



Bath & North East Somerset Care Guide 2018

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www.bathnes.gov.uk

Bath & North East
Somerset Council

Introduction to guide

This Guide provides information about community based and care services 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 living 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 monitor and regulate health and care services. CQC publish what they find to help people choose their care provider. 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, see www.bathnes.gov.uk/careathome
- 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
- 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 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 Virgin Care on (01225) 396000 for advice and information about these options to help you remain at home. Virgin Care 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. Virgin Care provides an assessment service for people living at home and for hospital in-patients over the age of 18 on behalf of the Council, regardless of whether you are eligible for financial assistance. 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.

Direct Payments

If you are eligible for care and support that is either partly or wholly funded by the council, you may want to think about having a direct payment. A direct payment is money that is paid to you by the council instead of the council paying an organisation to support you. Some people who have personal health budgets can also take this as a direct payment. Speak to your social worker or health professional to find out more. Having a direct payment means you can employ your own staff (often called 'personal assistants') who can support you in the way you want to live your life. Direct payments allow many people the freedom and choice that they want and need in order to live

their lives. Find out more about direct payments on the council's website: www.bathnes.gov.uk/services/care-and-support-and-you/how-arrange-care-and-support/personal-budgets-and-direct-payments and the NHS Choices website: www.nhs.uk/Conditions/social-care-and-support-guide/Pages/direct-payments-personal-budgets.aspx/. Support is available for people who employ their own care and support staff, speak to your social worker to find out more. Also have a look at the Skills for Care individual employer information hub: www.skillsforcare.org.uk/Employing-your-own-care-and-support/Information-hub.aspx where you will find advice, information and templates that can help you.

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 (sometimes known as a Direct Payment) can be used to purchase care and support services, like those outlined above, to help you remain in your own home. Virgin Care can help you arrange these services or you can arrange them yourself with the help of family or friends. If you choose to arrange your support yourself, you could

receive a direct payment. A direct payment is some or all of your personal budget that is paid directly to you so that you can arrange your own support. If the assessment shows that your care and support needs could be best met in a residential or nursing home then Virgin Care will be able to discuss this with you as well. At the moment, direct payments can't be used to pay for long term stays in care homes.

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. Everybody has different circumstances. Accessing quality, specialist financial advice is crucial to older people to enable the planning and financing of care arrangements in later life. Paying for care is a long-term commitment and you need to be sure that you can afford any agreements you make; this requires good financial advice and support to make best use of what is available.

More information can be found in 'Where can I get help' at www.bathnes.gov.uk/carecosts



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 or concerns about the service provided by the Council, you should contact the Complaints Procedure manager by ringing 01225 477931 or email **complaints_cypandadults@bathnes.gov.uk**. A complaints information sheet can be found on the Council website; please see **www.bathnes.gov.uk/complaints**

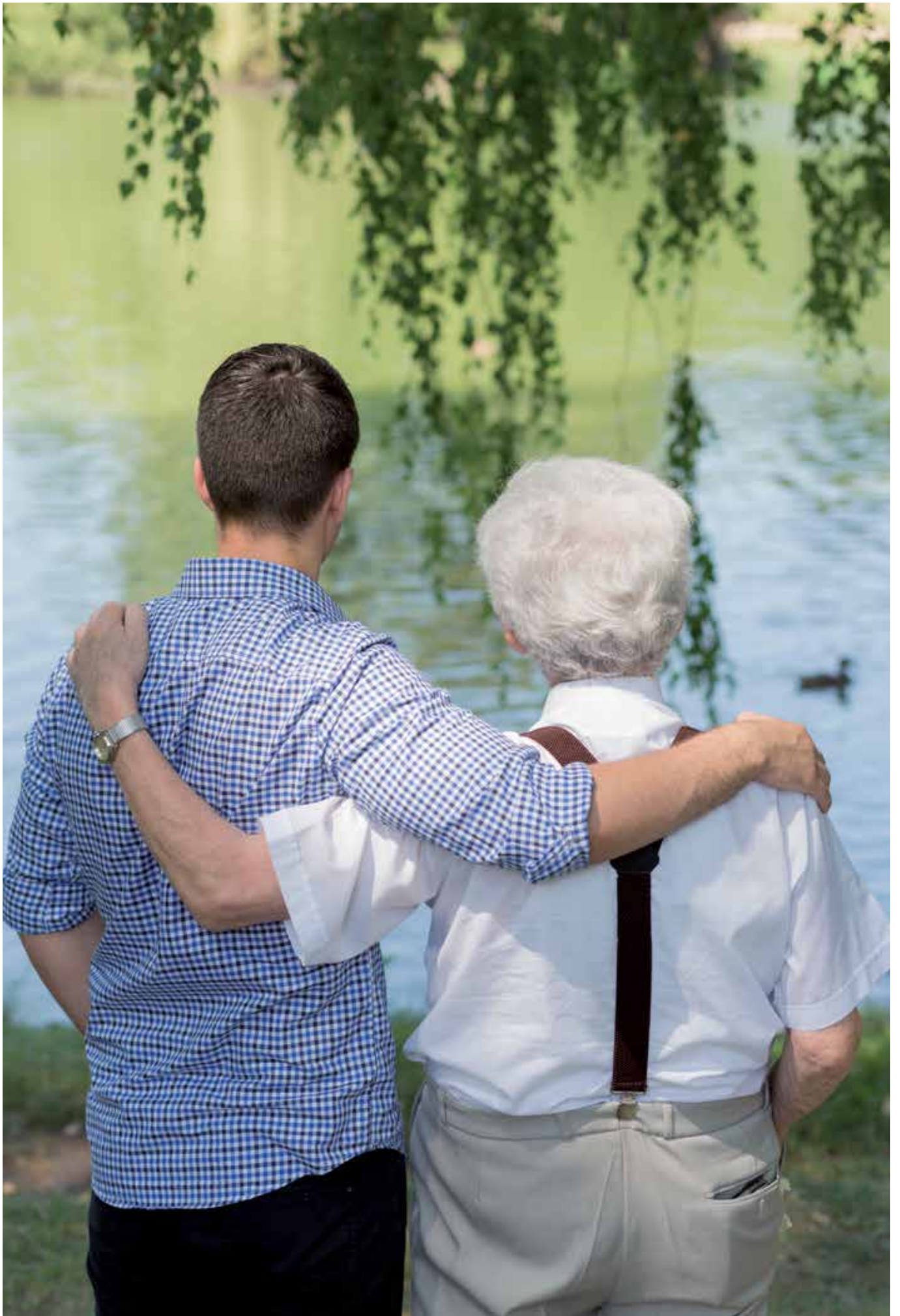
For Virgin Care complaints, please see www.bathneshealthandcare.nhs.uk/contact-us/

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, Virgin Care 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 John's Court**, St Johns Road, Bath (in partnership with Curo)
- **Avondown House**, Langdon Road, Twerton, Bath (in partnership with Guinness Housing Association Ltd)
- **The Orchard**, Rockhall Lane, Combe Down, Bath (in partnership with Knightstone Housing Association)
- **Greenacres Court**, Greenacres, Midsomer Norton (in partnership with Curo)
- **Hawthorn 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 Virgin Care website; see www.bathneshealthandcare.nhs.uk

Care Homes in Bath and North East Somerset

Key for Type of Home: D – Dementia Nursing, R – Residential, N – Nursing, PSI – Physical or Sensory Disabilities, MH – Mental Health, U65 – Under 65s, 65+ - over 65s

Name of Home	Type of home	Address	Telephone number
Ashley/Phoenix	R, PSI, N, LD, MH	Action for Hearing Loss Poolemead Centre Watery Lane Twerton Bath BA2 1RN www.actionhearingloss.org.uk	01225 356490
Dimensions	R, N, LD, PSI	6 The Avenue Keynsham Family Mencap Home The Avenue Keynsham Bristol BS31 2BU www.mencap.org.uk/	0117 986 4700
Bamfield Lodge Care Home	N, D, PSI	1 Bamfield Whitchurch Bristol BS140AU www.brighterkind.com/bamfield-lodge/	01275 891271
Barron/Winnicott	PSI, R, N, LD, MH	Action for Hearing Loss Poolemead Centre Watery Lane Twerton, Bath BA2 1RN www.actionhearingloss.org.uk	01225 342928
Bathampton Manor	R, N,	Mill Lane Bathampton Bath BA2 6TS www.bcvshomes.co.uk/ bathampton-manor	01225 466260
Bath Mind	MH, R	82 Lower Oldfield Park Bath BA2 3HP www.bathmind.org.uk	01225 448396

Name of Home	Type of home	Address	Telephone number
Beechcroft Residential Home	R, N	75 North Road Midsomer Norton Bath BA3 2QE www.beechcrofthome.co.uk	01761 419531
Bernash Residential Home	R, N, D, PSI	544-546 Wells Road Whitchurch Bristol BS14 9BB	01275 833670
Bridgemead	N	81 St John's Road Bathwick Bath BA2 6PZ www.bridgecare.org.uk/	01225 444869 or 484904
Broomfield	LD, R, N	Dimensions 40 Gladstone Road Bath BA2 5HL www.dimensions-uk.org	01225 830047
Bloomfield Care Centre	N, D	Salisbury Road Paulton Bristol BS39 7BD www.barchester.com/home/bloomfield-care-centre	01761 417748
Cedar Park	N	27-28 Oldfield Road Bath BA2 3NG www.cedarcarehomes.com	01225 312484
Charterhouse Care Home	N, D, R	Chocolate Quarter Trejectus Way Keynsham Bristol BS31 2GL www.stmonicastrust.org.uk/villages/the-chocolate-quarter/charterhouse	0117 363 7160
Charlton House	R, N, D, LD, MH, PSI	Hawthorns Lane Keysham, Bristol BS31 1BE	01225 396049

Name of Home	Type of home	Address	Telephone number
Cholwell House	D, N, MH, PSI	Main Road Temple Cloud Bristol BS39 5DJ www.cholwellgroup.co.uk	01761 425885
Cleeve Court	R, N, LD, PSI	Cleeve Green Twerton, Bath BA2 1RS www.bathneshealthandcare.nhs.uk	01225 396788
Combe Lea	R, N, D, LD, MH, PSI	Midsomer Norton BA3 2RD	01225 396616
Cranhill Nursing Home	N	Weston Road Bath BA1 2YA www.cranhillnursinghome.yolasite.com/	01225 422321
Culverhayes Nursing Home	D, N, MH	Lymore Avenue Bath BA2 1AY www.cedarcarehomes.com	01225 448923
Cypress Lodge	R, LD, MH, N	The Bradbury Group The Witheys Whitchurch Bristol BS14 0QB www.bradburyhouse.com	01275 832012
29/30 Dominion Road	N, LD, PSI, MH	Action for Hearing Loss Twerton Bath BA2 1DW www.actionhearingloss.org.uk	01225 332396
Elm Tree House	R, LD, N	Craegmoor 8 Chandag Road Keynsham Bristol BS31 1NR www.craemoor.co.uk	0117 986 7791
Ellsworth House	R, LD, N	Consensus Fosseway Midsomer Norton BA3 4AU www.consensusupport.com	01761 404550

Name of Home	Type of home	Address	Telephone number
Fountain House	R,LD, N	Dimensions Innox Lane Upper Swainswick Bath BA1 8DD www.dimensions-uk.org	01225 858947
Gracewell Bath	R, N, D	Clarks Way Rush Hill Bath BA2 2TR www.gracewell.co.uk	01225 435870
Greenhill House	D, PSI	Leonard Cheshire Disability U65, 65+ Timsbury Bath BA2 0ES www.leonardcheshire.org	South Road 01761 479900
Greystones	R	Hayesfield Park Bath BA2 4QE0 www.bcvshomes.co.uk	1225 317972
Gallaudet	R, PSI, N, LD, MD	Action for Hearing Loss Poolemead Centre Watery Lane Twerton Bath BA2 1RN www.actionhearingloss.org.uk	01225 356492
Hillsborough House	LD, R, N, MH, PSI	Freeways 59-61 Charlton Road Keynsham Bristol BS31 2JQ www.freeways.org.uk	0117 986 9880
Ivybank House	R, N	Ivybank Park Bath BA2 5NF www.brighterkind.com/ivybank-house/	01225 837776
Kingfisher Lodge	N, D, PSI	Chestnut Walk Saltford BS31 3BG www.barchester.com/home/kingfisher-lodge-care-centre	01225 871030

Name of Home	Type of home	Address	Telephone number
Larkhall Springs Nursing Home	N, D,	Swainswick Gardens Swainswick Bath BA1 6TL www.cedarcarehomes.com	01225 466266
Leopold Muller	PSI, R, N, MH	Action for Hearing Loss Poolemead Centre Watery Lane Twerton Bath BA2 1RN www.actionhearingloss.org.uk	01225 356482
Lynwood House	LD, R, N	Voyage 4 Lynwood Close Midsomer Norton Bath BA3 2UA www.voyagecare.com	01761 412026
Manor Farm House	R, N	Church Street Radstock Bath BA3 3QG www.avalonresidentialhome.co.uk/ manor-farm-residential-home/	01761 436127
Mostyn Lodge	R, N, D, PSI	2 Kelston Road Keynsham Bristol BS31 2JH	0117 986 4297
Newbridge Hill	LD, PSI, N	Action for Hearing Loss, 51 Newbridge Hill Bath BA1 3PR www.actionhearingloss.org.uk	01225 443019
Newbridge Towers	R, N	169 Newbridge Hill Bath BA1 3PX www.newbridgetowers.co.uk	01225 335681
Oakfield	N	Weston Park Bath BA1 4AS www.brighterkind.com/oakfield	01225 335645

Name of Home	Type of home	Address	Telephone number
The Orangery	D, N	Englishcombe Lane Bath BA2 2EL www.cedarcarehomes.com	01225 311008
Oriel Lodge	R, N, MH, PSI	Oriel Grove Lower Swainswick Bath BA1 7AS www.grovecare.com	01225 310301
Priory Radstock Rookery House	R, N, LD	Craegmoor Autism Wells Road Radstock Bath BA3 3RS www.craegmoor.co.uk	01761 438610
Robinson House	N, D	304 Sturminster Road Stockwood Bristol BS14 8ET	01275 544452
Shockerwick House	N, R, PSI	Lower Shockerwick Bath BA1 7LL www.bupa.co.uk	01225 743636
Springfield	D, N	21 Entry Hill Park Bath BA2 5ND	01225 833338
SS Phillip & James Retirement Home	R, D, N	9-10 Priory Road Keynsham Bristol BS31 2BX	0117 986 3505
Stratton House Residential Care Home	R	16 Park Lane Bath BA1 2XH www.mha.org.uk	01225 421196

Name of Home	Type of home	Address	Telephone number
St Teresa's	N, D	Corston Lane Corston Bath BA2 9AE www.cedarcarehomes.com/	01225 873614
Stanton Court	N	Stanton Drew Bristol BS39 4ER www.stantoncourtnh.net	01275 332410
Sunnymede	N, PSI	4 Van Dyke Avenue Keynsham Bristol BS31 2UH www.adlcare.com	0117 986 3157
Whitchurch Care Home	N	95 Bristol Road Whitchurch Bristol BS14 0PS www.fshc.co.uk	01275 892600
Whitehaven	N, D, R, PSI, MH	The Fosseway Midsomer Norton Bath BA3 4AU www.whitehavencarehome.co.uk	01761 413143
Winfield Lodge	R, N, D	Weston Park Bath BA1 4AS www.cedarcarehomes.com	01225 464004
Woodside Nursing Home	N	Bathwick Hill Bath BA2 6EN www.cedarcarehomes.com/	01225 429456

Useful Contacts

Virgin Care - provide all the health and care services in your community and work alongside a range of local NHS, social enterprise and voluntary sector organisations to improve the physical and mental health and wellbeing of everyone in the area.

www.bathneshealthandcare.nhs.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**

Dementia Action Alliance – brings together health and social care professionals across England committed to transforming the lives of people with dementia and their carers
www.dementiaaction.org.uk

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

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

NHS Choices – Your Health, Your Choice - **www.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**

SPA Peggy Dodd Centre – Support for those who care for loved ones who suffer from memory loss. Tel **01225 835520**. Website **www.peggy-dodd-centre.org.uk**

Care and Support – your guide to care and support - **www.nhs.uk/conditions/social-care-and-support-guide/pages/what-is-social-care.aspx**

Society of Later Life Advisers (SOLLA) – **www.societyoflaterlifeadvisers.co.uk/**

Wellbeing Options

A free information resource for everyone in Bath and North East Somerset. Whether you are looking for information about lunch/social clubs and other activities in your area, support in the home or garden, transport or any other form of support, Wellbeing Options has the information you need.

Website: www.wellbeingoptions.co.uk

<https://www.facebook.com/wellbeingoptions>

Need information about local groups, activities, help at home or care and support? Wellbeing Options is the answer

Do you like to discuss options to improve your wellbeing?

A free and confidential service that can help with the emotional, practical and social aspects of living with a condition affecting your health and wellbeing.

Discuss your Wellbeing Options over the phone at your next appointment with a trained facilitator, or call MyScript on **01225 310077**.

Open to individuals over 18 registered in Bath and North East Somerset.

www.wellbeingoptions.co.uk

www.facebook.com/wellbeingoptions

Bath & North East Somerset Council

WELLBEING Options

NHS Bath and North East Somerset Clinical Commissioning Group

my script



This directory can be made available in a range of community languages, large print, Braille and electronic and accessible formats on request by contacting the People and Communities Communication Team – P_C_Comms@bathnes.gov.uk

**Bath & North East
Somerset Council**

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