Someone to talk to about cancer
- Counselling for carers of people with cancer
- Information & guidance on cancer
- Practical help around the home or garden including light housework
- Help with form-filling
- Help collecting prescriptions or picking up shopping or taking out shopping
- Playing board games & companionship
- Respite breaks for family carers

Run by Macmillan Cancer Support volunteers in partnership with Crossroads. Contact Jen Lane or Philip Moore, 170 Tonbridge Rd, Wateringbury ME18 5NS

Tel: 0345 095 6701 Email: [enquiries.macmillan@crossroadskent.org](mailto:enquiries.macmillan@crossroadskent.org)

### **Peabody Home Improvement Agency**

Tel: 0800 028 3172 Email: [careandsupport@peabody.org.uk](mailto:careandsupport@peabody.org.uk)

Web: [www.peabody.org.uk/care-support](http://www.peabody.org.uk/care-support)

Help finding reliable gardeners. May also offer a grass-cutting service in summer

### **Seniors Helping Seniors**

Can help with shopping, light housework/laundry and gardening. £24.60 per hour. Do not provide personal care (help with washing, dressing, medication etc). Tel: 01732 495665

Email: [enquiries@seniorshelpingseniors.co.uk](mailto:enquiries@seniorshelpingseniors.co.uk) Web: [www.seniorshelpingseniors.co.uk](http://www.seniorshelpingseniors.co.uk)

### **Supportmatch Homeshare Service**

Tel: 01604 905517, 07742 807677, 07847 072490, 020 3633 6066 Email:

[info@supportmatch.co.uk](mailto:info@supportmatch.co.uk) Web: [www.supportmatch.co.uk](http://www.supportmatch.co.uk)

This is a service where a householder who has a spare room offers it to a homesharer in exchange for 10 hours per week of companionship, overnight security and some practical help around your home. This could include domestic help such as cooking or shopping but does not include any personal care. Supportmatch charge the older person £99 per month and the homesharer £159 per month rent.

## **Visiting and live-in companions**

A number of organisations provide companionship but they will charge. This can however be a way to get somebody to do food preparation or medication supervision who does not need other personal care.

### **Private care agencies**

The following care agencies told us that they can provide visiting or live-in companions. You can find more information about these agencies in the list of private care agencies earlier in this information pack.

- All about Homecare Ltd Tel: 01732 447055, 01892 575499. Visits only.
- Bespoke Care Company Ltd Tel: 01892 518400. Live-in only.
- Braeburn Care Tel: 01892 577680. Visits or live-in.
- Callquest for Care Ltd Tel: 0800 211 8500. Visits or live-in.
- Caremore Companions Ltd Tel: 01732 453070. Visits only.
- Consultus Care & Nursing Tel: 01732 355231. Visits or live-in.
- Domus Tel: 01892 512961. Live-in only.
- Home Help Companions Tel: 01403 711639. Live-in only.
- Home Instead Senior Care Tel: 01959 546228. Visits only.
- My Homecare West Kent Tel: 01732 756020. Visits or live-in.

### **Other organisations offering companionship**

#### **Age UK**

Our Independent Living Support service can help people who are still able to communicate and express their needs. We can provide most domestic support within reason:

- light housework including hoovering, laundry and changing the bed
- shopping and picking up prescriptions
- basic gardening
- paperwork & correspondence
- taking you to the hairdresser or out to visit places
- making a sandwich, opening cans, microwaving food, dishing it up and cutting it up
- reminding, prompting or encouraging you to eat or drink or take medication

- making medical appointments and taking you to them
- just having a coffee and a chat

We do not provide personal care such as washing, dressing, cooking, preparing meals, supervising or physically helping you to take medication. You get the same support worker at the same time each week so you can get to know them and it is a flexible service so if, for example, your support worker normally does housework, you can say that you want them to do something else if you prefer. The time is yours and we charge £18.50 per hour for a minimum of one hour per week. Tel: 01732 454108.

### **Cherished Family Services**

Tel: 07877 116466 Web: [www.cherishedfamilyservices.co.uk](http://www.cherishedfamilyservices.co.uk)

Private companionship agency. Contact Abigail Langridge

- Cover Sevenoaks, Westerham and Edenbridge
- She offers companionship, lifestyle management, day-to-day support with business affairs and support for family members

### **Close to Hand**

This is an online brokerage service that can put you in touch with someone local to pop in for a chat and to help with everyday tasks, such as shopping, making a sandwich, collecting a prescription and helping with housework. It is important to note that home helpers listed on the website are self-employed and have not been vetted by Close to Hand. Web: [www.close-to-hand.co.uk](http://www.close-to-hand.co.uk)

### **Macmillan Cancer Support**

Macmillan are best known for their Macmillan Nurses but they also run the Macmillan Crossroads Volunteer Service to give emotional and practical support to people living in Kent with cancer (or their carers). This includes playing board games and companionship. Run by Macmillan Cancer Support volunteers in partnership with Crossroads. Contact Jen Lane or Philip Moore, 170 Tonbridge Rd, Wateringbury ME18 5NS Tel: 0345 095 6701 Email: [enquiries.macmillan@crossroadskent.org](mailto:enquiries.macmillan@crossroadskent.org)

### **Live-in carers**

Live-in care is usually privately arranged by older people. You must have capacity to indicate what you want to do and that there is no coercion on the part of the family. In emotive, family-related, situations, input from local authority professionals such as social workers can sometimes be helpful to provide objective views about needs and the best ways to meet them. The list of private care agencies above indicates where agencies offer live-in care as an option or you can search websites such as [www.stayinmyhome.co.uk](http://www.stayinmyhome.co.uk)

### **Will the local authority pay?**

It can be difficult to obtain local authority funding support for the live-in care option. People sometimes have an unrealistic expectation that a local authority will provide “24-hour care” at home but the local authority recommends residential care in a care home instead. Given the financial situation local authorities are in at the moment, cost considerations are at the forefront of their thinking. However, this can never be the only consideration and all elements of the person’s needs and wellbeing must be taken into account under the Care Act 2014.

Within this context, a local authority has a legal duty to assess, confirm eligibility and to decide how best to meet its legal duty to ensure eligible needs are met. It must take account of the views and wishes of the service user, but it does not have an absolute duty to meet them in all circumstances. It must show sufficient flexibility, consider all relevant facts and circumstances and not unjustifiably “fetter” its discretion. There may be specific

arrangements, which support this option in a cost-effective way if it is what the service user wishes to do, which may be worth exploring.

However, the principle that the local authority can choose to provide the cheaper of two options as long as they both reasonably meet the eligible need has been the usual explanation for the care home recommendation over the, generally more expensive, live-in care option. This also links to local authority governance duties to spend public money appropriately and equality principles to generally treat people with similar presenting needs in a similar, impartial, manner.

### **Is it cheaper or more expensive than care homes?**

Some agencies state that live-in care is cheaper than an equivalent “good quality” care home in some areas, particularly if a couple both require this type of support. If this is the case, there may be an argument to counter the cheaper reasonable option principle set out above.

### **Concerns about live-in care arrangements**

Some concerns have been raised in the past regarding long-term live-in care arrangements in terms of: duties, relationships, work arrangements and dealing with developing levels of complexity and need. If you are privately arranging live-in care, it may be advisable to consider using registered agencies rather than lone, self-employed carers who would not be registered with or monitored by the Care Quality Commission. You should look at CQC inspection reports and ratings for care agencies offering live-in care.

### **Using live-in carers to support family carers**

Where there is committed local family support, it may be possible to have a mixed care arrangement with family providing some input and paid carers providing others, on a weekly rota basis. This is sometimes what is negotiated following a local authority needs assessment where both day-time and night-time needs are identified and the person wishes or needs to remain at home and to not be placed in residential care. The assessor needs to look at the long-term available support and the level of needs at different times and agree a plan if this option is pursued. For example, at night a person may just need basic supervision or they may need regular intensive physical support, so a different level of care is needed.

### **Respite care (to give family carers a break)**

Many of the private care agencies listed above will offer respite care where a carer will come in and look after the person you look after if you wish to go away for a few days to have a short break. There is also a charity (see below) where a carer will come in and look after the person you look after if you wish to go out for a few hours. However they usually have a waiting list so it is worth registering in advance and it may be worth asking private care agencies if they can help as well.

#### **Crossroads Care Kent**

170 Tonbridge Rd, Wateringbury ME18 5NS

Tel: 0345 095 6701, 01622 817114, 0845 900 3735 Email:

[enquiries@crossroadskent.org](mailto:enquiries@crossroadskent.org) Web: [www.carerskm.org](http://www.carerskm.org)

Charity allowing you to have a break while trained carers look after the person you care for. Most services are free and flexible (including nights). You can usually refer yourself. The charity is part of Carers Trust

- **Short breaks**

- Can give you a break eg to rest, sleep, meet friends, go shopping, collect prescriptions, attend classes or social activities

- One visit a week for 2 ½ to 4 hours (either on the same day or can be split between different days)
- The same person at the same time to ensure continuity of care
- The carers can do personal care eg bathing, dressing/undressing, management of incontinence, preparation of meals and assistance with eating
- They can also take out the person being cared for including to appointments or social activities
- You can refer yourself
- Waiting list (currently a few months though you can reduce this if you have registered with them in advance)
- One visit a week is free. However you may be able to purchase additional visits and get help with paying for them from Social Services
- Reassessed every 6 months
- **Covering health appointments**
  - The Carers Health Appointment Service will look after the person being cared for during the day while you go to your own pre-booked health appointments eg visiting GPs, dentists, opticians, physiotherapists or hospital tests
  - This includes looking after someone while you have treatment such as chemotherapy or radiotherapy
  - No waiting list. Available whenever you need it
- **Step-Up Step-Down support**
  - Will provide extra help for a few days if you need it eg if you or the person you care for are ill
  - You must register for this service
- **Carer Crisis (Urgent Response Service)**
  - If you are in a crisis and cannot look after someone the Urgent Care Team will provide round-the-clock cover in conjunction with any family that you have. Examples might be if you're unwell or away, struggling to cope or the person you care for is deteriorating
  - This is in addition to any help you already have from Social Services or private care agencies as the aim is to help you as the family carer
  - You must be referred by your GP or another health professional such as a paramedic
  - You may also be able to get help from INVOLVE Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) Web: [www.involvekent.org.uk](http://www.involvekent.org.uk)
- **Cancer support**
  - Support getting to and from hospital
  - Someone to accompany people to medical appointments
  - Someone to talk to about cancer and counselling
  - Information & guidance on cancer
  - Practical help around the home or garden including light housework
  - Help with form-filling
  - Help collecting prescriptions or picking up shopping or taking out shopping
  - Playing board games & companionship
  - Respite breaks for family carers
  - Run by Macmillan Cancer Support volunteers in partnership with Crossroads
- **Dementia support**
  - Dementia outreach advisors can give you telephone advice to help you care for someone with dementia
  - Can also arrange a home visit to offer advice and listen to you
- **COGS Club for people with dementia**

- This is a Cognitive Stimulation Group for people with mild to moderate dementia to take part in stimulating activities and prevent social isolation
- Meets Wednesdays 10am to 3pm at the Six-in-One Club, Tonbridge
- £25 per week including lunch

### **Seniors Helping Seniors**

Can provide a sitting service. £24.60 per hour. Do not provide personal care (help with washing, dressing, medication etc). Tel: 01732 495665 Email:

[enquiries@seniorshelpingseniors.co.uk](mailto:enquiries@seniorshelpingseniors.co.uk) Web: [www.seniorshelpingseniors.co.uk](http://www.seniorshelpingseniors.co.uk)

## **Getting other people to pay for care**

### **Will the local authority pay anything towards the fees?**

Currently if you have more than £23,250 in savings you will be expected to pay all of your fees. If you have less than £23,250 in savings, Kent County Council Social Services will pay a small amount towards your care. This is subject to full assessment and providing that you meet all their criteria. That means them assessing whether you can manage at home with visits from carers or need to move into a residential or nursing home. It also means them assessing your income and savings to see if they should be making a financial contribution.

You can ring Social Services on 03000 416161. [www.kent.gov.uk/careservices](http://www.kent.gov.uk/careservices)

### **When does the NHS pay all the care costs?**

In certain circumstances if it is agreed that you have complex nursing needs then you may be eligible to apply for NHS Continuing Healthcare funding where the NHS will pay all your care costs. An example might be if your condition is volatile requiring intensive nursing or the attention of a doctor rather than simply help with washing, dressing and eating. You should be assessed to see if you meet the NHS Continuing Healthcare criteria while you are still in hospital. If you have not been assessed, you can ask your GP or a social worker to arrange an NHS Continuing Healthcare assessment for you. You can find out if you are likely to be eligible by reading an Age UK factsheet on NHS Continuing Healthcare:

<http://www.ageuk.org.uk/publications/health-and-wellbeing-publications/>

or by phoning Age UK on 01732 454108 and asking for information on NHS Continuing Healthcare.

If you have had a compulsory stay in hospital for mental health treatment, contact MIND for details of who pays for care afterwards. Tel: 0300 123 3393 Web: [www.mind.org.uk](http://www.mind.org.uk)

### **How does the local authority calculate your income and savings?**

- State pensions
  - Your state pension is included
  - If you are a couple, your partner's state pension is not included
- Disability benefits
  - The local authority can use most of your Attendance Allowance, Disability Living Allowance or Personal Independence Payment to offset their costs.
  - If you are not on disability benefits, they may expect you to apply for them.

- Pension Credit
  - Guarantee Credit is included
- Private or occupational pensions (or income from a retirement annuities) is included
  - If you have a partner who continues to live at home, they can only take into account half of your private or occupational pensions or your retirement annuities (if you choose to give half of it to your partner)
  - If you have a partner who continues to live at home, they cannot take into account your partner's private or occupational pensions
- Savings
  - If you have between £14,250 and £23,250 in savings, they will treat you as having income of £1 for every £250 of savings between these limits (or part thereof)
  - If you have less than £14,250, your savings are ignored
  - If you are a couple your savings will be divided down the middle unless they clearly only belong to one person. Therefore they can only take 50% of your joint savings into account
  - If you are not immediately needing care, it may make sense to set up separate bank accounts if you have a joint account so that your circumstances are clearer
- Your home
  - If you own your home, the value of your home is not included as you are still living there.

### **How does the local authority work out who pays what?**

- Once the local authority have added all your weekly income together and taken your savings into account, they subtract £24.90 per week which is your Personal Expenses Allowance. This is "spending money" you are allowed to keep
- If you get Pension Credit Savings Credit, this will be added to the amount you are allowed to keep
- The amount you have to contribute is your income less your Personal Expenses Allowance
- The balance is paid by the local authority providing they agree your care package is suitable i.e. it meets your needs and is within their price range

### **Problems with the availability of carers**

- If the local authority are paying towards your care and say they cannot find carers, you should ask them to consider increasing your personal budget to pay for care.
- You could also ask them if they would make direct payments to you to hire individuals privately to provide care for you.
- If they refuse either of these things then you should make a formal complaint to them quoting Section 18 of the Care Act 2014. If this fails then you should complain to the Local Government Monitoring Officer (ombudsman). You could also ask your MP to try and help find a solution.
- Do not refuse care from the local authority or get your family to care for you instead. If you do this then they no longer have a duty to meet your needs.
- If you decide to pay for carers privately, the local authority does not have to agree to fund that care. Any costs you incur may not be recoupable.

## Paying for care yourself

### Getting information

You should look at the following Age UK factsheets:

- [How to get care and support](#)
- [Personal budgets and direct payments in social care](#)
- [Paying for care and support at home](#)

<http://www.ageuk.org.uk/publications/home-and-care-publications-/>

### Working out how much you might have to pay

If you are self-funding you need to consider:

- increasing care fees (5% per year on average)
- needing more nursing care if your health declines
- living longer than you expect

You can work out how much you are likely to pay using online calculators such as:

- Paying for Care Web: [www.payingforcare.org](http://www.payingforcare.org)
- Find Me Good Care Web: [www.findmegoodcare.co.uk](http://www.findmegoodcare.co.uk)
- Valuing Care Tel: 01273 757233 Web: [www.valuingcarefm.com](http://www.valuingcarefm.com)

### Making your savings go further

You can make your savings go further by making sure they are spread where there are highest interest rates or by buying specific products such as:

- annuities
- long-term care insurance
- an Immediate Need Care Fee Payment Plan. You pay a specific lump sum which ensures your care fees are paid for the rest of your life based on your life expectancy. If you die earlier your family don't get any money back unless you have paid extra upfront to do so

These products vary so you should shop around.

It may be worth you contacting Care Funding Guidance. Tel: 0800 055 6225 Email: [info@carefundingguidance.org](mailto:info@carefundingguidance.org) Web: [www.carefundingguidance.org](http://www.carefundingguidance.org)

They are not regulated financial advisers but can give you free information on the pro's and con's of different ways of investing your assets. You can do this by:

- Equity Release
- Putting the money in the bank
- Investing to create income
- Buying a Care Fee Annuity

### Getting financial advice

It may also be worth getting independent financial advice. Age UK cannot make recommendations for financial advisers.

Some advisers specialise in helping older people. Many of them are members of SOLLA (Society of Later Life Advisers), PO Box 590, Sittingbourne ME10 9EW Tel: 0333 202 0454 Email: [admin@societyoflaterlifeadvisers.co.uk](mailto:admin@societyoflaterlifeadvisers.co.uk) Web: [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk)

The first hour of advice is usually free.

You can check if the following advisers are members of SOLLA by searching the “Find an Adviser” page on their website at: [www.societyoflaterlifeadvisers.co.uk/find-an-adviser](http://www.societyoflaterlifeadvisers.co.uk/find-an-adviser)

### **Local independent financial advisers:**

- LEBC, 26 Kings Hill Avenue, Kings Hill ME19 4AE. Contact Natasha Etherton Tel: 0333 136 2262, 07816 333194 Web: [www.lebc-group.com](http://www.lebc-group.com)
- Goodman Chartered Financial Planners, 7 Vale Avenue, Tunbridge Wells TN1 1DJ. Contact Andy Kirk or Neil Whitaker Tel: 01892 500616, 500607 Web: [www.goodmanifa.co.uk](http://www.goodmanifa.co.uk)
- Panoramic Wealth Management Ltd, 16 Lonsdale Gardens, Tunbridge Wells TN1 1NU. Contact Gary Jefferies Tel: 01892 559555, 07860 801999 Web: [www.panoramicwealth.co.uk](http://www.panoramicwealth.co.uk)
- Autumn Financial Planning, Pantiles Chambers, High St, Tunbridge Wells TN1 1XP. Contact Kieron Robertson Tel: 01892 506928, 07840 245968 Web: [www.autumnfinancialplanning.com](http://www.autumnfinancialplanning.com)

### **Local restricted financial advisers:**

- Grovewood Wealth Management Ltd, Unit B8, Speldhurst Business Park, Langton Rd, Langton Green TN3 0AQ. Contact Lynne Gadsden Tel: 01892 750750, 07801 973338 Web: [www.grovewoodwealth.co.uk](http://www.grovewoodwealth.co.uk)
- St James’s Place Wealth Management, 31 Alton Avenue, Kings Hill ME19 4ND. Contact Stephen Gill Tel: 07775 424107 Web: [www.sjpp.co.uk/stephengill](http://www.sjpp.co.uk/stephengill)
- St James’s Place Wealth Management, 209 Discovery Drive, Kings Hill ME19 4GS. Contact Kevin Hepworth Tel: 07957 217352 Web: [www.kevinhepworth.co.uk](http://www.kevinhepworth.co.uk)

To find other Independent Financial Advisers, contact the Money & Pensions Service. Tel: 0800 011 3797 Web: [www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

Other people offering financial advice on care fees include:

- Saga. Tel: 0800 096 8703 Web: [www.saga.co.uk](http://www.saga.co.uk)
- Paying for Care Web: [www.payingforcare.org](http://www.payingforcare.org)

### **Equity Release**

- You should first ask Age UK to check you are getting all the benefits you are entitled to.
- You can get an information guide and factsheet on equity release plans by ringing Age UK Tel: 0800 169 6565.
- Equity release has advantages and disadvantages. You are advised to seek legal and financial advice before taking out an equity release plan.
- Age UK offers equity release. You can find out more by phoning 01634 578085.
- However it may be worth shopping around. You can get details of other equity release schemes from the Equity Release Council on 0844 669 7085 [www.equityreleasecouncil.com](http://www.equityreleasecouncil.com)

### **What happens with disability benefits?**

- You can continue to receive disability benefits such as Attendance Allowance, Disability Living Allowance or Personal Independence Payment.
- If you are not on disability benefits at all, you should apply to DWP.

- If you are on the lower rate, you should apply to DWP for the higher rate if you are having difficulties at night as well as during the day.
- However if the local authority are contributing towards your care fees they may use most of your disability benefits to offset their costs

## Other support for family carers

This section covers carers' support organisations. These are mostly charities and some of them can provide limited care themselves. See also our Social Activities information pack for befriending schemes

### Carers Direct

PO Box 27079, Glasgow, G3 9EJ Tel: 0808 802 0202, 0300 123 1053 Web:

[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

NHS helpline for carers. Free, confidential information and support for carers who need help because of their own illness, frailty or disability

### Carers Trust

32-36 Loman St, London SE1 0EH Tel: 0844 800 4361 Fax: 0844 800 4362

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

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

- Provide information, advice and guidance to carers but not practical support
- Formed by a merger of Crossroads Care and Princess Royal Trust for Carers

### Carers UK

20 Great Dover St, London SE1 4LX

Tel: 020 7378 4999

Helpline: 0808 808 7777 (Mon-Tue 10am-4pm)

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

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

Information and guidance for unpaid carers. Also campaign on behalf of carers

### Cherished Family Services

Tel: 07877 116466 Web: [www.cherishedfamilyservices.co.uk](http://www.cherishedfamilyservices.co.uk)

Contact Abigail Langridge

- Cover Tonbridge
- She offers companionship, lifestyle management, day-to-day support with business affairs and support for family members

### Community Link Edenbridge

Tel: 01732 867775 (open Tue & Fri 10am-12pm)

Honorary Secretary John Scholey

Offers support to carers, sit-in services and outings

### Community Navigators

Error! Bookmark not defined.  
Free information and advice on planning the support you need. Contact INVOLVE Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk)

### Crossroads Care Kent

170 Tonbridge Rd, Wateringbury ME18 5NS

Tel: 0345 095 6701, 01622 817114, 0845 900 3735 Email:

[enquiries@crossroadskent.org](mailto:enquiries@crossroadskent.org) Web: [www.carerskm.org](http://www.carerskm.org)

Charity allowing you to have a break while trained carers look after the person you care for. Most services are free and flexible (including nights). You can usually refer yourself. The charity is part of Carers Trust

- **Short breaks**
  - Can give you a break eg to rest, sleep, meet friends, go shopping, collect prescriptions, attend classes or social activities
  - One visit a week for 2 ½ to 4 hours (either on the same day or can be split between different days)
  - The same person at the same time to ensure continuity of care
  - The carers can do personal care eg bathing, dressing/undressing, management of incontinence, preparation of meals and assistance with eating
  - They can also take out the person being cared for including to appointments or social activities
  - You can refer yourself
  - Waiting list (currently a few months though you can reduce this if you have registered with them in advance)
  - One visit a week is free. However you may be able to purchase additional visits and get help with paying for them from Social Services
  - Reassessed every 6 months
- **Covering health appointments**
  - The Carers Health Appointment Service will look after the person being cared for during the day while you go to your own pre-booked health appointments eg visiting GPs, dentists, opticians, physiotherapists or hospital tests
  - This includes looking after someone while you have treatment such as chemotherapy or radiotherapy
  - No waiting list. Available whenever you need it
- **Step-Up Step-Down support**
  - Will provide extra help for a few days if you need it eg if you or the person you care for are ill
  - You must register for this service
- **Carer Crisis (Urgent Response Service)**
  - If you are in a crisis and cannot look after someone the Urgent Care Team will provide round-the-clock cover in conjunction with any family that you have. Examples might be if you're unwell or away, struggling to cope or the person you care for is deteriorating
  - This is in addition to any help you already have from Social Services or private care agencies as the aim is to help you as the family carer
  - You must be referred by your GP or another health professional such as a paramedic
  - You may also be able to get help from INVOLVE Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) Web: [www.involvekent.org.uk](http://www.involvekent.org.uk)
- **Cancer support**
  - Support getting to and from hospital
  - Someone to accompany people to medical appointments
  - Someone to talk to about cancer and counselling
  - Information & guidance on cancer
  - Practical help around the home or garden including light housework
  - Help with form-filling
  - Help collecting prescriptions or picking up shopping or taking out shopping
  - Playing board games & companionship
  - Respite breaks for family carers
  - Run by Macmillan Cancer Support volunteers in partnership with Crossroads

- **Dementia support**
  - Dementia outreach advisors can give you telephone advice to help you care for someone with dementia
  - Can also arrange a home visit to offer advice and listen to you
- **COGS Club for people with dementia**
  - This is a Cognitive Stimulation Group for people with mild to moderate dementia to take part in stimulating activities and prevent social isolation
  - Meets Wednesdays 10am to 3pm at the Six-in-One Club, Tonbridge
  - £25 per week including lunch

## Hospices

Range of services to support you and your family if you have a terminal illness or are in your last year of life. The services help address physical, psychological, social, cultural and religious/spiritual needs. They include therapies, counselling and welfare advice as well as palliative care. Some services can be provided at your own home but a referral from your GP is usually required.

- Heart of Kent Hospice. Aylesford near Maidstone. Tel: 01622 792200 Email: [enquiries@hokh.co.uk](mailto:enquiries@hokh.co.uk) Web: [www.hokh.org](http://www.hokh.org)
- Hospice in the Weald. Pembury near Tunbridge Wells. Tel: 01892 820500 Email: [enquiries@hospiceintheweald.org.uk](mailto:enquiries@hospiceintheweald.org.uk) Web: [www.hospiceintheweald.org.uk](http://www.hospiceintheweald.org.uk)

## Kent Carers' Emergency Card

This is a card which carers can carry so if you have an accident or become ill, people can contact Kent County Council on a 24-hour emergency contact number to activate a pre-arranged emergency plan to ensure the person you are caring for continues to be looked after. You can get it from INVOLVE Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk)

They may also be able to provide other support for carers

- **Information, advice and guidance** for carers
- **Support groups** for carers. Include older carers, young carers, mental health, eating disorders, Multiple Sclerosis and learning disabilities. They may be able to accompany carers to support groups
- **Carers' assessments** to see what help might be available

## Social Services

Tel: 03000 416161. Social Services provide many forms of support and you can ask for a free assessment of what support you might need as a carer. If you are looking after someone it may be quicker to get a free carer's assessment from INVOLVE Tel: 0300 081 0005 Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) Web: [www.involvekent.org.uk](http://www.involvekent.org.uk)

## West Kent Hospital Discharge Scheme (Handy Heroes)

Based in Tunbridge Wells Hospital. Work with patients to help ensure their home is suitable for them to leave hospital. The service provides a detailed home assessment, advice on home adaptation funding and financial assistance alongwith access to the Handy Hero team who can react quickly to requests for small home repairs, moving furniture or work to prevent further accidents, reducing the risk of a hospital re-admission. They can move large items of furniture such as beds, wardrobes and chests of drawers including moving beds downstairs if you can no longer manage stairs. Tel: 01732 227000 and ask for Handy Heroes. The West Kent Hospital Discharge Scheme covers Tonbridge

## Young carers

If you are young and caring for someone older you may be able to get help and advice from:

- Babble (Carers' Trust online community for carers under 18). Web: [www.babble.carers.org](http://www.babble.carers.org)
- NHS Young Carers Hub. Web: [www.nhs.uk/carersdirect/young](http://www.nhs.uk/carersdirect/young)
- Young carers (Barnardo's). Web: [www.barnardos.org.uk](http://www.barnardos.org.uk)
- Children's Society (Include programme). Web: [www.youngcarer.com](http://www.youngcarer.com)
- Action for Children. Web: [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk)

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