



Worcestershire

Care Services Directory 2024

The essential guide to choosing and paying for care and support

In association with

Looking for a carehome?

We offer a free service, to help you make the right choice

How to Find a Care Home has successfully helped hundreds of families and with over 10 years experience in the industry we are here to make the process of finding a care home a lot easier. We have a vast knowledge of the care home sector and we offer a large portfolio of care homes to choose from. We will always match the care home to the needs of the client.

Our advisors appreciate the need for confidentiality, sensitivity and reassurance at all times, and are available at a time to suit you, including evenings and weekends.



The Service

At How to Find a Care Home you will find that all our Advisors have a high level of experience and a great understanding of the problems you face when looking for a care home. The personalised support we provide will enable you to choose the right care home whether it is for yourselves, your family or a friend.



Funding Advice

How to Find a Care Home works with self funding clients, and clients that are funded by Social Services and the NHS. Our Advisors are able to give information about the implications of these types of funding and what benefits are applicable, so that an informed choice can be made.



Care Homes

How to Find a Care Home works extensively with hundreds of care homes in Worcestershire, the West Midlands and nationwide. Whether you are looking for Residential, Nursing or Dementia Care, we can help you.

Call or email today!

0800 193 0443

enquiries@howtofindacarehome.uk

Scan me to visit our site



Welcome from Worcestershire County Council	4
Welcome from Worcestershire Care Association	6
Where do I start?	6
The Adult Front Door, first steps and assessments	
Supporting your independence	10
Staying independent in your home	
Support for carers	15
Assessment, benefits and guidance	
Care in your own home	19
How it can help, paying for care at home	
Home care providers	27
A comprehensive list of local agencies	
Accommodation options	37
The different models available	
Specific care and support services	38
Disability, impairment and mental health support, end of life care and advocacy	
Care homes	43
Types of homes, activities in care homes and residential dementia care	
Paying for residential care	48
Understanding the system	
Important information	50
Further help and information	
Safeguarding adults	53
The purpose of safeguarding, reporting any concerns and discussing mental capacity	

Residential care in Worcestershire	54
Comprehensive listings by region	
Useful local contacts	68
Useful national contacts	69
Index	71

Essential checklists

Assistive Technology	14
Home care agency	23
Care homes	45
Residential dementia care	47



worcestershire
county council

All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Worcestershire County Council nor Care Choices Ltd can be held liable for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call **Care Choices** on **01223 207770**. Alternatively, visit www.carechoices.co.uk/order-copies-of-a-directory to order a copy online.

Alternative formats

This Directory is available electronically at www.carechoices.co.uk/ The e-book is also Recite Me compatible for those requiring information in the spoken word.



Welcome from Worcestershire County Council

Welcome to the Worcestershire Care Services Directory 2024 which provides information on a range of social care services available across the county.

Our aim is for people to be well and stay safe, live independent and connected lives and to access the best support possible for those who require it under the Care Act. This Directory is for everyone, to help people to make the right decisions for the future independently and at the right time. The Directory is complemented by other information sources, such as the Worcestershire County Council website. Visit www.worcestershire.gov.uk/council-services/adult-social-care

We are committed to working with social care providers to raise standards and maximise the quality and choice of services available in Worcestershire. We work closely with providers to ensure that people's needs are met and liaise with inspectors to ensure that care providers meet

appropriate standards. We wish to help people make the right decisions for their care needs and to promote independent living as much as we can.

I hope you will find this Directory useful, and if you require any further information about the many services available in the county, do not hesitate to contact us through our Adult Front Door Team on **01905 768053**.



Mark Fitton

Strategic Director for People



Worcestershire County Council

Tel: **01905 768053**

Email: adultteam@worcestershire.gov.uk

Web: www.worcestershire.gov.uk/council-services/adult-social-care

Introduction

This Directory has been compiled to support you to make an informed choice about the care you may need. As your local authority, we have a responsibility to assess you to enable those needs to be identified and to promote your independence and wellbeing. If you would like to access that advice, contact the Adult Front Door Team on **01905 768053**.

This Directory contains information about the care and support services available to help you choose that care, whether you remain at home, move into a housing scheme that provides some care or consider moving to a care home or care home with nursing.

Your first step to accessing services is to have a conversation with Adult Social Care to discuss your specific needs, what options are available to you

within the community and what you might consider if these don't fully meet those needs. The Care Act calls this a 'needs assessment' and it's free, irrespective of your income, and available to all those who appear to have care and support needs. More details are provided on page 7.

We've been working to make this process more open and proportionate to your needs but are always glad for feedback to improve our conversations further. The information you provide will help us determine whether you are eligible for financial support via a Personal Budget, which allows you to buy in your own support and take control of your situation.

Depending on your level of income or savings, you may be expected to pay some or all of the costs towards your care and we can advise on this through

a financial assessment. If you are expected to pay for the whole cost of your care (commonly called a 'self-funder'), we can still advise on the best options for your care to help you get the most for your money. This is discussed on page 24 for those paying for care at home and page 48 for those paying for residential care. You will find information on benefits you may be able to claim on page 49.

We also understand the importance of Assistive Technology to help maintain and improve people's lives to allow them to remain living independently for as long as possible. You will find more information on page 13.

Support or care to help you remain living in your own home may be the option that best suits your circumstances. Things you can do to make life easier at home, what is available and how you can access it are explained on pages 11 and 12. A list of local home care providers begins on page 27.

Useful checklists featuring questions to ask providers are also included in this edition. The Assistive Technology checklist is on page 14, the home care agency checklist is on page 23, another addressing care homes is on page 45, while one covering residential dementia care is on page 47.

Comprehensive lists of care homes and care homes with nursing in Worcestershire start on page 54.

We also have some information and advice about care decisions, making a comment or complaint about a service and how solicitors can help you, starting on page 51.

All this information and more is also available through the **Worcestershire County Council** website. Visit **www.worcestershire.gov.uk/council-services/adult-social-care** or contact the **Adult Front Door Team** on **01905 768053**.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 52), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit **www.carechoices.co.uk**

Worcestershire County Council does not in any way recommend or endorse any of the organisations listed in this Directory, other than services we deliver directly. The information in this Directory relating to other providers of goods and services is for general information purposes only and does not purport to provide recommendations or make any offer and does not guarantee the quality of the goods/services. Other providers of goods or services are available.



Welcome from Worcestershire Care Association



Worcestershire Care Association (WCA) is pleased to be associated with this publication produced by Care Choices. We hope you find this Directory useful in your search for appropriate care in Worcestershire.

We are a not-for-profit organisation which represents the care industry in Worcestershire. Although we are part of the West Midlands Care Association family, the Worcestershire Care Association can trace its routes back to 1986 as the Hereford and Worcester Association of Care Home Proprietors. The Association merged with the West Midlands Care Association in 2005.

At WCA, we pride ourselves on offering the crucial support care providers require to deliver sustainable excellence within the community. We have a close working partnership with the Herefordshire and Worcestershire Clinical Commissioning Group, Worcestershire County Council and Skills for Care.

The strength of the Association lies in its membership, drawn from across the county, embracing learning disability, mental health, nursing care, supported living, dementia, residential care and physical disability.

Membership continues to grow and represents a significant proportion of the care sector in each area. Members work together to help each other and share best practice, talking to the local authorities as a group to ensure their voice is heard.

We also run conferences for care and support providers to help them to share best practice and learn from one another, with an aim to improve the quality of care across Worcestershire and the West Midlands.

WCA works closely with other associations around the country and nationally and draws upon the large network and resources available from our parent organisation the West Midlands Care Association. This enables us to spread the local message to the Government and national organisations. It also helps us to gather best practice and learning from around the country.

Globe House, Park Lane, Halesowen B63 2RA
Tel: **01384 943000**
Email: **enquiries@worcs.care**
Web: **www.worcs.care**

Where do I start?

If you are looking for advice and help for yourself, for a loved one or for another, the first step is to contact the Adult Front Door to discuss your needs.

We will learn what's important to you and, by talking together, we can identify the support that best suits your needs, whether this is freely available or has a cost.

What is The Adult Front Door?

This is a service that can establish a route of early advice, information and signposting for people of all ages and is available for both residents and organisations to access local support. This might include support for many areas of health and wellbeing (including but not limited to):

- Maintaining independence.

- Looking after someone.
- Healthy lifestyles.
- Money matters.
- Mental wellbeing.
- Recreation activities.

Contact a member of our team directly for support, signposting or assistance. The dedicated number is **01905 768053** (option one). The Adult Front Door's opening hours are Monday to Thursday, 9.00am to 5.00pm; and Friday, 9.00am to 4.30pm.

Alternatively, you can send enquires and referrals to Adult Social Care safely and securely through our online portal at **www.worcestershire.gov.uk** (search 'Worcestershire adults portal'). An adviser will call you back to have an in-depth conversation with you about your support needs.

You may require more in-depth support or intervention and our advisers can inform you of the pathways available to you. This might include (but is not limited to) signposting, information and guidance or support in the community, support from volunteers or, where appropriate, social care services.

This approach is intended to be both proportionate

and personal to you and your individual circumstances. This way of working together also ensures you have control over the decisions discussed.

You may only need support for a short while or, perhaps, something longer term. We can provide support in both situations but will never make long-term plans for someone who is in crisis. It's always better to address that need first before considering where we go from there. If you do need long-term support, we will complete an assessment that determines whether, and how much, you would be asked to pay towards the costs of your care.

If you are assessed as needing to pay the full costs of your care, you can make arrangements for yourself but, as a result of your conversations with us, you will have a much better idea of the range of options available to you and what to look for when purchasing services.

Your assessment conversation

If you appear to have care or support needs, you have a legal right to an assessment of your care needs and finances. Councils are statutorily obliged to support you in this, regardless of whether you access their services. The assessment (which is free) will consider:

- What your main needs are.
- What strengths and resources you are able to draw on.
- What options are already available to you to support these needs.
- How you can best be supported to live as independently as possible.

- Your home and how you are coping in it.
- Your emotional wellbeing.
- Your diet.
- Any health and medical treatments you need.

You can contact us for information and advice by calling the Adult Front Door Team. If you find this difficult you can ask a friend, relative or professional who is supporting you to do this on your behalf.

Tel: **01905 768053**

Email: **adultteam@worcestershire.gov.uk**

Web: **www.worcestershire.gov.uk/council-services/adult-social-care**

Personal Budgets

If you are eligible for support from us, you may be offered a Personal Budget.

A Personal Budget is the amount of money allocated to eligible people to help fund their care and support. The amount you may receive will depend on your eligible needs and the costs of meeting those needs.

The money can be either a full or a partial contribution to such costs and should be spent in line with a costed support plan that has been agreed by both you and Worcestershire County Council. This gives you the freedom to choose which provider delivers your care and support, and the flexibility to decide when the support is provided. →

→ You may also consider using small local support agencies known as community micro-enterprises.

You may also choose to pay for additional support or a more expensive support service by paying a 'top-up' direct to the care provider, explained further on page 49. Any eventual contractual agreement for services is between you and your care provider, not us.

A Personal Budget may be taken by an eligible person:

- In the form of a Direct Payment paid into a Pre-Payment Account created by us, held directly by you or, where you lack capacity, by a 'suitable person'.
- By way of an account held and managed by an organisation in line with your wishes, or as an account placed with a third party (provider) and accessed by you in direct negotiation with the provider.
- Into an account offered by us and to be used solely for those purposes.

Everyone is financially assessed prior to the allocation of a Direct Payment and as with all social care services, you may have to contribute.

Your weekly client contribution will make up the first part of the Direct Payment budget and will pay for services in the first instance. This contribution must be paid into the Direct Payment account to ensure the correct budget is available.

Personal Budgets cannot currently be used to pay for residential care. Information on paying for care can be found on page 24 if you are receiving home care and page 48 if you are moving into a care home.

If you are in receipt of a package of care for community services, you can request to change to a Direct Payment at any time.

Further details are online at **www.worcestershire.gov.uk/paying-care-and-support/direct-payments** or ask your social worker.

Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to social workers, a member of the Onward Care Team which supports with transfers from acute hospitals to home or have your care delivered elsewhere. This referral is completed by the ward staff. Ward staff or the Onward Care Team should also work with you to restart any services that were in place prior to admission, should they still be required.

If you can return home but require support, this will be provided in your home while assessment conversations are completed. During this time, discussions surrounding any contribution you may have to make for any ongoing services will take place.

If returning home from hospital is not possible, you may be offered bedded care in a Discharge to Assess setting. This is to allow people who need assessments of their longer-term care needs to have an opportunity to further recover and have these assessments completed outside of a busy hospital setting. These are usually for up to four weeks.

You will be allocated a social worker who will talk with you and your representative to assess your needs and discuss your options. You may also be considered for NHS Continuing Healthcare.

If it is felt that NHS Continuing Healthcare is appropriate for you, there will be no charge to you whilst you are under the scheme. Once an assessment of your long-term care needs has been completed, you may be removed from this scheme.

There will be further discussions with a social worker if you do require services and a financial assessment will be completed to clarify what contribution you might need to pay for ongoing care and support.

If you are in a community hospital and unable to be supported to return home, the ward will refer you to a social worker who will speak to you about assessments. The social worker can explain NHS Continuing Healthcare and any financial assessments required to confirm the contributions you may need to make towards your care. See page 9 for more information about NHS Continuing Healthcare.

Reablement

Sometimes called rehabilitation, reablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You will need to have an assessment of your care needs to decide if you are eligible for reablement. If you are eligible, a reablement worker will support you for a limited period.

Reablement usually helps people to learn or re-learn daily living skills. Reablement is not about doing things for you, it's about giving you the skills and confidence to do things for yourself.

It can also mean that you do not start to depend on support that could cost you money.

For example, a reablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook.

Through reablement, pieces of equipment may also be identified that could support you to regain or maintain your independence for as long as you can.

Intermediate care

This aims to give recovery and rehabilitation support to help older people regain their independence when they come out of hospital or, just as importantly, prevent them from going unnecessarily into hospital.

Intermediate care can be provided in your own home or in a care home, depending on local policy

and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses. This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

NHS Continuing Healthcare

This is a package of care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a nursing or residential care

home or in a person's own home. There are national eligibility criteria for NHS Continuing Healthcare and eligible people will have been assessed to have a 'primary health need'.

Personal health budgets

A personal health budget is an amount of money allocated to support someone who is in receipt of NHS Continuing Healthcare to purchase care to meet their needs.

The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.



The [NHS website](https://www.nhs.uk) can be a good source of general information on these subjects. Visit www.nhs.uk

Supporting your independence

'Care and support' is the term used to describe the help that some people with illness or disability need to promote their wellbeing, so that they can live a life that is as fulfilled and independent as possible.

Care and support can include help with normal day-to-day activities like washing, dressing, getting to work, eating and being part of your community. It might also include emotional support at a time of difficulty.

Care and support can also include the help given by family and friends, Worcestershire County Council and other organisations and help that people may buy themselves. If you are caring for a family member or friend, you may need support to do so.

Any decisions about care and support must involve you, taking into account your wellbeing and what is important for you and your family so that you can stay well and independent for as long as possible.

Adapting your home

People who live with a long-term health or physical condition can experience difficulty in getting around their home and completing everyday tasks independently and safely.

You may be starting to think that your home might not be suitable for you anymore, in which case, adapting your home or moving to a readily adapted home could be for you.

You can speak to an occupational therapist who may be able to help you. They may suggest:

- A stair lift.
- Access ramps.
- Grab rails around the home.

You may want to consider significant building works to change the layout of your property, including:

- Widening doorways to fit a wheelchair.
- Replacing your bath or shower unit with a level-access shower.
- Adding a downstairs toilet, bathroom or bedroom so that you don't have to keep using the stairs.
- Installing low-level kitchen units.

To make these changes, you will need advice from qualified builders. Ask family and friends for recommendations or use the TrustMark tool to find tradespeople near you. Visit www.trustmark.org.uk

Buying or renting an already adapted home

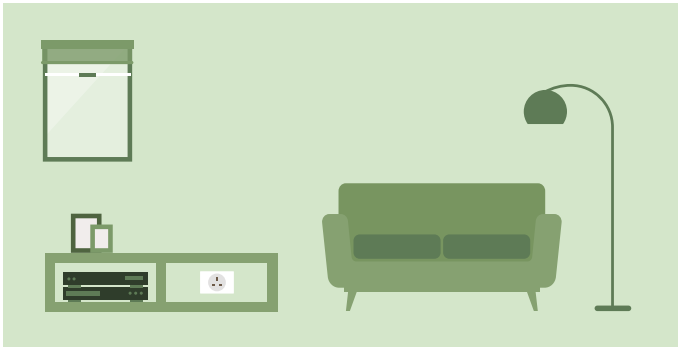
Some homes have already been adapted. You can look in your local paper if you wish to buy a suitable house, bungalow or flat. These are normally in special developments. If you want to rent a home, contact your local housing association who will help you find a more suitable property. See page 37 for more on accommodation options.



The advertisement features a teal background with a white speech bubble containing the logo 'my family our needs' in red and blue. Below the logo, the text reads: 'The lifestyle site for parents and carers of children with additional needs and those who support them.' A red button contains the website address 'www.myfamilyourneeds.co.uk'. At the bottom, there is a red bar with contact information: 'hello@myfamilyourneeds.co.uk' and '@WeAreMFON'. On the right side, there are three buttons: 'Ask questions' (green), 'Get involved' (orange), and 'Join the family' (white on red background). On the left side, there is a list of content types: 'Birth to adulthood', 'Real life blogs', 'Directory', 'Ask the experts', and 'Monthly columnist'.

Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise to improve your mobility.

If you can't **reach your windows**, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to **keep warm/cool**? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit www.gov.uk/winter-fuel-payment

If you have trouble **using light switches**, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there's even technology available that turns your lights on and off using your speech.

Use subtitles if you **can't hear the TV** or buy wireless headphones. Do you need a hearing aid? Request an assessment from your council.



Do you **forget to take your tablets**? Make a note of when you've taken them or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you **reach everything in your cupboards**? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is **eating and drinking becoming difficult**? Large-handled cutlery could help, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board

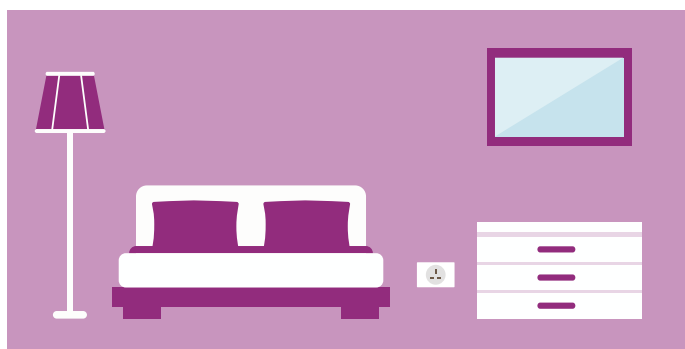


Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at www.carechoices.co.uk/staying-independent-at-home/ There is also information on making larger adaptations to your home.



If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it's lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 19.

Clocks are available with large numbers or lights if you **can't read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist, or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.



If it's **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth.

You might like to buy a raised toilet seat or a seat with a built-in support frame if it's **hard to use your toilet**. Flush-lever extensions are also available.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip-resistant bath mat, grab rails, a half step to help you get in and out of the bath, or a bath or shower seat. Tap turners can also be used in the bathroom.

For more information on technology that could make your life easier, contact your council for an assessment. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

Worcestershire County Council

Tel: **01905 768053**

Email: adultteam@worcestershire.gov.uk

Web: www.worcestershire.gov.uk/council-services/adult-social-care



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Home Improvement Agencies (HIAs)

HIAs are local not-for-profit organisations funded and supported by local and central Government. They pride themselves on working professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their home to meet their changing needs. Most HIAs provide three main services:

- Information and advice on repairs or adaptations you may be considering. This usually entails a visit to your home and is often free.
- A handyman service for small jobs and repairs. Typically, the HIA will employ its own handypersons and charge you an hourly rate for their services.

- A home adaptations service for more major works. The HIA will work with you to specify the adaptations needed, and it will normally offer to get estimates from one or more of its regular contractors. Subject to your acceptance, the HIA will offer to manage the works contract for you, for an agreed fee.

HIAs may also be helpful if you are not sure you can afford the home repairs or adaptations you need. They can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information and contact details for local HIAs, visit www.housingcare.org

Special equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools.

These simple items are often referred to as 'simple aids for daily living'. If you would like more information, discuss this with an occupational therapist or social worker.

Assistive Technology and Telecare

This refers to devices or systems that can support a person to maintain or improve their independence, safety and wellbeing. The technology not only aims to benefit the individual but can also help carers who may be required to support an individual.

Technology, once installed, can help to:

- Restore confidence for people who feel vulnerable in their own homes.
- Keep people independent, both in their home and supporting them out and about.
- Monitor health conditions.
- Detect falls.
- Remind people to take medication.
- Help warn of problems where people live, such as fire or flooding.

- Give carers peace of mind that their loved ones are safe in their absence.

Many technology suppliers will help people to choose the technology that will help them. Suppliers may also help to install the technology and remove it should it no longer be needed.

Assistive Technology can be purchased directly from suppliers such as Community Housing Technology Enabled Care Services (www.communityhousingtecs.co.uk) or New Lifeline (www.redditchbc.gov.uk/living/support-at-home/new-lifeline). Other suppliers are also available.

To find out more, visit www.worcestershire.gov.uk/council-services/adult-social-care or contact [Worcestershire County Council](http://www.worcestershire.gov.uk) on **01905 768053** to see if you are eligible for an assessment.

We suggest you consider the following questions before buying any Assistive Technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit <https://livingmadeeasy.org.uk>

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability

Does the equipment support your specific needs?

Are you willing to use it?

Will it fit into your everyday life and routine?

Have you tried a demo of the equipment?

Do you understand what the equipment is for?

Do you need to take it with you when you leave the house? Is it transportable?

Does the equipment have any limitations that would make it unsuitable for you?

Will it work alongside any assistive technology you already have?

Usability

Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?

Does the equipment need a plug socket, and will its wire cause a trip hazard?

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?

Are you able to use it? Are there any aspects you don't understand?

Is it portable?

Notes

.....

.....

.....

.....

.....

Will it need to be installed by a professional?

Can the retailer provide you with training in using the equipment?

Reliability

Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?

Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.

Can you speak to someone who already uses it?

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.

Is it durable? If you might drop it, is it likely to break?

Cost

Do you know how much it costs?

Will you need to pay a monthly charge?

Are there alternative solutions that might be free?

Is there a cost associated with servicing the equipment?

Travel Wallet

The Worcestershire Travel Wallet supports people with various disabilities to make the best use of public transport. It aims to help people overcome some of the daily communication barriers that they may face.

Under this scheme, if you have a disability, you will be provided with a recognisable plastic wallet which will enable you to organise your tickets/travel pass. It also enables you to display simple messages that you can show to drivers/ticket staff to assist in your journey.

Some of these messages will be simple requests for patience, such as 'please wait for me to find a seat'

and others might be more specific to your particular journey, such as 'could you let me know when we get to the college'.

You can show these cards when seeking assistance with your journey, whether this is when boarding a bus, buying tickets, on a train platform or in other circumstances. To request a wallet and a set of message cards, contact the Adult Front Door Team.

Tel: **01905 768053**

Email: **adultteam@worcestershire.gov.uk**

Support for carers

Are you a carer?

Do you provide any of the following unpaid support to a relative, partner or friend who is ill, frail, disabled or has mental ill health or substance misuse problems?

- Emotional support.
- Medical care.

- Personal care.
- Physical care.
- Domestic tasks.

If you do, you are a carer. There is support for you if you need it or just want someone to talk to. You are not on your own.

Adult carers – Worcestershire Carers' Hub

We have a duty to provide information, advice and support and promote the wellbeing of carers. We do this via the Worcestershire Carers' Hub which provides a single point of contact for all carers. The Carers' Hub offers a range of support that may be required through your caring journey and beyond. Our aim is to empower and build resilience of carers to maintain the caring role where appropriate and help to manage the impact of the role on the carer's life.

If further support is required, carers are also entitled to a carers' assessment. This looks at the impact of a carer's role on them and identifies any eligible needs they might have. It looks at how these needs can be met through a carers' support plan.

What support is available?

The Carers' Hub is provided by the Worcestershire Association of Carers (WAC). WAC supports carers

no matter what their level of caregiving or support requirements are.

Support provided includes:

- Full range of information, advice and support (helpline, web chats, website, face-to-face, drop-in and group based).
- Emergency, contingency and future planning.
- Training/information and wellbeing sessions.
- Peer support.
- Helping carers have their say about services.
- Telephone befriending and Carers Talk time.
- Employment, education and volunteering opportunities.
- Engaging with the local community, awareness raising and partnership working.

→ The Carers' Hub works with various services to support carers to identify the resources already available to them from their family, friends and community networks and put support in place to complement these where necessary.

Tel: **0300 012 4272** (Monday to Friday, 9.00am to 7.00pm; and Saturday, 9.00am to 12.00pm).
Email: **mail@carersworcs.org.uk**
Web: **www.carersworcs.org.uk/helpline** (web chat available).

Young carers and young adult carers

Young carers can access support from YSS. Support includes signposting, one-to-one support and out of school activities for young people with a caring role.

YSS – Worcestershire Young Carers
Tel: **01905 619886** (Monday to Friday, 10.00am to 4.00pm). • Email: **youngcarers@yss.org.uk**
Web: **www.yss.org.uk**

Parent carers

Parent carers' assessments are provided as part of social work assessments for children and young people from birth to the age of 17. This assessment will look at the holistic needs of the child or young person as well as considering the specific needs of the parent carers and other family members in their role as carers.

If the young person receives a service provided by the Children with Disabilities Team, the parent carers' assessment is one of a range of services that can be offered to support young people with disabilities and their families. There are other services that can be provided by health, education, play and youth services as well as community resources provided by the voluntary sector. For further information, visit **www.worcestershire.gov.uk** (search 'Social care support for children with disabilities').

When a young person is aged 16-18 and receives support from the Young Adult Transitions Team, a separate carers' assessment can be requested, if

considered to be beneficial. This is called a 'transition assessment', which means parent carers can have a carers' assessment in their own right. These assessments can be completed by the Carers' Hub. Visit **www.carersworcs.org.uk/helpline**

If a young person is supported by the Young Adults Transitions Team, there is also targeted support available from the Carers' Support Officer. This includes one-to-one support as well as group and peer support. From their 18th birthday, individuals with additional needs can have a carers' assessment and receive support from the Carers' Hub. Contact the Carers Hub for information and advice. See page 15.

Families in Partnership

A parent carer forum working with local authorities, education, health and other providers to make sure local services meet the needs of disabled children and families. For more information, visit **www.carersworcs.org.uk/parent-carer-forum**

Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIASS)

Herefordshire and Worcestershire SENDIASS has a dedicated team of advisers offering information and advice about Special Educational Needs And Disabilities (SEND).

The SENDIASS supports parents, carers, children and young people with SEND and it is impartial and confidential.

For more information, visit **www.hwsendiass.co.uk**

Resource for those supporting disabled children



My Family, Our Needs is an online resource providing impartial information for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family, and relationships. Visit **www.myfamilyourneeds.co.uk**

Bespoke home care

Supporting people to live **independently**

We provide a range of services from companionship and housework to condition-led care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around your loved one's individual needs and routines.



Regular and reliable
Visiting care



24-hour support
Live-in care

✓ Rated 4.6 on ★ Trustpilot

✓ Regulated by the CQC and CIW

✓ Free care assessments

✓ Providing care for over 30 years

• ● ○ *Because, life is better at home* ○ ● •

Contact your local branch today!

Bromsgrove
01527 958 096

Evesham
01386 364 735

Worcester
01905 814 211

for more details visit
helpinghands.co.uk





Caremark has truly transformed my life.



SCAN FOR MORE INFO

We deliver excellent home care

with compassion and a cheery smile!

When our Care Assistants come to visit, they bring with them knowledge and training with a personality that delivers compassion, smiles and laughter too!

They support you to remain safe at home whilst enabling you to live life to the fullest. Every care package we create is bespoke and designed with your needs and preferences in mind.

For more information on our range of services, contact us on the details below.

Delivering care and smiles at every visit.

Worcester & Malvern Hills
01905 452595

worcester@caremark.co.uk
caremark.co.uk/worcester

Wychavon & Wyre Forest
01562 543290

wychavon@caremark.co.uk
caremark.co.uk/wychavon



Care in your own home

Carefully chosen home care, with a good-quality provider, is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost. Types of services that could be offered include:

- Personal care, such as help with getting dressed or washing.
- Help with eating, preparing and cooking food.
- Help with taking medication.
- Help around the home with tasks such as washing up and laundry.

Why choose home care?

Reasons for choosing home care can vary. Sometimes, after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they need some assistance at home.

After a stay in hospital, someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you'd like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting Adult Social Care is a good first step towards finding help.

How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own home. Some agencies offer live-in care, where a care worker will stay with you at home to support you throughout the day and night. See the following section for more information about live-in care.

Live-in care

For some people, it's preferable and more economical to have a care worker actually living in their own home. This is called 24-hour live-in care and can provide care to people with a very high care needs on a permanent basis. 24-hour live-in care can also provide respite breaks for regular carers and short-term support following hospital discharge.

Live-in care can be arranged for a short period, for example, a week, or on an ongoing basis. Typical charges for this service depend on the amount of care and the particular skills required. Live-in care is also available to people with permanent physical or mental health difficulties who require long-term ongoing care.

Finding the right support

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 52), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit www.carechoices.co.uk

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 52. →

If you need care or have older parents, whose health has taken a sudden change, we can tailor responsive, companionship led care from 30 minutes through to 24/7 care in your own home.

You will find our local, family run care ethos invests heavily in recruiting the most capable care professionals, giving you complete peace of mind.



Ask us about our
**20% Introductory
Discount on your
Care Package**
Ts & Cs apply

Visiting Care
Live In Care
Specialist Care
Companionship

Call our friendly team on:

01905 950 409

www.severnvalhomecare.co.uk
care@severnvalhomecare.co.uk



Your local, independent, family run, home care company.

→ The Homecare Association requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

Social care regulations do not apply to cleaners, handypersons or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

The benefits of using a regulated agency include:

- Assessing your care needs and tailoring a plan to meet those needs.

- Advertising, interviewing and screening suitability of workers.
- Arranging necessary insurance cover.
- Providing training and development for care workers.
- Managing workers' pay, including compliance with the National Minimum Wage.
- Managing employment relationships, including sickness, absence and disciplinary matters.
- Managing health and safety issues.

For further help when speaking with home care agencies, use the checklist on page 23.

Living with dementia at home

Dementia is not a disease but a collection of symptoms that result from damage to the brain. These symptoms can be caused by a number of conditions. The most common type of dementia is Alzheimer's disease.

Common symptoms of Alzheimer's disease and other forms of dementia include:

- Memory loss, especially issues with recalling recent events, for example forgetting messages, routes or names, and asking questions repetitively.
- Increasing difficulties with tasks and activities that require organisation and planning.
- Becoming confused in unfamiliar environments.
- Difficulty finding the right words.
- Difficulty with numbers and/or handling money in shops.
- Changes in personality and mood.
- Depression.

More detailed information about the symptoms of dementia is available on the NHS website. Visit www.nhs.uk

How can I reduce my risk of dementia?

What's good for your heart is good for your head. A healthy lifestyle can reduce your risk of

developing dementia when you get older. It can also prevent cardiovascular diseases, such as stroke or heart attacks.

For more information, visit www.nhs.uk/conditions/dementia/dementia-prevention

Become a Dementia Friend

Dementia is a confusing and scary disease, both for those who live with it and those who care about someone living with dementia. By becoming a Dementia Friend, you can understand more about dementia and learn that offering a little support can make a lot of difference. Visit www.dementiafriends.org.uk for more information.

Living well with dementia

Worcester Dementia Action Alliance is helping to raise awareness of what you can do to reduce your risk of dementia and how we can all help people living with dementia. You can get involved in your local area as a volunteer and help to create Dementia Friendly places and communities. For more information, visit www.dementiaaction.org.uk (search 'Worcester Dementia Action Alliance').

In Worcestershire, we have Dementia Friendly towns, supermarkets and businesses. Look out for the Dementia Friendly logo in your local community. For example, your local supermarket may have a slow lane with extra help in place for people living with dementia.

Award Winning Care - "Outstanding in Caring"*

*CQC Rated as Outstanding in Caring

We offer outstanding care and support to enable you to live independently in the comfort and privacy of your own home.

- Home Care
- Live-in Care
- Dementia Care
- Respite Sitting
- Companionship
- Accessing the Community



"I like the Care Team at Carefour, they are now part of my extended family"
- Mrs J, Worcester



Carefour
Supporting Independent Living

Call us today
01905 699699
or visit us online www.carefour.co.uk

Interested in Caring? For job enquiries call or visit us online today.



MAKE THE MOST
OF EVERY DAY

Tailored care for your wellbeing, home & happiness

Sometimes the small moments in life bring the most joy. That's why Audley Care is tailored to your individual needs, so you can continue to enjoy what matters most to you in life, all in the comfort of your own home.

Get in touch with the Audley Care Ellerslie team for more details

01684 437 101

info@audleycare.co.uk

www.audleycare.co.uk



Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency

How long has the agency been operating?

How long are staff allocated per visit?

Can you contact the agency in an emergency or outside office hours?

Does the agency have experience with your specific needs?

Staff

Are you likely to be visited by different staff each day?

Are all staff checked with the Disclosure and Barring Service?

Will you be notified in advance if your care worker is on holiday or sick?

Are staff matched to you specifically, based on your needs and preferences?

Can you meet your care worker(s) before they start?

Does the agency have both male and female staff?

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this.

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

Can you see a copy of the agency's CQC registration certificate and quality rating?

Notes

.....

.....

.....

.....

.....

*See page 52.

Paying for care in your home

If you require care and support in your own home, you may have to contribute towards the care provided. You can find information about how much you can expect to pay towards your care and support and how charges are worked out on our website. Visit www.worcestershire.gov.uk (search 'Paying for care and support').

To determine the amount you may have to contribute, you will need to have a means-tested financial assessment. You will be asked to pay the full cost of your care until your financial assessment is completed.

If you been assessed as having eligible care needs by your social worker, you will be advised to complete the online financial assessment form. This will provide you with an indicative amount that you may have to contribute to your care. You can submit the form to the Care Contribution Assessment Team, who will complete a full financial assessment. To complete the form, visit <https://www.worcestershire.mycostofcare.com/OFA>

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell Adult Social Care when your savings are likely to fall below this amount. We calculate charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, savings, income and expenditure.

Your financial assessment looks at how much money you have, including your income, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. We will also carry out a full benefit check. Figures mentioned here may change over the lifetime of this Directory.

Non-means-tested care and support

Care provided by the NHS in your own home is free; for example, services provided by a community or district nurse. Intermediate care, if received at

home, may also be free. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have.

AA is payable to people over State Pension age and PIP to those aged between 16 and State Pension age. There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at www.gov.uk and you can check your State Pension age at www.gov.uk/state-pension-age

Other ways to fund your care and support

If you do not qualify for financial assistance from Adult Social Care, there are various ways in which you could consider paying for care and support. It is important that you seek independent financial advice when considering other funding options. There are independent financial advisers who focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

The Society of Later Life Advisers (SOLLA)

aims to assist consumers and their families in finding trusted accredited financial advisers who understand financial needs in later life.

Tel: **0333 202 0454**

Email: admin@societyoflaterlifeadvisers.co.uk

Web: <https://societyoflaterlifeadvisers.co.uk>

Money Helper is a free and impartial service set up by the Government, offering unbiased advice.

Tel: **0800 138 7777**

Web: www.moneyhelper.org.uk

Further information on paying for care can be found beginning on page 48.

Live well, *your* way

Your home is where you feel the most comfortable and the happiest. It is the place you know the best. If you want to stay living comfortably at home, Home Instead® can help make that possible.

-  Home Help
-  Companionship
-  Personal Care
-  Dementia Care
-  Live-in Care



Kidderminster

01562 754757
homeinstead.co.uk/kidderminster



Redditch and Bromsgrove

Received an **OUTSTANDING** in **caring** from the CQC.

01527 810855
homeinstead.co.uk/redditch-bromsgrove



Stourbridge, Hagley and Halesowen

01562 548835
homeinstead.co.uk/stourbridge-hagley-halesowen



Worcester/Malvern/Pershore/Evesham/Droitwich

01905 420404
homeinstead.co.uk/worcester





“

Bluebird Care
make me feel alive!

”

Providing high quality home care in Worcester & Wychavon

Our services support you to maintain your chosen lifestyle. So, we keep you in control and provide you with the home and live-in care in Worcester & Wychavon that you want, where and when you want it.

Call our friendly team today to see how we can tailor a care package for you.

Bluebird Care Worcester & Wychavon

01386 764830

worcesterandwychavon@bluebirdcare.co.uk

www.bluebirdcare.co.uk/worcester-wychavon



Home

is where the heart is

Let's keep it there



A & M Bewdley Care Services

Kidderminster
Tel: 01562 750060

OP D PD MH SI YA

Acer Care

Worcester
Tel: 01684 568001

OP D LDA MH SI YA

Advance Warwickshire and Worcestershire

Droitwich
Tel: 01905 795899

OP LDA MH YA

Advantage Health & Social Care

Stourport-on-Severn
Tel: 01299 407177

OP PD YA

Agincare Worcester

Stourport-on-Severn
Tel: 01299 871841

Advert page 29
OP D PD LDA MH SI YA

Akash Training Agency Ltd

Evesham
Tel: 01386 300690

OP D PD MH SI YA

Alina Homecare Bromsgrove

Bromsgrove
Tel: 01527 575904

OP D PD LDA MH SI YA AD

All For You Home Care Ltd

Redditch
Tel: 01527 758448

Advert adjacent
OP D PD LDA MH SI YA

Alliance Care Ltd

Droitwich
Tel: 01905 795086

PD LDA SI AD

Amber Support Services

Bromsgrove
Tel: 01527 873426

PD LDA

Arch Hill Court

Kidderminster
Tel: 01562 733000

OP D PD MH SI YA

Ashwell Home Care Services Ltd

Malvern
Tel: 01684 778750

OP D PD SI YA

Assisted Lives (Worcester)

Worcester
Tel: 01527 313690

OP D PD LDA MH SI YA AD

Audley Care Ltd – Audley Care Ellerslie

Malvern
Tel: 01684 437101

Advert page 22
OP D PD MH SI YA

Bewdley Care Ltd

Kidderminster
Tel: 01562 69771

OP D PD MH SI YA AD

Blossom Home Care Worcester

Worcester
Tel: 01905 954694

Advert page 29
OP D PD MH SI YA

Blue Recruit Ltd

Bromsgrove
Tel: 01216 636305

OP D PD MH SI YA



Let our family look after your family.

About Us

All for You Home Care LTD is a professional healthcare service that specialises in all Homecare needs of our clients. We are an established care company with specialist caregivers from various important fields. Our friendly approach is centered on putting the needs of the client first and to understand that an individuals needs are often very different from other individuals.

Services

- Personal Care
- Qualified Staff
- Medication Assistance
- Mobile Services
- Continence Assistance

- Grocery Shopping
- Assistance with Eating
- Companionship
- Games & Crafts
- Day Care Programmes

24 hour support Call: **01527 758 448**
Or visit: afyhomecare.co.uk
22 Bromsgrove Road, Bridge House, Redditch B97 4QY



Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Eclipse HomeCare



making a difference



- **Respected and trusted** business, established over many years.
- **Award winning teams** of dedicated local caregivers, many having been caring for the same clients for years.
- **CQC** inspected and rated '**Outstanding**', '**Good**' and '**Good**'.
- Rated **No1** in Worcestershire for three years running by **Homecare.co.uk**
- Experienced caregiver support team with modern digital systems to ensure reliable and efficient communication.
- NHS and Worcestershire County Council registered.

“Award Winning” Care Services

Live-in Care

from our specialist team operating across Worcestershire & Surrounding Counties

Hourly Care

delivered daily in your own home and designed to meet your needs.

Specialist Support

- Dementia • Stroke • Parkinson's
- Mobility • Medication • Hospital discharge • Washing
- Dressing • Shopping • Cooking • Companionship
- Respite • Days out & Holidays

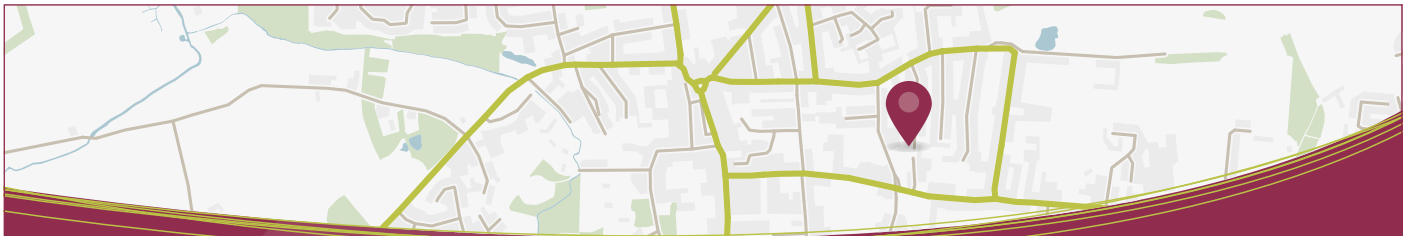


Live in Care
safest alternative to a residential home

Outstanding
Good
Good
Care Quality Commission

If you would like to understand more about your options, then please give us a call

01905 641 070 ex 228 (9am - 5 pm seven days a week)
www.eclipsehomecare.co.uk



Search for care in your area

www.carechoices.co.uk

With so many providers to choose from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Bluebird Care (Bromsgrove & Redditch)

Bromsgrove
Tel: 01527 916442 **OP D PD LDA MH SI YA AD**

Bluebird Care (Worcester & Wychavon)

Evesham **Advert page 26**
Tel: 01386 764830 **OP D PD YA**

Broad Group, The

Worcester
Tel: 01905 330602 **OP D PD LDA MH SI YA**

Business Centre, The

Redditch
Tel: 07484 915361 **OP D PD LDA YA**

Care 4 Me Ltd

Malvern
Tel: 01684 491607 **OP D PD MH SI YA**

Care Force Ltd

Bromsgrove
Tel: 01527 577247 **OP D PD MH SI**

Carefour

Worcester **Advert page 22**
Tel: 01905 699699 **OP PD YA**

Caremark (Redditch and Bromsgrove)

Redditch
Tel: 01527 521777 **OP D PD LDA MH SI YA AD**

Caremark (Worcester & Malvern Hills)

Worcester **Advert page 18**
Tel: 01905 452595 **OP D PD LDA MH SI YA AD**

Caremark (Wychavon & Wyre Forest)

Worcester **Advert page 18**
Tel: 01562 543290 **OP D PD YA**

Caring People

Bromsgrove
Tel: 01527 68680 **OP D PD LDA MH SI YA AD**

Causeway Care CIC

Evesham
Tel: 07874 136141 **LDA YA**

Est. 1986
Agincare
Caring in your community

Affordable care in the comfort of your own home in Worcestershire

Ask us about **24-hour live-in care**

- Personal Care
- Shopping
- Companionship
- Trips Out
- Housekeeping
- Specialist Care

01905 671412
carehub.agincare.com/worcestershire

Inspected and rated **Good**
Care Quality Commission

Blossom HOME CARE

Blossom Home Care Worcester

Providing bespoke premium care in Worcester and Surrounding areas

- Set visit times - on time, every time
- 50 minute minimum care visits
- App based monitoring for loved ones
- Holistic care plans built around your needs and wishes

For more information and free consultation please call **01905 954694**
Or please email **worcester@blossomhomecare.co.uk**



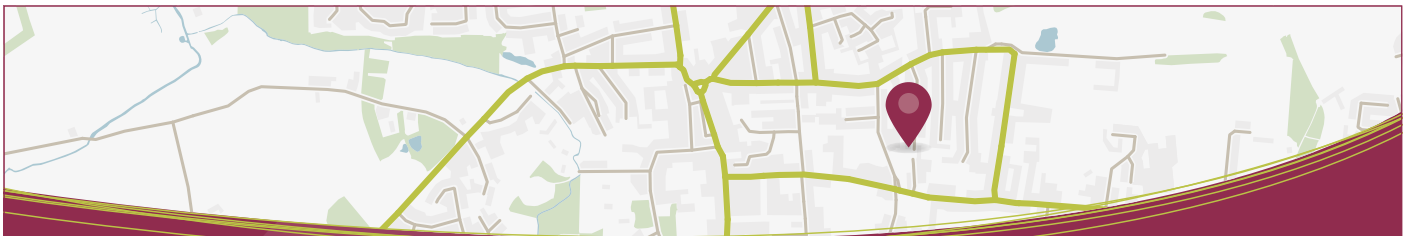
Are you looking for extra care to help you stay at home instead of having to go into a residential home? We provide person centred care to suit your every need.

Providing Full Care service by following a holistic approach to improving the health of individuals and empower with independence, choice, rights, and inclusion.

SERVICES WE PROVIDE WITHIN THE EVESHAM, PERSHORE AND REDDITCH AREAS:

- Personal Care
- Complex Care
- Shopping
- Hospital Discharges
- Companionship
- End of Life Care
- Mental Health Care

CONTACT US 01386 329 400 www.fullcaresolutions.co.uk



Search for care in your area

www.carechoices.co.uk

With so many providers to choose from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Cera Birmingham South

Bromsgrove
Tel: 07960 271606 **OP D PD LDA MH SI YA**

Civicare Central Ltd

Droitwich
Tel: 01905 770110 **OP D PD LDA MH SI YA AD**

Crossroads Caring for Carers

Worcester
Tel: 01905 729293 **OP D PD LDA MH SI YA AD**

DCAS Direct Personnel

Evesham
Tel: 0208 527 0515 **OP PD**

Dependable Home Care Services Ltd

Worcester
Tel: 07594 683830 **OP PD YA**

Diadem Care Ltd

Kidderminster
Tel: 07429 085331 **OP PD YA**

Dimensions Worcestershire and Shropshire

Borders Domiciliary Care Office
Worcester
Tel: 0300 303 9037 **OP LDA YA**

Divine Health Services Ltd

Bromsgrove
Tel: 0330 995 0101 **OP D PD LDA SI YA**

Eclipse HomeCare (Gilbert Court)

Bromsgrove **Advert page 28**
Tel: 01527 573949 **OP D PD LDA MH SI YA AD**

Eclipse HomeCare (Teme Valley Office)

Tenbury Wells **Advert page 28**
Tel: 01584 812594 **OP D PD LDA MH SI YA AD**

Eclipse HomeCare (Terryspring Court)

Redditch **Advert page 28**
Tel: 01527 66565 **OP D PD YA**

Eclipse HomeCare (Worcester)

Worcester **Advert page 28**
Tel: 01905 641070 **OP D PD LDA MH SI YA**

Ellarose Homecare Services Ltd

Worcester
Tel: 07534 663697 **OP YA**

Evans Healthcare Group

– Worcester
Birmingham
Tel: 0121 517 0006 **OP D PD SI YA**

Excalibur Serviced Offices

Redditch
Tel: 01527 909435 **OP LDA YA**

First Care Solutions Ltd

Evesham
Tel: 07958 253707 **OP D PD LDA MH SI YA**

Firstcall 247 Ltd (Worcestershire)

Worcester
Tel: 01905 972288 **OP D PD LDA MH SI YA**

Full Care Solutions Ltd

Evesham **Advert page 30**
Tel: 01386 329400 **OP D PD SI YA**

Good Oaks Home Care – Worcester

Worcester
Tel: 01905 950409 **OP D PD MH SI YA**

HAB Support Ltd

Redditch
Tel: 01527 222080 **OP LDA MH YA**

HappyLife Care

Worcester
Tel: 07401 772572 **OP D PD LDA MH SI YA**

Helping Hands Evesham and Cotswold

Evesham **Advert page 17**
Tel: 01789 762121 **OP D PD LDA YA**

Helping Hands Redditch & Bromsgrove

Bromsgrove **Advert page 17**
Tel: 01527 910483 **OP D PD LDA MH SI YA**

Helping Hands Worcester

Worcester **Advert page 17**
Tel: 01905 676981 **OP D PD LDA SI YA**

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs



We provide high quality, personalised care services, enabling you to continue living independently in the comfortable and familiar surroundings of your own home.

Our valued and professional CareGivers are a trusted, friendly face, dedicated to supporting you to live life to the full.

- Our care is person-centred - we go the extra mile
- All CareGivers are introduced to Clients in advance
- Our care calls are never rushed

Call us for a FREE care assessment

How can we support you?

- Companionship
- Transportation & errands
- Meal preparation
- Hospital to home services
- Personal care
- Medication reminders
- Post-operative support
- Holiday & respite cover
- Food preparation
- Emotional support
- Dementia support

Right at Home Bromsgrove, Redditch and Droitwich

01527 916070

rightathome.co.uk/bromsgrove-redditch

Regulated by



Home Force Care Worcester

Worcester
Tel: 01905 905135

OP D PD YA

Home Instead Senior Care Kidderminster

Kidderminster
Tel: 01562 754757

Advert page 25
OP D PD LDA MH SI YA

Home Instead Senior Care Redditch and Bromsgrove

Redditch
Tel: 01527 810855

Advert page 25
OP D PD LDA MH SI YA

Home Instead Senior Care Stourbridge

Stourbridge
Tel: 01562 548835

Advert page 25
OP D PD LDA MH SI YA

Home Instead Senior Care Worcester

Evesham
Tel: 01905 420404

Advert page 25
OP D PD LDA MH SI YA

House of Care Services Ltd

Bromsgrove
Tel: 0247 663 7969

OP D PD LDA MH

Huuman Kind Care Ltd

Worcester
Tel: 01562 307147

OP D PD YA

Ignite Health and Home Care Service

Kidderminster
Tel: 01562 515073

OP D PD LDA MH SI YA AD

Ignite Health and Home Care Service – Worcester

Worcester
Tel: 01905 252718

OP D PD LDA MH SI YA AD

Infinity Home Care Ltd

Kidderminster
Tel: 01562 911652

OP D PD LDA SI YA

Kare Plus Homecare West Midlands

Redditch
Tel: 01527 600920

OP D PD LDA SI YA

Kingfisher Care Services

Redditch
Tel: 07714 469494

OP PD MH YA

Lanbeth Resolutions Ltd

Kidderminster
Tel: 07908 731955

D PD AD

M N Pulse Solutions

Bromsgrove
Tel: 07878 863114

OP PD LDA MH SI YA

MacIntyre Worcestershire Supported Living

Bromsgrove
Tel: 01527 435906

OP D LDA

Management HQ, Headway Worcester Trust

Worcester
Tel: 01905 729729

PD

Mayfair Care Agency Ltd

Evesham
Tel: 01386 414920

OP D PD MH SI YA

Medistaff24

Evesham
Tel: 01386 765102

OP D LDA YA

Mercia Homecare Ltd

Malvern
Tel: 0333 772 1161

OP D YA

Millfields Care Ltd

Malvern
Tel: 07515 541158

OP D PD LDA MH SI YA



Radfield Home Care
Worcester, Droitwich & Malvern

SERVICES WE PROVIDE:

- Live-in care
- Daily care • Day care
- Electronic Connected care

- Outings & activities
- Household tasks
- Medication support
- Wellbeing
- Dementia care
- Personal care

Please call us at any time for more information:
01905 427 863 worcester@radfieldhomecare.co.uk
www.radfieldhomecare.co.uk



Enjoy living at home with dignity and control

Live-in care from Spring Retirement offers the reassurance of full time support and companionship, within the comfort and security of your own home.

Call Kelly at our Evesham office on **01386 365 247** or find out more at www.springretirement.co.uk



Live-in Care
from Spring Retirement



Care At Home

TLC Care at Home are a well-established family run, Home Care Provider who have built up an excellent reputation within our local communities

We have recently been rated as **OUTSTANDING** by CQC and this puts TLC Care at Home in the top 3% of providers in England



Professional care and support in your own home

Our dedicated Care Team are here to help support you with 24/7 care provision should it be required. At TLC Care At Home, we are dedicated to supporting people with a wide range of needs, including Dementia, Acquired Brain Injury, Physical Disabilities, Learning Disabilities, Sensory Impairments and supporting our aging population.

Depending on your individual needs, we can offer varying degrees of support from young adults to very mature people. TLC Care at Home are here to help anyone who requires care and support to enable them to remain living at home for as long as it is safe to do so.

Comprehensive range of care services

- Domiciliary care
- Palliative care
- Personal care
- 24 hour care
- Companionship
- Dementia care
- Overnight care
- Elderly care
- Care for young adults
- Supporting younger people
- Domestic services: cleaning, cooking, washing and shopping
- Collections of pensions or prescriptions
- Trips out and about

Please contact us now for more information **01299 272 897**

Email: wecare@tlc-careathome.co.uk

Website: www.tlccareathome.com



Award-winning Day Care Centre for adults in Redditch & Bromsgrove specialising in dementia care

Are you or your loved one living with dementia, sensory impairment or disability?

Are you becoming socially isolated?

Would you like to meet others in the same situation?

Come and join us for a whole range of fun activities including art and craft work, pool, beauty therapy, games, gardening, cooking, relaxation sessions and much more.

Meet others and make new friendships in our friendly and supportive award-winning centres. We are open five days a week, Monday to Friday, 9am-5pm. Ask your social worker about funding for this service.

VIP Day Centre Redditch The Barn

The Craft Centre, Winyates Centre, Redditch, B98 0LA
☎ 01527 375014 ✉ redditch@vipdaycentre.co.uk

VIP Day Centre Bromsgrove Amphlett Hall

Crown Close, Bromsgrove, B61 8DW
☎ 01527 375015 ✉ bromsgrove@vipdaycentre.co.uk

Head Office ☎ 0330 174 0857 ✉ info@vipdaycentre.co.uk

🌐 www.vipdaycentre.co.uk 📍 VIP Day Centre 🐦 @VIPDayCentre



Monahen Care

Persnore

Tel: 07311 358533

D PD LDA MH SI YA AD**Nationwide Care Services Ltd (Worcester)**

Worcester

Tel: 01905 458792

OP D PD SI YA**New Doves Care**

Kidderminster

Tel: 07484 358722

OP D PD LDA**Newlife Care Providers**

Malvern

Tel: 07414 260226

OP D PD LDA MH SI YA**North Star Foundation**

Droitwich

Tel: 01905 772233

PD LDA MH SI YA AD**Old Friends Care Ltd**

Redditch

Tel: 01527 525583

OP D PD LDA MH SI YA**Orbital 4 Support Ltd**

Kidderminster

Tel: 01562 742458

OP PD LDA SI YA**People in Action Domiciliary Care****– Worcester**

Worcester

Tel: 01905 755843

OP D PD LDA MH SI YA AD**Phemacare Ltd**

Worcester

Tel: 01905 360105

OP D PD MH SI YA AD**Priceless Care Services Ltd**

Evesham

Tel: 01386 764767

OP D PD SI YA**Principle Care Agency Ltd – Head Office**

Evesham

Tel: 07368 435522

OP D PD LDA MH SI YA**Priory Supported Living The Shires**

Worcester

Tel: 01905 611042

OP PD LDA MH YA**Pulse8+ Ltd**

Bromsgrove

Tel: 01527 870879

D PD LDA MH SI YA**Quality Health and Homecare Services Ltd**

Evesham

Tel: 07956 171610

OP PD YA**R&L Healthcare Ltd**

Worcester

Tel: 01905 455669

D PD LDA MH SI YA**Radfield Home Care Worcester**

Worcester

Tel: 01905 427863

Advert page 33
OP D PD MH SI YA**Radis Community Care (Meadow Court)**

Worcester

Tel: 01905 353453

OP D PD LDA MH SI AD**Rainbow Care Solutions (Redditch)**

Redditch

Tel: 01527 585700

OP D PD LDA MH SI YA**Reablement Service**

Worcester

Tel: 01905 843341

OP D PD LDA MH SI YA AD**Rely Care Agency Ltd**

Worcester

Tel: 01905 339331

OP PD LDA MH SI YA**Richmond Village Wood Norton DCA**

Evesham

Tel: 01386 879399 **Advert page 62****OP D YA****Right at Home Bromsgrove**

Bromsgrove

Tel: 01527 921607

Advert page 32
OP D PD MH SI YA**Riverside Home Care**

Stourport-on-Severn

Tel: 01299 823777

OP YA**Sanctuary Home Care Ltd****– Worcester**

Worcester

Tel: 01905 676946

OP D PD LDA MH SI YA AD

Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Severn Vale Home Care Worcester

Worcester
Tel: 01905 950409

Advert page 20
OP D PD MH SI YA

TLC Care at Home

Bewdley & Tembury
Tel: 01299 272897

Advert page 34
OP D PD LDA MH SI YA

Simply The Best Care Ltd

Evesham
Tel: 07710 888553

OP D PD YA

Touchheart Healthcare Worcester Office

Worcester
Tel: 07403 680808

OP D PD SI YA

Sled Healthcare Ltd

Worcester
Tel: 07450 936311

OP D PD MH SI YA AD

TruCARE UK Ltd

Worcester
Tel: 01905 20495

OP D PD MH SI YA

Social Care Academy

Evesham
Tel: 0800 002 5973

OP D PD LDA SI YA

Uplifting Lives Services Ltd

Droitwich
Tel: 07482 184654

OP D PD LDA MH SI YA

Spectrum Days

Droitwich
Tel: 07972 704378

PD LDA SI YA

V.I.P Support

Redditch
Tel: 07580 140007

PD LDA SI YA

Spring Retirement Ltd

Evesham
Tel: 01386 365247

Advert page 33
OP D PD SI YA

Virtuous Business Solutions Ltd

Bromsgrove
Tel: 07960 102647

OP D PD LDA MH SI YA AD

Staffing Plus Ltd

Worcester
Tel: 0121 296 8416

OP YA

West Midlands Supporting Living Service

Kidderminster
Tel: 01562 745963

OP D PD LDA MH SI YA AD

Step Up Training and Care Ltd

Redditch
Tel: 0121 794 1532

OP D PD SI YA

Windmill Hill Consultants Ltd

Birmingham
Tel: 0121 448 3348

OP YA

Stoke Heath Homecare Ltd

Redditch
Tel: 0247 044 495

OP D LDA SI YA

WyndSOR Home Care Ltd

Worcester
Tel: 01905 613725

OP D PD MH

Stone House Care and Medical Ltd

Kidderminster
Tel: 01562 825603

OP PD YA

Your Elysium Ltd

Worcester
Tel: 01905 930699

OP PD YA

Stourport Nursing and Homecare Ltd

Bewdley
Tel: 01299 403353

OP PD LDA

Your Life (Malvern)

Malvern
Tel: 01684 892076

OP SI

Supreme Home Care Redditch and Bromsgrove

Redditch
Tel: 01527 844444

OP D PD LDA MH SI YA AD

Yourlife (Bromsgrove)

Malvern
Tel: 01527 872749

OP D PD SI

T.L.C. Home Care Services

Evesham
Tel: 01386 478880

OP D PD LDA MH YA

YourLife (Droitwich)

Droitwich
Tel: 01905 770288

OP D PD SI

Service **OP** Older people (65+) **D** Dementia **PD** Physical disability **LDA** Learning disability, autism
User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs

Accommodation options

Extra Care housing

This offers a way of supporting people over 55 years of age to live independently for as long as possible. It gives people the privacy and security of their own home with their own front door.

Extra Care housing combines purpose-built, self-contained accommodation (one or two bedrooms) with on-site care and support services. It gives you the security and privacy of a home of your own, a range of facilities on site, with 24-hour care and support services on hand.

The additional facilities can vary depending on the scheme, but usually include:

- 24-hour access to emergency support.
- An on-site care team available 24/7.
- Social and leisure activities.
- A restaurant and/or meal provision.
- Laundry.
- Fitness facilities and classes.
- Hairdressers.

Extra Care housing is principally for people aged 55 and over who have social care and support needs. However, applications for people under 55 with a disability will be considered by most schemes.

In some circumstances, two-bedroom apartments can offer couples, where one person has high care needs that would normally require admission to residential care, the option to remain living together.

Properties are available to rent, purchase privately or via a shared ownership arrangement.

How much does Extra Care housing cost?

The cost is split into three areas:

- Housing – the cost of renting, buying or shared ownership.

- Service charge – this covers home maintenance, communal facilities, support and some utility costs.
- Individual care costs – depending on the level of care required.

People on low incomes may be eligible for housing benefit towards the cost of rent and some elements of service charges.

If you are assessed as having an eligible care or support need by us, a means-tested financial assessment will determine if you need to contribute towards the cost of your care and support.

Finding the right Extra Care housing

In Worcestershire, there are currently 14 Extra Care schemes. These are located at:

- Arch Hill Court, Kidderminster.
- Berrington Court, Kidderminster.
- Cherry Orchard House, Pershore.
- Clarence Park, Malvern.
- Crookbarrow View, Worcester.
- Dorothy Terry House, Redditch.
- Gilbert Court, Bromsgrove.
- Meadow Court, Worcester.
- Noble House, Worcester.
- Parsons Gardens, Broadway.
- School Gardens, Stourport-on-Severn.
- St David's House, Redditch.
- Terryspring Court, Redditch.
- Yates Court, Evesham.

Find out more at www.worcestershire.gov.uk (search 'Extra Care housing').

Supported Living

This is a term used to describe situations in which people who have care and/or support needs rent their home, and their personal care or support is provided by a different organisation. This means they can change their support without having to move or can move and take the same support with them. They may also own their own home. People also have greater security of tenure and can claim a wider range of welfare benefits than in residential care.

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation or Extra Care housing. The individual, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which

accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of Assistive Technology (discussed on page 13). Visit the following websites to watch a series of short videos about people's experiences of Supported Living.

Anne's story

Web: <https://youtu.be/44gCz6Vexts>

Claire's story

Web: <https://youtu.be/oh3l-dVVyf4>

Joanne's story

Web: <https://youtu.be/Wp6tqFLID10>

Shared Lives

This offers individuals with eligible needs the opportunity to be supported in a family setting. Shared Lives providers are care workers who open their homes to adults who may have learning difficulties, learning disabilities, mental health conditions, physical disabilities or dementia. Care workers provide long-term or replacement care, support and accommodation.

Shared Lives providers can support individuals with daily routines. For example, helping with personal care, attending appointments, and accessing the local community. They also provide friendship, support with gaining independence and help people to continue doing the things they enjoy.

Shared Lives can make a real difference to people by helping them to live as independently as possible, supporting new life experiences and social inclusion. Shared Lives is registered with the Care Quality Commission (CQC). View the latest inspection ratings at www.cqc.org.uk/location/1-982233179

If you are interested in the scheme, you can download the Shared Lives booklet or watch videos about what it's like to live in a Shared Lives placement using the following contact details.

Tel: **01905 765622**

Email: sharedlivesadmin@worcestershire.gov.uk

Web: www.worcestershire.gov.uk (search 'Shared Lives scheme').

Specific care and support services

Learning disability

The Government has indicated that services for people with disabilities should promote the following key principles:

- Respect people's rights.
- Actively promote people's independence.

- Ensure that people have, and can make, choices in all areas of their lives.
- Create opportunities for people to be included rather than separated from society.

If you are assessed as eligible for support, we can

help you find the right support to meet your needs. Services can include help in the home (explained on page 19), adaptations and equipment (see page 10) and holidays. If you are not eligible for services, we can provide you with information and advice tailored to your individual needs and your carer's.

For people looking to move out of their family home or leaving school or college there are several options that could be explored, such as living in your own home with support, a Supported Living scheme (explained on page 38) or residential care. These options can give greater independence and choice. For more information, visit

www.worcestershire.gov.uk/care-and-support/learning-disabilities (see 'Accommodation support').

Community Learning Disability Teams (CLDTs)

CLDTs work with adults aged 18 and over who have a learning disability and cannot manage without

the right kind of support. CLDTs work in partnership with Community Learning Disability Health Teams to provide joined up, holistic support.

You can get help and advice on problems you may be experiencing with being listened to or understood, your education, keeping well, money and work, somewhere to live, things to do and helping others to care for you.

Support can come from social workers, community nurses, dieticians, occupational therapists, physiotherapists, psychiatrists, psychologists, speech and language therapists or your doctor. Support can also come from your local community in the form of services from the voluntary sector. The CLDTs may also help you get advice and support on advocacy, benefits, housing and from the police, if necessary. Contact us on **01905 768053** for more information.

Mental health

There are two Mental Health Social Care Teams in Worcestershire, covering the north and south of the county. Each team supports people to make connections in their neighbourhood and community, as well as considering whether more formal care and support is required under the Care Act 2014.

Social workers are available on the phone every day to have a conversation with people who need some support due to mental health difficulties, to live a good life.

In Worcestershire, the Mental Health Social Care Teams:

- Work with the Neighbourhood Community Mental Health Teams.
- Work with the Mental Health Inpatient and Rehab Units to support discharge from hospital back into the community.
- Work with Worcestershire Children First to ensure effective transitions into adulthood.

- Work with individuals to make transitions to alternative accommodation, for example into Supported Living or their own tenancy.
- Complete reviews of care and support plans to ensure they are continuing to meet assessed needs and outcomes.
- Work with the NHS Herefordshire and Worcestershire Integrated Care Board to ensure that any section 117 aftercare needs are met.

If you are not currently receiving support from Adult Social Care and would like a conversation about support that may be available, call the **Worcestershire Adult Front Door** on **01905 768053**.

Approved Mental Health Professionals (AMHP) service

This service is responsible for undertaking assessments under the Mental Health Act 1983.

Physical disability

If you have a physical disability or a long-term condition Adult Social Care, in partnership with organisations in the independent and not-for-profit sectors, can provide you with

advice and information and connect you to a range of resources, technology and services, in local communities, to help you live as independently as possible. →

→ Alternatively, people can review our Community Services Directory, designed to help you search a wide range of services and support offered by charities, community groups, businesses, public sector and other organisations in your local area and across Worcestershire. Visit www.worcestershire.gov.uk/community-services-directory

There are also services available to support someone who may be your carer. See page 15. Any adult aged 18 and over with a disability who

feels they have care and support needs can refer themselves to Adult Social Care or a family member or professional can contact us on their behalf. To be eligible for care and support, adults must meet the national eligibility criteria as set out in the Care Act 2014.

Referrals should be made via the [Worcestershire Adult front Door](http://www.worcestershire.gov.uk/council-services/adult-social-care). Call **01905 768053** or visit www.worcestershire.gov.uk/council-services/adult-social-care

Sensory service

This service provides support to adults who are:

- Severely sight impaired or sight impaired with a diagnosed sight loss.
- Deaf or hard of hearing having been assessed by an audiologist.
- Deafblind or have a degree of dual sensory loss.

The sensory service includes rehabilitation workers, social care workers and deafblind service co-ordinators who provide specialist assessment, information and advice. The service also provides rehabilitation training in mobility and daily living skills and may provide equipment to help maintain or regain your independence.

Lastly, the sensory service can carry out carers' assessments where the carer is supporting someone with a sensory impairment.

For more information, email

sensoryimpairmentteam@worcestershire.gov.uk or refer to the following national organisations.

RNIB

Tel: **0303 123 9999** • Email: helpline@rnib.org.uk
Web: www.rnib.org.uk

RNID

Tel: **0808 808 0123**
Textphone: **18001 0808 808 0123**
SMS: **07360 268988** • Email: contact@rnid.org.uk
Web: www.rnid.org.uk

Sense

Tel: **0300 330 9256**
Textphone: **18001 0300 330 9256**
Email: info@sense.org.uk
Web: www.sense.org.uk

Advocacy

Advocacy services aim to support people to have their voices heard and their views, wishes and individual needs considered during decision making processes. It ensures that people are treated fairly and not subject to discrimination.

A range of advocacy services is provided in Worcestershire, including:

- **Crisis and Issue/Community Advocacy** – for people who may be vulnerable or face disadvantage and need an advocate to help with one-off issues. The aim is to empower people to do more for themselves, make informed choices

and promote independence. This is a non-statutory service so is subject to availability.

- **Independent Mental Health Advocacy (IMHA)** – for people subject to detention under the Mental Health Act. IMHA is independent of any person who is professionally concerned with the patient's medical treatment and operationally independent of health and social care providers.
- **Independent Mental Capacity Advocacy (IMCA)** – for people who lack capacity to make decisions concerning a long-term move or changes in accommodation or serious medical treatment. IMCA is independent of any person who is

professionally concerned with the individual. It is to provide support to people covered by the Mental Capacity Act 2005. It is also for people who have nobody else to represent them or who may not be appropriate to be consulted in the process of working out their best interests. IMCA may also be involved in other decisions such as care reviews and adult safeguarding.

- **Relevant Persons Representative (RPR)** – Once a Deprivation of Liberty Safeguards (DoLS) authorisation is granted, a paid RPR is instructed so that the person can appeal or review the DoLS authorisation when residing in care home. The RPR role is to explain the authorisation to the person (if possible), request a review of the DoLS or take the case to a Court of Protection appeal. The role is to ensure people's rights under the Mental Capacity Act are respected and upheld. RPR for those living in their own home or in Supported Living may be provided should there be no suitable relatives or friends available to represent them and support with the process. See page 53 for more information about DoLS.
- **NHS and Adult Social Care complaints** – available for people who wish to make a complaint about Adult Social Care or their NHS care or treatment. This service is the provision of short-term advocacy, which empowers and assists patients and individuals who want to make a complaint and need some support to do this.
- **Care Act Advocacy** – for people who would have substantial difficulty in being involved in their own care and support process or safeguarding. It is for people who do not have another

appropriate person to provide this support or who are not willing or able to do this. The aim is to help people express their wishes and feelings, support them in weighing up their options and assist them in making their own decisions.

- **Appropriate Adult (AA)** – to support vulnerable adults who have been detained by the police for interview. The AA's role is to ensure the detained person understands what is happening to them and why.

These services help to protect the rights of some of the most vulnerable people, enabling them to:

- Express their views.
- Obtain and understand independent advice and information.
- Have access to services and support to meet their needs.
- Negotiate and resolve conflict.

The current provider of independent advocacy services in Worcestershire is ONSIDE, whose details are as follows.

Onside Independent Advocacy

Williamson House, 14 Charles Street,
Worcester WR1 2AQ

Tel: **01905 27525**

Email: **info@onside-advocacy.org.uk**
(general enquiries) and

accesshub@onside-advocacy.org.uk (referrals).

Web: **www.onside-advocacy.org.uk**

Palliative and end of life care

Worcestershire Acute Hospitals NHS Trust has a specialist Palliative Care Team which provides advice and support for patients with advanced life-limiting illnesses and their families and carers. Based at the Alexandra Hospital, Redditch, and Worcestershire Royal Hospital, the team also provides clinical advice and education to professional staff such as doctors and nurses.

St. Richard's Hospice cares for patients and families in Worcestershire who are living with

life-threatening illnesses. Each year, the hospice gives free care and support to around 2,500 patients and family members, helping them towards the best quality of life possible. Visit **www.strichards.org.uk** for more information.

KEMP Hospice provides a major support system for the Wyre Forest Community. Its primary goal is to provide palliative care and support, adding to the quality of life for patients and their carers. Find out more at **www.kemphospice.org.uk**



DROITWICH MEWS CARE HOME

Live Safe & Well

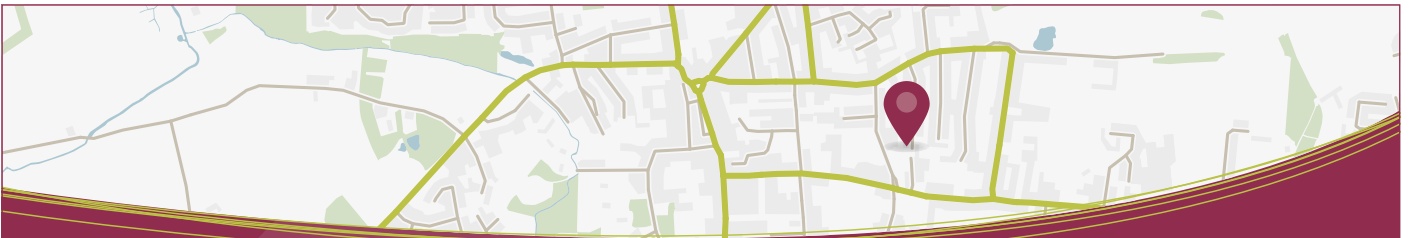
Droitwich Mews Care Home in Droitwich Spa offers a safe and supportive environment where residents can flourish, make new friends, remain part of their local community and live a life of possibility.

- Residential, dementia and respite care
- Nutritionally balanced seasonal menus
- Spacious, beautifully decorated bedrooms
- Stimulating schedule of daily activities and entertainment
- Highly trained staff teams

 01905 934183 | averyhealthcare.co.uk



Mulberry Tree Hill | Droitwich Spa | WR9 7SS



Search for care in your area

www.carechoices.co.uk



With so many providers to choose from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



Care homes

All care home providers in England must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings and rates each home. These inspection reports and ratings are available at the

home or from the CQC website (www.cqc.org.uk).

Before you decide whether to move into a care home, you might like to contact us for a needs assessment (see page 7).

Types of care home

Care homes (personal care only)

If you need someone to look after you 24 hours a day, but don't need nursing care, a care home offering only personal care may be an option. Personal care includes bathing, feeding, dressing and help with moving but it must be paid for in full if your capital/savings exceed £23,250. This figure may change during the lifetime of this Directory. See page 48 for more information on paying for your care.

Care homes with nursing

A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, and are not self-funding your care, you will need to have an

assessment to determine Care Act 2014 eligible needs and discuss how those needs are best met.

If the outcome is that a care home providing nursing care is the agreed option, a social care worker will work with you to look at the options available. The cost of the nursing care part of your fees is paid by the NHS to the home directly: the current amount is £219.71 per week; see page 49 for more information. This figure may change over the lifetime of this Directory.

For help with finding care homes and care homes with nursing, visit www.carechoices.co.uk to search across the country.

Activities in care homes

The word 'activity' can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night.

Activities should stimulate residents emotionally, physically, and mentally and, in a good care home, should encompass all aspects of daily life. They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class. Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated activity co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

Ensure you speak to any potential providers about the activities they provide in their care home.





Everyone deserves uncompromising care. That's the passionate belief of the experts in our care homes.

That's why you'll find our people are well-trained in a variety of skills. They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

These are the things that mean the most. And because they matter to you, they matter to us.



BARCHESTER
in Worcestershire

barchester.com/Worsts

Nursing • Residential • Dementia • Respite

Call to arrange a visit or to find out how we can help:

Hollyfields

Haberley Road, DY11 5RJ

01562 569 884

Latimer Court

Darwin Avenue, WR5 1SP

01905 401 630

Elgar Court

St. Andrew's Road, WR14 3PT

01684 880 151

Tewkesbury Fields

The Oxhey, GL20 6HP

01684 880 129

Tell us what you think

Share your feedback

Take our five minute survey

⊙ What have you found useful?

⊙ What could we do better?

 CareChoices

www.carechoices.co.uk/reader-survey

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

Staff

- What is the minimum number of staff that are available at any time?
- Are staff respectful, friendly and polite?
- Are staff suitably trained and experienced?
- Are the staff engaging with residents?

Activities

- Can you get involved in activities you enjoy?
- Is there an activities co-ordinator?
- Does the home organise any outings?
- Are residents escorted to appointments?
- Do the residents seem entertained?
- Does the home have a varied activities schedule?

Life in the home

- Is the home adapted to suit your needs?
- Can you bring your own furniture?
- Are there enough plug sockets in the rooms?
- Are there restrictions on going out?
- Is there public transport nearby?
- Does the home provide any transport?
- Can you make/receive calls privately?
- Can you decide when to get up and go to bed?
- Does the home allow pets?
- Does the home use Digital Care Planning accessible to families?

Personal preferences

- Is the home too hot/cold? Can you control the heating in your room?
- Is the décor to your taste?

- Are there restricted visiting hours?
- Is there somewhere you can go to be alone?
- Does the home feel welcoming?

Catering

- Can the home cater for any dietary requirements you may have?
- Does the menu change regularly?
- Can you eat when you like, even at night?
- Can you have food in your room?
- Is there a choice of food at mealtimes?
- Is alcohol available/allowed if you want it?
- Can visitors join you for meals?

Fees

- Do your fees cover all of the services and activities?
- Are fees likely to change regularly?
- Is the notice period for cancellation of the contract reasonable?
- Could you have a trial period?
- Can you keep your room if you go into hospital?
- Can you handle your own money?

Regulation

- Will your support plan be reviewed at regular intervals?
- Can you lodge a complaint easily?
- Are complaints dealt with quickly?
- Are there any suspensions to admissions in place?
- Can you see a copy of the agency's CQC registration and quality rating?

*See page 52.

Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care if funded by Worcestershire County Council. This should identify a named care co-ordinator and address their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. In Worcestershire, this may include completion of a ReSPECT form (Recommended Summary Plan for Emergency Care and Treatment) with support from health professionals and family members or representatives.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for the person you care for.

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home?

Further questions to consider are included in the residential dementia care checklist on page 47.

Design

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of navigating around the building and grounds are essential for minimising disorientation.

Staff training

Dementia-specific training is essential to ensure that care home staff have an understanding of how best to support and care for people with dementia. Ask to speak with the Dementia Friends Ambassador and question the placement if the home does not have a specific Dementia Lead. For more information, visit www.dementiafriends.org.uk

For help with finding a care home for someone with dementia, visit www.carechoices.co.uk to search for care homes across the country.





Search for care in your area

www.carechoices.co.uk 

With so many providers to choose from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

 CareChoices

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 45. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

- Are there clear signs throughout the home?
- Has the home been designed or adapted for people with dementia?
- Are the home and grounds secure?
- Are there prompts outside the residents' rooms to help people identify their own?
- Is the décor familiar to your loved one?

Choices

- Do residents get a choice in terms of what they wear each day?
- Are residents encouraged to be independent?
- Can residents decide what to do each day?
- Can residents have a say in the décor of their room?

Activities

- Are residents able to join in with household tasks like folding washing?
- Are there activities on each day?
- Can residents walk around outside on their own?
- Are residents sitting in front of the TV or are they active and engaged?
- Are there rummage boxes around?

Health

- Can residents get help with eating and drinking?
- How often does the home review residents' medication?

- Does the home offer help if a resident needs assistance taking medication?
- Do GPs visit the home regularly?

Staff

- Are staff trained to identify when a resident might be unwell?
- Are staff trained to spot when someone needs to go to the toilet?
- Do the staff have any dementia-specific training/experience?
- Will your loved one have a member of staff specifically responsible for their care?

Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy?
- Will the home keep you informed about changes to your loved one's care?
- Does the home have a specific approach to end of life care?
- Does the home keep up to date with best practice in dementia care?

Regulation

- Will your support plan be reviewed at regular intervals?
- Can you lodge a complaint easily?
- Are complaints dealt with quickly?
- Are there any suspensions to admissions in place?
- Can you see a copy of the agency's CQC registration and quality rating?

*See page 52.

Paying for residential care

When a local authority provides or arranges your care services, you may be asked to contribute towards the cost of care at home or in a care home. The amount you are asked to contribute will depend on your personal circumstances.



Financial assessment

To determine the amount you may have to contribute, you will need to have a means-tested financial assessment. You will be asked to pay the full cost of your care until your financial assessment is completed.

If you have been assessed as having eligible care needs by your social worker, you will be advised to complete the Online Financial Assessment Form. This will provide you with an indicative amount that you may have to contribute to your care. You can submit the form to the Care Contribution Assessment Team, who will complete a full financial assessment. Complete the form at <https://worcestershire.mycostofcare.com/OFA>

If you have capital and savings of less than £23,250, you will be asked to contribute part of your income and we may meet the shortfall.

If you have capital and savings of between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you also contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will have to pay the full cost of your

care yourself. However, you are still entitled to an assessment of your needs from us, and you may be able to get some support with funding your care; see page 49.

If you own your own home, the value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. You may still get assistance from us with your care home fees, via a Deferred Payment Agreement (see page 49).

If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support. These figures may change during the lifetime of this Directory.

If you are eligible for a financial contribution towards your support from us and you are moving into a care home or care home with nursing, you will be given a choice of homes that accept the fee level we would usually pay for someone with your needs. If the home you choose charges a fee in excess of our funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a 'third party payment' or 'top-up' (explained further on page 49).

Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let us know well in advance. We must undertake an assessment of your circumstances before deciding if we will make a contribution.

If you become eligible for our support with funding

your care, and the home you are living in charges more than our fee levels, you must find someone to help pay the difference. This is known as a 'top-up' or 'third party payment'; see page 49 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at our fee level.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help.

It is important to seek independent financial and legal advice before committing yourself to anything. See page 50 for more information.

Non-means-tested support

Some non-means-tested support may be available to you; you may wish to explore these options before approaching us for a financial assessment.

Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits.

You cannot usually get Attendance Allowance if you live in a care home and your care is paid for by your local authority. You can still claim Attendance Allowance if you pay for all your care home costs yourself.

If you are entitled to the mobility component of Disability Living Allowance or Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under State Pension age) or Pension Credit (if you are over State Pension age).

NHS Continuing Healthcare

This is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health related and are likely to be severe.

If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home.

Self-funding your care

Paying for care can be an expensive and long-term commitment, so it is recommended that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers; see page 50 for suggested contacts.

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, we may share the cost of the first 12 weeks of permanent care, provided it agrees that care is needed.

Deferred Payment Agreements

After the twelve-week property disregard period, you may be considered for a Deferred Payment

Agreement. This will allow you to delay selling your former home during your lifetime. Any fees paid by us will accrue as a debt against your property which is secured by a legal charge. This debt must be repaid once the house is sold, or from your estate. Interest is payable throughout the period of the loan and there is an initial fee to join the scheme and annual fee thereafter, which covers all legal and administrative costs for the lifetime of the loan. We may limit the amount of the loan.

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

If you are eligible for financial support from us, you should be offered a choice of homes that meet

our funding rates. If you decide to live in a more expensive home and someone is able to make an

additional payment for you, they will have to pay the difference between our rate and the amount the home charges. This additional payment is called a 'top-up' or 'third party payment'.

In certain circumstances you may be able to pay this yourself. However, in most cases the responsibility usually falls to a family member, friend or charity.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. They will need to sign a contract with us to confirm that they can do this. If the additional payments stop being paid for any reason, you should

seek help and advice from us. You may have to move to a different home within our funding levels.

If you are already a resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed with us first.

This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a more expensive room. It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market. A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at www.societyoflaterlifeadvisers.co.uk

Alternatively, you can call **0333 202 0454**.

There are also a number of organisations that will provide free advice about funding care and support. These are a good place to start if you are looking for information and want to see what sort of options are available.

Age UK

Tel: **0800 678 1602**

Web: www.ageuk.org.uk/moneymatters

Citizens Advice

Tel: **0800 144 8848**

Web: www.citizensadvice.org.uk

Money Helper

Tel: **0800 138 7777**

Web: www.moneyhelper.org.uk

Important information

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by the type of care you are seeking and the results can be sent to you by email.

They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and

rating (see page 52), indicating the quality of care provided. You can also view an electronic version of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit www.carechoices.co.uk

How solicitors can help

A solicitor can give you impartial advice about wills, making gifts, estate planning and Powers of Attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

Lasting Powers of Attorney (LPA) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable to.

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed even if you die as a result.

Any proposed Gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and can recommend solicitors in your area. Visit www.citizensadvice.org.uk

Comments, compliments and complaints

If you use a home care agency or move into a care home or care home with nursing, you should feel able to comment on any aspect of your life which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a comment, whether complimentary or a complaint, should not be made difficult for you and should not affect the standard of care that you receive whether in your own home or in a care home or care home with nursing. Care services are required to have a simple and easy-to-use complaints procedure.

If you are concerned about the care that you, a friend, or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If your complaint is about a breach of regulations, contact your local office of the Care Quality Commission (see page 52 for more information).

If your local authority has arranged or contributed to the cost of your care and support, another option

is to raise your complaint with your social worker/ care manager or the department's designated complaints manager.

Consumer Relations Officer

Worcestershire County Council,
Consumer Relations, County Hall,
Spetchley Road, Worcester WR5 2NP
Tel: **01905 846365**
Email: **representations@worcestershire.gov.uk**
Web: **www.worcestershire.gov.uk** (search
'Compliment, comment or complaint').

Local Government and Social Care Ombudsman (LGSCO)

If you have been unable to resolve your complaint and are unhappy with the response

from the care provider, contact the Consumer Relations Officer on the above number. If you remain dissatisfied after receiving our response, you are entitled to contact the LGSCO on **0300 061 0614** and ask for assistance. The LGSCO looks at complaints about councils and some other authorities and organisations, including Adult Social Care providers (such as care homes and home care providers). It is a free service, and its job is to investigate complaints in a fair and independent way.

If you are a self-funder, you can complain directly to the LGSCO. However, any involvement by us should in the first instance be directed through our complaints process via the Consumer Relations Officer on the above number.

Inspecting and regulating care services



Health and social care services must be registered to show that

they meet a set of standards. The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to protect people who use services.

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website (**www.cqc.org.uk**). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information

to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit **www.cqc.org.uk/share**

CQC assurance

A new CQC assurance process for Adult Social Care functions is being launched. The CQC will visit local authorities to assess their processes. Local authorities in England could be visited any time from April 2023 to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the updated CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to be assessed across the following themes:

- working with people;
- providing support;
- ensuring safety; and
- leadership.

For more information, visit **www.cqc.org.uk/local-systems/local-authorities**

Tel: **0300 061 6161** • Email: **enquiries@cqc.org.uk**
Web: **www.cqc.org.uk**

Write to: The Care Quality Commission, Citygate,
Gallowgate, Newcastle upon Tyne NE1 4PA

Safeguarding adults

How do I report safeguarding concerns?

You might have concerns about abuse or neglect for yourself or someone you know.

- If it is an emergency, dial **999**.
- To report a crime or potential crime to the police, you can phone the non-emergency number, **101**.

- To report a safeguarding concern, call **01905 768053**.

The following information tells you more about safeguarding adults and what happens when you report abuse or neglect.

What is adult safeguarding?

Sometimes adults with care and support needs are unable to protect themselves from the risk or experience of abuse or neglect. 'Safeguarding' is a term that describes the arrangements for protecting them, and it is a legal duty.

The Care Act 2014 sets out the safeguarding responsibilities of local services who must work together to safeguard adults in a way that supports them in making choices and having control over how they want to live.

What is abuse and neglect?

Abuse or neglect is an action, or lack of action, that leads to harm occurring to another person. Abuse or neglect may be deliberate or result from negligence or ignorance. The Care Act 2014 and statutory guidance set out what is recognised as forms of abuse.

disability, mental health condition or a severe brain injury. These people may need more care and protection than others to ensure they do not suffer any harm.

What will happen if the concerns are about me?

Your safeguarding concern will be passed to the Adult Safeguarding Team who will arrange for someone to contact you.

It may be necessary to apply restrictions that deprive them of their liberty in order to prevent harm. Depriving someone of liberty can include ensuring a person cannot leave, giving care or medication that controls the person's choices and actions, or going against the wishes of family. This applies whether the restrictions are actively applied or only potentially and applies whether or not the person objects themselves.

You will be asked what you wish to happen and whether you have support or need an advocate to help you explain what you want to happen. See the 'Independent support' section on page 40.

In these cases, the staff responsible must apply to the local Deprivation of Liberty Safeguards (DoLS) Team for an assessment. Failure to do so may be a breach of the law. The assessments check that restrictions within the care are necessary, in the person's best interests, and lead to a DoLS authorisation. No costs are involved to the person or family.

You will be asked who you want to be involved. Further information may need to be gathered and a decision will need to be made regarding whether a formal safeguarding enquiry is required or whether there is other action that should be taken. The aim of this process is to assist you to live the life you want, with support and protection if needed.

What happens if I can't make decisions for myself?

Some adults are unable to make decisions for themselves because they lack the mental capacity to do so. This may be due to dementia, a learning

Are you concerned that someone you know is being deprived of their liberty?

If you think someone you know is being deprived of their liberty and the deprivation is not authorised, the first step is to approach the staff who are looking after them to see if care could be given in a way that is less

restrictive. If not, ask whether they have taken the necessary steps to request a DoLS assessment. It does not matter whether you think the care is necessary or not – an authorisation should still be requested.

If the staff do not act, contact the DoLS Team. If there is an authorisation in place but you think the level of restriction exceeds that which is necessary, you can also query this – ask the staff to contact the DoLS Team to request a review of the authorisation.

In either of the above circumstances, if you have attempted to address your concerns with the staff concerned, but you remain uncertain about the care arrangements, contact the DoLS Team and it will be looked into formally. The team also offers advice.

DoLS is set to be replaced by the Liberty Protection Safeguards. For more information, get in touch with the following organisations.

You can contact the **Worcestershire County Council DoLS Team** by calling **01905 822624**.

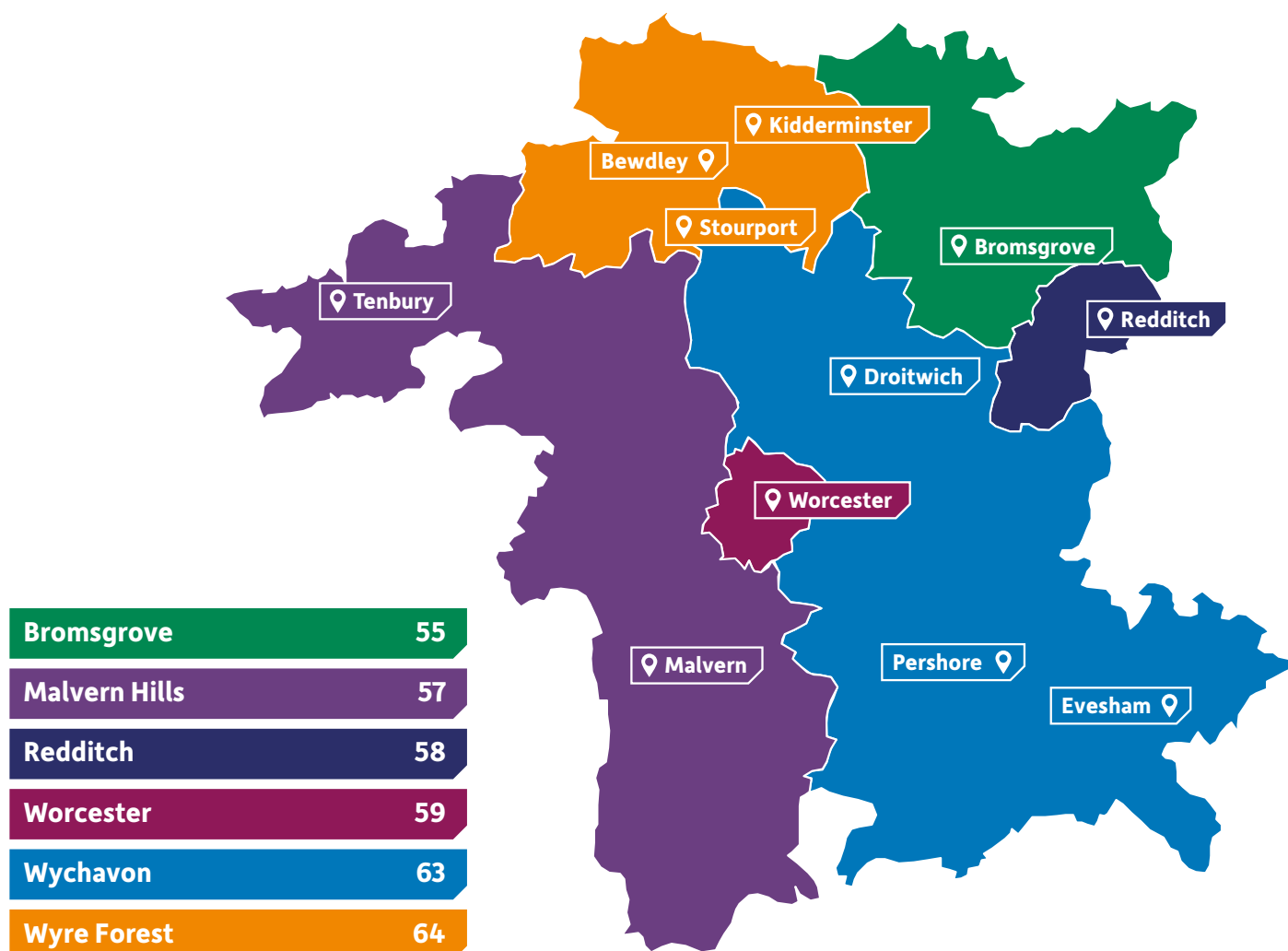
Learn more about the Mental Capacity Act 2005 and what it means for you and your family. Visit **www.gov.uk** (search 'Mental Capacity Act').

The **Social Care Institute for Excellence** website provides more information about DoLS. Visit **www.scie.org.uk/mca/dols/at-a-glance**

You can also see **Alzheimer's Society's** factsheet on DoLS at **www.alzheimers.org.uk** (search 'DoLS').

In certain circumstances, an application may need to be made to the **Court of Protection**. Find out more at **www.gov.uk/courts-tribunals/court-of-protection**

Residential care in Worcestershire



Belmont, The

John Comyn Drive, Worcester WR3 7NS
Tel: 01905 677427

OP D

Breme Residential Care Home

46 Providence Road,
Bromsgrove B61 8EF
Tel: 01527 571320

Advert inside back cover

OP D PD LDA SI YA

Burcot Grange

23 Greenhill, Burcot, Bromsgrove B60 1BJ
Tel: 0116 267 4835

OP D

CTTM Elmfield Cottage

Alcester Road, Hollywood, Birmingham B47 5NS
Tel: 0121 430 4297

LDA MH SI YA

Exmoor Drive

1-7 Exmoor Drive, Bromsgrove B61 0TW
Tel: 01527 576591

LDA

Grosvenor House Care Home

Aqueduct Lane, Coopers Hill, Alvechurch B48 7BS
Tel: 0121 447 7878

OP

Hillside

Alcester Road, Hollywood, Birmingham B47 5NS
Tel: 0121 430 2126

OP LDA

Hopwood Court

Birmingham Road, Hopwood, Alvechurch B48 7AQ
Tel: 0121 445 4743

OP D PD

Housman Care Ltd

School Drive, Bromsgrove B60 1AZ
Tel: 01527 575440

OP D

Kensington House

Moundsley Hall Care Village, Walkers Heath Road,
Birmingham B38 0BL
Tel: 0121 433 3000

OP D PD MH YA

Lawns Residential Care, The

School Lane, Alvechurch, Birmingham B48 7SB
Tel: 0121 445 4098

OP D PD SI YA

Leys Residential Home, The

Old Birmingham Road, Alvechurch,
Birmingham B48 7TQ
Tel: 0121 445 5587 **Advert adjacent**

OP D PD MH

Lodge at Burcot Grange, The

23 Greenhill, Burcot, Bromsgrove B60 1BJ
Tel: 0121 445 5552

OP D PD SI YA

Merecroft

Seafields Lane, Alvechurch, Birmingham B48 7HN
Tel: 01564 829963

LDA MH YA

Redwood House Residential Home

Cherry Hill Road, Barnt Green B45 8LL
Tel: 0121 447 7447

OP D PD SI

Regents Court Care Home

128 Stourbridge Road,
Bromsgrove B61 0AN
Tel: 01527 879119

OP D

School Drive, 7 (Dimensions)

Spadesbrook House, Bromsgrove B60 1AX
Tel: 01527 874827

LDA

Wythall Residential Home

241 Station Road, Wythall, Birmingham B47 6ET
Tel: 01564 823478

OP



Dau Care Ltd Old Birmingham Road | Alvechurch | B48 7TQ

The Leys Residential Care Home

TOGETHER WE CARE

At The Leys, we believe in providing a home for our residents, and the care we would want for our own loved ones.

0121 445 5587 ✉ Theleys@daucaresltd.com
www.carehome.co.uk/carehome.cfm/searchazref/10002514LEVA

Inspected and rated Good Care Quality Commission

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Bluebrooke Nursing & Residential Care Home

242 Stourbridge Road, Catshill, Bromsgrove B61 9LE
Tel: 01527 877152

OP D PD LDA SI YA

Kensington House

Moundsley Hall Care Village, Walkers Heath Road, Birmingham B38 0BL
Tel: 0121 433 3000

OP D PD MH YA

Buckingham House

Moundsley Hall Care Village, Walkers Heath Road, Birmingham B38 0BL
Tel: 0121 433 3000

OP D MH YA

Meadows Nursing Home, The

656 Birmingham Road, Spring Pools, Bromsgrove B61 0QD
Tel: 0121 453 5044

OP D PD

Chandler Court

Recreation Road, Bromsgrove B61 8DT
Tel: 0333 455 2317

OP D PD MH YA

Moundsley House

Walkers Heath Road, Birmingham B38 0BL
Tel: 0121 433 3000

OP D PD MH YA

Cofton Park Manor Care Home

466 Lickey Road, Cofton Hackett, Birmingham B45 8UU
Tel: 01213 872722

OP D

St John's Court

St Johns Street, Bromsgrove B61 8QT
Tel: 01527 575070

OP D PD SI YA

Grosvenor House Care Home

Aqueduct Lane, Coopers Hill, Alvechurch B48 7BS
Tel: 0121 447 7878

OP

Tutnall Hall Care Home

Tutnall Lane, Bromsgrove B60 1NA
Tel: 01527 875854

OP

Havencroft Nursing Home

Lea End Lane, Hopwood, Birmingham B48 7AS
Tel: 0121 445 2154

OP

Wayside Care Home

25 New Road, Bromsgrove B60 2JQ
Tel: 01527 837774

OP D PD YA

Heathbrook House Bupa Care Home

223-229 Worcester Road, Stoke Heath, Bromsgrove B61 7JA
Tel: 01527 903620 **Advert below**

OP D

If you are considering a care home with nursing, see the checklist on page 45.



We follow strict UK infection control standards. Roll out available vaccines. Carry out regular tests and make sure our team always have PPE. **That's our Safety Promise you can rely on.**

Your local Bupa care homes in Worcestershire

We're here to help make your search for a care home easier. In our homes, you can expect a safe and welcoming environment. We encourage independence, while also offering a helping hand. We offer a range of sociable activities and really get to know everyone, so you know you have a place to call home.

**Call us for advice on care today
0808 301 4757**

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls. Phone calls are free to 0808 numbers.



Heathbrook House Care Home
Bromsgrove



The Springs Care Home
Malvern



All types of funding welcome No health insurance needed

Q122072 CS 02455

Avenue Care Home, The

23 Avenue Road, Malvern WR14 3AY
Tel: 01684 575922

OP LDA MH

Friends of the Elderly Malvern

148 Graham Road, Malvern WR14 2HY
Tel: 01684 574385

OP D

Beechwood Residential Care Home

Advert inside back cover

The Beeches, Holly Green,
Upton-upon-Severn WR8 0RR
Tel: 01684 595959

OP D PD SI YA

Hamilton House

Leigh Stinton, Malvern WR13 5DZ
Tel: 01886 832456

LDA YA

Blossom House Residential Home

5 Avenue Road, Malvern WR14 3AL
Tel: 01684 574000 **Advert below**

OP PD YA

Hastings Residential Care Home

130 Barnards Green Road,
Malvern WR14 3NA
Tel: 01684 585000

Advert inside back cover

OP D PD SI YA

Chace Rest Home, The

Chase Road, Upper Welland, Malvern WR14 4JY
Tel: 01684 561813

OP D YA

Howbury House Resource Centre

Pickersleigh Grove, Malvern WR14 2LU
Tel: 01684 571750

OP D PD

Cleeve House

49 Hornyold Road, Malvern WR14 1QH
Tel: 01684 564454

OP D

Matrixcare

369 Worcester Road,
Malvern WR14 1AR
Tel: 01684 568097

PD LDA SI YA

Dalvington / The Oaks

146 Lower Howsell Road, Malvern WR14 1DL
Tel: 01886 833424

PD LDA SI

Oaks, The

165 Worcester Road, Malvern WR14 1ET
Tel: 01684 572079

LDA

Elgar Court Care Home

35 St Andrews Road, Malvern WR14 3PT
Tel: 01684 880 151 **Advert page 44**

OP D YA

Old Rectory, The

Church Street, Tenbury Wells WR15 8BP
Tel: 01584 810249

OP D PD



Dedicated to delivering dignified and respectful care in each of our residential care homes.

www.blossom-care.co.uk



Wishmoor

21 Avenue Rd, Malvern WR14 3AY
01684 569162
wishmoor@blossom-care.co.uk
f Wishmoor Rest Home



Blossom House

5 Avenue Rd, Malvern WR14 3AL
01684 574000
blossomhouse@blossom-care.co.uk
f Blossom House - Residential Care Home



Options Malvern View

The Rhydd, Hanley Castle WR8 0AD
Tel: 01684 312610

LDA YA

Sense Tanglewood

72 Albert Road South, Malvern WR14 3AH
Tel: 01684 576327

PD LDA SI

Springfield House

3-5 Ranelagh Road, Malvern WR14 1BQ
Tel: 01684 574248

OP D

Tewkesbury Fields

The Oxhey, Bushley, Tewkesbury GL20 6HP
Tel: 01684 880 129 **Advert page 44**

OP YA

Wishmoor Rest Home

21 Avenue Road, Malvern WR14 3AY
Tel: 01684 569162 **Advert page 57**

For information on different types of care homes, see page 43.

Malvern Hills care homes with nursing

Boynes Care Centre, The

Upper Hook Road, Upton-upon-Severn,
Worcester WR8 0SB
Tel: 01684 594001

OP D SI YA

Court House Care Home

3-5 Court Road, Malvern WR14 3BU
Tel: 01684 572271

OP D PD YA

Friends of the Elderly Malvern

148 Graham Road, Malvern WR14 2HY
Tel: 01684 574385

OP D

Haresbrook Park Care Home

Haresbrook Lane, Tenbury Wells WR15 8FD
Tel: 01584 811786

OP D MH YA

Lawns, The

The Lawns, Link End Road, Corse Lawn,
Gloucester GL19 4NN
Tel: 01452 780353

MH YA

Mowbray Nursing Home

Victoria Road, Malvern WR14 2TF
Tel: 01684 572946

OP D PD

Springs Bupa Care Home, The

Spring Lane, Malvern WR14 1AL
Tel: 01684 878654 **Advert page 56**

D

Waterside Care Centre

Leigh Sinton, Malvern WR13 5EQ
Tel: 01886 833706

OP D

Welland House Care Centre

Lime Grove, Welland,
Malvern WR13 6LY
Tel: 01684 310840

OP D MH YA

Windsor Court Care Home

Lansdowne Crescent,
Malvern WR14 2AW
Tel: 01684 882399

OP D PD SI YA

Redditch care homes

Abbeycroft

16 Crabbs Cross Lane, Crabbs Cross,
Redditch B97 5LD
Tel: 01527 540403

PD LDA MH

Bowood Court & Mews

Hewell Road, Batchley, Redditch B97 6AT
Tel: 01527 65115

OP D PD MH SI YA

Brambles Residential Care Home

Birchfield Road,
Redditch B97 4LX
Tel: 01527 555800

Advert inside back cover

OP D PD SI YA

Haversham House

327 Bromsgrove Road, Redditch B97 4NH
Tel: 0121 720 6999

LDA YA

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs



Parklands Care Home
A residential home set
in a tranquil location

Tel: **01527 544581**
Email: admin@parklandscare.co.uk
Web: www.parklandscare.co.uk

Address: **Parklands Care Home,**
Callow Hill Lane, Callow Hill,
Redditch B97 5PU

Parklands Care Home is a residential home on the edge of Redditch, Worcestershire. Set in seven acres of secluded grounds, it boasts views of extensive lawns, woodlands, and the Malvern Hills.

We aim to provide a **high standard of care** based on **individual needs**, giving comfort and friendship in a homely and cosy atmosphere. The Home specialises in **dementia care** and offers those affected with dementia **reassurance** and **support**, helping them live well with dementia.



Redditch care homes continued

See page 58 for the **Service User Bands** key

Advertisers are highlighted

HF Trust – 1 Foxlydiate Mews

Lock Close, Redditch B97 6LQ
Tel: 01527 604820

LDA

Miles House – 4 Hentland Close

Winyates West, Redditch B98 0LP
Tel: 01527 455705

PD LDA

Millcroft

Alfrick Close, Redditch B97 6RU
Tel: 01527 433384 **Advert page 60**

OP D MH SI

Parklands

Callow Hill Lane, Callow Hill, Redditch B97 5PU
Tel: 01527 544581 **Advert above**

OP D PD MH SI

St Martins Care Home Ltd

22 Feckenham Road, Headless Cross, Redditch B97 5AR
Tel: 01527 544592

OP D PD SI

See the checklist on page 45 for useful questions to ask when looking at care homes.

Redditch care homes with nursing

Glenfield House Nursing Home

Middle Lane, Kings Norton, Birmingham B38 0DG
Tel: 01564 823795

OP D PD SI

Southcrest Nursing Home

215 Mount Pleasant, Southcrest,
Redditch B97 4JG
Tel: 01527 550720

OP D PD SI YA

Stonebridge Nursing Home

178-180 Birchfield Road,
Headless Cross, Redditch B97 4NA
Tel: 01527 542170

D MH

For more information on paying for residential care in Worcestershire, see page 48.

Worcester care homes

Albion Lodge Retirement Home

Hanley Swan, Robert End, Worcester WR8 0DN
Tel: 01684 310626

OP YA

Bedwardine House Residential Care Home

Upper Wick Lane, Rushwick,
Worcester WR2 5SU
Tel: 01905 425101

OP D PD

Bethany Lodge

222 Malvern Road, Worcester WR2 4PA
Tel: 01905 420088

LDA YA

Broad Group, The – 85 Bath Road

Worcester WR5 3AE
Tel: 01905 360439

LDA SI YA

Bromyard Road, 95

St Johns, Worcester WR2 5BZ
Tel: 01905 429527

OP MH YA

Constable House

6-8 Howard Road, Dines Green, Worcester WR2 5RB
Tel: 01905 422150

OP PD LDA MH SI YA

Firs Rest Home, The

141 Malvern Road, St Johns, Worcester WR2 4LN
Tel: 01905 426194

OP D PD MH SI

Juniper House Residential Care Home

2 Oak View Way, St Johns,
Worcester WR2 5FJ
Tel: 01905 676950

Advert inside back cover

OP D PD YA

ideal carehomes

Luxury Care Homes In Worcestershire



ALL INCLUSIVE FEES

Person-Centred Care,
Supporting You To
Live An Aspirational
Lifestyle

Residential and Dementia Care | Purpose Built Homes
Person-Centred Care | All Inclusive Fees | Daily Activities
Nutritious Food | Couples Welcome



hello@idealcarehomes.co.uk
idealcarehomes.co.uk

Foley Grange

Kidderminster, DY11 7DT

01562 543 366

Millcroft

Redditch, B97 6RU

01527 433 384

Woodland View

Droitwich, WR9 7GP

01905 917 358

Northwick Grange

19 Old Northwick Lane, Worcester WR3 7NB
Tel: 01905 453916

OP D PD

Options Bredon House

Hospital Lane, Powick, Worcester WR2 4SQ
Tel: 01905 830234

LDA YA

Phoenix House

122 Bromyard Road, St Johns, Worcester WR2 5DJ
Tel: 01905 426190

LDA

Regent Residential Care Home

School Road, St Johns,
Worcester WR2 4HF
Tel: 01905 337100

Advert inside back cover

OP D PD LDA SI YA

South Hayes Care Home

101 London Road, Worcester WR5 2DZ
Tel: 01905 357429

OP

St Stephen's Care Home

St Stephens Terrace, Droitwich Road,
Worcester WR3 7HU
Tel: 01905 29224

OP D YA

Teme Court Residential Care

Old Road, Lower Wick, Worcester WR2 4BU
Tel: 01905 972023

OP D PD

Willows Care Home, The

2 Tower Road, Barbourne, Worcester WR3 7AF
Tel: 01905 20658

OP D PD SI

Woodbury View

Martley Road, Worcester WR2 6QG
Tel: 01905 641745

LDA

Woodland View Care Home

Woodland View, Woodland Way, Droitwich WR9 7GP
Tel: 01905 917358 **Advert page 60**

OP D MH SI

Worcester care homes with nursing

Ablegrange Severn Heights Ltd

Old Hills, Callow End, Worcester WR2 4TQ
Tel: 01905 831199

OP D PD

Fernhill House

Grange Lane, Fernhill Heath WR3 7UR
Tel: 01905 679300

OP D

Henwick Grange

68 Hallow Road, St Johns,
Worcester WR2 6BY
Tel: 01905 424705

OP D PD YA

Inspire Neurocare Worcester

195 Oldbury Road,
Worcester WR2 6AS
Tel: 01905 969000

OP D PD LDA MH YA

Latimer Court

Darwin Avenue, Worcester WR5 1SP
Tel: 01905 401 630 **Advert page 44**

OP D PD SI YA

Lawns Nursing Home, The

33 Main Road, Kempsey,
Worcester WR5 3NF
Tel: 01905 821388

OP D SI YA

Norton Hall

Woodbury Park, Norton, Worcester WR5 2QU
Tel: 01905 357766

OP D PD

Perry Manor

Charles Hastings Way, Worcester WR5 1ET
Tel: 01905 728410

OP D PD SI

Shaw Red Hill Care Centre

229 London Road, Red Hill, Worcester WR5 2JG
Tel: 01905 354000

OP D PD YA

Stanfield Nursing Home Ltd

Upper Wick Lane, Rushwick, Worcester WR2 5SU
Tel: 01905 420459

OP D PD

Yew Tree Nursing Home

Yew Tree Place, Romsley, Halesowen B62 0NX
Tel: 01562 710809

OP D PD YA



Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

RICHMOND
VILLAGES

Part of Bupa



Richmond Villages Wood Norton Care Home

Whether you're looking for long-term nursing or dementia care, respite or post operation / illness recovery, Richmond Villages are here to support you and your friend or family member with personalised care in a warm and safe environment.

NURSING, RESIDENTIAL AND DEMENTIA CARE

*More than
a care home*

FIND OUT MORE

*at richmond-villages.com
or call 01386 862 222*

Abbey House – Evesham

7 St Wulstans Close, Evesham WR11 2GB
Tel: 01386 401401

Ash Grove

56 Ash Grove, Evesham WR11 1XN
Tel: 01789 298709

Briarlea Care Home

Badsey Road, Evesham WR11 7PA
Tel: 01386 830214

Brooklands

92 Northwick Road, Evesham WR11 3AL
Tel: 01386 423178

Cedar Lodge Care Home

Main Street, Offenham, Evesham WR11 8RL
Tel: 01386 446871

Cheltenham Road

Evesham WR11 2LQ
Tel: 01386 442783

Droitwich Mews Care Home

Mulberry Tree Hill, Droitwich WR9 7SS
Tel: 01905 934183 **Advert page 42** OP D PD SI YA

Gloucester House – Learning Disability and Autism

21 Cheltenham Road, Evesham WR11 1LA
Tel: 01386 761658 PD LDA MH SI YA

Greenhill Park Residential Care Home

24 Greenhill Park Road, Evesham WR11 4NL
Tel: 01386 408360 **Advert below** OP D

Haven Rest Home, The

218 Worcester Road, Droitwich WR9 8AY
Tel: 01905 772240 OP D

Heathlands Residential Care Home

Station Road,
Pershore WR10 1NG **Advert inside back cover**
Tel: 01386 562220 OP D PD SI YA

HF Trust – 1 & 2 Clementi Court Houses

Off 8 Glencoe Road, Bengeworth, Evesham WR11 3QZ
Tel: 01386 48547 LDA

Lime Street, 21 – Learning Disability and Autism

Evesham WR11 3AW
Tel: 01386 422017 PD LDA MH SI YA

Mill House Care Home, The

Kington, Flyford Flavell WR7 4DG
Tel: 01386 793110 OP D PD

Newland Hurst

Newland Lane, Newland, Droitwich WR9 7JH
Tel: 01905 773156 OP LDA YA

Pershore Short Term Breaks

48 Station Road, Pershore WR10 1PD
Tel: 01386 552978 LDA SI

Priory Care Home, The

Crutch Lane, Dodderhill, Droitwich WR9 0BE
Tel: 01905 771595 OP D PD

Safeharbour (Droitwich)

52 Corbett Avenue, Droitwich WR9 7BH
Tel: 01905 796214 LDA

Stonebow House Residential Home

Worcester Road, Peopleton, Pershore WR10 2DY
Tel: 01905 840245 OP

Upper Ford Lodge

Ford Lane, Droitwich WR9 0BQ
Tel: 01905 779949 LDA

Westmead Residential Care Home

Westmead Close, Westacre,
Droitwich WR9 9LG **Advert inside back cover**
Tel: 01905 778353 OP D PD SI YA

Willow Bank House Residential Home

Tilesford Park, Throckmorton, Pershore WR10 2LA
Tel: 01386 556844 OP D PD YA



Greenhill Park Residential Care Home

Inspected and rated
Good
Care Quality Commission




I cannot fault the care and consideration my Mum receives from the staff. It is a family home and not an institution and one cannot help but feel very welcomed in this environment. I feel that Mum is being well nurtured and most importantly she is happy.

Daughter of resident

We fully believe in promoting independence. Residents and their families are always involved in planning individual care requirements and daily routines - enabling opportunities for residents to retain as much control over their lives as possible.

All of our staff are highly trained and place an emphasis on delivering person-centred care with sensitivity, dignity and respect 24 hours a day.

TEL: 01386 408360 EMAIL: office@greenhillcare.co.uk
24 Greenhill Park Road | Evesham | WR11 4NL www.greenhillcare.co.uk

Wychavon care homes with nursing

Advertisers are highlighted

Austen Court Care Home

Davies Road, Evesham WR11 2LE
Tel: 01386 425160

OP D PD SI YA

Bricklehampton Hall

Bricklehampton, Pershore WR10 3HQ
Tel: 01386 710573

OP PD YA

Brindley Manor Nursing Home

St Peters Walk, Droitwich WR9 8EX
Tel: 01905 794506

OP D MH YA

Brompton House Care Home

Station Road, Broadway WR12 7DE
Tel: 01386 853473

OP D PD

Cavendish Park

Offenham Road, Evesham WR11 3DX
Tel: 01386 210010

OP D YA

Corbett House Nursing Home

40-42 Corbett Avenue, Droitwich WR9 7BE
Tel: 01905 770572

OP D PD MH SI YA

Dorset House

Blackfriars Avenue,
Droitwich WR9 8DR
Tel: 01905 772710

OP D PD SI

Hawthorns (Evesham), The

Church Street, Evesham WR11 1EP
Tel: 01386 444330

OP D PD

Pirton Grange Specialist Services

Worcester Road, Pirton,
Worcester WR8 9EF
Tel: 01905 821544

OP D PD LDA MH SI YA AD

Rashwood

Wychbold, Droitwich WR9 0BP
Tel: 01527 861258

OP PD

Richmond Village Wood Norton

Evesham Road, Wood Norton,
Evesham WR11 4TY
Tel: 01386 862222 **Advert page 62**

OP D YA

Wyre Forest care homes

Arden House

11 Roden Avenue, Kidderminster DY10 2RF
Tel: 01562 744056

OP D PD LDA MH SI YA

Areley House

Areley Lane, Stourport-on-Severn DY13 0AB
Tel: 01299 877727

OP D

Breach House

Holy Cross Lane, Belbroughton,
Stourbridge DY9 9SP
Tel: 01562 730021

OP D

Bryden House

Marlpool Lane, Kidderminster DY11 5DA
Tel: 01562 755888

OP D PD

Cambrian House

294 Chester Road North, Kidderminster DY10 2RR
Tel: 01562 825537

OP D PD YA

Casa Mia Care Home

Cleobury Road, Far Forest, Kidderminster DY14 9EH
Tel: 01299 266317

OP D PD MH SI YA AD

Chandos Lodge

77 Stourbridge Road, Hagley, Stourbridge DY9 0QS
Tel: 01562 885858

OP D PD YA

Coppice Lodge

66-68 Walter Nash Road, Kidderminster DY11 7BY
Tel: 01562 637665

OP LDA MH YA

Dunley Hall and Ryans Court

Dunley, Stourport-on-Severn DY13 0TX
Tel: 01299 822040

OP D PD MH SI YA AD

Fairmont Residential Ltd

144 Chester Road South, Kidderminster DY10 1XB
Tel: 01562 634324

LDA

Ferndale Close, 3

3 Ferndale Close, Hagley, Stourbridge DY9 0QA
Tel: 07980 145915

LDA YA

Field House Rest Home

Thicknall Lane, off Western Road, Hagley, Clent,
Stourbridge DY9 0HL
Tel: 01562 885211

OP D PD SI YA

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Firs Care Home, The

105 Habberley Road, Kidderminster DY11 5PW
Tel: 01562 741358

OP D PD SI

Maple Leaf Lodge

Icknield Street, Forhill, Birmingham B38 9EG
Tel: 01564 824594

OP D PD LDA MH SI YA

Foley Grange

Silverwoods Way, Kidderminster DY11 7DT
Tel: 01562 543366 **Advert page 60**

OP D MH SI

Mariantonia House Residential Care Home

17 Comberton Road, Kidderminster DY10 1UA
Tel: 01562 694450

D LDA MH

Gables, The

Bennet Drive, Hagley, Stourbridge DY9 0WA
Tel: 01784 220066

OP D PD SI YA

Milldale Close

3 Milldale Close, Kidderminster DY10 2PX
Tel: 01562 63424

LDA

Gables Rest Home, The

18 Broomfield Road, Kidderminster DY11 5PB
Tel: 01562 745428

OP D PD MH SI

Minster Grange Residential Home

Minster Road, Stourport-on-Severn DY13 8AT
Tel: 01299 826636

OP D PD MH YA

Grange Hill House Residential Home

516 Bromsgrove Road, Hunnington,
Halesowen B62 0JJ
Tel: 0121 550 1312

OP D PD

Nightingale Court

11-14 Comberton Road, Kidderminster DY10 1UA
Tel: 01562 824980 **Advert below**

OP D

Grove, The

8 Blakebrook, Kidderminster DY11 6AP
Tel: 01562 820728

PD MH

Nightingales Residential Home

Wolverley Court, Wolverley Road,
Kidderminster DY10 3RP
Tel: 01562 850201

OP PD SI

Hernes Nest House

Herne's Nest, off Park Lane, Bewdley DY12 2ET
Tel: 01299 402136

OP D PD SI

Offmore Farm Residential Home

Offmore Farm Close, Kidderminster DY10 3HB
Tel: 01562 515189

OP D PD

Honeybrook House

Honeybrook Lane, Kidderminster DY11 5QS
Tel: 01562 748109

LDA

Pine Lodge CCT

10 Broomfield Road, Kidderminster DY11 5PB
Tel: 01902 854259

MH YA

Lorne House

14 Lorne Street, Kidderminster DY10 1SY
Tel: 01562 630522

PD LDA MH YA

Ravenhurst Residential

Care Home **Advert inside back cover**
21 Lickhill Road North, Stourport-on-Severn DY13 8RU
Tel: 01299 825610

OP D PD SI YA

Malvern View

573 Birmingham Road, Lydiate Ash,
Bromsgrove B61 0HX
Tel: 0121 453 7727

OP D PD LDA MH SI YA

Rockny House

25 Birmingham Road, Kidderminster DY10 2BX
Tel: 01562 864067

OP D PD LDA MH YA

**NIGHTINGALE COURT
CARE HOME**

"Warm, friendly and professional care homes"

At Nightingale Court we believe a sense of freedom is important and we encourage free movement around the Home. All sorts of objects which people with dementia find meaningful are provided. We encourage expression of feelings and promote Service Users doing ordinary everyday things.

Spacious bedrooms at Nightingale Court are all fully furnished and aesthetically designed to a high standard. All rooms have television points, nurse call alarms and smoke detectors. Our new extension offers luxury single rooms with en-suite facilities and separate lounge area that leads onto an attractive courtyard.

11-14 Comberton Road, Kidderminster, Worcestershire, DY10 1UA
Telephone: **01562 824 980** • Web: www.curagroup.co.uk/nightingale-court



HERONS PARK

NURSING HOME & DEMENTIA UNIT

Heron's Park Nursing Home is located in quiet parkland in Kidderminster, and has been part of our care group since 2006.

With a focus on the individual, Herons Park provides its residents with a comfortable and safe living environment coupled with dedicated professional nursing care. All efforts are made to ensure that residents experience a good quality of life, and our Registered Manager and qualified care staff are always on hand to offer any support and advice you need.



- 24 hour professional nursing staff
- Comfortable and secure living environment
- Modern purpose built home with en-suite rooms
- Seven day activities schedule plus outings
- Sensory gardens and patio areas
- WiFi, Hair & Beauty, Bar Refreshments on request
- Freshly prepared, locally sourced, "home-cooked" meals with varied menu choices.

Dedicated Dementia Care Unit

- Unique to the West Midlands
- Previously awarded Stirling DSDC Gold Accreditation for design in 2012
- Designed and Built to embody modern approaches to Dementia Care
- Specialist Staff and Trained Carers
- Focus on Personal Care and Quality of Life for residents



Please contact us for more information or discuss how we can help.

BLUE CROSS
The sign of a better
Nursing Home



Registered Nursing
Home Association

Heron'swood Road • Spennells • Kidderminster • DY10 4EX

01562 825814

info@heronsparknursinghome.com

www.heronsparknursinghome.com



Wyre Forest care homes continued

Rosedene

128 Franche Road, Kidderminster DY11 5BE
Tel: 01562 861917

LDA MH

Summerleigh

Clent Grove, Clent, Stourbridge DY9 9PB
Tel: 07526 173666

LDA

Rutland Villa

62 Chesshire Avenue,
Stourport-on-Severn DY13 OEA
Tel: 01299 879221

LDA

Three Roses Home

Bromsgrove Road, Holy Cross, Clent,
Stourbridge DY9 9QP
Tel: 01562 730730

LDA

Shenstone House

Shenstone, Kidderminster DY10 4DH
Tel: 01562 777454

OP D PD SI YA

Worth Crescent

35 Worth Crescent, Stourport-on-Severn DY13 8RR
Tel: 01299 822515

LDA

Wyre Forest care homes with nursing

Advertisers are highlighted

Astley Hall Nursing Home

Church Lane, Astley, Stourport-on-Severn DY13 ORW
Tel: 01299 827020

OP D PD MH SI YA

Hollyfields

Habberley Road, Habberley, Kidderminster DY11 5RJ
Tel: 01562 569 884 **Advert page 44**

OP D YA

Brook Court

37-39 Oldnall Road, Kidderminster DY10 3HN
Tel: 01562 814610

OP D PD LDA MH YA

Holmwood Care Centre

30 Chaddesley Road, Kidderminster DY10 3DJ
Tel: 01562 824496

OP PD YA

Brookdale Nursing Home

16 Blakebrook, Kidderminster DY11 6AP
Tel: 01562 823063

OP D PD YA

Shrubbery Nursing Home, The

Birmingham Road, Kidderminster DY10 2JZ
Tel: 01562 822787

OP D PD SI

Bryden House

Marlpool Lane, Kidderminster DY11 5DA
Tel: 01562 755888

OP D PD

Summerdyne Nursing Home

Cleobury Road, Bewdley DY12 2QQ
Tel: 01299 403260

OP D

Coach House Nursing Home

Broome, Clent, Stourbridge DY9 0HB
Tel: 01562 700417

OP PD YA

Westley Court Care Home

Austcliffe Lane, Cookley,
Kidderminster DY10 3RT **Advert outside back cover**
Tel: 01562 852952

OP D PD YA

Coombe House

54 Broomfield Road, Kidderminster DY11 5PH
Tel: 01562 824770

LDA

Wharf Care Centre, The

76 Minster Road, Stourport-on-Severn DY13 8AP
Tel: 01299 879056

OP D PD MH SI YA

Foresters Nursing Home

Walton Pool, Clent, Stourbridge DY9 9RP
Tel: 01562 883068

OP D PD

Hérons Park Nursing Home

Héronswood Road, Spennells,
Kidderminster DY10 4EX
Tel: 01562 825814 **Advert page 66**

OP D PD YA



Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Useful local contacts

Action Deafness

Aims to promote independence and equality of opportunity for deaf and hard of hearing people living in the communities of Herefordshire, Oxfordshire and Worcestershire.

Tel: **0116 253 3200**

Email: enquiries@actiondeafness.org.uk

Web: www.actiondeafness.org.uk

Age UK

Working for all older people in Worcestershire.

Bromsgrove, Redditch and Wyre Forest

Tel: **01527 570490**

Email: enquiries@ageukbrwf.org.uk

Web: www.ageuk.org.uk/brwf

Herefordshire and Worcestershire

Tel: **0800 008 6077** (freephone).

Email: referralhub@ageukhw.org.uk

Web: www.ageuk.org.uk/

[herefordshireandworcestershire](http://www.ageuk.org.uk/herefordshireandworcestershire)

Worcester and Malvern Hills

Tel: **01905 724294** (Worcester office) or

01684 560666 (Malvern office).

Web: www.ageuk.org.uk/worcester-malvern-hills

Alzheimer's Society – Dementia Support Worcestershire

Tel: **01905 621868**

Email: worcestershire@alzheimers.org.uk

Barrie Bookkeeping and Payroll Solutions Ltd

Provides a Direct Payment support service in Worcestershire.

Tel: **01902 912895** or **01902 912896**

Web: www.barriebookkeeping.co.uk

British Red Cross Centre – Worcester

Bradbury Court, Unit 8, Berkeley Business Park,
Wainwright Road WR4 9GY

Tel: **0344 871 8000**

Community Transport

Operated by not-for-profit organisations throughout Worcestershire, providing journeys to a variety of locations for those who cannot use local bus services or for whom no alternative transport

is available. Journeys can be offered in minibuses, accessible cars and volunteers' own vehicles and all drivers and assistants are DBS checked and registered with their local scheme. Trips can be provided to hospitals, GP surgeries, shops, opticians, dentists, day centres, clubs, the library etc. and a fare is payable. Contact in advance as operating times may vary.

Web: www.communitytravel.org.uk

Bluewave Community Transport

Tel: **01527 759650**

Bromsgrove Urban and Rural Transport (BURT)

Tel: **01527 585893**

Community Action Malvern and District

Tel: **01684 892381**

Community Transport Wyre Forest

Tel: **01299 405832**

Droitwich Spa and Rural CVS

Tel: **01905 779778**

Evesham Community Car Scheme

Tel: **01386 45035**

Hagley Helpline

Tel: **01562 886696**

Malvern Dial-a-Ride

Tel: **01432 356687**

Pershore Volunteer Centre

Tel: **01386 554299**

Redditch Dial-a-Ride

Tel: **01527 64910**

Tenbury Transport Trust

Tel: **01584 810491**

Upton Community Care (Car Scheme)

Tel: **01684 593633**

Worcester Wheels

Tel: **01905 450654**

Wyre Forest Dial-a-Ride

Tel: **01562 755084**

Headway Worcestershire

Provides information, activities, support and services to people with brain injuries, their families and carers.

Tel: **01905 729729** • Email: enquiries@hwtl.org.uk
Web: www.headwayworcestershire.org.uk

Healthwatch Worcestershire

Independent champion for people using health and social care services. Healthwatch Worcestershire is here to listen to people's experiences of publicly funded health and social care services, help improve the quality of services by letting those running them know what people want and to help people find out about local health and social care services.

Tel: **01386 550264**
Email: info@healthwatchworcestershire.co.uk
Web: www.healthwatchworcestershire.co.uk

Onside Advocacy

Providing practical and proactive support to ensure fairness and equality for adults who may be

vulnerable or disadvantaged.

Tel: **01905 27525**
Email: accesshub@onside-advocacy.org.uk
Web: www.onside-advocacy.org.uk

Sight Concern – Worcestershire

An independent charity that supports blind and partially sighted people throughout Worcestershire.

Tel: **01905 723245** • Email: info@sightconcern.co.uk
Web: www.sightconcern.co.uk

Worcestershire Association of Carers

A new countywide information, advice and support service for carers.

Tel: **0300 012 4272** • Web: www.carersworcs.org.uk

Worcestershire Directorate of Adult Services and Health

Tel: **01905 768053**
Email: adultteam@worcestershire.gov.uk
Web: www.worcestershire.gov.uk/council-services/adult-social-care

Useful national contacts

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Helpline: **0800 008 6811** (10.00am to 10.00pm).

Email: helpline@al-anonuk.org.uk
Web: www.al-anonuk.org.uk

Age UK

Inspires, supports and enables older people.

Tel: **0800 678 1602** • Web: www.ageuk.org.uk

Association of Charitable Organisations

A national umbrella body for benevolent charities.

Tel: **0207 255 4480**
Email: info@aco.uk.net
Web: www.aco.uk.net

Care Choices

Publisher of this Directory, Care Choices has a website providing comprehensive details of care providers as well as essential information.

Web: www.carechoices.co.uk

Care Rights UK

Exists for older people needing, or living in, residential care and their families and friends.

Tel: **0207 359 8136** • Email: helpline@relres.org
Web: www.carerightsuk.org

Carers UK

Advice and information to carers and the professionals who support them.

Tel: **0808 808 7777**
Email: advice@carersuk.org
Web: www.carersuk.org

Citizens Advice

Tel: **0800 144 8848**
Web: www.citizensadvice.org.uk

Dementia Adventure

Thinking differently about dementia, the charity believes that with the right support, everyone with dementia can get outdoors, experience the wellbeing benefits of nature and enjoy more active and fulfilled lives. →

➔ Dementia Adventure offers supported holidays and dementia training for family and friends, professionals and organisations.

Tel: **01245 237548**

Email: **info@dementiaadventure.co.uk**

Web: **https://dementiaadventure.org**

Elderly Accommodation Counsel (EAC) FirstStop

Helps older people make informed choices about meeting their housing and care needs.

Tel: **0800 377 7070**

Email: **info@firststopcareadvice.org**

Web: **www.firststopcareadvice.org.uk**

Friends of the Elderly

A charity that supports older people who have a range of practical needs.

Tel: **0207 730 8263** • Email: **enquiries@fote.org.uk**

Web: **www.fote.org.uk**

Homecare Association

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors. • Tel: **0208 661 8188**

Email: **helpline@homecareassociation.org.uk**

Web: **www.homecareassociation.org.uk**

Hourglass

Works to protect and prevent the abuse of vulnerable older adults. • Helpline: **0808 808 8141**

Web: **www.wearehourglass.org**

Independent Age

A national charity that champions independence for older people by providing lifelong support, information and advice, practical help and emergency financial aid to older people on very low incomes.

Tel: **0800 319 6789**

Email: **helpline@independentage.org**

Web: **www.independentage.org**

Living Made Easy

Part of the Disabled Living Foundation, Living Made Easy is an easy-to-use online self-help guide that is particularly useful if you are not sure which practical items might help you.

Web: **https://livingmadeeasy.org.uk**

Money Helper – pensions guidance

Provides information about pensions and other pensioner benefits. • Tel: **0800 011 3797**

Web: **www.moneyhelper.org.uk/en/pensions-and-retirement**

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: **www.myfamilyourneeds.co.uk**

National Activity Providers Association

Promotes the importance of activities for older people.

Tel: **01494 590421**

Email: **info@napa-activities.co.uk**

Web: **https://napa-activities.co.uk**

NHS Website

The NHS is the UK's biggest health website and provides information on conditions, treatments, local services and healthy living. • Web: **www.nhs.uk**

Playlist for Life

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who cares for them to know how to use it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. It also provides training for health and social care professionals looking to deliver person-centred care using personalised music. • Tel: **0141 404 0683**

Email: **info@playlistforlife.org.uk**

Web: **www.playlistforlife.org.uk**

Veterans' Gateway

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: **0808 802 1212**

Web: **www.veteransgateway.org.uk**



Home care providers

Advertisers in **bold**

A-E

A & M Bewdley Care Services	27	Caremark (Wychavon & Wyre Forest)	29	Helping Hands Redditch & Bromsgrove	31
Acer Care	27	Caring People	29	Helping Hands Worcester	31
Advance Warwickshire and Worcestershire	27	Causeway Care CIC	29	Home Force Care Worcester	33
Advantage Health & Social Care	27	Cera Birmingham South	31	Home Instead Senior Care Kidderminster	33
Agincare Worcester	27	Civicare Central Ltd	31	Home Instead Senior Care Redditch and Bromsgrove	33
Akash Training Agency Ltd	27	Crossroads Caring for Carers	31	Home Instead Senior Care Stourbridge	33
Alina Homecare Bromsgrove	27	DCAS Direct Personnel	31	Home Instead Senior Care Worcester	33
All For You Home Care Ltd	27	Dependable Home Care Services Ltd	31	House of Care Services Ltd	33
Alliance Care Ltd	27	Diadem Care Ltd	31	Huuman Kind Care Ltd	33
Amber Support Services	27	Dimensions Worcestershire and Shropshire Borders Domiciliary Care Office	31	Ignite Health and Home Care Service	33
Arch Hill Court	27	Divine Health Services Ltd	31	Ignite Health and Home Care Service – Worcester	33
Ashwell Home Care Services Ltd	27	Eclipse HomeCare (Gilbert Court)	31	Infinity Home Care Ltd	33
Assisted Lives (Worcester)	27	Eclipse HomeCare (Teme Valley Office)	31	Kare Plus Homecare West Midlands	33
Audley Care Ltd – Audley Care Ellerslie	27	Eclipse HomeCare (Terryspring Court)	31	Kingfisher Care Services	33
Bewdley Care Ltd	27	Eclipse HomeCare (Worcester)	31		
Blossom Home Care Worcester	27	Ellarose Homecare Services Ltd	31	L-P	
Blue Recruit Ltd	27	Evans Healthcare Group – Worcester	31	Lanbeth Resolutions Ltd	33
Bluebird Care (Bromsgrove & Redditch)	29	Excalibur Serviced Offices	31	M N Pulse Solutions	33
Bluebird Care (Worcester & Wychavon)	29			MacIntyre Worcestershire Supported Living	33
Broad Group, The	29	F-K		Management HQ, Headway Worcester Trust	33
Business Centre, The	29	First Care Solutions Ltd	31	Mayfair Care Agency Ltd	33
Care 4 Me Ltd	29	Firstcall 247 Ltd (Worcestershire)	31	Medistaff24	33
Care Force Ltd	29	Full Care Solutions Ltd	31	Mercia Homecare Ltd	33
Carefour	29	Good Oaks Home Care – Worcester	31	Millfields Care Ltd	33
Caremark (Redditch and Bromsgrove)	29	HAB Support Ltd	31	Monahen Care	35
Caremark (Worcester & Malvern Hills)	29	HappyLife Care	31	Nationwide Care Services Ltd (Worcester)	35
		Helping Hands Evesham and Cotswold	31	New Doves Care	35

Newlife Care Providers	35	Rainbow Care Solutions (Redditch)	35	Stourport Nursing and Homecare Ltd	36
North Star Foundation	35	Reablement Service	35	Supreme Home Care Redditch and Bromsgrove	36
Old Friends Care Ltd	35	Rely Care Agency Ltd	35	T.L.C. Home Care Services	36
Orbital 4 Support Ltd	35	Richmond Village Wood Norton DCA	35	TLC Care at Home	36
People in Action Domiciliary Care – Worcester	35	Right at Home Bromsgrove	35	Touchheart Healthcare Worcester Office	36
Phemacare Ltd	35	Riverside Home Care	35	TruCARE UK Ltd	36
Priceless Care Services Ltd	35	Sanctuary Home Care Ltd – Worcester	35	Uplifting Lives Services Ltd	36
Principle Care Agency Ltd – Head Office	35	Severn Vale Home Care Worcester	36	V-Y	
Priory Supported Living The Shires	35	Simply The Best Care Ltd	36	V.I.P Support	36
Pulse8+ Ltd	35	Sled Healthcare Ltd	36	Virtuous Business Solutions Ltd	36
Q-U		Social Care Academy	36	West Midlands Supporting Living Service	36
Quality Health and Homecare Services Ltd	35	Spectrum Days	36	Windmill Hill Consultants Ltd	36
R&L Healthcare Ltd	35	Spring Retirement Ltd	36	Wyndson Home Care Ltd	36
Radfield Home Care Worcester	35	Staffing Plus Ltd	36	Your Elysium Ltd	36
Radis Community Care (Meadow Court)	35	Step Up Training and Care Ltd	36	Your Life (Malvern)	36
		Stoke Heath Homecare Ltd	36	Yourlife (Bromsgrove)	36
		Stone House Care and Medical Ltd	36	YourLife (Droitwich)	36

Care homes/care homes with nursing

Advertisers in **bold****A-E**

		Beechwood Residential Care Home	57	Brindley Manor Nursing Home	64
Abbey House – Evesham	63	Belmont, The	55	Broad Group, The – 85 Bath Road	59
Abbeycroft	58	Bethany Lodge	59	Brompton House Care Home	64
Ablegrange Severn Heights Ltd	61	Blossom House Residential Home	57	Bromyard Road, 95	59
Albion Lodge Retirement Home	59	Bluebrooke Nursing & Residential Care Home	56	Brook Court	67
Arden House	64	Bowood Court & Mews	58	Brookdale Nursing Home	67
Areley House	64	Boynes Care Centre, The	58	Brooklands	63
Ash Grove	63	Brambles Residential Care Home	58	Bryden House	64, 67
Astley Hall Nursing Home	67	Breme Residential Care Home	55	Buckingham House	56
Austen Court Care Home	64	Breach House	64	Burcot Grange	55
Avenue Care Home, The	57	Briarlea Care Home	63	Cambrian House	64
Bedwardine House Residential Care Home	59	Bricklehampton Hall	64	Casa Mia Care Home	64
				Cavendish Park	64
				Cedar Lodge Care Home	63

Chace Rest Home, The	57	Grosvenor House		Lime Street, 21 – Learning	
Chandler Court	56	Care Home	55, 56	Disability and Autism	63
Chandos Lodge	64	Grove, The	65	Lodge at Burcot Grange, The	55
Cheltenham Road	63	Hamilton House	57	Lorne House	65
Cleeve House	57	Haresbrook Park Care Home	58	Malvern View	65
Coach House Nursing Home	67	Hastings Residential		Maple Leaf Lodge	65
Cofton Park Manor Care Home	56	Care Home	57	Mariantonia House Residential	
Constable House	59	Haven Rest Home, The	63	Care Home	65
Coombe House	67	Havencroft Nursing Home	56	Matrixcare	57
Coppice Lodge	64	Haversham House	58	Meadows Nursing Home, The	56
Corbett House Nursing Home	64	Hawthorns (Evesham), The	64	Merecroft	55
Court House Care Home	58	Heathbrook House Bupa		Miles House – 4 Hentland Close	59
CTTM Elmfield Cottage	55	Care Home	56	Mill House Care Home, The	63
Dalvington / The Oaks	57	Heathlands Residential		Millcroft	59
Dorset House	64	Care Home	63	Milldale Close	65
Droitwich Mews Care Home	63	Henwick Grange	61	Minster Grange	
Dunley Hall and Ryans Court	64	Hernes Nest House	65	Residential Home	65
Elgar Court Care Home	57	Hérons Park Nursing Home	67	Moundsley House	56
Exmoor Drive	55	HF Trust – 1 & 2 Clementi Court		Mowbray Nursing Home	58
		Houses	63	Newland Hurst	63
F-J		HF Trust – 1 Foxlydiat Mews	59	Nightingale Court	65
Fairmont Residential Ltd	64	Hillside	55	Nightingales Residential Home	65
Ferndale Close, 3	64	Hollyfields	67	Northwick Grange	61
Fernhill House	61	Holmwood Care Centre	67	Norton Hall	61
Field House Rest Home	64	Honeybrook House	65	Oaks, The	57
Firs Care Home, The	65	Hopwood Court	55	Offmore Farm	
Firs Rest Home, The	59	Housman Care Ltd	55	Residential Home	65
Foley Grange	65	Howbury House		Old Rectory, The	57
Foresters Nursing Home	67	Resource Centre	57	Options Bredon House	61
Friends of the Elderly		Inspire Neurocare Worcester	61	Options Malvern View	58
Malvern	57, 58	Juniper House Residential			
Gables, The	65	Care Home	59	P-Y	
Gables Rest Home, The	65	K-O		Parklands	59
Glenfield House Nursing Home	59	Kensington House	55, 56	Perry Manor	61
Gloucester House – Learning		Latimer Court	61	Pershore Short Term Breaks	63
Disability and Autism	63	Lawns, The	58	Phoenix House	61
Grange Hill House		Lawns Nursing Home, The	61	Pine Lodge CCT	65
Residential Home	65	Lawns Residential Care, The	55	Pirton Grange	
Greenhill Park Residential		Leys Residential Home, The	55	Specialist Services	64
Care Home	63			Priory Care Home, The	63

Rashwood	64	Shrubbery Nursing Home, The	67	Upper Ford Lodge	63
Ravenhurst Residential Care Home	65	South Hayes Care Home	61	Waterside Care Centre	58
Redwood House Residential Home	55	Southcrest Nursing Home	59	Wayside Care Home	56
Regent Residential Care Home	61	Springfield House	58	Welland House Care Centre	58
Regents Court Care Home	55	Springs Bupa Care Home, The	58	Westley Court Care Home	67
Richmond Village Wood Norton	64	St John's Court	56	Westmead Residential Care Home	63
Rockny House	65	St Martins Care Home Ltd	59	Wharf Care Centre, The	67
Rosedene	67	St Stephen's Care Home	61	Willow Bank House Residential Home	63
Rutland Villa	67	Stanfield Nursing Home Ltd	61	Willows Care Home, The	61
Safeharbour (Droitwich)	63	Stonebow House Residential Home	63	Windsor Court Care Home	58
School Drive, 7 (Dimensions)	55	Stonebridge Nursing Home	59	Wishmoor Rest Home	58
Sense Tanglewood	58	Summerdyne Nursing Home	67	Woodbury View	61
Shaw Red Hill Care Centre	61	Summerleigh	67	Woodland View Care Home	61
Shenstone House	67	Teme Court Residential Care	61	Worth Crescent	67
		Tewkesbury Fields	58	Wythall Residential Home	55
		Three Roses Home	67	Yew Tree Nursing Home	61
		Tutnall Hall Care Home	56		

Other advertisers

Avery Healthcare	42	Coate Water Care		My Family, Our Needs	10
Barchester	44	Outside back cover		Richmond Villages	62
Blossom Care	57	Cura	65	Royal Bay Care Homes	66
Bluebird Care	26	Helping Hands	17	Sanctuary Care	Inside back cover
Bupa	56	Home Instead Senior Care	25	VIP Day Centre	
Care Choices Ltd	28, 30, 42, 44, 46	How to Find a Care Home		Bromsgrove Amphlett Hall	34
Caremark	18	Inside front cover		VIP Day Centre	
		Ideal Care Homes	60	Redditch The Barn	34



Care Choices Limited has taken every care to ensure that the information contained in this Directory is accurate at the time of print. The company cannot accept responsibility for any errors or omissions in the publication, including if an organisation varies from the information included in an advertisement, the editorial or the listings. Care Choices Limited does not endorse or support any particular organisation included in the Directory. ©2023 Care Choices Limited. Care Choices Limited reserves all rights in the titles Care Choices and HOMES Guide and their design. **Care Choices™** is a trademark of Care Choices Limited.

Ref. No: 4001/Worcestershire17/1223. Reproduction of any part of this publication in any form without the written permission of Care Choices Limited is prohibited.

Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

Director of Policy and Communications: Jo Dovey.

Director of Sales: David Werthmann.

Sales Manager: Paul O'Callaghan.

Regional Sales Supervisor: Vanessa Ryder.

Senior Sales Executives: Tony Boyce, Hannah O'Neill, Susan Speaight.

Director of Creative Operations: Lisa Werthmann.

Studio Manager: Jamie Harvey.

Lead Designer: Ruth Keating.

Graphic Designers: Rebecca Mendill, Tyler Smith.

Distribution: Gemma Seaber-Shinn.

Lead Editor: Henry Thornton.

Editors: Olivia Hubbard, Angharad Burnham.

Content Editors: Melissa Rumbold, Aislinn Thompson.

Sanctuary Care in Worcestershire

Worcester | Malvern | Pershore | Bromsgrove | Redditch
Upton-upon-Severn | Stourport-on-Severn | Droitwich Spa

enriching lives
in our nine welcoming
care homes and two
dedicated respite suites



“ Very thankful to all staff who cared for my husband for a week’s respite to give me a much-needed break. ”

Independent [Carehome.co.uk](https://www.carehome.co.uk) review – May 2023



Call our dedicated Enquiry Support Team
advisors on free-phone **0808 223 4103**
or email care.hub@sanctuary.co.uk



Coate Water Care

LOVE. LAUGH. LIVE. AT WESTLEY COURT CARE HOME.

Westley Court Care Home is an idyllic location where a highly experienced care team deliver an exemplary level of residential care, nursing care and respite care in comfortable, welcoming surroundings.

-  Westley Court is owned by family-run care providers, Coate Water Care, National Care Association Member of the Year 2019
-  We are proud of our 9.6 rating on the independent website carehome.co.uk, especially as the ratings are based on feedback from the families of residents
-  Westley Court has also been recognised as an official 'Dignity Champion' by the Dignity in Care network



To secure a place at Westley Court, please contact our friendly Welcome Team.

Call **01793 821200**
www.coatewatercare.co.uk

