



Bath & North East Somerset **Care Guide 2013**

www.bathnes.gov.uk

**Bath & North East
Somerset Council**

Introduction to guide

This Guide provides information about Care Homes in Bath and North East Somerset. It is aimed at people who fund their own care and support because they are not eligible for assistance from the Council, as well as those who may qualify for a formal care needs assessment and/or financial support.

A care home can be a residential or nursing home or both. These homes can provide the personal help that people need 24 hours a day and seven days a week. Nursing homes also employ nurses to look after people's medical needs. Some homes cater for people with different needs, for example older people over 65, people with dementia, older and younger people with physical disabilities and people with learning disabilities.

All care homes must be registered and inspected by the **Care Quality Commission (CQC)**. Their job is to check whether care homes, care services and hospitals are meeting national standards. CQC publish all of their inspection reports, which check on the essential standards of quality and safety. For more information about the CQC and to access inspection reports, go to www.cqc.org.uk.



Making your mind up

Moving into a care home is a big decision. If you have been finding it difficult to manage at home, you might be thinking about moving into a care home. You need to be certain it's the best option for you; it's important you make the right choice. There are a whole range of other care and support services you may want to consider that could help you to remain in your own home, for example:

- Help with personal care or domestic help in your own home, also known as home care or domiciliary care
- A free Home Safety Check to ensure that your home is in good repair and any potential hazards such as loose carpets are attended to
- Aids, adaptations or equipment to help you manage tasks you are finding more difficult
- Telecare equipment such as a community alarm or a fall sensor to help you feel more safe and secure
- A visiting support service such as the Independent Living Service which can pop in on a regular basis and help with a range of practical tasks
- Community meals or a home delivery shopping service
- Employing a personal assistant to help you with all your care and support needs
- Extra-care housing (there is more information about this later in the booklet)

Where do I start?

If you have been finding it difficult to manage at home, contact Sirona Care & Health on (01225) 396000 for advice and information about these options to help you remain at home. Sirona will also be able to tell you if you are eligible for a more formal **assessment of your needs** and if you are likely to qualify for any financial assistance to help meet those needs. Sirona provides an assessment service for people living at home and for hospital in-patients over the age of 18 on behalf of the Council. An assessment involves finding out more about your situation, your care and support needs, your wishes and any help that may already be available to you from friends and family. Your views will be an important part of the assessment.

Following an assessment, if you are eligible for assistance and if you qualify for financial assistance you may be offered a Personal Budget to help meet your care and support needs. A Personal Budget can be used to purchase care and support services, like those outlined above, to help you remain in your own home. Sirona can help you arrange these services or you can arrange them yourself with the help of family or friends.

If the assessment shows that your care and support needs could be best met in a residential or nursing home then Sirona will be able to discuss this with you as well. More information about assessment can be found in our 'Assessment' information sheet; see www.bathnes.gov.uk/assessment

Will I have to contribute to the cost?

If you do move into a care home, your stay must be paid for in some way. If you have savings over the capital threshold (currently £23,250) you will not be eligible for financial assistance. If you have savings or capital below this amount you may have to make a contribution towards the cost of your care but will not have to pay the full amount. More

information about charges can be found in the following information sheets:

- **Moving into a Care Home -**
www.bathnes.gov.uk/carehome
- **A guide to charges for care homes -**
www.bathnes.gov.uk/carehomecosts
- **Care homes – third party contributions -**
www.bathnes.gov.uk/carehomesthirdparty



Some things to think about and questions to ask

Visit several homes, have a look around and talk to residents and staff. Here are a few things to think about:

Where is the home?

- Will you be able to keep in touch with your family and friends?
- Is there transport available to help you get around?
- Can you get to the shops or other places you'd like to go?

What is the building like?

- Is there a garden residents can use?
- Are there call bells in all the rooms?
- Is there a lift?
- Is provision made for people with a hearing impairment (loop system).

Your first impressions

- Is the atmosphere friendly and welcoming?
- Do the residents appear to be happy?
- Are the rooms clean?
- Are there other people of your age or with similar impairments?

Personal care

- Do the staff seem caring and attentive?
- Are there enough members of staff on duty to be able to give everyone individual attention?
- Can relatives/friends help you with personal care if you'd like them to?
- Will you have your own careplan? This is written details of what will be provided for you.

Costs

- What is the weekly charge and what does this cover?
- Is anything else charged for additionally?

Spiritual and cultural needs

- Are you able to practice your religion?
- Are staff sensitive to resident's spiritual and cultural needs, including the preparation of food and drinks?

Accommodation

- Can you bring some of your own furniture and belongings?
- Are you allowed to take your pet?
- Do the rooms have their own bathroom and toilet en-suite?
- Can you lock the door to your room?
- Will you be able to have a phone in your room to make private calls?
- Is there a toilet within easy reach of wherever you are in the home?

Visitors/Meals

- Can friends and family visit without restriction and will there be sufficient privacy for you?
- Can friends and family join you for a meal?
- Does the menu give a choice of dishes that are balanced and nutritious?
- Can special diets be catered for?
- Are mealtimes flexible? Can you have meals in your room, or make a snack or drink?

Domestic arrangements

- Can you get up and go to bed whenever you'd like to?
- Will your room be cleaned every day?
- Can you buy small items such as stamps, sweets, newspapers or magazines?
- Is there a secure place where valuables are kept?
- What are the arrangements for insurance?

Leisure

- Are there activities you can participate in?
- Are you able to carry on with your hobbies?
- Will you be able to come and go as you please, for example to the shops, pub or a club in the evening?
- Does the home organise social events or outings?

What if I have concerns or want to make a complaint?

In the first instance, try to resolve your concerns by talking to the manager of the care home or home care provider.

If you have a complaint about the service provided by the Council you should contact the Complaints Procedure manager by ringing 01225 477931 or emailing **complaints_manager@bathnes.gov.uk**. A complaints information sheet can be found on the Council website; see **www.bathnes.gov.uk/adultsocialcarecomplaints**

For Sirona complaints, please either ring Customer Care on 01225 831403 or email customercare@sirona-cic.org.uk

The Local Government Ombudsman (LGO) deals with complaints from individuals about adult social care that has been arranged by the local authority. It also deals with complaints from individuals who have

arranged and paid for their own care. In most cases, the LGO will only consider the complaint once the care provider has been given an opportunity to deal with the situation. The role of the LGO is to investigate and resolve justified complaints in a way that is fair to everyone. It is a free service. If you would like to discuss your complaint with the LGO, the contact details are:

- LGO Advice team – 0300 061 0614
- Email: advice@lgo.org.uk
- Web: www.lgo.org.uk
- Write to the Local Government Ombudsman, PO Box 4771, Coventry CV4 0EH





Extra-care housing

In conjunction with partner housing associations, usually referred to as Registered Social Landlords, Sirona provides an extra care sheltered housing service. Extra care sheltered housing could be your key to independent living with care. It provides older people, who have some care needs, with an assured tenancy in a self-contained flat in a purpose-built or adapted scheme.

If you require help with personal care and daily activities and your present accommodation is not suitable any more, then extra care sheltered housing might be the answer for you. Extra care will enable you to have the care and support you need whilst maintaining a high degree of privacy and security.

A trained care team will be based in the same building to assist you with personal care and any other tasks you are unable to do alone. You will have the benefit of your own front door with the security and support of a safe environment. You will also benefit from the services of a manager employed by the Registered Social Landlord who will be on site to deal with any problems you have with your flat.

Which are the Extra Care Schemes in Bath and North East Somerset?

- **St Johns Court**, St Johns Road, Bath (in partnership with Curo, formerly Somer)
- **Avondown**, Langdon Road, Twerton, Bath (in partnership with Knightstone Housing Association)
- **The Orchard**, Rockhall Lane, Combe Down, Bath (in partnership with Guinness Housing Association Ltd)

- **Greenacres Court**, Greenacres, Midsomer Norton (in partnership with Curo)
- **Hawthorns Court**, Hawthorns Lane, Keynsham (in partnership with Curo)

Who is eligible for Extra Care in Bath and North East Somerset?

- You must be resident in Bath and North East Somerset
- Your current housing may no longer be suitable for your needs
- You must need help with care and domestic tasks
- You must have had an assessment of your needs completed by a social worker.

What would I get?

- A tenancy of a self-contained one or two bedroom flat, some of which are designed and equipped for people who use a wheelchair
- A living room with an adjoining high quality kitchen. Kitchens in some of our extra care schemes are fitted with variable height worktops
- A bathroom with a level access shower and toilet or an adapted bath. There will also be assisted bathing facilities available within the scheme
- Your own front door and key, enabling you to live as independently as possible ensuring you can spend as much time as you wish in peace and privacy.

More information about extra-care, including costs, can be found on the Sirona website; see <http://www.sirona-cic.org.uk/health-care-services/residential-care/extra-care/>

Care Homes in Bath and North East Somerset

Key for Type of Home: D - Dementia, LD - Learning Disabilities, R – Residential, N – Nursing, PSI – Physical or Sensory Disabilities, MH – Mental Health, YP – Under 65s

Name of Home	Type of home	Address	Telephone number
Ashley/Phoenix House	R	Action for Hearing Loss Poolemead Centre Watery Lane Twerton Bath BA2 1RN	01225 332818
6 The Avenue	R	6 The Avenue Keynsham Bristol BS31 2BU	0117 986 4700
Bamfield Lodge Care Home	N	1 Bamfield Whitchurch Bristol BS140AU	01275 891271
Barron/Winnicott Unit	LD PSI R YP	Action for Hearing Loss Poolemead Centre Watery Lane Twerton, Bath BA2 1RN	01225 332818

Bathampton Manor	R	Mill Lane Bathampton Bath BA2 6TS	01225 466260
Beechcroft	R	75 North Road Midsomer Norton Bath BA3 2QE	01761 418600
Bernash Residential Home	R	544-546 Wells Road Whitchurch Bristol BS14 9BB	01275 833670
Bloomfield Care Centre	N	Salisbury Road Paulton Bristol BS39 7BD	01761 417748
Bridgemead	D	81 St John's Road Bathwick Bath BA2 6PZ	01225 444869 or 484904
Broomfield	LD	40 Gladstone Road Bath BA2 5HL	01225 830047
Bloomfield Care Centre	N	Salisbury Road Paulton Bristol BS39 7BD	01761 417748

Name of Home	Type of home	Address	Telephone number
Cedar Park	N	27-28 Oldfield Road Bath BA2 3NG	01225 312484
Charlton House	R	Hawthorns Lane Keysham, Bristol BS31 1BE	01225 396049
64 Chilcompton Road	LD	64 Chilcompton Road Midsomer Norton Radstock BA3 2PL	01761 414034
Cholwell House	D N MH	Main Road Temple Cloud Bristol BS39 5DJ	01761 425885
Cleeve Court	R	Cleeve Green Twerton, Bath BA2 1RS	01225 396788
Combe Lea	R	Midsomer Norton BA3 2RD	01225 396338
Cranhill	N	Weston Road Bath BA1 2YA	01225 422321

Culverhayes	D N	Lymore Avenue Bath BA2 1AY	01225 448923
Cypress Lodge	R	The Withies Whitchurch Bristol BS14 0QB	01275 891909
29/30 Dominion Road	LD PSI YP	Action for Hearing Loss Twerton Bath BA2 1DW	01225 332396
Elm Tree House	R	8 Chandag Road Keynsham Bristol BS31 1NR	0117 986 7791
Ellsworth House	R LD	Fosseway Midsomer Norton BA3 4AU	01761 404550
Englishcombe House	R Emi	33 Englishcombe Lane Bath BA2 2EE	01225 428369
Fir Lodge	R	91 Bloomfield Avenue Bath BA2 3AE	01225 421241
Fountain House	R	Innox Lane Upper Swainswick Bath BA1 8DD	01225 858836

Name of Home	Type of home	Address	Telephone number
Green Hill House – Cheshire Home	D PSI	South Road Timsbury Bath BA2 0ES	01761 479900
Greystones	R	Hayesfield Park Bath BA2 4QE	01225 317972
Action for Hearing Loss - Gallaudet Home	R LD MH SI	Action for Hearing Loss Poolemead Centre Watery Lane Twerton Bath BA2 1RN	01225 356487
Heather House	N	Bannerdown Road Batheaston Bath BA1 7PL	0800 7319433
Hillsborough House	LD R	59-61 Charlton Road Keynsham Bristol BS18 2JQ	0117 986 9880
Ivybank House	R	Ivybank Park Bath BA2 5NF	01225 837776
Kingfisher Lodge	N	Chestnut Walk Saltford BS31 3BG	01225 871030

Larkhall Springs	N	Swainswick Gardens Swainswick Bath BA1 6TL	01225 466266
The Laurels	N	South Road Timsbury Bath BA2 0ER	01761 470631
Leopold Muller Unit	LD PSI R YP	Action for Hearing Loss Poolemead Centre Watery Lane Twerton Bath BA2 1RN	01225 356482
Lower Oldfield Park	MH R YP	82 Lower Oldfield Park Bath BA2 3HP	01225 448396
Lynwood House	LD R	4 Lynwood Close Midsomer Norton Bath BA3 2UA	01761 412026
Manor Farm House	R	Church Street Radstock Bath BA3 3QG	01761 436127
Mostyn Lodge	R	2 Kelston Road Keynsham Bristol BS31 2JH	0117 986 4297

Name of Home	Type of home	Address	Telephone number
Newbridge Hill	LD PSI YP	Action for Hearing Loss, 51 Newbridge Hill Bath BA1 3PR	01225 443019
Newbridge Towers	R	169 Newbridge Hill Bath BA1 3PX	01225 335681
Oakfield	N	Weston Park Bath BA1 4AS	01225 335645
The Orangery	D N	Englishcombe Lane Bath BA2 2EL	01225 311008
Oriel Lodge	R	Oriel Grove Lower Swainswick Bath BA1 7AS	01224 31030
Park Street Home	R	10 Park Street Bath BA1 2TE	01225 425011
Poolemead Ashley/ Phoenix Unit	LD PSI YP	Action for Hearing Loss, Watery Lane, Twerton, Bath BA2 1RN	01225 332818

Princess Close	R	2 Princes Close Keynsham Bristol BS31 2NG	0117 907 7222
Rivers Street	LD R	45 Rivers Street Bath BA1 2QA	01225 335066
Robinson House	N D	304 Sturminster Road Stockwood Bristol BS14 8ET	01275 544452
Rookery House	R	Wells Road Radstock Bath BA3 3RS	01761 438610
Rosewell Country Home	N D	Church Hill High Littleton Bristol BS39 6HF	01761 472062
Shockerwick House	D	Lower Shockerwick Bath BA1 7LL	01225 743636
Smallcombe House	R	Oakwood Gardens Bathwick Hill Bath BA2 6EJ	01225 465694

Name of Home	Type of home	Address	Telephone number
Springfield	D N	21 Entry Hill Park Bath BA2 5ND	01225 833338
St Bathen's	R D	88 Newbridge Hill Bath BA1 3QA	01225 319293
St Phillip's & St James'	R	9-10 Priors Road Keynsham Bristol BS18 2BX	0117 986 3505
St Teresa's	N	Corston Lane Corston Bath BA2 9AE	01225 873614
Stanton Court	N	Stanton Drew Bristol BS39 4ER	01275 332410
Sunnymede	N	4 Van Dyke Avenue Keynsham Bristol BS31 2UH	0117 986 3157
Tanners Walk	R LD	10 Tanners Walk Newton Road Twerton, Bath BA2 1RG	01225 331192

Theobold House	R LD	46 Dartmouth Avenue Bath BA2 1AT	01225 338567
Trinity Close	R PSI	3 Trinity Close Bath BA1 1US	01225 443575
Treetops Please Contact Commissioning And Contracts Officer Before Making A Placement	R PSI	St Clements Road Keynsham Bristol BS31 1AF	0117 986 9700
Westcroft Nursing Home	N	1 Cleveland Walk Bath BA2 6JS	01225 466685
Whitchurch Christian Home	N	95 Bristol Road Whitchurch Bristol BS14 0PS	01275 892600
Whitehaven	D R	The Fosseway Midsomer Norton Bath BA3 4AU	01761 413143
Woodland Grove	R	Weston Park Bath BA1 4AS	01225 464004
Woodside Nursing Home	N	Bathwick Hill Bath BA2 6EN	01225 429456

Useful Contacts

Sirona - Sirona is responsible for the delivery of the community healthcare and adult social care services previously provided by Bath and North East Somerset PCT and Council respectively. **Tel: 01225 831403**
Website www.sirona-cic.org.uk/

Well Aware – a free information resource for everyone in Bath and North East Somerset and the wider area. Whether you are looking for information about lunch/social clubs in your area, help in the home or garden, transport or any other form of support, Well Aware has the information you need. **Tel: 0808 808 5252. Website: www.wellaware.org.uk**

Age UK Bath & North East Somerset – is a locally based charity supporting older people, their families and carers. **Free information line: 0800 169 6565. Website: www.ageuk.org.uk/bathandnortheast Somerset/**

Care Quality Commission – check whether care Homes and care services are meeting the essential standards of quality and safety. Each care home registered has an inspection report which can be viewed on the website. **Tel: 03000 616161. Website: www.cqc.org.uk/**

The Carers' Centre – provides a range of information and support services to carers across the area. **Freephone: 0800 0388 885**
Website: www.banescarerscentre.org.uk/

Homesearch – holds the housing register and allocates social housing within Bath and North East Somerset. It gives priority to people with the most housing need. Properties are advertised weekly on the Homesearch website and registered applicants decide which advertised properties they are interested in. **See www.homesearchbathnes.org.uk Tel: 01225 396118**

Housing Support Gateway – The Bath and North East Somerset Housing Support Gateway provides a single point where you can apply for a wide range of support services to help you to live independently, to remain in your own home or to avoid homelessness. **Contact: Supporting_PeopleTeam@bathnes.gov.uk or telephone 01225 477972. Website: www.housingsupportgatewaybathnes.org.uk**

Dementiaweb – specialist dementia information site. Aim is to help people with dementia, their family, carers and professionals who care for them. Find information about dementia and the support and care services available **www.dementiaweb.org.uk. 24 hour dementia helpline 0845 1204048**

Alzheimer's Society – Helpline number **0300 222 11 22** for dementia information and support Website: **www.alzheimers.org.uk/site/index.php**

The Stroke Association – provide stroke information for stroke patients, their families and carers. Stroke Helpline **0303 303 3100** open Monday to Friday, 9am to 5pm. **Email: info@stroke.org.uk**

NHS Direct – for health advice and reassurance, 24 hours a day, 365 days a year. **Tel: 0845 46474 www.nhsdirect.nhs.uk**

BEMSCA – Bath Ethnic Minority Senior Citizens Association - Provides a luncheon club service for Caribbean, Asian and Chinese older people. Information and advice service on a number of issues and activities organised. **Tel: 01225 464165 email: bemsca@btconnect.com Website: www.bemsca.com**

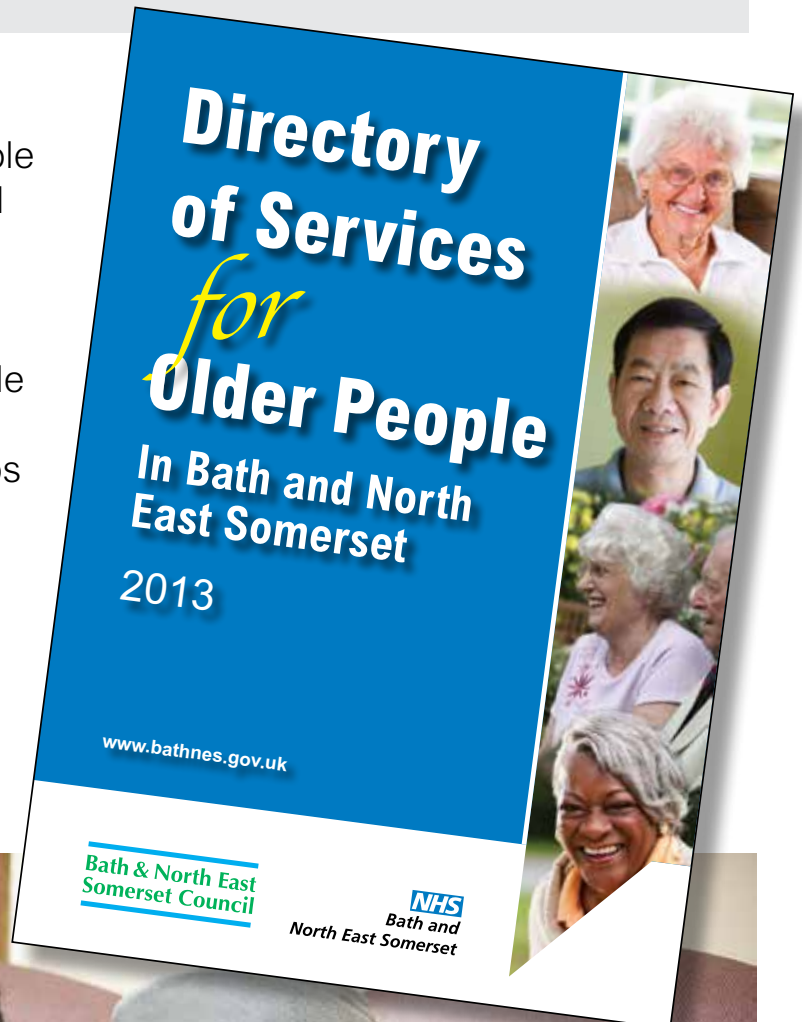
Bath East Asian Chinese and Friends Group (BEACH) – Provide information, signposting and advocacy: Also interpretation and translation services to people of Chinese and East Asian origin. **27A Westgate Street, First Floor, Bath BA1 1EP. Tel: 01225 428688, Email: beachgroup_bath@yahoo.co.uk**

Directory of Services for Older People

This Directory contains lots of useful information including support groups, social and leisure activities, safety and security, transport and mobility, house and home, health and social care, services for older people and carers and much more.

The Directory is useful for people approaching retirement, retired people and those who care for the older and more vulnerable members of the community.

You can pick up a copy of the 2013 Directory of Services for Older People at any library in Bath and North East Somerset or from the One Stop Shops in Manvers Street, Bath, Riverside in Keynsham or from The Hollies in Midsomer Norton. Or you ring the Information officer on **01225 477983** or email **information_officer@bathnes.gov.uk** for a copy to be posted to you.



This directory can be made available in a range of community languages, large print, Braille, on tape, electronic and accessible formats from the Non-acute & Social Care Commissioning Information Officer on 01225 477983

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Prepared by Bath & North East Somerset Council's Non-acute & Social Care Commissioning Team and published by Bath & North East Somerset Council's Print Services, Dartmouth Avenue, Oldfield Park, Bath BA2 1AS