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info@sure-media.co.uk





Welcome to the 4th edition of our Guide to Later Life in Somerset and North Somerset.

This guide is now firmly established as the ‘go to’ guide for not only Age UK Somerset’s services but also a wider understanding of some of the services available for older people in Somerset and North Somerset.

Recent months have proved a challenge for the organisation. Traditional funding streams have ceased and the organisation has had to adapt. And adapt we have.

More older people than ever before have benefited from our range of services, over 13500 individuals in one year. A massive thank you to our wonderful staff and our amazing volunteers.

Talking of volunteers, they now number over 350. We are so grateful as we are reliant on their support for the day to day delivery of our services. There is no way we could support so many older people, across such a large area, without their help. A big thank you to each and every one of these amazing people who willingly give their time and energy to help others and make later life that much better, more enjoyable and less lonely.

If you can spare an hour a week please consider joining the team. We desperately need more Volunteers, now more than ever! There are increasing numbers of older people all across our area who need our help. In some areas we have people on waiting lists, who are waiting to be matched with local volunteers. Could you please consider lending a hand? More information about the roles we need volunteers for is available on page 14.

ALL our services, listed within this guide have delivered on behalf of older people in Somerset and North Somerset. Our Staff, Trustees and volunteers continue to go ‘the extra mile’ to ensure our older people get the support and advice they need and I’d like to take this opportunity to thank every single one of the Age UK Somerset team for their dedication, amazingly positive attitudes and unstinting work on behalf of older people.

If you cannot find the information you need in this guide don’t hesitate to get in touch with us at Age UK Somerset. Whatever your enquiry, if our friendly team are not able to help, they will certainly be able to put you in touch with someone who can.

Philip Dolan

Chief Executive - Age UK Somerset



Age UK Somerset

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

Tel: 01823 345610

Email: info@ageuksomerset.org.uk

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 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 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 can probably help.

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 more relevant ones to help you.

Our Information & Advice service is available for people over 60, who live or work in Somerset or North Somerset, their family members and carers.

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

- Benefits and allowances, including Pension Credit & Attendance Allowance
- Help completing forms
- Council Tax
- Social care services
- Lasting Power of Attorney
- Housing
- Priority debts, such as rent & utility arrears
- Care homes
- Wills

If we cannot advise on an issue, we will try to find an organisation that can help.

Please note: we cannot offer legal advice or financial advice (i.e. advice about stocks, shares, investments, etc.) or advice on debts (i.e. commercial loans, overdrafts, HP, etc). We also cannot offer advice on immigration or employment issues.

This in-demand service is provided by a small staff team. Our advisors are available by telephone between 9am and 1pm Monday to Friday. You can also contact them via an online form on our website, or if you prefer you can make an appointment for a face to face meeting.



For more information please contact: 01823 345613
Or visit our website where you can find our online contact form:
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



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 programme offer?

This free service offers a one-stop-shop, holistic approach to solve the wide variety of issues that may be affecting an older person's quality of life.

After the client requests an appointment, a member of the Age UK Somerset team visits them at their home. After a friendly chat about what daily life is like for the client, the team find the solutions and ways forward to make life much better.

The service treats everyone as individuals and the issues uncovered could range from struggling with rising bills, feeling isolated and lonely, or having trouble coping in their homes. Solutions may be provided through connecting the client with other services provided by Age UK Somerset, or the client might be referred to services provided elsewhere.

Who is Chat and Map for?

Anyone aged over 60 in Somerset or North Somerset.

Call us to book at appointment: 01823 345613
Or visit www.ageuksomerset.org.uk/chatandmap



Looking for support with Dementia?

Age UK Somerset offers support across Somerset and North Somerset for those living with dementia and their families, friends and carers, through our Dementia Awareness workshops and our Memory Connections groups.

Dementia Awareness Workshops

Age UK Somerset offers Dementia Awareness workshops for individuals, groups and organisations.

Our Memory Connections team have valuable experience of supporting people living with dementia and our workshops will improve your knowledge, and give advice on how to handle the difficult situations that can arise when caring for a person living with dementia.

We run these courses regularly at our office in Taunton but we can also come to you and provide a workshop wherever your group or organisation is based in Somerset and North Somerset.

There is a suggested donation of £20 per person to cover coffee and venue costs.

To learn more call: 01823 345516 or visit
www.ageuksomerset.org.uk/dementiaservices

Our workshop...	
...has been co-produced by people living with dementia	✓
Is informative, fun, interactive and thought-provoking	✓
Will support your commitment to becoming more aware	✓
Can be modified to suit your business or group	✓

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



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.

For more information please contact:

e: infoandadvice@ageuksomerset.org.uk

T: 01823 345613

Or visit our website:

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

T: 01823 345612

Or visit our website:

www.ageuksomerset.org.uk/toenailcutting

**These prices were correct as at 1st March 2025.*

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 an 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 16.

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 friendly 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 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 T: 01823 345615
www.ageuksomerset.org.uk/wellbeingservice

Our Ageing Well Service

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 wellbeing of older people in the local area. The Ageing Well motto is "adding years to life, and life to years" and to achieve this we have more than 200 different exercise classes taking place each month across Somerset and North Somerset, and with more being added all the time you are certain to find one 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 and Boccia which is bowling that you play seated. There is something for all abilities. Some classes are chair-based but all are very sociable and geared towards having fun.

Sit, Fit and Fun

These chair-based classes are led by our trained Volunteers and are great for any older adult who wants to stay active. Sit, Fit and Fun is relaxed and informal and the focus is on doing simple, gentle exercises, and the enjoyment of socialising in a group.



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.
4. 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



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.

Worried about Falls?

If you feel less steady than you used to, our Falls Prevention team can help.

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!

To reduce the risk of falling, improving strength, balance, flexibility and reaction times are important. The Falls Prevention team at Age UK Somerset run a number of different 'Strong and Steady' sessions which specifically target these areas and have proven to be very effective. All the sessions are led by specially trained instructors.

The '**Get Strong, Get Steady**' sessions are based on the Falls Management Exercise (FaME) programme and are suitable for those who are experiencing advanced mobility issues.

The '**Stay Strong, Stay Steady**' exercise sessions follow the evidence-based Otago programme. The focus in these sessions is on leg muscle strengthening and balance exercises to improve stability and reflexes.

Our '**Strong and Steady for Life**' sessions use the FaME principles to build on the results achieved in the '**Stay Strong, Stay Steady**' sessions and ensure that strength and balance improvements are maintained.

By providing these special classes we are working to reduce frailty and make a really positive difference to the lives of older people in Somerset and North Somerset. Not only that, but the weekly small group sessions are fun and sociable and a place where new friendships have been made!

How to join one of our Falls Prevention sessions

To join a session a referral needs to be made either by your medical professional, carer, Health Connector or you can self-refer by contacting us and completing a short form. We are part of the Somerset Falls Pathway with many of our referrals coming from Community Hospitals and from local GPs.



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

For more information please contact:

e: fallsprevention@ageuksomerset.org.uk T: 01823 345614
www.ageuksomerset.org.uk/fallsprevention

How can we continue to help the older people who need our support?

Only with the help of people like you!

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.



Volunteering

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 (see photos on page 14), 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!



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 anxiety, and improve the lives of older people who are struggling financially, by taking the stress out of form-filling with a visit to a client at home to help them with benefit claims paperwork.

Ageing Well

Volunteers bring groups of older people together each week for fun and sociable 'Sit, Fit and Fun' gentle exercise sessions. These sessions involve games and music and are great for improving mental 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.



For more information contact:

e: volunteers@ageuksomerset.org.uk T: 01823 345627
www.ageuksomerset.org.uk/volunteering

Ways to support us ...

Age UK Somerset is a local independent charity working in Somerset and North Somerset to offer support and services to older people in need of help.

Make a Donation

You can make a one-off donation online by visiting 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 or email 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:

- By setting up an Employee Volunteering scheme - allowing members of your staff to give back to their community for a set amount of time.
- Choosing Age UK Somerset to be your Charity of the Year. Rumwell Farm Shop raised £3,900 for us through raffles, dressing up events and quizzes when we were their Charity of the Year, and this year a couple of local Golf Clubs have chosen Age UK Somerset as their charity to raise funds for (fore!).
- 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** 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
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**
email communications@ageuksomerset.org.uk or call 01823 345627





THE BIG KNIT

we need your

woolpower



We need Big Knitters for the Big Knit campaign!
For every little knitted or crocheted hat we send in,
innocent the smoothie people donate 30p to Age UK Somerset
to help us be there for older people who have no one else to turn

little hats **big difference**

The DEADLINE for 2025 is 31st May - if this has passed,
please get in touch about The Big Knit 2026!

For info & patterns

email:

info@ageuksomerset.org.uk

call

01823 345612

or scan



Please can you help?



Please send your hats to:

**Age UK Somerset
Ash House,
Cook Way, Taunton,
Somerset, TA2 6BJ**

or drop them in to one
of our local drop off
points which you can
find on our website.

www.ageuksomerset.org.uk/bigknit

Upcoming fundraising events ...



Thursday 3rd July 2025, 2pm - 4.30pm (doors open at 1.30pm)

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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



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Seaton	01297 20584	
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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.

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Services in your home

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



Types of homecare

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

Homecare can suit you if you need:

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

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

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

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

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

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

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

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



Independent homecare agencies

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

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

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

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

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

Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and the person you're looking after so that they can assess your needs.





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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?

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
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 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 5JY	Atwell Care	2 Harris Close	Frome	01373 470760
BA16 0JJ	Humanicare	27 Highfield Road	Street	03309 121446
BA20 1HZ	Bluebird Care	25-26 Market Street	Yeovil	01935 584184
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 848 533
BA21 3AQ	Redleif Care	36 Preston Road	Yeovil	07894 730512
BA21 3TL	Wisteria Care	Stourton Way	Yeovil	01935 823495
BA22 8RN	JSS Homecare	Copse Road	Yeovil	01934 311290
BA22 8RN	Alina Homecare	Copse Road	Yeovil	01935 513136
BA22 8RN	Home Instead Yeovil	Copse Road	Yeovil	01935 577030
BS8 3TG	Audley Care	Beggar Bush Lane	Bristol	01275 404135
BS21 7PD	Helping Hands	61 Hill Road	Clevedon	07814 167317
BS22 6HB	Ultimate Complex Care	121 High Street	Weston-super-mare	01934 416585
BS22 6JE	Home Instead	202 High Street	Weston Super Mare	01934 526892
BS22 7SB	Right at Home	137 Pastures Avenue	Weston-super-mare	01934 235410
BS22 7SB	Maria Care Services	Pastures Avenue	Weston-super-mare	01934 522570
BS23 1TR	Helping Hands	55A Oxford Street	Weston Super Mare	01934 315212
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
BS24 9AY	MJ Homecare	Oakwood Business Park	Weston-super-mare	01278 558301
BS25 5AA	Care and Support Service	2 Hapil Close	Winscombe	01934 825900
BS26 2UG	Aspire Care (SW)	Mendip Business Park	Axbridge	01934 265263
BS40 5QR	Care and Respite	Coxs Green	Bristol	01934 707670
BS48 1RB	Home Instead	Crown Glass Place	Bristol	01275 391300
TA1 1SW	Taunton Homecare	20-21 Canon Street	Taunton	01823 423352
TA1 1UR	Care Wyvern	Yarde Place	Taunton	01823 325554
TA1 2DX	Stokely Healthcare	Creech Castle	Taunton	07738 684549
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
TA1 4TY	Home Instead	Pitts Close	Taunton	01823 211121



- 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.)

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.




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- Companionship:**
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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.

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
TA2 6BD	Mass Home Care	Livingstone Way	Taunton	01823 216192
TA3 6DG	Ruby Care	Wrantage Mill	Taunton	01823 480640
TA4 1EL	CL Lifestyles Night Care	Rumwell Hall	Taunton	08454 590188
TA5 1JS	Kulera Care	3 Parsons Close	Bridgwater	07729 957636
TA6 3EW	Caringhearts Support Services	24 Angel Crescent	Bridgwater	01278 226204
TA6 3HW	Dementia Care TLC	West Quay	Bridgwater	01278 455270
TA6 3LJ	Total Care	112 Friarn Street	Bridgwater	01278 424514
TA6 4SY	Brunelcare	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	Kingfisher House	Highbridge	01278 795342
TA11 6SB	Boocare	Canvin Court	Somerton	01458 551674
TA12 6HB	Laurel Homecare	Great Western Road	Martock	01935 713020
TA18 7BQ	Libertas Care	3 The Barley Yard	Crewkerne	00146 078726
TA18 8AB	Care South Home Care	4a The Linen Yard	Crewkerne	01460 270500
TA20 2AH	Lily Caring Angels	3 Holyrood Street	Chard	01460 929090
TA21 0LS	One to One Homecare	The Ferns	Wellington	01823 674309
TA21 9AD	Bluebird Care	Westpark	Wellington	01823 331194
TA24 6EW	Dunster Lodge Domiciliary Care	Manor Road	Minehead	01643 800190

Care homes & retirement living

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

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

Consider other options for care first

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

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

- home care
- help to live independently at home

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

Personal care or nursing care?

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

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

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

Choice of care home

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

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

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





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

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

Do not cancel your tenancy or sell your home until the final decision has been made by the local authority. The value of your home must not be included in the local authority’s means-testing until 12 weeks after you’ve confirmed that the care home placement will be permanent.

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

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

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

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

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

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

Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents’ individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs?
- Will the correct diet be provided?
- Will the right language be spoken?
- Will there be opportunities to participate in religious activities?
- Do they allow pets?

- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
 - You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
 - Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.
- A good care home will:**
- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there
 - have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful
 - employ well-trained staff, particularly where specialist care such as dementia nursing is required
 - involve residents, carers and their families in decision-making
 - support residents in doing things for themselves and maximising their independence
 - offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
 - be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
 - respect residents' privacy, modesty, dignity and choices
 - be accredited under the Gold Standards Framework for end of life care



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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	Radstock	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 1HJ	Belmont Villa Care Home	Weymouth Road	Frome	01373 471093
BA11 2AA	Rossetti House	Welshmill Lane	Frome	01273 489500
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
BA21 3UA	West Abbey	Stourton Way	Yeovil	01935 411136
BA21 4HF	Sherborne House Care Home	131 Sherborne Road	Yeovil	01935 423210
BS20 7QA	Harbour Care Centre	4 Haven View	Portishead	01275 409950
BS20 8DU	Norewood Lodge	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
BS23 1DP	Oaklands Care Home	26 Severn Road	Weston-super-Mare	01934 616344
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 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 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 519401
BS25 1DH	Winscombe Hall	Winscombe Hill	Winscombe	01934 843553
BS25 5AD	The Russets	1 Pegasus Place	Sandford	01934 825900



An unsatisfactory care home might:

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

If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the local authority has set up the placement after a care needs assessment. Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

You should also:

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

Rights of care home residents

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

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



Please call us on
01278 551571 to see
how we can help you



A family run care home where residents always come first.

About Us

- A home from home atmosphere
- Respite and long-term care
- All rooms en-suite with most including a walk-in shower
- Visiting hairdresser, chiropodist and aromatherapist
- Close links with local churches
- Advanced falls monitoring system
- Excellent cuisine
- Varied activities schedule, including outings
- An award-winning home with carehome.co.uk and proud to have been awarded 'Platinum' status in the Gold Standards Framework



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8 Brightstowe Road | Burnham-on-Sea | Somerset | TA8 2HW



NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
BS48 1LX	Sycamore Lodge	Lodge Lane	Bristol	01275 858000
BS48 2DS	Argentum Lodge	81 Silver Street	Bristol	01275 850430
BS8 3RP	Abbots Leigh Manor	Manor Road	Bristol	01275 374669
TA1 2BD	Lavender Court	Roman Road	Taunton	01823 279151
TA1 2EH	Hamilton Park Nursing Home	6 Hamilton Road	Taunton	01823 256650
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
TA1 5HF	The Manor	Haydon Close	Taunton	01823 336633
TA2 7PB	Aspen Court	Hope Corner Lane	Taunton	01823 346000
TA2 8LL	Gotton Manor	Gotton Manor Home	Taunton	01823 413118
TA3 6SG	Beauchamp House	Hatch Beauchamp	Taunton	01823 481500
TA4 1AB	Frethey House	Frethey Lane	Taunton	01823 253071
TA4 1BT	Wey House Nursing Home	Norton Fitzwarren	Taunton	01823 337391
TA4 3BT	Dunkirk Memorial House	Minehead Road	Taunton	01823 432407
TA6 3LS	Avalon Nursing Home	2-4 Taunton Road	Bridgewater	01278 450450
TA6 4GU	Casa di Lusso	Bower Lane	Bridgewater	01278 557100
TA6 6WT	Stockmoor Lodge	1 Nokoto Drive	Bridgewater	01278 434535
TA6 7JQ	The Rosary Nursing Home	Mayfield Drive	Bridgewater	01278 727500
TA8 2PN	Burnham Lodge Nursing	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
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	00146 076267
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	West Buckland Road	Wellington	01823 667066
TA24 5AW	The Winsor Nursing Home	54 The Avenue	Minehead	01643 707870



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

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.

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.

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
BA6 8NH	The Cyder Barn	Glastonbury Road	Glastonbury	01458 834945
BA7 7AN	Highfield House Residential	High Street	Castle Cary	01963 350697
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 Home	Yeovil Marsh	Yeovil	01935 425440
BA21 4NB	Compton View Residential	267 St Michaels Avenue	Yeovil	01935 476203
BA22 8DB	Fir Villa Residential Home	Camel Street	Yeovil	01935 850670
BA22 8QD	Wisteria House Residential	6 Montacute Road	Yeovil	01935 822086
BS20 7HP	Cambrian Lodge	4 Battery Road	Portishead	01275 848844
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 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	12-13 Jesmond Road	Clevedon	01275 873171
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 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 1YD	St Agnes Retirement Home	5-7 Neva Road	Weston Super Mare	01934 621167
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 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 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 4BN	Stoneleigh Residential	24 Clarence Road South	Weston Super Mare	01934 626701
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
BS27 3TN	The Laurels	Westfield Lane	Cheddar	01934 742649

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
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 5EE	Netherclay House	Netherclay	Taunton	01823 284127
TA1 5HA	Heron House	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
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
TA6 6NW	Branch House	Taunton Road	Bridgwater	01278 661290
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
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	01460 64735
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	2 Tregonwell Road	Minehead	01643 702415
TA24 5JB	Westerley Residential	Westerley	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



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



Age UK Somerset

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