



We're here to help all older people  
in our area live their best lives

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## Welcome to the latest edition of our Guide to Later Life in Somerset and North Somerset.

I am very pleased to introduce this new edition of our Guide to Later Life, which continues to be a trusted and practical resource for older people, their families and carers across our area. This guide brings together information about Age UK Somerset's own services alongside wider support available locally, helping people to make informed choices and know where to turn when they need advice or help.

Over the past year, the need for our work has continued to grow. More older people than ever before are reaching out for support, companionship and guidance, and our teams have responded with dedication, flexibility and care. I would like to pay particular tribute to our staff and Trustees, and to our volunteers, who do outstanding work every day across Somerset and North Somerset. Their commitment, kindness and local knowledge make an enormous difference to the lives of the people we support.

I am also incredibly grateful to the community groups and organisations who have supported us so generously. We were delighted to be chosen as Charity of the Year by Cricket St Thomas Golf Club and Taunton Pickeridge Golf Club, whose fundraising efforts have helped us continue delivering vital services. It was also heartening to see Wells Cathedral filled for our Christmas Carol Service, a wonderful reminder of the strength of community spirit and the importance of coming together. We hope you can join us this year. Put the 9th December 2026 at 11am in your diary now!

Volunteers remain at the heart of everything we do, and their impact can be seen right across our area. From reducing loneliness and helping people stay active, to offering practical support and friendly reassurance, their contribution is truly invaluable. If you are able to spare some time, even an hour a week, I would encourage you to consider joining our volunteer team – see page 13 for more information. Demand for our services continues to rise, and additional volunteers help us reach more local older people when they need us most.

This year we have introduced a new mission for Age UK Somerset: to help all older people in our area to live their best lives. This mission reflects our commitment to supporting independence, wellbeing and quality of life at every stage of later life, and it underpins everything we do as a charity. We want to hear your thoughts on how we can improve the ways we support older people and we'd be grateful if you'd take the time to complete our short Annual Questionnaire on page 17.

I hope you find this guide helpful. If you cannot find the information you need, please do get in touch with us. Our friendly team will always do their best to help, or to point you in the direction of someone who can.

**Philip Dolan | Chief Executive - Age UK Somerset**



**Age UK Somerset**

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

Follow us @AgeUKSomerset on  

Age UK Somerset registered charity number 1015900

# We provide free Information and Advice



## Age UK Somerset offers a free and confidential information and advice service for older people, their families and carers.

Growing older can bring significant changes, particularly to our finances and entitlement to support. Many people find themselves unsure about what help they may be entitled to, how to navigate the benefits system, or where to turn for clear, trustworthy advice.

Our experienced and friendly Information and Advice Advisers are here to help. We specialise in providing accurate, up-to-date advice on welfare benefits and related financial support, helping you understand your options and maximise your income as you age.

We are Quality Certified and hold the Advice Quality Standard (AQS), so you can feel assured that the information and advice you receive is reliable, accurate, and delivered to nationally recognised standards.

Our specialist team responds to a wide range of enquiries every day, offering tailored advice and practical support on issues including:

- Welfare benefits and allowances, such as Pension Credit, Attendance Allowance and other age-related benefits
- Help with benefit claims and form completion
- Council Tax reduction and exemptions
- Housing-related support
- Priority debts, including rent and utility arrears
- Accessing social care services and understanding care options

As well as providing advice on our own charity's services, our advisors have extensive knowledge of local and national organisations and can signpost you to the most appropriate support when another service is better placed to help.

Our Information and Advice Service is available to people aged 60 and over who live or work in Somerset or North Somerset, as well as their family members and carers.

If we are unable to advise on a particular issue, we will do our best to find an organisation that can help.

Please note: we cannot provide legal advice, regulated financial advice (such as advice on investments, stocks or shares), or advice on commercial debts (including loans, overdrafts or hire purchase). We are also unable to advise on immigration or employment matters.

This in-demand service is delivered by a small, dedicated team. Our advisors are available by telephone from 9am to 1pm, Monday to Friday. You can also contact us via the online form on our website, or arrange a face-to-face appointment if you prefer.



For more information please contact: **01823 345613**  
Or visit our website where you can find our online contact form:  
[www.ageuksomerset.org.uk/infoandadvice](http://www.ageuksomerset.org.uk/infoandadvice)

# Help with your finances

## Assistance with claiming benefits

Age UK Somerset provides an independent, confidential and free welfare benefits service for anyone over 60 in Somerset and North Somerset to make the process of claiming benefits easier and less stressful.

In the first instance we would talk with you about your eligibility for benefits. If you qualify for any government benefits we can work with you to make your claim.

Our team of trained Information and Advice Volunteers donate their time to deliver this service. All across Somerset and North Somerset our volunteers visit clients at home to provide support in completing benefit claim forms such as those for Attendance Allowance.

The Information and Advice team can also arrange a Benefit Entitlement Check over the telephone to check your eligibility for means-tested benefits including Council Tax reductions, Housing Benefit and Pension Credit.

### We may be able to help you with:

- Attendance Allowance
- Disability Living Allowance/Personal Independence Payments
- Carers Allowance
- Pension Credit
- Housing and Council Tax benefit

**For more information please contact us**  
01823 345613

Or visit our website:  
[www.ageuksomerset.org.uk/helpwithbenefits](http://www.ageuksomerset.org.uk/helpwithbenefits)



Volunteers help to deliver this service. If you're interested, we'd love to welcome you to the team! See page 13 for more information.

## Pension Credit- the benefit with added benefits!

Pension Credit is a means-tested benefit for older people which means it is based on your income and your savings.

For those eligible to claim, not only does it give you more income each week, entitlement to Pension Credit gives you access to other benefits!

### With Pension Credit you can also get other help, such as:

- Housing Benefit if you rent the property you live in
- Winter Fuel Payment
- Support for Mortgage Interest if you own the property you live in
- a Council Tax discount
- a free TV licence if you're aged 75 or over
- help with NHS dental treatment, glasses and transport costs for hospital appointments, if you get a certain type of Pension Credit
- help with your heating costs through the Warm Home Discount Scheme.

This is a great benefit as it unlocks so much other support, yet it's estimated that about 1 million older households are missing out on Pension Credit because people aren't automatically told that they are entitled to this benefit - to receive it they need to make a claim.



**If you want to check whether you are entitled to claim Pension Credit please contact us**  
01823 345613

# Chat and Map

## What does the Chat and Map service offer?

The Chat and Map service is a free, one-to-one service that offers a holistic, practical approach to improving an older person's quality of life, with a strong focus on welfare benefits, financial wellbeing and access to support.

After an appointment is requested, a Chat and Map officer will arrange to visit the client in their own home. During a friendly, informal conversation, the advisor takes time to understand what daily life is like, including finances, benefits, housing and support needs. They then help identify solutions and clear next steps to improve the client's situation.

### This may include:

- Checking your welfare benefit entitlements and identifying any benefits you may not be claiming, such as Pension Credit or Attendance Allowance, and providing support with applications.
- Addressing concerns about rising living costs, including energy bills and Council Tax

- Linking clients with welfare and benefits advice, social care services, housing support or other practical help
- Reducing isolation by connecting clients with local activities, services and support networks

The service is tailored to each individual. Some clients may be struggling financially, others may feel isolated or find it difficult to manage at home. Solutions may involve support from Age UK Somerset's own services or, where more appropriate, referrals and signposting to trusted local or national organisations.

Age UK Somerset is Quality Certified and holds the Advice Quality Standard (AQS). This means any welfare and benefits information or advice provided through Chat and Map meets nationally recognised quality standards, giving clients confidence that the guidance they receive is accurate, reliable and trustworthy.

### Who is Chat and Map for?

Chat and Map is available to anyone aged 60 or over who lives in Somerset or North Somerset.

Call us to book at appointment: **01823 345613**  
or visit [www.ageuksomerset.org.uk/chatandmap](http://www.ageuksomerset.org.uk/chatandmap)

# Looking for support with Dementia?

Age UK Somerset provides support for those living with dementia and their families and carers through our **Dementia Awareness workshops and Memory Connections groups.**

## Dementia Awareness Workshops

Age UK Somerset offers informative and enjoyable Dementia Awareness workshops for individuals, groups and organisations. Delivered by our experienced Memory Connections team, the sessions improve understanding of dementia and offer practical advice for managing challenging situations.

Workshops run across Somerset and North Somerset, or we can deliver them at your organisation. A suggested donation of £20 per person covers venue and refreshment costs.

To learn more call: **01823 345613** or visit [www.ageuksomerset.org.uk/dementiaservices](http://www.ageuksomerset.org.uk/dementiaservices)

# Memory Connections Groups

**Memory Connections is the name for our weekly group sessions which offer an enjoyable way to slow the progression of dementia using Maintenance Cognitive Stimulation Therapy (MCST).**

At our friendly group sessions members take part in a range of enjoyable activities, supported by a specialist team of trained staff, which provide general stimulation for thinking, concentration and memory. Each week different themes and topics are covered, such as; Life History, Current Affairs, Word Games, Physical activity, Music, Creativity and much more. There are always lively discussions and a great level of engagement, fun and enthusiasm.

We keep our groups deliberately small and we run them in community venues across the area. Sessions last for two hours and are for the participant only, which gives carers valuable respite time.

## What is Maintenance Cognitive Stimulation Therapy?

Maintenance Cognitive Stimulation Therapy is an evidence-based programme of activities which have been proven to initially slow the progression of dementia and increase quality of life. Its focus is on exercising parts of the brain which are not used day to day, creating new neural connections, stimulating brain growth and maintenance, encouraging new thoughts, communication, word finding and using the imagination when the memory is not accessible.

Evidence suggests that for those living with dementia it can be as beneficial as drug treatments and this form of therapy is the only non-drug treatment recommended by the National Institute for Clinical Excellence (NICE) for those who have recently received a dementia diagnosis.

### It also:

- Creates opportunities for people to learn in a relaxed and fun environment
- Improves concentration, mental abilities, memory and mood
- Allows people to express their feelings and views, and encourages peer support
- Improves the well-being of members and their carers
- Helps members and their carers to cope and live with dementia



For more information please contact:

**e: [infoandadvice@ageuksomerset.org.uk](mailto:infoandadvice@ageuksomerset.org.uk)**

**T: 01823 345613**

Or visit our website:

**[www.ageuksomerset.org.uk/memoryconnections](http://www.ageuksomerset.org.uk/memoryconnections)**



Volunteers help to deliver this service. If you're interested, we'd love to welcome you to the team! See page 13 for more information.

# Try our Toenail Cutting service to help you stay comfortable on your feet

## As you get older you might find that cutting your own toenails becomes more difficult.

Toenails can cause issues if they are not cut. As well as becoming painful, long toenails can become a hazard leading to falls and unfortunately, hospitalisation.

### Regularly trimmed toenails can help with:

- Avoiding the general discomfort which accompanies long toenails
- Remaining mobile
- Reducing the likelihood of having a fall
- Avoiding becoming isolated and housebound

### What does the service offer?

We offer our clients a simple, good value toenail cutting service provided by friendly, fully trained staff in a clinic environment. You can join the service on a short term basis or for as long as you need it.

#### Our service offers:

- ✓ Low cost appointments
- ✓ Local clinics
- ✓ Friendly, fully trained, professional staff
- ✓ Rated 'Good' by the Care Quality Commission

This is a toenail cutting service only, so we are unable to treat ingrown toenails, corns, bunions, callouses, hard skin or foot infections, or fingernails.

Clients with such conditions should seek advice from a podiatrist or chiropodist registered on the Health and Care Professions Council by visiting: <https://www.nhs.uk/service-search/other-health-services/podiatrists-and-chiropodists>

### Who can use the Toenail cutting service?

You may be interested in this service if you are aged 55 or over and:

- are unable to hold clippers
- are unable to bend down
- are unable to reach your feet
- don't have enough strength in your hands

### Frequency and length of Appointments

Appointments last approximately 25-30 minutes and usually take place every 3 months. Other options may be available.

### Where are the clinics?

We have Toenail Cutting clinics across our area details of their locations are kept up to date on our website, or you can call us for information.

### How much does it cost?

We make a reasonable £25\* charge for each appointment plus an initial one off charge of £15\* for equipment (clippers and nail file) which then belong to the client. Compared to the price of a visit to a chiropodist our service is very cost effective. Payment can be made by cash or cheque at the time of the appointment.

### How can someone start using the Toenail cutting service?

To join the service you will need to fill in our simple application form which can be done on our website using the link below. Alternatively, we are happy to send you an application form in the post. Once we have received your completed application form we will contact you to arrange your first appointment.

**Please note:** We can cut the toenails of clients with medical conditions but please be aware that some conditions such as diabetes, rheumatoid arthritis and cancer, may put clients at higher risk of complications. If you have any concerns or problems with the condition of your feet (including hot or swollen feet, circulatory issues, cramps or ulcers, etc), please consult your GP before making an application to join our service.

We can also cut toenails for clients living with dementia although ideally they would be accompanied to their appointments by someone they know.

#### For further information please contact us:

e: [tnc@ageuksomerset.org.uk](mailto:tnc@ageuksomerset.org.uk)

T: 01823 345612

Or visit our website:

[www.ageuksomerset.org.uk/toenailcutting](http://www.ageuksomerset.org.uk/toenailcutting)

\*These prices were correct as at 1st January 2026.

# Wellbeing Service

**Our Wellbeing Service exists to ensure that every older person has the opportunity to live their best life.**

The service is all about helping individuals feel less lonely, more supported and always listened to. We don't want any older person to feel they have no one to turn to. It is also about talking with individuals to help improve the quality of their life.

We rely on volunteers to deliver the service to clients. So there may be times when, due to volunteer unavailability, we are unable to provide the service in certain areas.

## Who can use the service?

- Those who live alone and not residing with family or in a care / residential home.
- Those over 60 in the Somerset and North Somerset area.

## What does this service NOT offer?

- Specialist support for those with dementia
- Shopping
- Transport
- Home help

## Is there a charge for the service?

The service is free! However we are a charity and donations are always gratefully received – see page 15.

## Who are the Volunteers?

Our Volunteers are friendly local people of all ages, (although the majority are 60+ themselves), who are supervised by us, and have undergone DBS checks and training to be able to help us with this service. We cover their out of pocket expenses.



## The three elements of the service to choose from are ...

### Friendly Phone Calls

#### What does the Friendly Phone Calls programme offer?

If you join this programme, you'll be matched with a volunteer who will give you a call for a chat on a regular basis. This provides an invaluable lifeline for those living alone and new friendships can be formed by hearing a friendly voice over the phone.

#### Who is the Friendly Phone Calls programme for?

The service provides an alternative to our Walk and Talk and Wellbeing Friends visiting service for those who have mobility or other issues making those programmes unsuitable.

#### How to apply for any of the services

Give us a phone call for an initial chat and we'll then send you an application form.



# Walk and Talk

**Would you like to be more active and go out for a gentle walk with a friendly volunteer for company? Then Walk and Talk could be right up your street!**

Participants in this service enjoy a Walk and Talk with a friendly volunteer. The service supports older people who would enjoy some company, the benefits of fresh air and a change of surroundings, and being more active, but who don't feel very confident going out by themselves. The aim is to improve each client's mental and physical wellbeing by providing a companion to enjoy some gentle exercise with.

After clients have registered they will be matched with a Volunteer as soon as possible. Then on a regular basis the Volunteer and client will go out for a short walk together, starting from and returning to the client's home. The pace and duration of the walks will be set by the client and will not be strenuous. The social aspect of having a friendly chat during the meeting is seen as just as important as the walk.



## What are the benefits of the service

- A reduction in feelings of loneliness or isolation.
- An increase in confidence
- Helping with your fitness
- Improvement in physical, mental and emotional wellbeing
- Meeting new people, making new connections
- Having an opportunity to be introduced to new activities in the area.

# Wellbeing Friends

## What is the Wellbeing Friends programme?

We match a friendly volunteer with an older client in their local area for a regular home visit to provide companionship and a window to the outside world. It's all about new friendships and enjoyable company and conversation to brighten the day.

The service provides an alternative to our Walk and Talk programme for those who have mobility issues, making joining that programme unsuitable.



Volunteers help to deliver these services. If you're interested, we'd love to welcome you to the team! See page 13 for more information.



For more information on the Wellbeing Service  
 e: [wellbeing@ageuksomerset.org.uk](mailto:wellbeing@ageuksomerset.org.uk) T: 01823 345615  
[www.ageuksomerset.org.uk/wellbeingservice](http://www.ageuksomerset.org.uk/wellbeingservice)

# Our Ageing Well Service

**Keeping active and moving regularly is essential at any age, especially for enjoying a healthy and independent later life.**

Activity can be part of everyday routines such as gardening, walking, carrying shopping or housework, and can be as simple as avoiding sitting for more than an hour without getting up and moving. Regular activity helps reduce the risk of conditions such as heart disease, dementia and diabetes, can ease symptoms of arthritis and osteoporosis, and supports strength, balance and flexibility. Government guidance recommends at least 150 minutes a week of activity that raises your heart rate, alongside activities to improve strength and balance twice a week, helping you stay well, independent and make the most of everyday life. To help you stay active in ways that suit you, our Ageing Well Service offers a wide range of enjoyable exercise and activity classes for people aged 55 and over, available across Somerset and North Somerset.

We have a variety of different options for you to choose from, and we do our best to provide these across our Somerset and North Somerset area. Our classes are run by qualified instructors and trained volunteers who are all passionate about helping others and having fun at the same time. This is also a great way to boost your mental wellbeing and are lovely social occasions too.

## Tai Chi & Sit, Fit & Fun

These are volunteer led groups. Tai Chi QiGong (energy exercise) uses gentle movements to improve muscle strength and flexibility, improve balance and co-ordination and has several health and wellbeing benefits. Sit, Fit and Fun are seated activity classes using music and a variety of equipment for fun sessions that focus on keeping everything moving!

## A wide range of other classes

We have a variety of classes run by qualified instructors such as dance and movement to music classes, Yoga and Pilates. All our instructors are experienced and passionate about what they do and can adapt the classes to suit various needs and most can also be done seated.



Volunteers help to deliver these services. If you're interested, we'd love to welcome you to the team! See page 13 for more information.



For more information please contact:  
**e: [ageingwell@ageuksomerset.org.uk](mailto:ageingwell@ageuksomerset.org.uk) T: 01823 345626**  
 or visit our website: **[www.ageuksomerset.org.uk/ageingwell](http://www.ageuksomerset.org.uk/ageingwell)**

# Falls Prevention

**It is important to our health, whatever our age, to maintain as much muscle strength and overall fitness as we can. However the risk of falling increases as we age.**

This makes it even more important to keep our legs strong and practise our balance skills, and to keep our reaction times and reflexes sharp, to avoid falling over. It is also important to have the strength and confidence to get back up from the floor. Imagine you are down on the floor for practical reasons like looking for the remote under the sofa or simply playing with grandchildren...we do need to get back up again! Aside from if we were injured, it is very important to be able to get up as lying for more than an hour waiting for help can have health consequences.

Our Falls Prevention service offers exercise classes using programmes proven to improve strength and balance over time when coupled with regular attendance and practising at home. This really makes a difference to everyday life and helps participants to stay independent and able to continue with the activities they enjoy with confidence. The social side of these classes is equally important! They provide an opportunity for people facing similar challenges (eg, with confidence and stability), to get together and support each other. All of our classes are led by qualified instructors with a sense of fun and lots of good advice to help reduce your risk of falling.

## Stay Strong Stay Steady classes

These classes are based on the 'Otago' program and focus on leg strengthening and balance exercises to improve your stability. All the exercise are based on functional movement meaning the exercises translate directly into your daily activities. For your safety and comfort, a chair is used throughout for added support.

## Strong and Active for Life

These classes are for those who may have already attended out Stay Strong Stay Steady classes and are looking to progress or for those that are already more active and stable. These are run by qualified Postural Stability Instructors and include other aspects such as upper body strengthening, increasing stamina and confidence and looking at progressing to floor work. The range of exercises available in this program enables the instructors to tailor the classes and adapt them to the needs of those attending.



**These sessions have been shown to prevent falls and increase confidence. Participants have been enabled to maintain their independence by improving their balance and strength.**

For more information please contact:

**e: [fallsprevention@ageuksomerset.org.uk](mailto:fallsprevention@ageuksomerset.org.uk) T: 01823 345614**  
or visit our website: [www.ageuksomerset.org.uk/fallsprevention](http://www.ageuksomerset.org.uk/fallsprevention)

# How you can help

**If you believe that the lives of local older people matter there are many ways to get involved and show your support for the work of Age UK Somerset.**

Age UK Somerset depends on the support of local people, businesses and foundations. We choose to be a partner of the national charity, Age UK, but remain local and independent. This means we set our own priorities and must raise our own funds to run the services that we provide.

There are lots of ways you can support the work we are doing. Whether you can afford to give a donation, or give your time as a volunteer, to take part in a fundraising event, or in sharing your opinions, we would really appreciate it. Every contribution, large or small, helps to make a positive difference to the lives of older people in Somerset and North Somerset.

***Thank you in advance.***

**“Together we can make life better for older people in Somerset and North Somerset.”**



***There are many reasons why it's great to volunteer!***

## **Volunteers enjoy:**

- Giving something back to the community and making a difference in people's lives
- Developing new skills
- Feeling a new sense of purpose in their lives, and an increase in self-esteem and confidence
- Meeting and spending time with new and interesting people

Age UK Somerset simply could not function as a charity without Volunteers as they help to deliver the majority of our services.

Our Volunteers are so important and we try to show our respect and appreciation through get-togethers and Thank You events and activities across our area throughout the year, as well as providing ongoing support and training opportunities.

We try to make volunteering with us an enjoyable experience and we are proud of our low turnover and the high satisfaction ratings we hear about through our Annual Questionnaire.

We currently have a team of around 350 volunteers but with such a large area to cover, and with the need for our services being so great, we need more! This is especially true of Walk and Talk and Wellbeing Friends Volunteers.

***If it's something you've thought about please take the leap and get in touch!***

## **Volunteering**



# Join the Volunteering Team

Whatever time you can give we will be delighted to welcome you as a Volunteer.

No experience is necessary as we provide any necessary training for our enjoyable roles. Please get in touch to have a no-obligation chat about applying to Volunteer.

**Our current volunteering roles are:**

## Walk and Talk

Volunteers help to reduce loneliness and increase self-confidence of a local older person through meeting up with them once a week to go out for a short walk together while enjoying a chat.

## Wellbeing Friends

These Volunteers are matched with a local older person, who is feeling isolated and finds it hard to go out, to offer companionship and someone to talk to during a weekly visit.

## Friendly Phone Calls

Volunteers brighten an older person's day, boost their wellbeing and help them feel connected to the world by calling them each week for a friendly chat.

## Information and Advice Support

Volunteers help to reduce financial anxiety and improve the quality of life of local older people by making home visits to assist in completing benefit claim forms.

## Ageing Well

After training Volunteers bring groups of older people together each week for either Tai Chi or 'Sit, Fit and Fun' gentle exercise sessions. These sessions are fun and sociable and are great for improving mental wellbeing as well as physical health.

## Memory Connections

In this enjoyable role Volunteers support the participants of our small group Memory Connections sessions in games and activities each week.

## iCST Volunteers

We are looking for friendly volunteers to help bring individual Cognitive Stimulation Therapy (iCST) to people living with mild to moderate dementia in rural Somerset and North Somerset. Sessions are one-to-one in people's homes and focus on enjoyable, stimulating activities.

No experience is needed as full training and ongoing support are provided. If you can spare a little time each week to help improve someone's quality of life and would enjoy helping someone feel more confident and connected we would love to hear from you.

Many of the people we hope to reach are isolated, have limited mobility or no access to transport, so this support at home will make a genuine difference.

***Together we can help people with dementia feel more stimulated, supported and less alone.***

For more information contact:

**e: [volunteers@ageuksomerset.org.uk](mailto:volunteers@ageuksomerset.org.uk) T: 01823 345627**  
or visit our website: [www.ageuksomerset.org.uk/volunteering](http://www.ageuksomerset.org.uk/volunteering)

# Other ways to support our work

Age UK Somerset is an independent local charity supporting older people across Somerset and North Somerset. We rely on donations and fundraising activities to continue providing the support and services that older people depend on. Your support makes this possible.

## Make a Donation

You can make a one-off donation online by visiting [www.ageuksomerset.org.uk/donate](http://www.ageuksomerset.org.uk/donate) or send a cheque by post made out to Age UK Somerset and sent to **Age UK Somerset, Ash House, Cook Way, Taunton, Somerset, TA2 6BJ**

Alternatively if you scan this QR Code on your mobile phone you'll be taken straight to our JustGiving donation page.



If you'd like to set up a regular donation with a Standing Order you can do this through your bank or online through JustGiving or the PayPal Giving fund - just search for Age UK Somerset. A donation of any size makes a big difference and we would be very grateful.

## Fundraise for us

There are so many fun and exciting ways that you can raise funds and every pound you donate is spent on supporting older people in Somerset and North Somerset. Your donation could end the feeling of loneliness for an older person and that is a lovely thing to do.

**Could you do a sponsored event or take on a challenge for us?**

It could be abseiling, walking the coast path or giving up chocolate for a week! Perhaps you could host a coffee morning, sell some cakes, home-grown veg or your own crafts and donate the proceeds to us. If you'd like some ideas or support for an event you are planning please visit

[www.ageuksomerset.org.uk/fundraising](http://www.ageuksomerset.org.uk/fundraising) or email [fundraising@ageuksomerset.org.uk](mailto:fundraising@ageuksomerset.org.uk)

## Support our Fundraising Events

Throughout the year we organise events with a twofold purpose - to bring people together and to help raise funds.

**Examples include our upcoming Afternoon Social Tea Dance in Weston super Mare, and our Christmas Carol Service in Wells.**

Buy a ticket, come and enjoy yourself or get lucky on the raffle! Every penny helps.

Information about our latest events can be found at

<http://www.ageuksomerset.org.uk/fundraising>

## How businesses can get involved

There can be a lot of fun to be enjoyed in bringing your staff together to make a difference for a good cause. There are many ways that local businesses can show their support:

- Choosing Age UK Somerset to be your Charity of the Year. This year, Cricket St Thomas Golf Club's Senior Captain teed us up as his chosen charity and drove the fundraising forward in style. With plenty of fairway fun, generous golfers and some great fundraising drives, he raised a truly par-fect £8,000! A winning round all round and one we are incredibly grateful for!
- One-off fundraising events and challenges - the sky is the limit (if you try a sponsored Wing-Walk!). You could hold a dress-down day, cake sale, sports event, etc. If you need ideas for something which is unique and personal to your business please get in touch!
- Sponsoring our fundraising events, our Volunteers, our services or our activities! Whatever sum you can afford to give we can find a sponsorship opportunity that will provide benefits for your business, in addition to the warm glow you will feel, the gratitude of our charity, staff and volunteers, and some lovely memories, photos and positive PR!

## Please remember us when writing your Will

Whether you have received help from us or would like to help ensure we will be around to support those older people in Somerset and North Somerset who need us in the future, please consider leaving a lasting legacy to Age UK Somerset through a gift in your will.

Every single legacy we receive is vital to Age UK Somerset and we appreciate any gift you may choose to leave after taking care of your family and loved ones. Age UK Somerset is committed to being there for the older people who need us and whatever the value of your gift it will go a long way to help someone in a need.

Speak to your solicitor when making your Will and tell them you would like to leave a legacy to

**Age UK Somerset, Ash House, Cook Way, Taunton, Somerset, TA2 6BJ** or email [fundraising@ageuksomerset.org.uk](mailto:fundraising@ageuksomerset.org.uk) if you'd like more information.

## Pay tribute to the life of someone you love

Raising money for Age UK Somerset is a very special and meaningful way to honour someone's life while making a lasting difference to the lives of older people in the area they lived in. At this sad time you can help to leave a legacy of happiness.

### We can provide support if you'd like to:

- Arrange a funeral collection
- Make a one-off or on-going donation
- Raise money by organising your own event, or creating a Tribute Fund where friends and family can come together to donate.

**For more information please get in touch with us at:**  
[fundraising@ageuksomerset.org.uk](mailto:fundraising@ageuksomerset.org.uk)  
or by calling 01823 345627

## Your opinions matter to us

If you are over 60 and living in Somerset or North Somerset we want to hear your views and make sure that older people's voices are heard!

Age UK Somerset's sole aim is to make life better for older people in Somerset & North Somerset. Our SOOM (Somerset Older Opinion's Matter) Surveys are one quick way for us to learn about what issues are the important ones for older people in this area.

The responses we receive to these quick surveys are used to shape our services and the direction we take going forward and also to help us to campaign for a better later life for all.

To get involved: visit [www.soom.org.uk](http://www.soom.org.uk)  
email [communications@ageuksomerset.org.uk](mailto:communications@ageuksomerset.org.uk) or call 01823 345627





# Annual Questionnaire 2026

If you are aged 60 or over and live in Somerset or North Somerset, we would really value your feedback.

Age UK Somerset exists to support older people to live their best lives. To do that well we need to understand what matters most to you. By taking part in this short questionnaire you will help us learn more about the issues facing older people locally, how well our services are known, and where there may be gaps in support. The questionnaire is anonymous and all answers are confidential.

**Please return your completed questionnaire anytime before 31<sup>st</sup> December 2026.**

## 1. Before reading this Guide, were you aware of Age UK Somerset?

Yes                       No                       Not sure

Any comments?

## 2. What did you know about the services Age UK Somerset offers?

*(Please tell us as much or as little as you like)*

## 3. What are the biggest issues of concern in your life at present?

*(For example: health, finances, housing, loneliness, caring responsibilities, transport)*

## 4. If you had questions about pensions or benefit entitlement, where would you turn for help or advice?

## 5. Are there any services or types of support you feel Age UK Somerset could offer that would help you?

## 6. Would you be willing to pay for any of these services, if a charge was required?

Yes                       No                       Possibly                       Not sure

If yes or possibly, please tell us more:

## How to return your questionnaire

Once completed, you can return this questionnaire in whichever way is easiest for you:

- Fill in this page, take a photo and send it by WhatsApp to **07579 095313**
- Email a photo or scanned copy to **communications@ageuksomerset.org.uk**
- Visit **www.ageuk.org.uk/somerset/get-involved/annual-questionnaire** or **scan the QR code** to complete it online
- Cut it out and post it to Age UK Somerset, Ash House, Cook Way, Taunton, Somerset, TA2 6BJ



**Thank you.**

# Upcoming fundraising events ...

To see up to date information on all our events please visit [www.ageuksomerset.org.uk/fundraisingevents](http://www.ageuksomerset.org.uk/fundraisingevents)



**Thursday 1st October 2026, 2pm - 4.30pm** (doors open at 1.30pm)

in **The Winter Gardens Ballroom, Royal Parade, Weston super Mare**



An afternoon of good company, music, dancing and fun in this beautiful 1920s seafront ballroom. This event is held to raise money for Age UK Somerset and there will be Ballroom, Latin & Sequence Dance favourites with Mark Helmore as your musical host!

Whether you come by yourself, or in a group, whether you dance, or prefer to spectate, everyone will receive a warm welcome!

Raffle  
Tea & cakes available  
Dance demo by Age UK Somerset class attendees!



or scan here for tickets



Tickets - £8 for dancers, £4 for spectators  
Buy online: [WestonSocialDance.eventbrite.co.uk](http://WestonSocialDance.eventbrite.co.uk)  
or call: 01823 345612



We hope you can celebrate Christmas with us

## CHRISTMAS CAROL SERVICE

**Wednesday 9th December 2026, 11am**

*at the magnificent Wells Cathedral*

With traditional Readings, popular Carols and TAUNTON DEANE MALE VOICE CHOIR!

**EVERYONE WELCOME! No booking is necessary.**  
**Entry is free but donations are encouraged.**

For your comfort & to ensure we start on time *it is important* to let us know in advance if you have any accessibility or special seating needs or if you need minibus parking.

For more information call: 01823 345627 or email [communications@ageuksomerset.org.uk](mailto:communications@ageuksomerset.org.uk)  
or visit: [www.ageuksomerset.org.uk/christmascarolservice2026](http://www.ageuksomerset.org.uk/christmascarolservice2026)

# Planning for your future care needs

There may be times in your life when you think about the consequences of becoming seriously ill or disabled. This may be at a time of ill health or as a result of a life-changing event. It may simply be because you are the sort of person who likes to plan ahead.

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

## The costs of long-term care

Care has never been free and everyone should think about the care they might need in the future. The long-term costs of care can be significant, and while none of us like to think that we will become old, ill or disabled, it does happen. Just like your pension, it is never too early to start thinking and planning your care and support needs and their costs. Even if you're generally fit and healthy and of working age, don't ignore your future care. If you're making long-term financial arrangements, you may want to take into account the potential costs of your future care needs.

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

## How your local authority can help with planning your care

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

Even if you don't want or need financial assistance with your care, your local authority can still help you plan your care, so it is worth contacting the adult social services of your local council to find out the options available to you and your family.

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

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

## They should make clear:

- what types of care and support are available - such as specialised dementia care, befriending services, reablement (short-term care time, for example, to get someone safe, happy and able to live independently in their home after they have been discharged from hospital), personal assistance and residential care

## Your local legal specialists

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SOLICITORS

## We provide expert legal advice on:

- |                                    |  |
|------------------------------------|--|
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| ■ Cohabitation                     | ■ Wills and Probate                        |
| ■ Buying and selling property      | ■ Lasting Powers of Attorney               |
| ■ Personal Injury                  | ■ Trust Creation and Management            |
| ■ Commercial Services and Property | ■ Inheritance Tax Planning                 |
| ■ Motoring Offences                | ■ Specialists in Older and Vulnerable Care |

**01934 413535**

37 Boulevard, Weston-super-Mare BS23 1PE

[wards.uk.com](http://wards.uk.com)

## Free initial discussion for many of our services

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Henleaze | Keynsham | Nailsea | Portishead | Staple Hill  
Thornbury | Weston-super-Mare | Worle | Yate



- the range of care and support services available to local people - in other words, what local providers offer certain types of services
- what process local people need to use to get care and support that is available

### Financial planning for future care needs

Local authorities have to help people get independent financial advice, to enable planning and preparation for future care costs.

This encompasses a range of services from generic sources of information and advice, such as websites or helplines, to tailored advice relating to specific financial products, which can only be provided by a regulated financial advisor. Some of these services may charge a fee. The Money Helper website has tips on planning ahead for a time when you can't manage your own finances.

### Making decisions about your future care needs and wishes

If you are nearing retirement age, it's important that you take account of your likely care needs and plan accordingly. You may wish to consider setting up a Power of Attorney or an advanced decision (living will).

These will help people to take account of your preferences if you lose the capacity to make decisions. You will also want to ensure that you have thought about how you might pay for the care you need. Many of us will put off planning for care and support arrangements until the last possible moment.

Having an urgent need for care and support after a crisis may mean that we and our families feel pressured into making decisions quickly. Under such pressure, asking the right questions, thinking and planning for your future needs - including options for meeting the cost of care - are vital. It is important that you seek good advice on these subjects so that you can consider your best short-term and long-term options.

There are several factors to consider when planning social care.

### These include:

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

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



These plans should include what should be done in the event of an emergency.

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

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

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

If you are thinking about moving into a residential care home and are worried about meeting the costs, ask your council for information about a “deferred payment agreement”. This is an arrangement whereby the person agrees, with their local authority, to pay some of their care fees at a later date.

This means they should not be forced to sell their home during their lifetime to pay for their care. A person or their estate usually repays the local authority from the sale of their property at a later date. The Care Act 2014 introduces rules that mean councils have to offer deferred payments to people.

### Independent advice on planning your care

If you are making plans for your future care - at whatever stage - it is worth getting advice.

You may want to get specific care advice from a charity, general advice from Citizens Advice or specialist legal, financial or welfare rights advice. If you have difficulty communicating or exerting your rights, you may want to have an advocate to deal with these issues on your behalf.

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

\* clarke  
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# Assistance with financial affairs

## Administration services



Clarke Willmott LLP can support you with the day-to-day administration of finances and paperwork, particularly if you are finding it difficult to manage these matters yourself.

Our assistance can include:

- General administration and paperwork
  - Banking
- Correspondence and billing
  - Property and assets
- Care arrangements to remain at home or support a move into residential or nursing care
  - Tax and investments
- Making applications for Local Authority funding and/or benefits on your behalf

Clarke Willmott LLP can also review or update your Will, assist with estate planning and selling of your property where necessary.

Clarke Willmott Trust Corporation Limited can act as your financial attorney or deputy to provide future support should you lose capacity.

**In the first instance, please contact Sarah Arkless, Chartered Legal Executive. Call 0345 209 1451 or email [sarah.arkless@clarkewillmott.com](mailto:sarah.arkless@clarkewillmott.com)**

Sarah has a wealth of experience working with the elderly and vulnerable clients. She makes legal issues clear and easy to understand. Sarah is an accredited member of The Association of Lifetime Lawyers.



*Great service... Great people...*

**clarkewillmott.com**

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# Are you a Carer?

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment.

## It might recommend things like:

- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely
- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carers

A carer's assessment is free and anyone over 18 can ask for one. It's separate from the needs assessment the person you care for might have, but you can ask to have them both done at the same time.

## How to get a carer's assessment

Contact adult social services at your local council and ask for a carer's assessment.

If you're a parent carer or a child, contact the children with disabilities department.

You can call or do it online. Find your local social services team (England only)

## How to tell if you're a carer

You're a carer if you're looking after someone regularly because they're ill, elderly or disabled - including family members.



## Carers help with:

- washing, dressing or taking medicines
- getting out and about and travelling to doctors' appointments
- shopping, cleaning and laundry
- paying bills and organising finances

## They can also give emotional support by:

- sitting with someone to keep them company
- watching over someone if they can't be left alone

All of these count as being a carer.

## What happens in the carer's assessment

Someone from the council, or an organisation the council works with, will ask how you're coping with caring.

This includes how it affects your physical and mental health, work, free time and relationships.

The assessment is usually face to face. Some councils can do it over the phone or online.

Assessments usually last at least an hour.

## How to prepare for your carer's assessment

### You'll need:

- your NHS number (if you have one)
- your GP's name, address and phone number
- contact details of anyone who's coming to the assessment with you
- the name, address, date of birth and NHS number of the person you care for (if you have it)
- your email address

Give as much detail as you can about the impact caring for someone is having on your life. This will help make sure you get all the help and support you need.

Which? Later Life Care has a checklist of questions to help you prepare for a carer's assessment, regardless of your age.



# Where Service Matters

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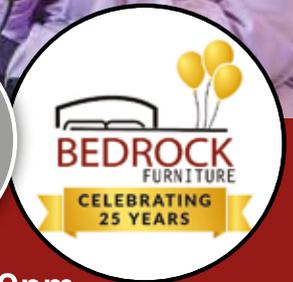
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### Have someone with you

It can help if you have someone with you during the assessment. This could be the person you care for, a friend or relative. You could also use an advocate. Advocates are people who speak up on your behalf. They can help you fill in forms and sit with you in meetings and assessments. They're often free. Find an advocate in your area

### Telephone help

**If you want to talk to someone about carer's assessments, call:**

- your local council's adult social services department
- Carers Direct's free helpline on 0300 123 1053
- Age UK's free helpline on 0800 055 6112
- Independent Age's free helpline on 0800 319 6789
- Contact a Family's free helpline on 0808 808 3555

### Getting the results

You'll usually get the results of the assessment within a week.

If you qualify for help from the council, they'll write a care and support plan with you that sets out how they can help.

### Help with costs

Your council might be able to help with the costs. You might need a financial assessment (means test) first. This will be arranged for you after the carer's assessment.

You might also qualify for benefits for carers that can help with costs.

### If you don't qualify for help from your council

If you're told you don't qualify for help and support, your council should give you free advice about where you can get help in your community. Ask if this doesn't happen.

# Care after illness or hospital discharge (reablement)

If you or someone you know has been in hospital or had an illness or fall, you may need temporary care to help you get back to normal and stay independent. This temporary care is called intermediate care, reablement or aftercare.

Most people receive this type of care for around 1 or 2 weeks, although it can be free for a maximum of 6 weeks. It will depend on how soon you are able to cope at home.

If you need care for longer than 6 weeks, you'll have to pay for it.

## When you can get free short-term care and how to get it

### After leaving hospital

Care can help you recover from an illness or an operation. Hospital staff should arrange care before you leave hospital.

Speak to the person in charge of you going home (discharge co-ordinator) to make sure this happens.

### Information:

Contact social services if you have been discharged and care hasn't been arranged.

Your hospital won't get involved after you leave.

### After a fall or short illness

Care can help you avoid going into hospital if you don't need to. If you or someone you know falls or needs help because they're ill, speak to your GP practice or social services. They should be able to arrange for someone to come to your home and discuss what you need.

### If you have started to find everyday tasks difficult

You can get help with daily tasks. This can help you learn new ways of doing things before needing paid home help.

If you find everyday tasks difficult, contact social services at your council and ask for a needs assessment. This will identify the type of care or equipment you need.

### What care you'll get

A team with a mix of people from the NHS and social services will help you do the things you need to do to stay independent.

This might include getting dressed, preparing a meal, or getting up and down stairs.

They might care for you at first, but will help you practise doing things on your own.

### Your team might include:

- a nurse
- an occupational therapist
- a physiotherapist
- a social worker
- doctors
- carers

They'll start with an assessment that looks at what you can do. You'll agree together what you want to do and set out a plan.

The plan will include a contact person who's in the team and the times and dates they'll visit you.

### What happens when aftercare finishes

When care finishes, your team should work with you and your family or carers to agree what happens next.

### This should include:

- other care you might need, such as home help
- how you can refer yourself again if you need to
- what you should do if something goes wrong
- information about what other types of support or equipment might help

Ask your team's contact person about what happens next if your care is coming to an end.

# 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.



**home instead.**

## Care Starts at home

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**01935 577030**



Each Home Instead franchise office is independently owned and operated.




## Make the most of later living

Whether in your own home in Bridgwater and the surrounding areas, or in our care home based in the heart of Glastonbury, we can support you to make the most of life through:

- ▶ Person-centred care with tailored care plans to suit your needs
- ▶ Specialist dementia care
- ▶ Stimulating and varied activities
- ▶ Respite in your own home or a short-term day care stay in our care home

<p><b>For Glastonbury Care Home:</b></p> <p>☎ 01458 836 800</p>	<p><b>For Somerset Community Services:</b></p> <p>☎ 01278 439 177</p>
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[brunelcare.org.uk](http://brunelcare.org.uk)

### 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.)

**HOME CARE AGENCIES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
BA3 4QE	Amber Home Care	The Old Redhouse Farm	Near Radstock	01761 412011
BA4 5LD	Bluebird Care	1 Paul Street	Shepton Mallet	01373 463838
BA5 1JJ	Mendip Care	Cathedral Avenue	Wells	07368 343017
BA5 3DG	Ddee Care	Bath Road	Wells	07851 210160
BA6 9FT	Safe & Sound Homecare	Morland Road	Glastonbury	01761 410745
BA6 9JY	Candlelight Homecare	King Street	Glastonbury	01458 831201
BA11 2FE	Lifeline Homecare	Marshall Way	Frome	01373 823105
BA11 5DL	Trinity Homecare	Marl Pits Lane	Frome	01373 836767
BA11 5JY	Atwell Care	2 Harris Close	Frome	01373 470760
BA16 0EN	Baobab Social Care	High Street	Street	07950 413515
BA16 0JJ	Humanicare	27 Highfield Road	Street	03309 121446
BA20 1HZ	Bluebird Care South Somerset	25-26 Market Street	Yeovil	01935 584184
BA20 1JG	Bluebird Care West Dorset	25-26 Market Street	Yeovil	01305 236655
BA20 1NA	FHS24 Nursing+ Care Agency	123 Middle Street	Yeovil	03301 241814
BA20 1RG	Heartfelt Care	11 -12 High Street	Yeovil	01935 479994
BA20 2EN	Galiant Health Care	Preston Road	Yeovil	01935 848533
BA21 3AQ	Redleif Care	36 Preston Road	Yeovil	07894 730512
BA21 3TL	Wisteria Care	Stourton Way	Yeovil	01935 823495
BA22 8QR	JSS Homecare	George Smith Way	Yeovil	01935 350355
BA22 8RN	Home Instead Yeovil, Sherborne, Bridport	Copse Road	Yeovil	01935 577030
BS21 6UP	Care Quality Services North Somerset	Windmill Road	Clevedon	01275 595998
BS21 6UU	Arch Care Services	3 Avalon House	Clevedon	01934 808746
BS21 7PD	Helping Hands	61 Hill Road	Clevedon	07814 167317
BS22 6HB	Ultimate Complex Care	High Street121	Weston-super-mare	01934 416585
BS22 6JE	Home Instead	202 High Street	Weston Super Mare	01934 526892
BS22 7SB	Maria Care Services	Pastures Avenue	Weston-super-mare	01934 522570
BS22 7SB	Right at Home	137 Pastures Avenue	Weston-super-mare	01934 235410
BS23 1TR	Helping Hands	55A Oxford Street	Weston Super Mare	01934 315212
BS23 3NW	Shaw Care SW	46 Drove Road	Weston-super-mare	07722 012997
BS24 0QE	Poppy's Homecare	Purn Way	Weston Super Mare	01934 815025
BS24 8EE	Access Your Care	Belvedere Court	Weston-super-mare	01275 874861
BS24 9AY	AMG Care Services	Bridgwater Court	Weston-super-mare	01934 804444
BS24 9AY	MJ Homecare	Oakwood Business Park	Weston-super-mare	01278 558301
BS25 5AA	Care and Support Service	2 Hapil Close	Winscombe	01934 825900
BS48 1RB	Home Instead	Crown Glass Place	Bristol	01275 391300
TA1 1BT	Amber Rose Healthcare	Station Road	Taunton	01823 977076
TA1 1SW	Taunton Homecare Services	20-21 Canon Street	Taunton	01823 423352
TA1 1UR	Care Wyvern	Yarde Place	Taunton	01823 325554
TA1 2LR	Live in Care	Hankridge Way	Taunton	08007 723567
TA1 3EN	MJ Home Care	East Reach	Taunton	01278 558301
TA1 3PJ	Prestige Nursing Taunton	17 High Street	Taunton	01823 216496
TA1 3UF	Way Ahead Care	Queen Street	Taunton	01823 321123
TA1 4AJ	Helping Hands	7 Corporation Street	Taunton	01823 219748

### Homecare from charities

Charities such as Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

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

### Hiring a personal assistant (P.A.)

You can hire a “personal assistant” to act as a homecare worker for you. Personal assistants can offer you all that you’ll get from an agency worker, but you’ll also get the continuity, familiarity and ongoing relationship with your assistant. However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

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

### Safeguarding vulnerable groups

The Disclosure and Barring Service (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.

## HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
TA1 4TY	Home Instead Taunton & West Somerset	Comeytrove Centre	Taunton	01823 211121
TA2 6BD	Mass Home Care	Livingstone Way	Taunton	01823 213376
TA2 8DU	Stokely Healthcare	150 Priorswood Road	Taunton	07738 684549
TA3 5HY	CL Lifestyles Night Care	3 The Grove	Taunton	08454 590188
TA3 6DG	Ruby Care	Wrantage Mills	Taunton	01823 480640
TA5 1JS	Kulera Care	3 Parsons Close	Bridgwater	07729 957636
TA6 3EW	Caringhearts Support Services	24 Angel Crescent	Bridgwater	01278 238400
TA6 3LJ	Total Care	112 Friarn Street	Bridgwater	01278 424514
TA6 4FF	1-2-1 Live In Care	Bristol Road	Bridgwater	01278 324191
TA6 4SY	Brunelcare Care Services Somerset	Bristol Road	Bridgwater	01278 439177
TA6 6AD	G H Quality Care	63 Taunton Road	Bridgwater	01278 445068
TA8 1AL	Neighbourhood Care HQ	6 Victoria Street	Burnham-on-sea	01278 320774
TA9 3RH	Select Homecare Direct	19 Old Pawlett Road	Highbridge	01278 795342
TA11 6SB	Boocare	Bancombe Road	Somerton	01458 551674
TA12 6HB	Laurel Homecare	Great Western Road	Martock	01935 713020
TA18 7BQ	Libertas Care	Old Mill Lane	Crewkerne	00146 078726
TA18 8AB	Care South Home Care	South Street	Crewkerne	01460 270500
TA20 2AH	Lily Caring Angels	3 Holyrood Street	Chard	01460 929090
TA21 0LS	One to One Homecare	Whiteball	Wellington	01823 674309
TA21 9AD	Bluebird Care	Westpark	Wellington	01823 331194
TA24 6EW	Dunster Lodge Domiciliary Care	Manor Road	Minehead	01643 800190

If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS.

The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn't dismissed because they leave voluntarily. If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

### Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to. You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check. If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.

### Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury. This "manual handling" can result in back pain and in the most serious cases, permanent disability if not done correctly.

The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency).

It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.



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Respite Care • Companionship Care  
Personal Care • Complex Care  
Couple's Care • Dementia Support  
End of Life Care

## RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
BA4 4LU	Field House	Cannards Grave Road	Shepton Mallet	01749 342006
BA5 1TN	Fletcher House	Glastonbury Road	Wells	01749 678068
BA5 1WE	Crandon Springs Care Home	Glastonbury Road	Wells	01749 301947
BA7 7AN	Highfield House Residential	High Street	Castle Cary	01963 350697
BA7 7EE	Cary Brook	Millbrook Gardens	Castle Cary	01963 359700
BA7 7ES	South Cary House	South Street	Castle Cary	01963 350272
BA11 3EA	Rowden House	2 Vallis Road	Frome	01373 462271
BA11 4DP	Critchill Court	Lynwood Close	Frome	01373 461686
BA11 4HR	Greenhill Grange Residential	Catherston Close	Frome	01373 471688
BA16 0JJ	Southlawns Care Home	Highfield Road	Street	01458 443635
BA20 2BE	Grovelands Care Home	45 Grove Avenue	Yeovil	01935 475521
BA20 2JA	Beechwood House	60 West Coker Road	Yeovil	01935 472793
BS20 7HP	Cambrian Lodge	4 Battery Road	Portishead	01275 848844
BA21 3QG	The Elms Residential Home	Yeovil Marsh	Yeovil	01935 425440
BA21 4NB	Compton View Residential	267 St Michaels Avenue	Yeovil	01935 476203
BS21 6DY	Poets Mews Care Home	2 Cherry Avenue	Clevedon	01275 404840
BS21 7BT	Osborne House	16 Bay Road	Clevedon	01275 871020
BS21 7DE	Worcester Lodge	30-32 Castle Road	Clevedon	01275 874031
BS21 7RP	Winash Rest Home	9 Albert Road	Clevedon	01275 873129
BS21 7RZ	Oaktree Lodge	12-13 Jesmond Road	Clevedon	01275 873171
BS22 8AA	Acer House Care Home	141b Milton Road	Weston Super Mare	01934 637350
BA22 8DB	Fir Villa Residential	Camel Street	Yeovil	01935 850670
BA22 8QD	Wisteria House Residential	6 Montacute Road	Yeovil	01935 822086
BS23 1DA	Stuart House	21-23 Clevedon Road	Weston Super Mare	01934 429086
BS23 1DN	Innisfree Residential Home	12-16 Severn Road	Weston Super Mare	01934 621611
BS23 1XH	Gough House	13 Ellenborough Park North	Weston Super Mare	01934 622019
BS23 1XN	Campania Care Home	18-20 Ellenborough Park South	Weston Super Mare	01934 626233
BS23 1YD	St Agnes Retirement Home	5-7 Neva Road	Weston Super Mare	01934 621167
BS23 2BA	Park House Residential Home	Park Place	Weston Super Mare	01934 415701
BS23 2LQ	Alice House	8 Queens Road	Weston Super Mare	01934 625640
BS23 2NT	Fig House	Cecil Road	Weston Super Mare	01934 615202
BS23 2PX	Butterfly House	47 Bristol Road Lower	Weston-super-Mare	01934 412091
BS23 2RN	Nashley House	27 Montpelier	Weston Super Mare	01934 620070
BS23 2RP	Heathwood Care Home	9-11 Trewartha Park	Weston Super Mare	01934 627376
BS23 2UZ	Tollington Lodge Rest Home	146 Milton Road	Weston Super Mare	01934 620630
BS23 2XL	Pine Lodge	13 Hazeldene Road	Weston Super Mare	01934 622539
BS23 4AB	Granada House	5 St Pauls Road	Weston Super Mare	01934 416102
BS23 4BG	Abbeygate	71 Beach Road	Weston Super Mare	01934 621166
BS23 4BN	Stoneleigh Residential	24 Clarence Road South	Weston Super Mare	01934 626701
BS23 4BN	Tilsley House Care Home	14-16 Clarence Road South	Weston Super Mare	01934 419300
BS23 4NE	Rosewood Lodge	9 Uphill Road North	Weston Super Mare	01934 644266
BS27 3HY	Greenhill House	Tweentown	Cheddar	01934 740500
BS27 3RA	Court House	Market Cross	Cheddar	01934 742131

# Care homes & retirement living

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children. Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

## Consider other options for care first

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

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

- home care
- help to live independently at home

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

## Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of.

A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help. Find care homes without nursing.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia. Find care homes with nursing.

## Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason. Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs.



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- Visiting hairdresser & footcare practitioner
- Varied social/activity programme, including outings
- Freshly prepared, delicious home cooked meals




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[www.fromesfamilycarehomes.co.uk/greenhill-grange](http://www.fromesfamilycarehomes.co.uk/greenhill-grange)



## RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
BS27 3TN	The Laurels	Westfield Lane	Cheddar	01934 742649
BS41 9JE	Lampton House	125 Long Ashton Road	Bristol	01275 393153
BS49 4DB	Somerset House	157 High Street	Bristol	01934 832114
BS49 4DW	Cadbury Hall	High Street	Bristol	01934 833073
BS49 4LJ	Mendip Lodge	11 Whitehouse Road	Claverham	01934 834760
TA1 2EP	Halcon House	Hamilton Road	Taunton	01823 353447
TA1 2JT	Moorhaven	Normandy Drive	Taunton	01823 331524
TA1 3EQ	Calway House	Calway Road	Taunton	01823 333283
TA1 3JH	The Rectory Care Home	2 Trinity Road	Taunton	01823 324145
TA1 3JR	St Georges Care Home	17 Wilton Street	Taunton	01823 275268
TA1 5HA	Heron House Residential	Heron Drive	Taunton	01823 334238
TA2 6NU	House of St Martin	Langford Lane	Taunton	01823 275662
TA2 7PB	Cedar Lodge	Hope Corner Lane	Taunton	01823 286158
TA2 7SN	Northway House	96-98 Kingston Road	Taunton	01823 253999
TA2 8EW	Barley House	49 Buckland Road	Taunton	01823 282145
TA2 8RH	The Manor House	The Manor House	Taunton	01823 413777
TA4 2LA	Pulsford Lodge	North Street	Wiveliscombe	01984 623569
TA4 4NR	Croft House	Bridge Street	Williton	01984 632536
TA5 2PZ	The Old Vicarage	Stockland Bristol	Bridgwater	01278 653056
TA6 4NG	Sydenham House	Frederick Road	Bridgwater	01278 422763
TA8 1AA	Frith House	Stear Drive	Burnham On Sea	01278 782537
TA8 2BY	Beaufort House	7 Rectory Road	Burnham-on-sea	01278 786320
TA8 2EZ	The Towans Care Home	Berrow Road	Burnham On Sea	01278 788998
TA8 2HW	Tudor Lodge	8 Brightstowe Road	Burnham On Sea	01278 784277
TA8 2PG	Kathleen Chambers House	97 Berrow Road	Burnham-on-sea	01278 782142
TA8 2PN	Broughton Lodge	88 Berrow Road	Burnham On Sea	01278 782133
TA10 9RZ	Portcullis House	The Embankment	Langport	01458 250800
TA10 9SA	Ashley House	The Avenue	Langport	01458 250386
TA13 5AD	Burnworthy House	South Street	South Petherton	01460 240116
TA16 5NF	Moorlands Residential Home	2 Moorlands Road	Merriott	01460 74425
TA16 5PR	The New Careford Lodge	Careford Lodge	Merriott	01460 75592
TA19 0EX	Vaughan Lee House	Orchard Vale	Ilminster	01460 52077
TA19 9BQ	Hazelwell Lodge	67 Station Road	Ilminster	01460 52760
TA20 3AG	Eleighwater House	Combe St. Nicholas	Chard	01460 67532
TA20 3DB	Yew Tree Cottage	Hornsbury Hill	Chard	00146 064735
TA21 0BW	Nynehead Court	Nynehead	Wellington	01823 662481
TA21 0DW	Linden House Nursing Home	Linden Hill	Wellington	01823 667711
TA21 8RH	Wellington & Longforth House	Longforth Road	Wellington	01823 663667
TA24 5DT	Glen Lyn Residential	2 Tregonwell Road	Minehead	01643 702415
TA24 5JB	Westerley Residential	King Edward Road	Minehead	01643 702066
TA24 5QB	Blenheim Lodge	North Road	Minehead	01643 703588
TA24 6BQ	The Dene Lodge	Bircham Road	Minehead	01643 703584
TA24 6EW	Dunster Lodge	Manor Road	Minehead	01643 703007

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”.



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**NURSING HOMES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
BA3 4DE	Clare Hall Nursing Home	Ston Easton	Radstock	01761 241626
BA3 5HT	Pondsmead Care Home	Shepton Road	Bath	01749 841111
BA4 6JS	The Glen Care Home	Shapway Lane	Shepton Mallet	01749 830369
BA5 3FB	Torrwood Care Centre	Gilbert Scott Road	Wells	01749 675533
BA6 9NB	St Benedicts Nursing Home	29 Benedict Street	Glastonbury	01458 833275
BA6 9PZ	Glastonbury Care Home	Pike Close	Glastonbury	01458 836800
BA9 8EA	Elliscombe House	Elliscombe	Wincanton	01963 32746
BA11 1BL	Catherine House Care Home	Cork Street	Frome	01373 593192
BA11 1HJ	Belmont Villa Care Home	Belmont Villa	Frome	01373 471093
BA11 2AA	Rossetti House	Welshmill Lane	Frome	01273 489500
BA11 5JR	Frome Nursing Home	Styles Hill	Frome	01373 593018
BA20 2FT	Cooksons Court	Cooksons Orchard	Yeovil	01935 421493
BA20 2RG	Chestnut Lodge	166 Hendford Hill	Yeovil	01935 513555
BA21 3AD	Ivelhurst Nursing Home	27 Preston Road	Yeovil	01935 426777
BA21 3AE	The Knoll Nursing Home	33 Preston Road	Yeovil	01935 421822
BA21 3UA	West Abbey	Stourton Way	Yeovil	01935 411136
BA21 4HF	Sherborne House Care Home	131 Sherborne Road	Yeovil	01935 423210
BS8 3RP	Abbots Leigh Manor Nursing Home	Manor Road	Bristol	01275 374669
BS20 7QA	Harbour Care Centre	4 Haven View	Bristol	01275 409950
BS20 8DU	Norewood Lodge Care Home	72 Nore Road	Portishead	01275 818660
BS21 6DY	Poets Mews Care Home	2 Cherry Avenue	Clevedon	01275 404840
BS21 6EU	Elm View Care Home	Moor Lane	Clevedon	01275 872088
BS21 7HN	Clevedon Court Nursing Home	32 Dial Hill Road	Clevedon	01275 872694
BS21 7LW	Mount Elton Nursing Home	25 Highdale Road	Clevedon	01275 871123
BS22 7AA	St George's Nursing Home	Pastures Avenue	Weston Super Mare	01934 524598
BS23 1DW	Lyndhurst Park Nursing Home	33-35 Severn Road	Weston Super Mare	01934 627471
BS23 1ES	Albert House Nursing Home	19 Albert Road	Weston Super Mare	01934 622869
BS23 1XH	Manor Park Nursing Home	3 Ellenborough Park North	Weston Super Mare	01934 414111
BS23 1YD	Ellenborough Nursing Home	9-11 Neva Road	Weston Super Mare	01934 621006
BS23 2BA	Jasmine Court Nursing Home	13 Park Place	Weston Super Mare	01934 622028
BS23 2BT	Beaufort Hall Nursing Home	28-30 Birnbeck Road	Weston Super Mare	01934 620857
BS23 2PE	Highcroft Nursing Home	7 Eastfield Park	Weston Super Mare	01934 622247
BS23 2PX	Butterfly House	47 Bristol Road Lower	Weston-super-Mare	01934 412091
BS23 2PX	Annabel House Care Centre	57 Bristol Road Lower	Weston-super-Mare	01934 910930
BS23 2QT	Ambleside Nursing Home	6 Southside	Weston Super Mare	01934 642172
BS23 3EW	Felix House	97-99 Locking Road	Weston Super Mare	01934 613998
BS23 4AT	Clarence Park	7-9 Clarence Road North	Weston Super Mare	01934 629374
BS23 4BG	Beach Lawns Residential & Nursing	67 Beach Road	Weston Super Mare	01934 629578
BS23 4BP	Parklands Care Home	13 Clarence Road East	Weston-super-mare	01934 626572

## 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?



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- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs?
- Will the correct diet be provided?
- Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.

**NURSING HOMES**

<b>Postcode</b>	<b>Name</b>	<b>Address</b>	<b>Town/City</b>	<b>Phone number</b>
BS23 4NG	Gardenia Court Nursing Home	21 Uphill Road North	Weston Super Mare	01934 632552
BS23 4TA	The Manor House	Uphill Road South	Weston Super Mare	01934 412207
BS24 7FY	Summer Lane Nursing Home	Diamond Batch	Weston Super Mare	01934 529190
BS25 1DH	Winscombe Hall	Winscombe Hill	Winscombe	01934 843553
BS25 5AD	The Russets	1 Pegasus Place	Sandford	01934 825900
BS48 1BZ	Silver Trees Care Home	Brockway	Bristol	01275 859556
BS48 1LX	Sycamore Lodge	Lodge Lane	Bristol	01275 858000
BS48 2DS	Argentum Lodge	81 Silver Street	Bristol	01275 850430
TA1 2BD	Lavender Court	Roman Road	Taunton	01823 279151
TA1 3EQ	Calway House	Calway Road	Taunton	01823 333283
TA1 4QW	Mountbatten Nursing Home	82-84 Trull Road	Taunton	01823 333019
TA1 5HF	The Manor	Haydon Close	Taunton	01823 336633
TA2 6AQ	The Firs Care Centre	251 Staplegrove Road	Taunton	01823 275927
TA2 7PB	Aspen Court	Hope Corner Lane	Taunton	01823 346000
TA2 8LL	Gotton Manor	Gotton Manor Home	Taunton	01823 413118
TA3 6SG	Beauchamp House Nursing Home	Hatch Beauchamp	Taunton	01823 481500
TA4 1AB	Frethey House	Frethey Lane	Taunton	01823 253071
TA4 3BT	Dunkirk Memorial House	Minehead Road	Taunton	01823 432407
TA6 3LS	Avalon Nursing Home	2-4 Taunton Road	Bridgwater	01278 450450
TA6 4GU	Casa di Lusso	Bower Lane	Bridgwater	01278 557100
TA6 6WT	Stockmoor Lodge	1 Nokoto Drive	Bridgwater	01278 434535
TA6 7JQ	The Rosary Nursing Home	Mayfield Drive	Bridgwater	01278 727500
TA8 2PN	Burnham Lodge Nursing Home	147 Berrow Road	Burnham On Sea	01278 783230
TA10 0NQ	Immacolata House	Portway	Langport	01458 254200
TA11 6DX	Castle House Nursing Home	Castle Street	Somerton	01458 223780
TA11 7PB	Wessex House	21-25 Behind Berry	Somerton	01458 273594
TA12 6PQ	La Fontana	Fold Hill Lane	Martock	01935 829900
TA18 7AF	The Orchards	Orchard Lane	Crewkerne	01460 76267
TA19 9PT	Horton Cross Nursing Home	Horton Cross	Ilminster	01460 52144
TA20 2HN	Oak Lodge	Lordsleaze Lane	Chard	01460 67258
TA21 0DW	Linden House Nursing Home	Linden Hill	Wellington	01823 667711
TA21 9HY	Camelot House & Lodge	Taunton Road	Wellington	01823 666766
TA21 9NS	Oaktree Court	Middle Green Road	Wellington	01823 662032
TA21 9PH	Chelston Park Nursing & Residential	West Buckland Road	Wellington	01823 667066
TA24 5AW	The Winsor Nursing Home	54 The Avenue	Minehead	01643 707870

- 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

## PERSON CENTRED CARE, CLOSE TO HOME

### OUR SERVICES:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Residential Care | <input checked="" type="checkbox"/> Respite Care     |
| <input checked="" type="checkbox"/> Nursing Care     | <input checked="" type="checkbox"/> End-of-Life Care |
| <input checked="" type="checkbox"/> Dementia Care    | <input checked="" type="checkbox"/> Day Care         |

Proudly for people, **not-for-profit**

Talk to us today about care  
and support in **Somerset:**

[amicacare.co.uk](http://amicacare.co.uk) or call 01823 270694

**Amica**  
Care





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

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

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

- deny residents their independence – for example, by not allowing someone to feed themselves because it “takes too long”
- have staff who don’t make an effort to interact with residents and leave them sitting in front of the TV all day
- be in a poorly maintained building, with rooms that all look the same and have little choice in furnishings
- need cleaning, with shared bathrooms that aren’t cleaned regularly

### If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the local authority has set up the placement after a care needs assessment.

Moving home can be unsettling at the best of times, so when you move into a care home, it’s good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

### You should also:

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

### Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it’s provided by the NHS, local authorities, private companies or voluntary organisations.

Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered.

The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards. Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services.



The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people’s basic rights or safety are at risk.

### What’s extra care housing?

Extra Care Housing, sometimes known as assisted living, is a great choice for older people with care and support needs who wish to be active and independent. Schemes are run with the view that getting older gives you time to do more and get more out of life. You will have your own flat, house or bungalow which you can rent, buy or part-buy, on your own or as a couple.

Each Extra Care scheme is designed to be a community hub with a wide range of facilities. This could include a restaurant, hairdresser, shop, health and wellbeing suite and hobby room. Older people from the local community are also able to use some of the facilities.

### What’s in it for me?

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

### Making an informed decision

Moving house is always a big decision, whatever your age, especially if you have lived in one place for some time. However, the right information, advice and support will help you choose.

We’ve compared some later life housing options:

### Care and support in your own home

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

Let our family  
take care of yours



### Belmont Villa | Nursing Home



For over 40 years, Belmont Villa has provided nursing care for over 65s in Frome. As a small family run care home, we prioritise high-quality care in a warm, nurturing homely environment.

- 24/7 nursing care
- Single ensuite rooms
- Visiting hairdresser & footcare practitioner
- Close links with local churches
- Housekeeping & laundry services
- Beautiful, award winning gardens
- Freshly prepared, delicious home cooked meals
- Varied activity/social programme



Inspected and rated

Good

Care Quality Commission

Tel: 01373 471093

[www.fromefamilycarehomes.co.uk/belmont-villa](http://www.fromefamilycarehomes.co.uk/belmont-villa)

### Extra Care Housing

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

### Sheltered or supported housing

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

### Residential care homes

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



**Age UK Somerset is an independent local charity providing services and support for over 60s across Somerset and North Somerset**



**Age UK Somerset**

Ash House, Cook Way, Taunton, Somerset TA2 6BJ

☎ 01823 345610 | ✉ info@ageuksomerset.org.uk

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

Follow us @AgeUKSomerset on  

Registered charity No: 1015900.