

Guide to Later Life in Somerset and North Somerset



Your local health and wellbeing guide

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Welcome to our first Guide to Later Life

At Age UK Somerset we want older people to be able to love later life.

There is much to celebrate in achieving an older age. However, it can come with challenges around health, independence, finances and loneliness. The role of Age UK Somerset is to offer information, advice, support, activities and services to help older people meet these challenges, to enhance their quality of life and “live their best older lives”.

In this guide you'll find out more about our high-quality Information & Advice service, freely accessible to anyone over 60 years.

For those who recognise the importance of staying active, you will find information about our Ageing Well service as well as our Active Befriending service. If you would enjoy meeting new people, you will also find out how to get involved as a Volunteer.

Within the pages of the guide, you will find not only information on the services that we offer, but also services offered by other providers so you and your family can have a useful reference booklet that you can pick up as and when you need to.

Age UK Somerset (previously known as Age Concern Somerset) has been part of the local community and helping older people for over 70 years. We have a dedicated team of staff and over 250 brilliant volunteers who are crucial in helping to deliver services and activities in your local area.

If you cannot find the information you need in this guide, please contact us on 01823 345610. Whatever your enquiry, if we are not able to help you we will certainly be able to put you in touch with someone who can. We believe everyone should have someone to turn to, so do call us, we are here to help.

To ensure that what we offer continues to meet the needs of local older people, we gather opinions and feedback via short surveys through SOOM (Somerset Older Opinions Matter). We'd love it if you joined the survey panel and shared your opinions.

If there are things you think we should include in future issues of this guide, or if you have ideas on how we can improve, please do let us know.

Your opinions and feedback really matter to us.



Philip Dolan

*Chief Executive
Age UK Somerset*



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Email: info@ageuksomerset.org.uk

www.ageuksomerset.org.uk



We're here to offer 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 about many changes in our lives, with decisions needing to be made and questions raised that we may never have considered before. We may require support as we age, our financial situation may change, and we may find ourselves in a very different place and not know where to turn for information and advice that we can trust.

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

We have a small specialist team who answer a broad range of enquiries on a daily basis and provide information and advice on a wide range of issues such as money matters, health, social care, social activities and much more. Whatever your question they have probably been asked it several times before!

Not only can they give you up to date information about all of our charity's own services but they also have the knowledge and experience to be able to direct you to other organisations when they might be the better ones to help you.

The service is free of charge, confidential and aimed at those over 60 in Somerset and North Somerset as well as their families and those that care for them.

We can provide information and advice on:

- Social Care
- Housing
- Council Tax
- Choosing care and support
- Lasting Power of Attorney
- Local activities and groups
- other support that may be available locally

Age UK Somerset can also offer a wide range of free factsheets on many of these topics which are available online or from the charity's office.

Our Information and Advice service is provided by telephone and email. Visits to our office are possible too if an appointment is made in advance.

For more information please contact:

E: infoandadvice@ageuksomerset.org.uk

T: 01823 345613

Or visit our website:

www.ageuksomerset.org.uk/infoandadvice

A word from our Chairperson, Anne Fraser MBE

“The work of the team at Age UK Somerset continues to be vibrant and relevant to the demands made on us all.

As Chairman of the Charity I firmly believe that we should, and will, continue to respond to prevailing conditions and deliver services that help our ageing population.

The well-being of our families, friends and communities is vital and we hope you find this Guide to be a useful source for discovering what is available and how to access the services you need.”



Help with your finances

Age UK Somerset provides an independent, confidential and free welfare benefits service for older people. We offer advice on benefits for people receiving the State Pension.

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

Our Volunteers work within their own communities, providing support to complete benefit forms such as 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.

If you are receiving a State Pension we can 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:

E: infoandadvice@ageuksomerset.org.uk

T: 01823 345613

Or visit our website:

www.ageuksomerset.org.uk/helpwithbenefits



Providing opportunities for staying active as you age

As you get older, it becomes even more important to remain active if you want to stay healthy and maintain your independence. Some of the things you've previously enjoyed doing and taken for granted may start to become that little bit harder if you don't stay active.

We help people to stay fit and well through our Ageing Well service. This service works to improve the health and well-being of older people in the local area. The Ageing Well motto is "adding years to life and adding life to years" and to achieve this we usually have more 200 exercise classes taking place each month across Somerset and North Somerset, so you are certain to find something you will enjoy.

We offer sessions such as:

Tai Chi, Pilates and Yoga - These sessions are wonderful for older adults. They are low-impact activities that focus on improving balance and core-strength, which can help reduce the risk of falling, as well as easing the symptoms of a variety of health conditions. The easy to follow movements can be adapted for people with different ability levels, or can even be done seated.

General Fitness - There are different sessions such as Movement to Music, Table Tennis, Boccia (chair based bowling) and Mature Movers, which cater for different abilities. Some classes are chair-based but all are geared towards having fun and are very sociable.

Flexercise - These classes are great for any older adult who wants to stay active but isn't very mobile. Flexercise is relaxed and informal and the focus is on doing simple, chair-based exercises and enjoying being around other people.

We are adding new sessions all the time. Alongside our community based sessions which take place in local halls or residential homes we also provide a way to stay fit in your own home with several online sessions taking place each week.

Other benefits of regular activity

1. Regular activity can lower your risk of heart disease, stroke, some cancers, depression and dementia.
2. Moving more helps your thinking skills like problem-solving, decision-making and remembering facts and words.
3. Being active can lessen aches and pains, help you stay steady on your feet and boost your mood.

In addition to the benefits that staying fit brings, these groups are very sociable so offer a great way to meet new people and have fun.

For more information please contact:

E: ageingwell@ageuksomerset.org.uk

T: 01823 345626

Or visit our website:

www.ageuksomerset.org.uk/ageingwell



Worried about Falls?

Do you feel less steady than you used to?

As we get older, the ageing process effects our balance, muscles and joints, so keeping active is really important.

In Somerset around 8 people over the age of 65 are admitted to hospital every day as a result of a fall. Falls are a major cause of disability and the leading cause of mortality due to injury in older people aged over 75 in the UK. The effects of a fall on an older person can be devastating and not only physical. A fall can also have a serious psychological effect which can lead to a lack of confidence, increased isolation and it can rob people of their independence.

Thankfully there are things that can be done to prevent falls from happening!

Improvements in strength, flexibility, balance and reaction times are considered the areas which can greatly reduce the risks of falling. We have a Falls Prevention team at Age UK Somerset who run special 'Stay Strong Stay Steady' sessions across Somerset and North Somerset to help older people make these improvements. The weekly sessions are held in small groups and are also very sociable with new friendships being formed.

The Stay Strong Stay Steady exercise sessions follow the evidence based Otago programme which is designed specifically to prevent falls and consists of leg muscle strengthening, balance retraining exercises and a walking plan.

These sessions have been shown to prevent falls, increase participants' confidence, and by improving their balance and strength, to enable them to maintain their independence.

Our classes, which are endorsed by Somerset County Council and Public Health, are delivered by specifically trained instructors and to take part a referral needs to be made either by your medical professional, carer, Health Connector or you can self-refer. We form part of the Somerset Falls Pathway with many of our referrals coming from IRT departments in Community Hospitals and from local GPs.

The service has expanded to include new 'Get Strong Get Steady' classes that are suitable for those who are experiencing more advanced mobility issues. This new 16 week programme will be a perfect precursor to our Stay Strong Stay Steady programme.

By holding these classes we aim to help reduce frailty and make a real difference to the older people in Somerset and North Somerset.

For more information please contact:

E: fallsprevention@ageuksomerset.org.uk

T: 01823 345614

www.ageuksomerset.org.uk/fallsprevention



Active Befriending service

Would you like to be more active and go out for a gentle walk with a friendly volunteer for company?

Then our Active Befriending 'Walk and Talk' service should be right up your street!

Our free Active Befriending service offers the chance for a 'Walk and Talk' with a friendly volunteer. The service supports older people who would enjoy some company, the benefit of fresh air and being more active but don't feel very confident going out by themselves. The aim is to improve each client's mental and physical well-being by providing some company alongside gentle exercise.

Loneliness is endemic among the older population, and for many this is coupled with anxieties about going out following such a long time indoors. The Active Befriending service was devised by Age UK Somerset, Somerset Activity & Sports Partnership (SASP) and Somerset County Council to address these needs and anxieties and help local people rebuild their confidence and renew their enjoyment of being outside with all its psychological benefits.

What does the Active Befriending service offer?

After clients have registered they will be matched with a suitable volunteer. Then over an initial 8 week period, clients will be called for by the volunteer each week, who will then take them out for a short walk starting from, and returning to, the client's home.

The pace of the walks will be set by the client and will not be strenuous. The duration of the walks will be tailored to each client's needs and wishes and it is expected that improvements in health and stamina may lead to a gradual increase in the length of the walk.

The social aspect of having a friendly chat during the meeting is seen as just as important as the walk!

Who is the service for?

The Active Befriending service is for anyone over 60 in the Somerset and North Somerset area who wishes to take part, with priority given to those who live alone.

What are the benefits of the service?

- A reduction in feelings of loneliness or isolation
- An increase in confidence
- An increase in fitness
- Improvement in physical, mental and emotional well-being
- Meeting new people, making new connections
- Being introduced to new activities in the area



"Before this I wouldn't go out at all, or I'd only go to the letterbox. Now I can go out! I'm walking again. I'm 90 but I'm not counting that as a disadvantage."

Dot, one of our 'Walk and Talk' clients.



To register your interest or if you have any questions please contact:

E: activebefriending@ageuksomerset.org.uk

T: 01823 345625

Or visit our website:

www.ageuksomerset.org.uk/activebefriending



‘Memory Connections’ – Specialist Dementia Therapy groups

Memory Connections is the name of our Maintenance Cognitive Stimulation Therapy (MCST) programme which offers a successful and enjoyable way to treat the symptoms of mild to moderate dementia.

About our Memory Connections groups

At a Memory Connections group members enjoy a range of activities, supported by a specialist team of trained staff, which provide general stimulation for thinking, concentration and memory. Each week we cover different themes and topics such as; Life History, Current Affairs, Word Games, Physical activity, Music, Creativity and much more. The sessions are group led with the members choosing themes of interest. This leads to very enjoyable discussions and a great level of engagement and enthusiasm.

We run weekly sessions in small, friendly groups in venues across Somerset and North Somerset. They last for two hours which can give carers valuable respite time.

As well as face to face groups we also offer online groups (virtual CST) using Zoom for those who wish to participate from home. For those who would like to take part online but lack confidence in technology, we can offer technical support and we can even loan you a device to use!



COMMENTS FROM PREVIOUS PARTICIPANTS -

“I really enjoy the sessions and consider everybody my friend now.”

“It’s great to see my father being so much more positive after the 2 sessions. His level of engagement is greater and he seems to understand better how important it is for him to try and stay connected to the world around him.”

“Your session today lifted Angela’s spirits enormously. Thank you so much for all your input and preparation. It’s so nice to see her more cheerful during this difficult time.”



‘Memory Connections’ Dementia MCST





How MCST works

MCST focuses 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.

The benefits of MCST

Maintenance Cognitive Stimulation Therapy is proven to initially, slow the progression of dementia and increase quality of life. Evidence suggests 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 and memory
- Improves 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

T: 01823 345613

Or visit our website:

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

A, C, T, I, V, I, T, I, E, S,



✓ discussions ✓ word games

✓ quizzes ✓ physical activities

✓ creative and musical activities!



Our Toenail Cutting service can help you stay comfortable on your feet

This service is for those aged over 55 in Somerset. We are not able to offer this in North Somerset at the present time.

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

Toenails can cause difficulties if they are not cut. Long toenails can become a hazard leading to falls and unfortunately, hospitalisation.

Our Toenail Cutting Service is our response to this serious problem and works in association with Somerset Partnership NHS Foundation Trust to keep older members of society comfortable, mobile and independent.

Trimmed toenails can help with:

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

What does the service offer?

We offer our clients a simple, good value toenail cutting service provided by trained staff in a clinic environment. We don't cut finger nails and we can't provide any other kind of podiatry or chiropody service, ie, we cannot help with corns, bunions, hard skin, etc.



Once registered with us, clients are normally offered four toenail cutting appointments each year.

Our service offers:

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

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

Unfortunately we are unable to cut the toenails of anybody who uses certain medications, such as warfarin, some other anti-coagulants, and some oral steroids. If you are unsure if you can join this service please don't hesitate to contact us to check.

How much does it cost?

We make a reasonable charge for each appointment (£15 per appointment in November 2021).

In addition there is an initial small one-off charge to cover the cost of the clippers and nail file which then belong to the individual.

Compared to the price of a visit to a chiropodist our service offers a very cost effective way of keeping your toenails trimmed.

How can someone start using the Toenail cutting service?

- The first step is to contact your GP surgery and ask them to send a referral form to the NHS Podiatry service for an assessment to go on to our Toenail cutting service. You may not have to speak to your GP. The Practice Manager, Nurse or receptionist may be able to do this for you.
- After they receive your referral, the NHS Podiatry team will assess your eligibility for our service and if there are no issues will send you a letter of confirmation. In some instances they may contact you to arrange an initial appointment with them.
- The NHS Podiatry team will then contact us to let us know you are joining the Toenail cutting service. We will then contact you to arrange a location and date for your Toenail cutting appointment with us.

If you would like further information please contact us:

E: tnc@ageuksomerset.org.uk

T: 01823 345610

Or visit our website:

www.ageuksomerset.org.uk/toenailcutting

Scams

How can I keep my money and information safe from scams?

Scams are increasingly common and sophisticated and many people are caught out. A scammer may try to approach you on your doorstep, by post, over the phone or online pretending to be someone they're not and offering misleading services or investments.

Visit our website where you'll find lots of information on what you can do to protect yourself from being scammed and who you can turn to if it has happened to you.

If you would like further advice on Scams please contact:

E: infoandadvice@ageuksomerset.org.uk

T: 01823 345610

Or visit our website:

www.ageuksomerset.org.uk/scams

Friendly Phone Calls

Age UK Somerset is a proud member of Open Mental Health, an alliance of local voluntary organisations and the NHS.

We are working in partnership to ensure that residents of Somerset get the support they need, when they need it. At the start of the Covid 19 pandemic and subsequent lockdowns, we started our Friendly Phone Calls service to address the increased isolation and anxiety experienced by many older people.

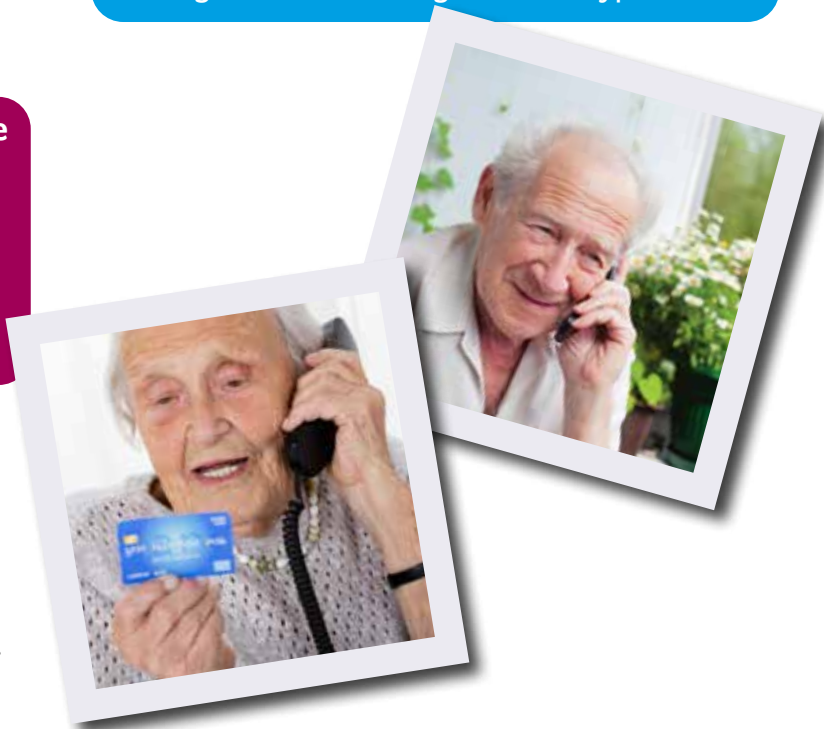
For more information contact:

E: infoandadvice@ageuksomerset.org.uk

T: 01823 345610

Or visit our website:

www.ageuksomerset.org.uk/friendlyphonecalls



Open Mental Health

Anybody who is in need of mental health support in Somerset can call the helpline on 01823 276892, 24hrs a day, 7 days a week, or email support@openmentalhealth.org.uk

Age UK Somerset is a proud member of Open Mental Health Alliance along with Mind in Somerset, The Balsam Centre, Chard WATCH, Spark Somerset, SWEDA, Citizens Advice, Rethink Mental Illness, Second Step and NHS Somerset.

Would you like to get involved in our mission to make later life better in Somerset?

With your help we can ensure everyone in Somerset and North Somerset has opportunities to age well and enjoy later life.

If you would like to get involved, there are lots of things you can do. Every contribution helps us to make a difference to the lives of older people in Somerset and North Somerset.

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

Volunteering

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

Volunteers:

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

Research has shown that the more we give, the happier we feel. Volunteering increases self-confidence and doing good for others and the community provides a natural sense of accomplishment. Volunteering can also give a sense of pride and identity.

Our team of 250 brilliant volunteers are crucial to the running of our services. We could not function as a charity without them.

Living in a society with a growing older population, especially true of our area, means that there are more people who need our support and so your contribution would be much appreciated. Whatever your interests and talents we're bound to have an opportunity for you.

For more information contact:

E: volunteers@ageuksomerset.org.uk

T: 01823 345627

Or visit our website:

www.ageuksomerset.org.uk/volunteering








Would you like to help reduce loneliness, while improving the mental and physical well-being of an older person in your community?

Then Volunteer for our new service. It'll be right up your street!

We are looking for friendly Volunteers who would enjoy accompanying an older person in their area for a short walk and a chat as part of our free Active Befriending 'Walk and Talk' service.

You would be making a big difference by supporting an older person who would like to benefit from fresh air and being more active but lacks the confidence to go out by themselves. **If you can spare an hour or so on a regular basis this is a great way to volunteer, and you may find you feel the benefit of being more active too!**

To find out more please email
volunteers@ageuksomerset.org.uk
 or call **01823 345627** and leave a message.

Thank you!

Revised 02/06/21

Age UK Somerset is a Registered Charity (Number 1015900)



Could you spare some change?

As an independent local charity we rely on the support of people like you to help older people in Somerset. Giving a donation, however small, either a one-off payment or regularly, can really make a difference to the work we do at Age UK Somerset.

There are many ways you can donate to us.

To donate online: Giving online is quick and easy. You can make a one-off donation or set up a regular monthly donation to support individuals that need it the most. Please visit our website: www.ageuksomerset.org.uk/donate

Donate by post: If you would like to make a donation by cheque, please make it payable to Age UK Somerset and send it to us at Ash House, Cook Way, Taunton, Somerset, TA2 6BJ.

All money raised locally is spent local supporting older people in Somerset and North Somerset.

Leave a lasting legacy

Leaving a gift to Age UK Somerset in your Will enables us to continue to provide vital services for older people in Somerset and North Somerset. Every gift in every Will, no matter how large or small, makes a difference.

People also donate to us in memory of a loved one.

For more information:

E: fundraising@ageuksomerset.org.uk T: 01823 345627
or visit our website: www.ageuksomerset.org.uk/yourlegacy

Fundraising to make life better for local older people

Get your neighbours or work colleagues involved, round up your friends and family, and involve any groups and clubs of which you're a member. It can bring people together, be great fun, and it's all for a great cause.

We'll be right behind you so let us know what you have planned and we can offer support and help with promoting your fundraising event.

Perhaps you work for a local business who may be looking to support a good cause in their local community? Please let us know!

Get in touch:

E: fundraising@ageuksomerset.org.uk T: 01823 345627

If you need some inspiration visit our website:

www.ageuksomerset.org.uk/fundraising

Come along to an event

We frequently organise fundraising events such as talks or musical events and at Christmas time we have our Annual Carol Service at the beautiful Cathedral in Wells. We'd love it if you could support our events.

Stay up to date with what we have coming up by visiting our website:

www.ageuksomerset.org.uk/fundraisingevents



Join in a campaign

Throughout the year we are involved in a number of campaigns either to raise awareness around important issues, or to raise vital funds. One such campaign is The Big Knit. Hundreds of local groups and individual knitters knit thousands of cute little hats and send them to us. Innocent drinks then put the hats on their smoothie bottles and give us 25p for each hat we send them. These 25ps add up and help us to fund projects to banish loneliness!

For more information contact: E: fundraising@ageuksomerset.org.uk T: 01823 345627
or visit our website: www.ageuksomerset.org.uk/getinvolved



Please share your opinions – they matter to us

If you are over 60 and living in Somerset or North Somerset we need you to join our 'Somerset Older Opinions Matter' (SOOM) survey group!

Age UK Somerset exists to make life better for older people in Somerset and North Somerset. Through the SOOM, Somerset Older Opinions Matter project we want your responses to our short, monthly surveys to help us discover what's important to you. The answers may shape our services and help us to campaign for a better later life for all.

We want to make sure local older people's voices are heard.

For more information contact:

E: communications@ageuksomerset.org.uk T: 01823 345627
or visit www.soom.org.uk



Your right to social care and support

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

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

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

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

The authority should:

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

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

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

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

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

Assessing your care and support needs

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

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

When you get assessed by the local authority, as a minimum you may be given information and signposting to other services, and ways that you might find funding to pay for them. However, if your needs meet the national eligibility criteria, your local authority will have to meet these needs.

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

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

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

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

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

What are the national eligibility criteria for care and support?

The eligibility threshold for adults with care and support needs is based on identifying how a person's needs affect their ability to achieve relevant outcomes, and how this impacts on their wellbeing.

Local authorities must consider whether the person's needs:

- arise from or are related to a physical or mental impairment or illness
- make them unable to achieve two or more specified outcomes
- as a result of being unable to meet these outcomes, there is likely to be a significant impact on the adult's wellbeing

An adult's needs are only eligible where they meet all three of these conditions.

The specified outcomes measured include:

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

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



Planning for your future care needs

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

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

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

The costs of long-term care

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

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

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



How your local authority can help with planning your care

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

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

Local authorities must work with people in their areas to provide or arrange services that help to keep people well and independent. This should include identifying the local support and resources already available, and helping people to access them.

They should make clear:

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

Financial planning for future care needs

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

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

Making decisions about your future care needs and wishes

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

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

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

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

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

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

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

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

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

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

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

Independent advice on planning your care

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

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

Funding care

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

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

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

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

Find out about support paid for by your local authority.

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

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

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

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

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

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

How the council pays for and arranges your care

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

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

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

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

How to arrange your care as a self-funder

You can:

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

Find out what care you need

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

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

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

How much will care cost?

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

Paying for carers at home

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

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

Paying for a care home

There are 2 types of care home:

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

A room in a care home costs:

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

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

Benefits can help with care costs

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

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

Can I avoid selling my home?

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

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

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

Releasing money from your home (equity release)

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

Equity release can pay for the fees from the value of property you own. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.



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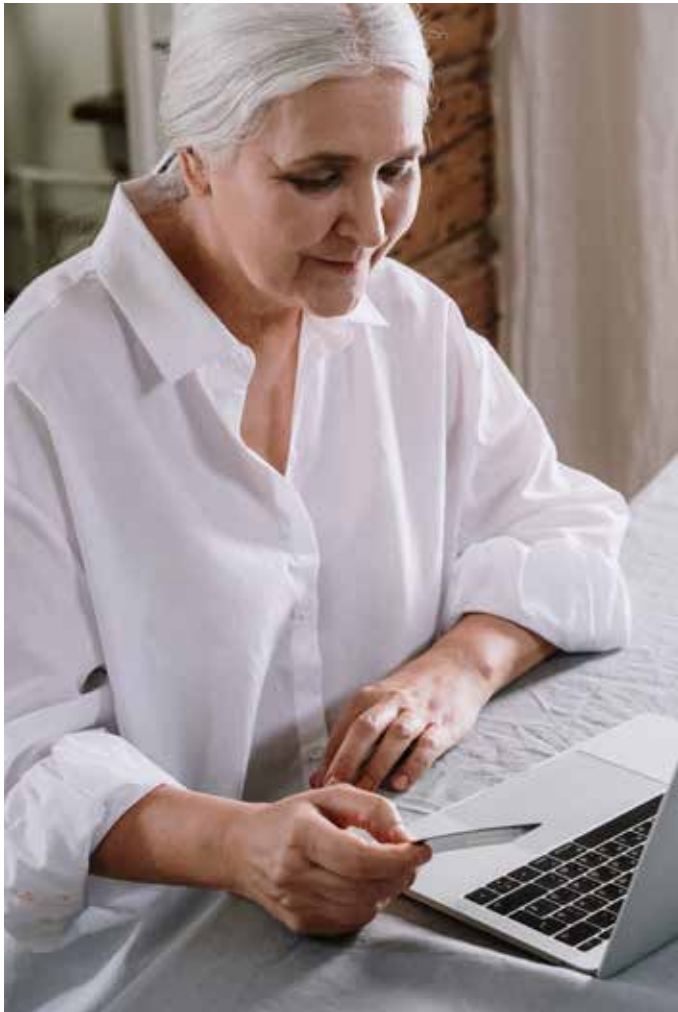
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There may be a fee for advice. The exact amount will depend on the complexity and work involved in your case, subject to a minimum of £1495.



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

You can find information on equity release for care at home from Which? or the Money Helper's equity release information.

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

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

Renting out your home

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

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www.moneyhelper.org.uk

A deferred payment scheme

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

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

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

You can get more information from:

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

Get personal advice on care funding

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

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

You can get advice from:

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

Telephone Help

Get advice on paying for care from:

- Age UK Somerset on 01823 345610
- Somerset Council on 0300 123 2224
- North Somerset Council 01275 888 801
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

Get expert financial help

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

Find a specialist care fees adviser in your area with:

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

What you can get for free

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

This can include:

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



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If your savings run out

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

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

PLEASE NOTE:

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

Somerset Council on 0300 123 2224 • North Somerset Council 01275 888 801 or

Age UK Somerset on 01823 345610

Services in your home

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

Types of homecare

Homecare comes in many forms and has many names used to describe it, including home help, care attendants and “carers” (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- cooking or preparing meals
- nursing and health care
- companionship

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

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

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

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

If you are eligible for homecare services, the local authority may provide or arrange the help themselves. Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren’t eligible for local authority help and want to get care privately, you can arrange it in several different ways.

Independent homecare agencies

If you use an independent homecare agency, you or the person you’re looking after has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account.

Independent homecare providers are regulated by the Care Quality Commission (CQC). Homecare agencies must meet CQC’s national minimum standards and regulations in areas such as training and record-keeping.

The CQC has the power to inspect agencies and enforce standards.

Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees. Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training



- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and the person you're looking after so that they can assess your needs. This also means that a joint decision can be made about the most appropriate type of care and support.

You can find out more from the UK Homecare Association.

What are the disadvantages of using a homecare agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit. You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

Questions to ask when using a homecare agency

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

- Does the agency check references?
- What training and supervision do they provide?
- What is their complaints policy?
- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency contracts to provide care every day, it must ensure that it does.)

Hiring a personal assistant (P.A.)

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

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

Homecare from charities

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

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

Safeguarding vulnerable groups

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

If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison.



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HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
BA3 4QE	Amber Home Care	The Old Redhouse Farm	Near Radstock	01761 412011
BA5 3DG	Ddee Care	Bath Road	Wells	07851 210160
BA6 9JY	Candlelight Homecare	King Street	Glastonbury	01458 831201
BA11 2FE	Lifeline Homecare	Marshall Way	Frome	01373 823105
BA11 5DL	Berkeley Home Health	Marl Pits Lane	Frome	01373 836767
BA11 5JZ	Bluebird Care	Wallbridge Mills	Frome	01373 463838
BA20 1HB	Altogether Care	Church Street	Yeovil	01935 433069
BA20 1HZ	Bluebird Care South Somerset	25-26 Market Street	Yeovil	01935 584184
BA20 1RG	Heartfelt Care	11 -12 High Street	Yeovil	01935 479994
BA21 3TL	Wisteria Care	Stourton Way	Yeovil	07946 404414
BA22 8RN	Alina Homecare	Copse Road	Yeovil	01935 513136
BA22 8RN	Home Instead	Copse Road	Yeovil	01935 577030
BS22 6JE	Home Instead	202 High Street	Weston Super Mare	01934 526892
BS22 7SB	ARCH Care Services	137 Pastures Avenue	Weston-super-mare	01934 808746
BS22 7SB	Maria Care Services	Pastures Avenue	Weston-super-mare	01934 522570
BS23 1TR	Helping Hands	55A Oxford Street	Weston Super Mare	01934 315212
BS23 2XL	Orchard Care	13 Hazeldene Road	Weston Super Mare	01934 622539
BS24 0QE	Poppy's Homecare	Purn Way	Weston Super Mare	01934 815025
BS24 8EE	Access Your Care	10 Beaufighter Road	Weston-super-mare	01275 874861
BS25 5AA	Care and Support Service	2 Hapil Close	Winscombe	01934 825900
BS48 1RB	Home Instead	Crown Glass Place	Bristol	01275 391300
BS8 3TG	Audley Care	Beggar Bush Lane	Bristol	01275 404135
TA1 1BT	Thornhill Care Services	Belvedere Road	Taunton	07752 966698
TA1 1SW	Taunton Homecare Services	20-21 Canon Street	Taunton	01823 423352
TA1 1UR	Care Wyvern	Yarde Place	Taunton	01823 325554
TA1 2EP	Somerset Care Community	Huish Close	Taunton	01823 447120
TA1 3PJ	Prestige Nursing Taunton	17 High Street	Taunton	01823 216496
TA1 4AJ	Helping Hands	7 Corporation Street	Taunton	01823 219748
TA1 4TY	Home Instead	Pitts Close	Taunton	01823 211121
TA3 6DG	Ruby Care	Wrantage Mills	Taunton	01823 480640
TA3 7RE	Hummingbird Care	Royston Road	Taunton	01823 602776
TA4 1EQ	Way Ahead Care	1-3 The Courtyard	Taunton	01823 321123
TA6 3LJ	Total Care	112 Friarn Street	Bridgwater	01278 424514
TA6 6AD	G H Quality Care	63 Taunton Road	Bridgwater	01278 445068
TA7 9BP	B & S Healthcare	Moorsedge Farm	Bridgwater	01179 533455
TA11 6SB	Boocare	Bancombe Road	Somerton	01458 551674
TA18 7BQ	Libertas Care	Old Mill Lane	Crewkerne	00146 078726
TA18 8AB	Care South Home Care	South Street	Crewkerne	01460 270500
TA2 8BY	My Willows (South West)	Bathpool	Taunton	08000 902312
TA20 1LS	Lily Caring Angels	6 Denning Close	Chard	01460 929090
TA21 0LS	One to One Homecare	Whiteball	Wellington	01823 674309
TA21 8YA	Netherclay Home Care	Chelston Business Park	Wellington	01823 668400
TA24 5UB	Carroll's	3 Friday Street	Minehead	01643 707370
TA24 6EW	Dunster Lodge Domiciliary	Manor Road	Minehead	01643 800190

Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children. This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.

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

Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to. You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check.

If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.



Manual handling

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

The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency). It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.

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 01935 479815



Care homes & retirement living

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children. Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres. One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

Consider other options for care first

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

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

- home care
- help to live independently at home

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

Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of. A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help. Find care homes without nursing.

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

Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason.

Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs.

Local authority help with the cost of residential care is means-tested. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.

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

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

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

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

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

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

Choosing a care home if you're funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the best options for you in terms of its cost, location, services, and a host of other potential factors. Read on for tips on choosing your care home.

Choosing a care home if you're having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be

available and most appropriate based on your needs.

Even if you're unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?



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- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs?
- Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

A good care home will:

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there

- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful
- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making
- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care

An unsatisfactory care home might:

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

If you move into a care home

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

Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have



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

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 know contact details and when you might feel up to receiving visitors

Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations. Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered.

The registration of organisations reassures the public when they receive a care service or

treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards.

Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services.

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

Care home closures

Care homes will sometimes close. This can be because the owner decides not to carry on providing the service in that location (for instance, if they retire), or because the home has been sold or failed to meet legal standards. Proposals to close a care home can obviously cause great distress. If the care home is operated by the local authority, it has to follow a consultation process with residents and families. It may be best to get specialist legal advice in this situation. You can find an appropriate solicitor through the Law Society.



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NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
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
BA11 1BL	Catherine House Care Home	Cork Street	Frome	01373 451455
BA11 1HJ	Belmont Villa Care Home	58-62 Weymouth Road	Frome	01373 471093
BA11 2AA	Gracewell of Frome	Welshmill Lane	Frome	01273 489500
BA16 0JJ	Arthurs Court	27 Highfield Road	Street	01458 447244
BA20 2FT	Cooksons Court	Cooksons Orchard	Yeovil	01935 421493
BA21 3AD	Ivelhurst Nursing Home	27 Preston Road	Yeovil	01935 426777
BA21 3AE	The Knoll Nursing Home	33 Preston Road	Yeovil	01935 421822
BS20 8DU	Norewood Lodge Care Home	72 Nore Road	Portishead	01275 818660
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	1 Court Close	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 2PE	Highcroft Nursing Home	7 Eastfield Park	Weston Super Mare	01934 622247
BS23 2PX	Annabel House Care Centre	57 Bristol Road Lower	Weston-super-Mare	01934 416648
BS23 4AT	Clarence Park	7-9 Clarence Road North	Weston Super Mare	01934 629374
BS23 4BG	Beach Lawns	67 Beach Road	Weston Super Mare	01934 629578
BS23 4BP	Parklands Care Home	13 Clarence Road East	Weston-super-mare	01934 626572
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 519401
BS25 1DH	Winscombe Hall	Winscombe Hill	Winscombe	01934 843553
BS25 5AD	The Russets	1 Pegasus Place	Sandford	01934 825900
BS26 2AA	Axbridge Court Nursing Home	West Street	Axbridge	01934 733379
BS48 1BZ	Silver Trees	Brockway	Bristol	01275 859556
BS48 2DS	Argentum Lodge	81 Silver Street	Bristol	01275 850430
BS8 3RP	Abbots Leigh	Manor Road	Bristol	01275 374669
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 4RA	Oake Meadows Care Home	Wyvern Road	Taunton	01823 337674
TA3 6SG	Beauchamp House	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

NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
TA6 6WT	Stockmoor Lodge	1 Nokoto Drive	Bridgwater	01278 434535
TA6 7JQ	The Rosary Nursing Home	Mayfield Drive	Bridgwater	01278 727500
TA8 2EX	Hillview Nursing Home	36 Berrow Road	Burnham On Sea	01278 792921
TA8 2PN	Burnham Lodge Nursing Home	147 Berrow Road	Burnham On Sea	01278 783230
TA9 4BB	Holywell Nursing Home	120 Brent Street	Highbridge	01278 760601
TA10 0NQ	Immacolata House	Portway	Langport	01458 254200
TA11 6DX	Castle House Nursing Home	Castle Street	Somerton	01458 223780
TA18 7AF	The Orchards	Orchard Lane	Crewkerne	00146 076267
TA19 9PT	Horton Cross Nursing Home	Horton Cross	Ilminster	00146 052144
TA2 7PB	Aspen Court	Hope Corner Lane	Taunton	01823 346000
TA20 2HN	Oak Lodge	Lordsleaze Lane	Chard	00146 067258
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	West Buckland Road	Wellington	01823 667066
TA24 5AW	The Winsor Nursing Home	54 The Avenue	Minehead	01643 707870
TA24 8DT	Eastleigh Care Homes	Periton Road	Minehead	01643 702907



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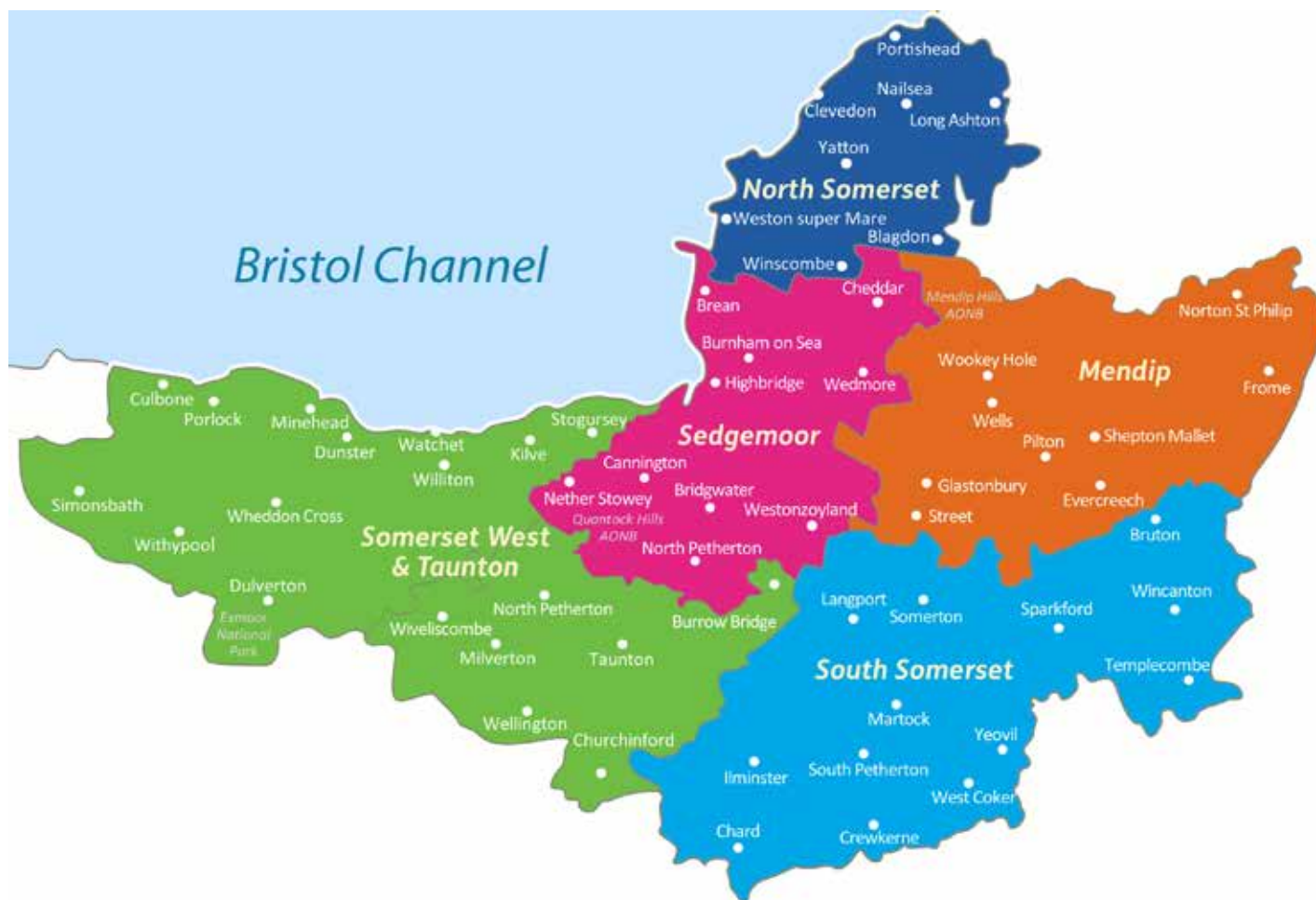
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RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
BA4 4LU	Field House	Cannards Grave Road	Shepton Mallet	01749 342006
BA4 5TZ	St Cecilia Care Home	1 Hitchen Lane	Shepton Mallet	01749 342809
BA5 1TN	Fletcher House	Glastonbury Road	Wells	01749 678068
BA6 8NH	The Cyder Barn	Glastonbury Road	Glastonbury	01458 834945
BA6 8SZ	Avalon Court Residential	High Street	Glastonbury	01458 851572
BA6 9EQ	The Tudors	Street Road	Glastonbury	01458 831524
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 4HR	Greenhill Grange Residential	Greenhill Grange	Frome	01373 471688
BA16 0JJ	Southlawns	Highfield Road	Street	01458 443635
BA20 2BE	Grovelands	45 Grove Avenue	Yeovil	01935 475521
BA20 2JA	Beechwood House	60 West Coker Road	Yeovil	01935 472793
BA21 3QG	The Elms Residential	Yeovil Marsh	Yeovil	01935 425440
BA21 4NB	Compton View Residential	267 St Michaels Avenue	Yeovil	01935 476203
BA21 5LD	Sunningdale Lodge	Sunningdale Road	Yeovil	01935 422980
BA22 8DB	Fir Villa Residential	Camel Street	Yeovil	01935 850670
BS20 6PU	Petersfield	Church Road South	Portishead	01275 848362
BS20 7HP	Cambrian Lodge	4 Battery Road	Portishead	01275 848844
BS21 6DY	Poets Mews Care Home	2 Cherry Avenue	Clevedon	01275 404840
BS21 7DE	Worcester Lodge	30-32 Castle Road	Clevedon	01275 874031
BS21 7DZ	Gorselands Care Home	45 The Avenue	Clevedon	01275 872315
BS21 7RP	Winash Rest Home	9 Albert Road	Clevedon	01275 873129
BS21 7RZ	Oaktree Lodge Residential	12-13 Jesmond Road	Clevedon	01275 873171
BS21 7SR	Alvony House Residential	25 Linden Road	Clevedon	01275 875573
BS22 8AA	Acer House Care Home	141b Milton Road	Weston Super Mare	01934 637350
BS23 1DA	Stuart House	21-23 Clevedon Road	Weston Super Mare	01934 429086
BS23 1DA	Serenita	15-19 Clevedon Road	Weston Super Mare	01934 620195
BS23 1XH	Gough House	13 Ellenborough Park North	Weston Super Mare	01934 622019
BS23 2BA	Park House Residential	Park Place	Weston Super Mare	01934 415701
BS23 2LQ	Alice House	8 Queens Road	Weston Super Mare	01934 625640
BS23 2NT	Fig House	16-20 Cecil Road	Weston Super Mare	01934 615202
BS23 2RN	Nashley House Retirement	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	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 4BE	Dewdown House	64 Beach Road	Weston Super Mare	01934 417125
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	14-16 Clarence Road South	Weston Super Mare	01934 419300
BS23 4NE	Rosewood Lodge	9 Uphill Road North	Weston Super Mare	01934 644266
BS23 4NE	The Links	7 Uphill Road North	Weston Super Mare	01934 625869
BS27 3HY	Greenhill House	Tweentown	Cheddar	01934 740500

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
BS27 3RA	Court House Retirement	Church Street	Cheddar	01934 742131
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 4LJ	Mendip Lodge	11 Whitehouse Road	Claverham	01934 834760
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 5EE	Netherclay House	Netherclay	Taunton	01823 284127
TA1 5HA	Abbeyfield	Heron Drive	Taunton	01823 334238
TA2 7PB	Cedar Lodge	Hope Corner Lane	Taunton	01823 286158
TA2 8RH	The Manor House	The Manor House	Taunton	01823 413777
TA3 7RE	Hummingbird Care	Royston Road	Taunton	01823 602776
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 3LJ	Friarn House Residential	35 Friarn Street	Bridgwater	01278 445115
TA6 6JF	Oak Trees	Rhode Lane	Bridgwater	01278 451125
TA7 9HT	Wellfield House	Manor Road	Bridgwater	01278 722405
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 782642
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	2 Moorlands Road	Merriott	00146 074425
TA16 5PR	The New Careford Lodge	Church Street	Merriott	00146 075592
TA19 0EX	Vaughan Lee House	Orchard Vale	Ilminster	00146 052077
TA19 9BQ	Hazelwell Lodge	67 Station Road	Ilminster	00146 052760
TA20 1EZ	Sunnyside Residential	Crewkerne Road	Chard	01460 239406
TA20 1LJ	Sunnymeade	Helliers Close	Chard	00146 063563
TA20 3AG	Eleighwater House	Combe St. Nicholas	Chard	00146 067532
TA20 3DB	Yew Tree Cottage	Hornsby Hill	Chard	00146 064735
TA21 0BW	Nynehead Court	Nynehead	Wellington	01823 662481
TA21 0DW	Linden House	Linden Hill	Wellington	01823 667711
TA21 8RH	Wellington & Longforth House	Longforth Road	Wellington	01823 663667
TA24 5DT	Glen Lyn	2 Tregonwell Road	Minehead	01643 702415
TA24 5JB	Westerley Residential	King Edward Road	Minehead	01643 702066
TA24 5PR	Wyndham House	Martlet Road	Minehead	01643 703934
TA24 5QB	Blenheim Lodge	North Road	Minehead	01643 703588
TA24 6EW	Dunster Lodge	Manor Road	Minehead	01643 703007



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