Birmingham
Care Services Directory 2017

The comprehensive guide to choosing and paying for care

• Home support • Specialist care • Useful contacts • Care homes
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 work 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 also nationwide. Whether you are looking for Residential, Nursing or Dementia Care, we can help you.

Call the number below to speak to one of our Advisors
0800 193 0443
E: findacarehome@btinternet.com  www.howtofindacarehome.uk
We are here to make a difficult decision easier.
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For further copies of this Directory, please call the Adults and Communities Access Point (ACAP) on 0121 303 1234 or email stakeholderengagement@birmingham.gov.uk

Alternative formats
This Directory is available electronically at www.carechoices.co.uk. There is also a Browsealoud option for those requiring the information in the spoken word.

Visit www.carechoices.co.uk for further assistance with your search for care
Welcome

We hope that you find this Care Choices Directory for Birmingham useful. It provides information on the care and support choices, and sources of information and advice, that are available across the city.

We know that people want to live as independently as possible within their own homes and remain connected to their local communities for as long as possible. We also know that it is better for people’s wellbeing to have choice and control over decisions which affect their future.

For that to happen, people need the right information at the right time, presented in the right way to enable them to make informed decisions. This Directory contains lots of information about, not just your care options, but also how to take care of yourself, and prevent or delay the need for social care services.

It’s also important to get good information and advice about care costs, how your ability to pay is assessed and the options that are available to pay for care, in advance of making any decisions.

Our focus remains on maximising independence and choice for anyone needing social care and support, and this Directory supports that approach.

Further information is available at: www.birmingham.gov.uk or from the Adults and Communities Access Point (ACAP). Email: ACAP@birmingham.gov.uk or ring: 0121 303 1234.

Councillor Paulette Hamilton
Cabinet Member for Health & Social Care
Keeping healthy

Healthy eating

Eating a varied and balanced diet is important for everyone, it will help you stay healthy and active.

If you want to eat a healthy diet, these practical tips can help you make healthier choices, whether you’re planning a meal or picking up a snack. It’s important to eat the right amount of food for your level of activity, and to eat a range of foods to make sure you’re getting a balanced diet. A healthy, balanced diet contains a variety of types of food, including lots of fruit and vegetables; starchy foods, such as wholemeal bread and wholegrain cereals; some protein-rich foods such as meat, fish, eggs and lentils; and some milk and dairy-based foods.

For a healthier diet, try:

- basing your meals on foods high in starch;
- eating lots of fruit and vegetables;
- eating more fish;
- cutting down on saturated fats;
- cutting down on sugar and sugary foods;
- eating less salt – no more than six grams a day – don’t forget to check processed foods for the salt content;
- drinking plenty of water; and
- not to skip breakfast.

All the foods we eat can be divided into five major groups which can be seen in the eatwell plate. The eatwell plate highlights the different types of food that make up our diet and shows the proportions we should eat them in to have a healthy, balanced diet. Visit: www.nhs.uk and search ‘eat well’ for more information.

Your weight, your health

Are you one of the two thirds of adults in the UK that are overweight? If so, this can seriously affect your health but you can take control now.

You might be worried about your own weight or you might be worried about someone in your family. Being overweight can lead to some of the most serious health conditions. At worst, it can lead to life-threatening conditions such as heart disease, type 2 diabetes and some cancers – but it can cause discomfort, pain and unhappiness in many other ways too, for example breathing difficulties, joint pain, depression and low self-esteem. Losing just a small amount of weight can help you feel good and improve your health. Visit: www.nhs.uk/livewell/loseweight for tips and advice on how to lose weight.

Change4Life

Change4Life is a national campaign that aims to help adults and their families to eat well, move more and live longer. Join Change4Life and receive a personalised pack full of tips, tools and activities to help you start to lead a healthier life. Visit: www.nhs.uk/Change4Life

NEED HELP IN YOUR SEARCH FOR CARE?

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 care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.

Visit www.carechoices.co.uk for further assistance with your search for care
Healthy lifestyle advice and information

NHS Health Checks
You are eligible for a free NHS Health Check if you are aged between 40 and 74 and have not already been diagnosed with a long-term health condition. The check takes only 20 to 30 minutes and involves a few questions and measurements. After the check, you will receive free, personalised advice to help you stay healthy. For more information and advice on having a health check, talk to your local GP surgery or visit: www.birminghampublichealth.co.uk

Even if you’re feeling well, it’s worth having your NHS Health Check. As we get older our risk of developing heart disease, type 2 diabetes, kidney disease, stroke or dementia increases, but this can often be prevented. The check will assess your risk of conditions such as heart attack and stroke.

Age UK
Age UK offers a wide range of information, advice and services, including support with:

• health and wellbeing;
• pensions and benefits;
• social opportunities and transport; and
• prevention of falls and accidents.

It also offers a handyperson service and care services.

Tel: 0800 678 1174
Email: info@ageukbirmingham.org.uk
Web: www.ageuk.org.uk

Flu vaccinations
A flu vaccination is available every year to protect adults and children who are at high risk of flu and its complications. It is given for free to:

• adults over the age of 18 at risk of flu (including everyone aged 65 and over); and
• children in school years one to three.

Flu can be unpleasant, but if you are otherwise healthy it will usually clear up on its own within a week.

However, flu can be more severe for certain people, such as:

• anyone aged 65 and over;
• pregnant women;
• children and adults with an underlying health condition (particularly long-term heart or respiratory disease); and
• children and adults with weakened immune systems.

Anyone in these risk groups is more likely to develop potentially serious complications of flu, such as pneumonia (a lung infection), so it’s recommended that they have a flu vaccine every year to protect them.

Keeping warm
A cold home could have a significant impact on your health. One of the best ways of keeping yourself well during winter is to stay warm. Cold weather can lead to serious health conditions such as heart attack, stroke, pneumonia and depression and, if you do not heat your home properly, you could be at risk of hypothermia.

The chances of these problems are higher if you’re vulnerable to cold-related illnesses because of one or more of the following:

• you’re over 60;
• you’re on a low income and can’t afford heating;
• you have a long-term health condition such as heart, lung or kidney disease; or
• you have a disability.

The Government’s advice on staying warm over the winter aims to reduce cold-related illness and deaths.
Healthy lifestyle advice and information continued

Key tips include:

• try to move around at least once an hour and don’t sit down for long periods of time;

• wear several thin layers of clothes instead of one thick layer. Don’t forget to wear hats, gloves and scarves if going outside;

• if possible, stay inside during icy or windy weather, especially if you have heart or respiratory problems. If you do have to go out, avoid standing around in the cold;

• try to keep a constant temperature of 21ºC (70ºF) during the day, and 18ºC (64ºF) at night;

• make sure you have at least one hot meal a day and take regular warm drinks. Avoid alcohol when it’s very cold;

• stop draughts – keep windows closed (even at night) and draw the curtains after dark; and

• wear warm comfortable nightwear and put on a dressing gown and slippers if you get up in the night.

If you are an older person or have a disability, sensors could be fitted to alert you if your home becomes dangerously cold.

Please contact the Adults and Communities Access Point (ACAP), call: 0121 303 1234 or email: ACAP@birmingham.gov.uk

Keeping warm
The NHS urges people to follow this advice in hot weather:

• check up on friends, relatives or neighbours who may be less able to look after themselves;

• if at all possible, avoid going out in the sun between 11am and 3pm. If you have to, then wear a hat or use a parasol or umbrella;

• drink cold drinks regularly and avoid tea, coffee and alcohol;

• keep water to hand and stay in the shade where possible; and

• wear sunscreen.

Local services
Birmingham Voluntary Service Council has created a new helpful way for you to find health and wellbeing services and activities in your area. Here, you will find a vast array of services, from addiction support to exercise classes and recreation through to training opportunities, all in one place. You can search by location or type of service. Please visit: www.route2wellbeing.info

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?
WHAT IF MUM DOESN’T AGREE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

Visit www.carechoices.co.uk for further assistance with your search for care
Providing assistive living equipment in BIRMINGHAM

Medequip work with Birmingham City Council and the NHS to provide assistive living equipment in Birmingham. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves. Medequip offer practical advice, assessment of need and demonstration of equipment at our retail showroom.

Visit our Showroom:
Unit B1-3 Matrix Point, Mainstream Way, Nechells, Birmingham, B7 4SN
0845 340 4430
Open 08:30 – 17:00 Mon to Fri
- See and try products before you buy
- Buy products at our showroom
- Receive practical advice
- Deliveries available

@MedequipUK

OR YOU CAN BUY DAILY LIVING AIDS ONLINE AT:

Manage@home
Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of over 3,000 mobility and disability aids to help you stay safe and independent at home.

ORDER BY PHONE
Freephone: 0800 910 1313

FREE DELIVERY
When you spend over £50.00

SELF HELP GUIDE
Find solutions to your problems

Call us or visit our website to request a free catalogue
Shop online at: www.manageathome.co.uk

keeping people independent for longer

www.medequip-uk.com
Support at home

Help after leaving hospital

If you are being discharged from hospital following an illness or operation, you might need practical help with getting in and out of bed, washing and dressing, or preparing a hot meal.

If you have been admitted to a ward and the staff feel that you will find it difficult to manage at home without some help, a social worker will assess your needs before you return home.

During the assessment, staff will identify and agree your needs with you and discuss the help and support available to meet them according to the severity of your situation. This will form part of your support plan which will be monitored regularly to ensure it continues to meet your needs.

After the assessment, you may be asked to move to short-term accommodation for up to six weeks whilst decisions are made with you and your family about your long-term care needs and how they will be met. Alternatively, you may be referred to the Home Care Enablement Service. See below for more information.

Home Care Enablement Service

The Home Care Enablement Service supports people who may have been in hospital or are recovering from an illness or injury to relearn daily living skills and continue living as independently as possible in their own homes.

The service aims to prevent people going into a care home or hospital unnecessarily and to help people return home safely from hospital as soon as they are well enough. The service can also offer support to family members, friends or neighbours to carry on supporting you.

If you are eligible, the Home Care Enablement Service will provide home care assistants that will come to your home and support you with daily living tasks such as personal care, assistance with getting in and out of bed, and help with getting in or out of a bath or shower. Home care assistants can also support you with dressing and undressing, preparing meals and snacks and learning new ways of doing things.

While you are receiving support, your social worker will visit you to see how you are getting on. This is called a review. The review will help you and your social worker decide if you will need ongoing care after your Home Care Enablement support has ended (usually after six weeks). If you do, you will be formally assessed to determine any ongoing needs and how they will best be met.

The Home Care Enablement Service is free for up to six weeks. After this, you may have to pay something towards the cost of any care you need. How much you have to pay will depend on your financial situation. See page 32 for more information on paying for care.

Contact ACAP:
Tel: 0121 303 1234
Textphone: 0121 303 6245
Email: ACAP@birmingham.gov.uk

Visit www.carechoices.co.uk for further assistance with your search for care
For some people, as their needs change and they require more help, simple home adaptations and equipment can support them with daily living tasks. For home adaptations, a financial assessment will be carried out to see what you can pay towards the cost. Items of ‘community equipment’, such as hand rails and bath seats, may be provided by the council free of charge if you are assessed as needing it; other items can be purchased direct from a range of suppliers.

**Assistive technology**
Assistive technology is the collective name for an extensive and growing range of products and gadgets that are available to make independent living much easier.

If you are buying your own equipment, it’s worth getting independent advice to make sure that it is going to meet your needs. Help is available from the Disabled Living Foundation (DLF), a national charity that provides free, impartial advice about all types of home adaptation and mobility products. Visit [www.dlf.org.uk](http://www.dlf.org.uk)

The DLF provides a free online service called AskSARA, which gives you personalised self-help advice and information on buying equipment and assistive technology. Visit [www.asksara.dlf.org.uk](http://www.asksara.dlf.org.uk) The AT Home campaign is collaboration of 14 local authorities covering the West Midlands which aims to encourage people to think about how independent living can help individuals or someone they care for to continue to live independently in a healthy and safe environment at home. Visit [www.athome.uk.com](http://www.athome.uk.com) to see how assistive technology could help you to remain independent.

**Community alarm and Telecare services**
A community alarm enables you to call for help at any time of night or day using a pendant, a wristband or a pull cord. The system will put you in touch with an operator who can hear your voice and speak to you. Telecare uses sensors placed around the home to detect fires, floods, gas, and falls. If the sensors detect a problem, the operators will be alerted and will try to contact you or your carer.

You may be assessed as eligible to have Telecare provided by the council as part of your care package, but there are also various independent providers that offer Telecare which you can purchase directly. The service makes a real difference to people’s lives, not only for those using the service to maintain their independence, but also their families and loved ones, who really appreciate the peace of mind that the use of these services can bring. Visit [www.asksara.dlf.org.uk](http://www.asksara.dlf.org.uk) or [www.athome.uk.com](http://www.athome.uk.com) to see what is available and to purchase direct.
Making life easier at home

In the living room

**WHAT IS DIFFICULT?** | **SIMPLE SOLUTIONS** | **COMPLEX SOLUTIONS**
---|---|---
**GETTING IN/OUT OF CHAIRS** | • Block of foam in chair base  
• Buy ready-made chair raisers  
• Buy a chair at the right height  
• Take regular, gentle exercise | • Buy an electric riser chair

**OPENING/CLOSING WINDOWS** | • Move furniture out of the way  
• Install/purchase a fan  
• Buy a tool to open/close windows | • Install environmental controls or air-conditioning  
• Install new windows

**CONTROLLING THE HEATING** | • Change the switches for ease of use  
• Fit a timer switch  
• Purchase a standalone heater | • Move the heating controls  
• Install new or additional heating system

**KEEPING WARM** | • Use a trolley to transport the fuel for your fire  
• Replace the fire with a heater  
• Apply for a winter fuel payment | • Insulate your house  
• Swap to a cheaper heating system  
• Change to a simpler heating system

**TURNING LIGHTS ON/OFF** | • Install a light switch toggle  
• Purchase a socket extension  
• Purchase handi-plugs | • Move the light switches  
• Replace the light switches  
• Install environmental controls

**HEARING THE TV** | • Use subtitles  
• Purchase wireless headphones | • Request an assessment for a hearing aid  
• Install a room loop

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
### Making life easier at home continued

#### In the bedroom

**WHAT IS DIFFICULT?**

**SIMPLE SOLUTIONS**

**COMPLEX SOLUTIONS**

**GETTING IN AND OUT OF BED**
- Learn new ways of moving safely
- Purchase a leg lifter
- Raise the bed
- Fit grab rails

- Use a transfer board
- Buy an electric adjustable bed
- Install a hospital bed
- Use a hoist

**SITTING UP IN BED, TURNING OR ROLLING OVER**
- Change to less heavy bedding
- Learn new ways of moving safely
- Purchase a pillow raiser
- Change the mattress

- Buy a bed cradle/bed ladder
- Use a bed lever
- Buy a specialised mattress
- Install a drop-down rail
- Install an over-bed pole

**KEEPING WARM IN BED**
- Buy a heavier duvet
- Buy thermal clothing

- Buy an electric blanket (make sure it’s tested regularly)

**GETTING DRESSED**
- Learn new ways of dressing
- Buy alternative/adaptive clothing
- Buy simple gadgets: long-handled shoe horn; dressing stick; button hook

- Consider home support

**CUTTING YOUR NAILS**
- Buy easy grip scissors

- See a podiatrist

**TAKING YOUR TABLETS**
- Ask for an easy-open bottle
- Keep a note of when you take a tablet
- Get a pill dispenser

- Get an automatic pill dispenser
- Ask someone to prompt you

**READING THE TIME**
- Buy a clock with large numbers

- Buy a clock that ‘speaks’
In the kitchen

**WHAT IS DIFFICULT?** | **SIMPLE SOLUTIONS** | **COMPLEX SOLUTIONS**
---|---|---
REACHING INTO CUPBOARDS | • Rearrange your cupboards/surfaces  
• Buy an Easi-Reacher or Handi-Reacher | • Alter the spring in the doors  
• Lower or raise the cupboards

USING TAPS AND SWITCHES | • Fit tap turners  
• Purchase Handi-Plugs | • Change switches  
• Raise or reposition taps  
• Fit lever taps or new taps  
• Alter the kitchen

PREPARING/COOKING FOOD | • Sit at a table  
• Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper | • Use a food processor  
• Purchase a perching/high stool  
• Buy a trolley  
• Raise/lower work surface  
• Make space under worktop for your knees when sitting

MOVING AROUND KITCHEN | • Re-organise the furniture | • Review mobility equipment  
• Adapt the kitchen

EATING AND DRINKING | • Use large handled cutlery  
• Use a non-slip mat  
• Use a lightweight cup/mug  
• Use a cup with two handles | • Buy a trolley  
• Consider home support for meal times

LAUNDRY/IRONING | • Install a wall-fixed ironing board | • Raise/lower washing machine
In the bathroom

### WHAT IS DIFFICULT?  SIMPLE SOLUTIONS  COMPLEX SOLUTIONS

#### WASHING HANDS, FACE AND BODY
- Install tap turners
- Buy a long-handled sponge
- Purchase a flannel strap
- Install lever taps or new taps
- Purchase a stool
- Raise or lower basin
- Consider home support

#### HAVING A BATH
- Purchase a non-slip mat
- Buy a long-handled sponge
- Use a half-step
- Install grab rails
- Use a bath board or bath seat
- Install a bath lift
- Use a hoist
- Replace the bath with a shower
- Convert to a wet room
- Consider home support

#### DRYING YOURSELF
- Use a non-slip mat
- Purchase a towelling gown
- Change the floor covering
- Purchase a hot air body dryer

#### USING THE TOILET
- Install a raised toilet seat
- Use a combined toilet seat and support frame
- Install a flush lever extension
- Review mobility equipment
- Consider home support

#### CLEANING TEETH
- Purchase a toothbrush gripper
- Buy an electric toothbrush
- Use a stool

#### HAVING A SHOWER
- Have a strip wash
- Use non-slip mats
- Purchase a half-step
- Use a shower board
- Use a shower chair or stool
- Replace shower controls
- Consider home support
Care at 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. You can arrange your own home care, or you can have a needs assessment from the council to see if you might be eligible for support from them or from the Home Care Enablement Service.

Why choose home care?
Reasons for choosing home care can vary. You may find that a long-term condition, a disability or general frailty means you need some help and support at home, or that you require ongoing home care after your Home Care Enablement Service.

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.

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 will provide live-in care, where a care worker will live with you in your home and support you. See page 17 for a list of home care agencies in Birmingham or contact ACAP if you would like a needs assessment.

Tel: 0121 303 1234
Textphone: 0121 303 6245
Email: ACAP@birmingham.gov.uk

www.carechoices.co.uk

NEED HELP IN YOUR SEARCH FOR CARE?

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

- find care providers quickly and easily
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- information on care quality
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Home care agency checklist

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

Can you see the agency’s contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

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

Notes

We suggest that you have paper with you when speaking with home care agencies so you can make notes.

Agency 1

Agency 2

Agency 3

Fees per week

Quality rating*

£

£

£

*See page 40.
# Home care providers

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<tr>
<th>Service</th>
<th>User Bands</th>
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<td>Dementia</td>
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<tr>
<td>Physical disability</td>
<td>PD</td>
</tr>
<tr>
<td>Learning disability, autism</td>
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<td>Sensory impairment</td>
<td>SI</td>
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<tr>
<td>Younger adults</td>
<td>YA</td>
</tr>
<tr>
<td>People who misuse alcohol or drugs</td>
<td>AD</td>
</tr>
</tbody>
</table>

## 24-7 CARE SERVICES
- **Birmingham**
  - Tel: 0121 448 9050
  - [OP D PD LDA SI YA](#)

## ACTUAL CARE SERVICES
- **Birmingham**
  - Tel: 0121 293 6067
  - [OP D](#)

## AGAPE HEALTHCARE LTD
- **Birmingham**
  - Tel: 0121 448 9395
  - [OP D PD LDA MH SI](#)

## ALBERT WEEDALL CENTRE
- **Birmingham**
  - Tel: 0121 686 6588
  - [OP D PD LDA MH SI YA](#)

## ALCESTER ROAD, 171
- **Birmingham**
  - Tel: 0121 442 2944
  - [OP D PD LDA MH SI YA AD](#)

## ALL CARE IN ONE LTD
- **Birmingham**
  - Tel: 0121 296 7184
  - [OP YA](#)

## ALL SEASONS CARE LTD
- **Birmingham**
  - Tel: 0121 443 2121
  - [OP D PD LDA MH SI](#)

## ALLIANCE CARE LTD
- **Birmingham**
  - Tel: 07479 531406
  - [OP D MH YA](#)

## ALLIED HEALTHCARE SUTTON COLDFIELD
- **Sutton Coldfield**
  - Tel: 0845 641 3214
  - [OP D PD LDA MH SI YA AD](#)

## ALPINE HOUSE
- **Birmingham**
  - Tel: 0121 200 1170
  - [OP D PD LDA MH SI YA AD](#)

## AMAN CARE LTD
- **Birmingham**
  - Tel: 0121 777 3772
  - [OP LDA MH YA](#)

## ANGEL CARE AGENCY – BIRMINGHAM
- **Birmingham**
  - Tel: 0800 689 9270
  - [OP D PD LDA MH SI YA AD](#)

## ANGEL HEARTS CARE
- **Birmingham**
  - Tel: 0121 350 8522
  - [OP D PD LDA MH SI YA AD](#)

## ANGEL HOME CARE
- **Birmingham**
  - Tel: 0121 632 2101
  - [OP D LDA MH SI YA](#)

## ANNIX CARE LTD
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  - [SI](#)

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**Service User Bands**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<td>Physical disability</td>
<td>YA Younger adults</td>
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<td>Learning disability, autism</td>
<td>AD People who misuse alcohol or drugs</td>
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**BIRMINGHAM BUSINESS ASSOCIATE LTD**
Birmingham
Tel: 0121 359 7757

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Birmingham
Tel: 0121 359 1151

**BIRMINGHAM MULTICARE**
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Birmingham
Tel: 0121 303 8800

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

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Northfield
Tel: 0370 192 4536

HOUSING & CARE 21 – WESTHALL COURT
Yardley
Tel: 0370 192 4000

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

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Tel: 0121 706 3945

MAYBERRY CARE SERVICES LTD  
Birmingham  
Tel: 0121 693 0001

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Service: OP Older people (65+), D Dementia, PD Physical disability, LDA Learning disability, autism, YA Younger adults, AD People who misuse alcohol or drugs
Home care providers continued

PRECIOUS HOMES BIRMINGHAM
Birmingham
Tel: 0121 420 2974  OP PD LDA MH SI YA

PREMIUM COMMUNITY CARE LTD
Birmingham
Tel: 0121 643 9808  OP D PD SI AD

PRIME CARE SERVICES (UK) LTD
Birmingham
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Birmingham
Tel: 0121 366 8455  YA

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Birmingham
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Birmingham
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Birmingham
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PURESTAR HOMECARE RESOURCES LTD
Birmingham
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QUANTUM DOMICILIARY CARE LTD
Birmingham
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RELIANCE CARE SOLUTIONS LTD
Birmingham
Tel: 0121 706 0032  OP D PD LDA MH YA AD

RIGHT AT HOME WEST MIDLANDS (SOUTH)
Birmingham
Tel: 0121 363 0046  OP D PD MH SI YA

ROMIE CARE SERVICES LTD
Birmingham
Tel: 0121 354 8136  OP D PD LDA SI

ROUTES HEALTHCARE (WEST MIDLANDS)
Birmingham
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S&S CARE
Birmingham
Tel: 0121 702 0184  OP PD MH SI YA

SAROIA STAFFING SERVICES LTD
Birmingham
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Birmingham
Tel: 0121 415 2720  LDA SI

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Birmingham
Tel: 0121 698 2118  OP D PD LDA MH SI YA

SEVACARE – BIRMINGHAM CENTRAL
Birmingham
Tel: 0121 455 6655  OP D PD LDA SI YA

SEVACARE – HALL GREEN
Birmingham
Tel: 0121 777 2763  OP D PD LDA MH SI YA

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Birmingham
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SOLID HOMECARE  
Birmingham  
Tel: 07442 504058  

SOLITAIRE HOMECARE SERVICES LTD  
Birmingham  
Tel: 0121 605 0084  

SOUTH BIRMINGHAM HOME CARE  
Birmingham  
Tel: 0121 303 0900  

SOUTHSIDE BUSINESS CENTRE  
Birmingham  
Tel: 07487 749996  

SOVA HEALTHCARE (BIRMINGHAM)  
Sutton Coldfield  
Tel: 0121 537 4645  

ST MARY’S HOSPICE LTD  
Birmingham  
Tel: 0121 472 1191  

STAFFING PLUS LTD  
Birmingham  
Tel: 07726 462 455  

STREAMS OF LIFE HEALTH CARE LTD  
Birmingham  
Tel: 0121 451 1616  

SUPPORT ASIA LTD  
Birmingham  
Tel: 0121 523 6611  

SUSTAIN (UK) LTD  
Birmingham  
Tel: 0121 428 2221  

TEAM LOCUM LTD  
Birmingham  
Tel: 0121 451 2707  

TEMPLE MEAD CARE LTD  
Birmingham  
Tel: 0121 582 2582  

TESTIMONY ASSEMBLY CARE LTD  
Birmingham  
Tel: 0121 554 6950  

THORNTON HOMECARE LTD  
Birmingham  
Tel: 0121 776 7245  

THREE COUNTIES CARE SERVICES LTD  
Birmingham  
Tel: 01905 829860  

TOTAL QUALITY CARE SERVICES LTD  
BIRMINGHAM  
Birmingham  
Tel: 0121 476 5280  

TRIPPLE TEE LTD  
Birmingham  
Tel: 07785 527840  

TRUST QUALITY CARE LTD  
Birmingham  
Tel: 0121 753 7777  

TWILIGHT HOMECARE SERVICES LTD  
Sutton Coldfield  
Tel: 0121 354 1212  

UNITY CARE  
Birmingham  
Tel: 0121 551 3079  

UNIVERSAL CARE SERVICES  
Sutton Coldfield  
Tel: 0121 313 0612  

VANCOUVER HOUSE  
Birmingham  
Tel: 0121 452 5047  

VANTAGE POINT HEALTHCARE  
Birmingham  
Tel: 0121 294 0200  

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Service  
Older people (65+)  
Dementia  
Physical disability  
Learning disability, autism  
Mental health  
Sensory impairment  
Younger adults  
People who misuse alcohol or drugs

User Bands  
MH  
SI  
YA  
AD

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This Directory’s helpline 0800 389 2077 – assistance with finding care and support
YOUR CARE SERVICES
Birmingham
Tel: 0121 359 0297

YOUR LIFE (SUTTON COLDFIELD)
Sutton Coldfield
Tel: 0121 355 2903

We are one of Birmingham’s leading and successful home care, personal care and live-in care providers.
Our services provide care and support to vulnerable adults to enjoy the benefits of independent-living in their homes as a direct alternative to residential care. We also stock Mobility Aids and Equipment.

T: 0121 458 2197 E: manager@clarencecare.co.uk
91 The Green, Kings Norton, Birmingham, B38 8RS
www.clarencecare.co.uk

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?
WHAT IF MUM DOESN’T AGREE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

Visit www.carechoices.co.uk for further assistance with your search for care
Other housing options

Supported living

Supported living is designed to help people live more independently in their local communities. In supported living accommodation, housing and support are provided separately.

Support can vary from a few hours a week up to 24-hours a day, depending on your assessed needs.

There are several different models of supported living, such as living in shared houses, or living in individual tenancies in the community or adult placement schemes.

Sheltered and Extra Care Housing

Sheltered and Extra Care Housing schemes provide support to their residents to help them live independently for longer. The schemes are aimed at people who can usually manage on their own, but feel safer knowing help and support is nearby if needed.

Schemes can help you to:

• maintain your independence, while feeling safer and supported;
• stay part of the community and have company when you want it, and privacy when you don’t; and
• have peace of mind and a sense of security.

When you first move into an extra care or sheltered housing scheme, a support officer will visit to help you to create a support plan that meets your needs. The support officer can arrange to visit you regularly and you will also have access to a 24-hour emergency response service.

Birmingham City Council runs 130 sheltered housing schemes for older and vulnerable people across the city. There are also around 25 Extra Care Housing schemes run in partnership with the Extra Care Charitable Trust and housing associations.

Contact Support Services for Older People.
Support Services for Older People,
PO BOX 15839, Queensway,
Birmingham B2 2RP
Tel: 0121 303 3637
Textphone: 0121 303 1119
Email: housheltered@birmingham.gov.uk

Shared Lives

Shared Lives offers disabled adults and older adults with care needs the opportunity to live in a family home in Birmingham. All the support and care you need is provided by the Shared Lives carers you live with. You can also get help with your medication, finances and personal care.

Other Shared Lives services can be offered to you in your own home if that suits you better.

The Shared Lives carers are specially recruited, trained and approved. They have to be part of a Shared Lives scheme and all schemes are regulated by the Care Quality Commission (see page 40).

If you’d like to know more, speak to your social worker or other care professional if you have one – they can contact the scheme on your behalf. You can also contact Shared Lives yourself.

Birmingham Shared Lives Service
PO BOX 16960,
Birmingham
B2 2QH
Tel: 0121 464 3164
Email: sharedlives@birmingham.gov.uk
Website: www.birmingham.gov.uk (search ‘shared lives’)
The Premium Care Provider in Birmingham

Avery Healthcare is a leading and award winning national care provider that has a range of care homes throughout the county for residential and dementia care. A standards based approach ensures modern, purpose built buildings finished to high specifications, restaurant style dining and service, the very best in care from professionally trained staff, and a sector leading Well-being and Activities programme that supports independence and a fulfilling life.

For the best in Birmingham, look no further.

Albion Court
Clinton Street
Winson Green
Birmingham | B18 4BJ
T. 0121 554 7261

Aran Court
Braymoor Road
Tile Cross
Birmingham | B33 0LT
T. 0121 770 4322

Clare Court
Clinton Street
Winson Green
Birmingham | B18 4BJ
T. 0121 554 9101

St Giles
122 Tile Cross Road
Tile Cross
Birmingham | B33 0LT
T. 0121 770 8531

See all of our homes on Facebook or Search ‘Avery Birmingham’
If you are no longer able to live in your own home, or 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 the best option. Personal care includes bathing, feeding, dressing and help with moving.

Care homes with nursing provide the same 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, you will need to be visited by a social worker to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a home.

If you are assessed as requiring nursing care in a home, a social worker may give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly; the current amount is £156.25 per week. This figure may change after April 2017, check with Adult Social Services after this date.

Please note that before you consider a care home, you may like to look into other care and support options.

Care outside of Birmingham
Sometimes people choose to live in another area of the country as they want to be closer to friends and family. If you do require a care home or care home with nursing placement to meet your needs, the home you choose must be suitable for your assessed needs and comply with the terms and conditions set by the authority. Each individual situation is different and therefore how it is funded will be assessed differently.

You can contact the Care Quality Commission through its website www.cqc.org.uk where you will find details of all registered care homes in the UK. Alternatively, this Directory’s helpline, 0800 389 2077 and website, www.carechoices.co.uk have details of care provision to meet your needs.

NEED HELP IN YOUR SEARCH FOR CARE?
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 care provider information, photos and direct website links
- brochure requests

Developed by the publisher of this Directory

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
We suggest that you take paper with you when visiting care homes so that you can make notes.

**Staff**

What is the minimum number of staff that are available at any time?  
Are staff respectful, friendly and polite?  
Do staff have formal training?  
Are the staff engaging with residents?

**Activities**

Is there an Activities Co-ordinator?  
Can you get involved in activities you enjoy?  
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?

**Personal preferences**

Is the home too hot/cold? Can you control the heating in your room?  
Is the décor to your tastes?  
Are there restricted visiting hours?  
Is there somewhere you can go to be alone?  
Does the home feel welcoming?

**Catering**

Does the menu change regularly?  
Can the home cater for any dietary requirements you may have?  
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?
By finding my own carers, I can get them to do what I need, when I need. I have complete control.

Spend less time worrying. Spend more time living. When you find your care through us, you can manage it easily and flexibly online. With adam LIFE, you’re always in control.

Find the right care in three simple steps...

1. Tell us - Let us know about the care you want
2. Compare - See which providers are right for you
3. Choose - Book the right care at the right time

Your care. Your choice.
Visit us at www.adamlife.com/care-services
Determining your needs

Assessments

The council has a duty to assess anyone who appears to have needs that mean they require care and support; this includes carers. If you need an assessment, in most cases, a social worker or an appropriately trained assessor will conduct a telephone interview with you, but the interview can be done at your home or another location depending on your needs and circumstances. This interview will look at what you are able to do, any care and support needs you may have and what support networks you can access. After the assessor has spoken to you about your situation and anyone else who is involved, like your doctor or district nurse, they will determine what support or care could be offered by the council. This will be fully explained to you.

What is an assessment?
A needs assessment is available to anyone aged 18 or over and is simply a discussion with you. It helps the council understand what support you may need with everyday living, and to live more independently.

The assessment process starts with a referral, which can be made by anyone, including yourself, to ACAP.

If you would like to request an assessment, email: ACAP@birmingham.gov.uk or call: 0121 303 1234.

What you’ll be asked
During the assessment, the council will need to know about your daily activities and what difficulties you experience whilst performing everyday tasks. The better the council’s understanding of your needs and how these affect you, the better it can respond with information, guidance and support. You are entitled to an advocate to support you through the process, if needed, and the council has a duty to provide one for you.

All information that is given will be treated in confidence and is protected under the Data Protection Act. The council may need to seek the opinion of other professionals who know and work with you, like your doctor, but it will only do this with your permission.

Eligibility

The national eligibility threshold consists of three criteria, all of which must be met for your needs to be eligible.

The eligibility threshold is based on finding out:

• whether your needs are due to a physical or mental impairment or illness; and

• to what extent your needs affect your ability to achieve two or more outcomes, such as maintaining personal hygiene and managing toilet needs; and

• whether, and to what extent, this impacts on your wellbeing.

After the assessment, the council will decide whether you are eligible for care and support and will explain any decision to you.

If you have eligible needs, and want the local authority’s help to meet them, this will be discussed with you.

If you are eligible for social care support, the council will complete a financial assessment to establish whether you will need to pay towards some or all of the cost of the support. This will depend on your income and any savings and capital you may have.

If you are not eligible
If your level of needs means you are not eligible for support from the council, it will offer free advice and information instead and put you in touch with other organisations and services in your community that may be able to help you. Seeking advice from the council could be helpful in finding your own solutions because it provides an opportunity to discuss your situation with a social care professional.

Visit www.carechoices.co.uk for further assistance with your search for care
**Eligibility continued**

**If your needs change**
If your needs change, you can always ask for a reassessment. Simply speak to your social worker or contact ACAP.

Tel: 0121 303 1234  
Email: ACAP@birmingham.gov.uk

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**Paying for care**

**Financial assessments**

If you are assessed as having eligible needs, you will be offered a financial assessment to identify what, if anything, you will need to pay towards the cost of your care. A financial assessment officer will work out your contribution. They will ask you about any income, savings and capital you have and may carry out a welfare benefits check to ensure you are receiving your full benefit entitlements.

You will be responsible for paying the full cost of your care if:

- you need long-term care in a care home or care home with nursing and you have savings, capital and income (including your home) worth over £23,250; or
- you require support in your own home and have over £23,250 in savings, capital and income (not including your home); or
- your care needs are assessed as not qualifying under the eligibility criteria. See page 31.

After your financial assessment, you will receive written confirmation of the amount you will have to pay towards your care and support.

All financial options will be explained as part of your financial assessment.

**Personal budgets**

Following your needs assessment, you will be asked to develop a support plan, which describes how you would like to meet your care needs in a way that works for you. This will help to determine how much your personal budget will be. Your personal budget is the amount of money determined to be sufficient to meet your eligible needs following your assessment. This means you will have more control over how your support is provided.

There are several ways your personal budget can be managed, however your options may vary and you may need to contribute towards your personal budget, depending on your financial assessment.
Direct payments

If you are eligible, you may receive your personal budget paid as a direct payment. A direct payment means that any council contribution towards your personal budget will be paid into an account managed by you, so you can arrange your care and support instead of the council arranging the service for you. You will be responsible for using the direct payment to pay for the support that you arrange. Having a direct payment means you can:

- be more independent;
- have more control over your life;
- make your own choices; and
- decide what you want to do and when you want to do it.

You may decide to use your direct payment for:

- paying an agency to send a care assistant to your home to help you with your care and support;
- employing someone (sometimes called a personal assistant) to help you with your care and support; or
- something specific, for example, joining a club or enrolling on a course to help you learn new skills and meet people.

There are some things that you are not allowed to use your direct payment for, such as:

- anything that is not detailed in your care and support plan;
- gambling;
- long-term care in a care home; and
- council services, such as occupational therapy, equipment or attending a council-run day centre.

Whatever you decide to do with your direct payment to meet your needs, the council continues to be responsible for making sure that you have the right level of care and support to meet your needs, and that your direct payments support this.

Tel: 0121 303 2976
Email: AdultsDirectPayments@birmingham.gov.uk

Personal health budgets

A personal health budget is an amount of money to support your identified health needs, planned and agreed between you and your local NHS team. The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the health care and support they receive.

For more information, visit: www.nhs.uk/choiceintheNHS/Yourchoices/personal-health-budgets

Self-funding your care

If you are assessed as able to meet the full cost of your care, you should be aware that paying for care can be an expensive and long-term commitment. You are strongly recommended to 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. A list of independent financial advisers who are accredited by the Society of Later Life Advisers (SOLLA) can be found on the SOLLA website at: www.societyoflaterlifeadvisers.co.uk/find-an-adviser or you can call: 0333 202 0454.

Alternatively, for free advice on paying for care, planning and debt advice, go to: www.moneyadviceservice.org.uk or call the Money Advice Service on: 0800 138 7777.

If you use an organisation or individual that carries out regulated financial service activities in the UK,
you are advised to check that they are authorised by the Financial Conduct Authority. You can check this by visiting: www.fca.org.uk/firms/systems-reporting/register

The council has produced a leaflet, 'Paying for Care – self-funders', which can be accessed at www.birmingham.gov.uk (search 'adult social care' and follow the links).

Please note, figures mentioned here may change over the lifetime of this Directory

**Top-up payments**

The amount of money identified as your personal budget must be sufficient to meet your care needs and, if the council is arranging your support, it should ensure that you are offered at least one care and support option that is within your budget and will meet your eligible needs. If you are assessed as eligible for residential care and you choose care that costs more than the amount identified in your personal budget, the difference in cost must be paid as a 'top-up'. You will be responsible for finding a third party to pay this top-up. You are not usually allowed to pay a top-up yourself. This will be explained as part of your financial assessment but the council has produced a leaflet entitled Top-up payments which you can access at: www.birmingham.gov.uk (search ‘adult social care’ and follow the links).

**Deferred payments**

A deferred payment agreement is designed to help you if you have been assessed as having to pay the full cost of your residential care but cannot afford to pay the full weekly charge because most of your capital is tied up in your home. If you are eligible for a deferred payment agreement, you will be required to pay a weekly contribution towards your care. The amount of this contribution will be based on your income and other savings. The council will then pay the remaining part of your weekly charge that you are not able to afford. The part the council pays is your ‘deferred payment’.

The deferred payment builds up as a debt, which is cleared when the money tied up in your home is released. For many people this will be once your home is sold, either immediately or from your estate.

However, you do not have to sell your home if you don’t want to – you may, for example, decide to rent it out to generate income. If you do this, you will be expected to use the rental income to increase the amount you pay each week, thus reducing the weekly payments made by the council, and minimising the eventual deferred payment debt.

The council has produced a leaflet called ‘Paying for care – deferred payments and property ownership’ which you can access via: www.birmingham.gov.uk (search ‘adult social care’ and follow the links).
Specialist services

**Learning disability**

Birmingham City Council provides and commissions a number of day services across the Birmingham area for people with a learning disability. Whilst each has its own distinctive atmosphere, broadly speaking, each offers opportunities to:

- learn new skills;
- develop your social networks and support structure;
- take part in a range of leisure activities; and
- learn vocational skills, such as independent living, cooking, cleaning, gardening/horticulture, travel training, event hosting and organisation, recycling, car valeting, money management, as well as support with your health needs.

**Housing options**

As an adult with a learning disability, you may have considered moving out of your family home. If so, there are options you could explore with your social worker, for example you may want to:

- have your own home with support;
- share a property with other people, with support provided for everyone; or
- live with an approved carer within a Shared Lives scheme (previously known as Adult Placement – this is regulated by CQC).

If you feel you need some training and support before living independently in the community, you can have a period of residential enablement to help you adapt.

If you would like more information on any of the above services, you can visit the adult social care pages on: www.birmingham.gov.uk

**Physical disability**

If you have a physical disability, Adult Social Care and other organisations in the independent and not-for-profit sectors may be able to signpost you to, or provide you with, a range of services to help you live as independently as possible. There are also services available to support someone who may be your carer.

As with all support from Adult Social Care, your needs must firstly be assessed (see page 31) to determine whether you are eligible for assistance and to identify the best ways to support you, regardless of eligibility. You may wish to discuss your needs with your family doctor in the first instance.

**Services for people with a sensory impairment**

**Visual impairments**

The Visual Impairment team works with adults over the age of 18 who:

- have a dual sensory loss (deaf/blind);
- have severe sight loss (blind); or
- are partially-sighted or experiencing significant visual loss.

The team can offer advice and information covering a wide range of issues surrounding sight loss. Once you have been referred to a specialist worker you will be offered an assessment of your abilities and social care needs. If you are eligible, they will work with you to decide which services/equipment will meet your needs.

The team also offers support to families and carers and can provide a separate assessment to carers. If you need services that are provided by other teams (e.g. personal care or day activities), the teams will work together, with you, to meet your eligible needs in a way that looks at your whole health and wellbeing.

The team also works closely with the voluntary sector.
Local organisations also provide support and services, ranging from practical help in adjusting hearing aids to help with accessing sporting activities and providing advice and guidance. See pages 44 and 45 for a list of these organisations and their contact details.

**Hearing impairments**
The Deaf and Hearing Impairment team provides services for any individual who is, or cares for someone who is deaf or has a hearing impairment.

All members of the team have specialist communication skills and the skills required to meet the communication needs of any individuals with dual sensory loss.

If you have a social worker, they will undertake an assessment of your care needs and will assist with any support needed to manage your care needs. A technical officer will complete a full assessment to identify any equipment that you need within your home to maximise your capabilities and independence.

There may be a contribution required towards support provided for your care needs, however this is dependent on your individual circumstances.

**Mental health**

The council works in partnership with the mental health trust and other organisations throughout the county to provide specialist mental health services to support people affected by mental health issues.

Mental health issues can affect anyone at any time and one in four people will experience some form of mental illness during their lifetime. There are many different types of mental health issue, from mild to more severe and enduring conditions. Some examples include: anxiety, dementia, depression, eating disorders, grief, stress and trauma.

Your first point of contact if you have a mental health issue should be your GP. You can ask your GP to refer you to, or ask someone who knows you to contact, Birmingham and Solihull Mental Health NHS Foundation Trust.

This is one of the largest mental health foundation trusts in the country, with over 4,000 dedicated staff who provide support to people who live in Birmingham and Solihull and are experiencing mental health issues.

Tel: 0800 953 0045
Text: 07985 883 509
Out of hours: 0121 301 0000
Web: [www.bshmhft.nhs.uk](http://www.bshmhft.nhs.uk)
What is dementia?
There are over a hundred types of dementia. The word ‘dementia’ is used to describe the range of symptoms that are caused by changes in the brain as a result of one or more diseases, such as Alzheimer’s disease. Dementia affects everyone differently and people who are living with it can exhibit symptoms such as issues with memory, thinking, concentration and language.

People with dementia may become confused or struggle with how they perceive things. Dementia can also cause changes in mood or emotion and affects how someone behaves. As GPs are usually the first point of contact for people with memory issues, they are key to making sure that people with dementia get a formal diagnosis.

Following a formal diagnosis of dementia, your GP may refer you to a specialist, like a consultant, a community psychiatric nurse or an occupational therapist with a special interest in dementia care.

As it can be best for a person with dementia to stay in their own home for as long as possible, a range of community care services is available to help with this. When needed, help can be provided to access home care, meals in the home, sitting services (which provide a break for carers), advice on equipment and adaptations, day care centres and respite care.

These services can be provided directly by registered providers to those who are not eligible for financial help from us; however, the council will still be willing to offer an assessment of need. This will help to determine your exact social care needs. You may have a choice of which agency you receive your care from, whether or not the council assists with the funding of your service. For more information on assessments, see page 31.

People with dementia can benefit from a range of group or individual therapies involving social interaction and mental stimulation, including reminiscence. The Dementia Information and Support Services – part of the NHS – can help with finding local activities. Activity co-ordinators and occupational therapists can provide people with dementia-specific therapies. Music therapy, art therapy and other creative therapies can also be helpful. Approaches that promote understanding of the changes dementia can have on a person’s behaviour can also be beneficial and trained staff can offer this service within many care establishments.

For more information, visit: www.nhs.uk and search ‘dementia’.

WHAT ARE THE CARE OPTIONS? HOW WILL I KNOW WHICH TO CHOOSE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

CAREselect
CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

Visit www.carechoices.co.uk for further assistance with your search for care
Residential dementia care checklist

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 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? [ ] [ ] [ ]

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 home checklist on page 29.
Important information

Dignity in Care

Led by the National Dignity Council, Dignity Champions form part of a nationwide network of over 60,000 individuals and organisations who work to put dignity and respect at the heart of UK care services to enable a positive experience of care and improve standards of care.

Dignity Champions – be they individuals or care organisations – are part of a nationwide movement, working individually and collectively, to ensure people have a good experience of care when they need it. They include councillors, staff at all levels in NHS and social care, volunteers, service users, their carers and members of the public.

The campaign’s core values are about having dignity in people’s hearts, minds and actions, changing the culture of care services and placing a greater emphasis on improving the quality of care and the experience of citizens using services, including NHS hospitals, community services, care homes and home support services.

For more information, please visit: www.dignityincare.org.uk

Advocacy

Advocacy means having someone who will express your views and wishes, secure your rights and represent your interests. It helps to safeguard people who are vulnerable by giving them a voice. An advocate can support you to make as many informed decisions about your health and social care as you can. They will help you to access information and services, and to explore your choices and options.

Advocacy should be completely independent and is a confidential and free service.

Who might need an advocate?

Under the Care Act, the council and its partners must arrange an independent advocate to support and represent a person if:

- were an independent advocate not present, the person would have substantial difficulty in being fully involved; and
- there is no appropriate individual available to support and represent their wishes that is not paid or professionally involved in providing care or treatment to the person or their carer.

The council and its partners must decide if the person would have substantial difficulty being involved in the care and support processes. There are four areas where ‘substantial difficulty’ in being involved might be found, these are:

- being able to understand the relevant information;
- being able to retain information;
- being able to use or weigh up the information; and
- being able to communicate their views, wishes and feelings.

There are different types of advocacy depending on a person’s circumstances, and a specialist provider has been appointed to deliver these services to citizens of Birmingham. Advocacy Matters will provide information about your rights under the Care Act and support you to be fully involved in care assessments, support planning, care reviews and safeguarding; advise on issues specifically relating to a person’s care or treatment. This will likely apply to someone who could have a diagnosed mental illness under the Mental Health Act; and support individuals who may lack capacity to act on their own behalf – to ensure a best interest decision is being made about their care and support.

Advocacy Matters
Web: www.advocacymatters.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Safeguarding adults

All adults have a right to live in safety, free from abuse and neglect. Safeguarding adults is about working with people with care and support needs who experience abuse or neglect. It is about making them aware of their rights and working with them to improve their situation in a way that they choose.

This applies to any adult who:

• has care and support needs;
• is experiencing, or is at risk of abuse or neglect; and
• is unable to protect themselves because of their care and support needs.

An adult with care and support needs may be:

• elderly and frail;
• a person with physical disability, learning disability/difficulty or sensory impairment;
• someone with mental health needs, including dementia or a personality disorder;
• a person with a long-term health condition; or
• someone who has issues with substance misuse.

Adults with care and support needs could be abused by anyone, including a partner, family member, neighbour, friend, professional (e.g. doctor, social worker, lawyer), volunteer or stranger. Abusers can deliberately exploit those who they perceive as vulnerable.

Abuse is any action that harms another person and it can happen anywhere and take many forms, such as physical, financial or psychological abuse or neglect. If you are concerned that you or someone else is being abused, you should:

• tell someone you trust;
• if it is an emergency phone: 999; or
• if a crime has been committed, call West Midlands Police on: 101.

You can report abuse of an adult with care and support needs to social services using ACAP. Just phone: 0121 303 1234 and press option 2.

Birmingham Safeguarding Adults Board (BSAB) is a partnership of agencies including the local authority, police, NHS and others who have come together to support the safeguarding of adults with care and support needs from abuse and neglect. For more information, visit: www.bsab.org or follow the Board on Twitter: @BrumSAB.

Safeguarding children

If you are concerned about the welfare of a child contact the Children’s Advice and Support Service (CASS) which provides a single point of contact for professionals and members of the public who want to seek support or raise concerns about a child. Call: 0121 303 1888, or out of hours contact: 0121 675 4806.

Inspecting and regulating care services

All care providers must be registered under a system which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety. The Care Quality Commission (CQC) registers, inspects and reviews all adult social care and healthcare services in England in the public, private and voluntary sectors. This includes care homes, care homes with nursing, home care agencies and NHS services, amongst others.

Inspectors carry out a mixture of announced and unannounced inspections looking at the quality and safety of the care provided. They look at whether the service is: Safe, Effective, Caring, Responsive to people’s needs and Well-led.

Inspection teams are led by an experienced CQC manager and often include experts in their field. The team may also include professional or clinical staff; Experts by Experience; people who use services and carers. Following an inspection, each care home and home care agency is given a report of how it rates against national essential standards of quality and safety. The CQC has also started rating services as Outstanding, Good, Requires Improvement and Inadequate.
Inspecting and regulating care services continued

When considering care services, it's always a good idea to check a service’s inspection report and rating on the Care Quality Commission’s comprehensive website: www.cqc.org.uk or ask the care provider you are considering for a copy of their latest inspection report.

For any enquiries or to register a concern or a complaint, phone the CQC on: 03000 616161 or email: enquiries@cqc.org.uk

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

Complaints, comments and compliments

If you receive a care service in your home or are living in a care home, you should feel able to complain about any aspect of your care that affects your happiness or comfort. You can also make comments and suggestions about possible improvements to your surroundings and the services provided, and recognise good service by making compliments.

All registered providers have a complaints procedure, details of which must be made available to clients, residents, relatives and other carers.

If you need to make a complaint you should initially tell the manager of the service to see if things can be put right. If you or your relatives continue to be worried about any aspect of your care or treatment then you should contact the Care Quality Commission (CQC). The same applies, of course, if you wish to make a compliment or constructive comment.

Tel: 03000 616161
Email: enquiries@cqc.org.uk

You can also ask the Local Government Ombudsman to take up your case if you are not happy about how a care home or service has dealt with your complaint about care that you pay for yourself or care that is funded by the council.

Local Government Ombudsman
PO Box 4771,
Coventry CV4 0EH
Tel: 0300 061 0614
Web: www.lgo.org.uk

In Birmingham, your feedback is welcomed, whether you have a complaint, comment or compliment. Visit: www.birmingham.gov.uk

If you would like more information about our service and the comments, compliments and complaints process, please contact us:

Tel: 0121 303 5161 (option 1)
Write to:
Customer Care and Citizen Involvement Team,
Directorate for People (Adult Social Care),
Birmingham City Council,
PO Box 16465, Birmingham B2 2DG

NEED HELP IN YOUR SEARCH FOR CARE?

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 care provider information, photos and direct website links
• brochure requests
Developed by the publisher of this Directory

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.

Visit www.carechoices.co.uk for further assistance with your search for care
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. A 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 a LPA. The Court procedure is presently very slow and the fees are quite expensive so preparing a 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. The Citizen’s Advice Bureau offers an advice service and will be able to recommend solicitors in your area.

This Directory’s free helpline

This Directory’s free helpline provides an independent information and help service encompassing care and accommodation. A personalised report can be generated for you, providing details of all home care providers, care homes or care homes with nursing that meet your criteria.

One call to the freephone number: 0800 389 2077 will enable the service to build a profile of exactly what type of care you’re looking for, while taking into account your personal needs and interests.

The website: www.carechoices.co.uk allows you to search by postcode or region for care homes, care homes with nursing and home care providers that meet your requirements across the country. Your search can then be saved and emailed to others. You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Browsealoud’ function.

Whatever your care needs, this Directory, the Care Choices helpline and website will be able to point you in the best direction, however you would like care information presented.

For further information and help with finding care in your area, please call this Directory’s free independent helpline on: 0800 389 2077 or visit: www.carechoices.co.uk
End of life care

Although the subject of dying is often painful to contemplate, it is essential that you and your relatives discuss your wishes as you near the end of your life. Good planning for all your needs should mean that you can (if you choose) remain in your home or care home in your last days and not have to be admitted to hospital.

When choosing a service, you should consider its approach to end of life care. Enabling people to die in comfort and with dignity is a core part of providing care and the way care professionals approach the process will be incredibly important for you, your family and carers at a very difficult time.

The service should have an open approach to end of life care. It should initiate conversation with you and your family and work with your GP to ensure your needs and wishes are discussed and planned for. An end of life care plan should also be drawn up, as it is vital to establish your preferences and choices.

The provider should make available a document called the Preferred Priorities for Care (PPC) document which is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in how to talk to people about end of life care and will be trained in assessing the needs of individuals and carers to make sure the right plans are put in place.

It is worth asking care providers whether they are working towards The Gold Standards Framework. Gold Standards Framework gives training to all those providing end of life care to ensure better lives for people and recognised standards of care. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

Useful websites

www.goldstandardsframework.org.uk

Compassionate Communities aims to help people develop the skills to address issues raised by end of life and other losses. It also tries to be a helpful, empathic ear.

www.compassionatecommunities.org.uk

Dying Matters was set up by the National Council for Palliative Care, the coalition aims to promote awareness of dying, death and bereavement. The website has a comprehensive support section.

www.dyingmatters.org

WidowNet was established in 1995, the first online information and self-help resource for, and by, widows and widowers.

www.widownet.org

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

CAREselect

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

Visit www.carechoices.co.uk for further assistance with your search for care
West Midlands Care Association (WMCA) 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 Birmingham.

We are a not-for-profit organisation which represents the care industry in Birmingham, from small independent suppliers to national providers. We also represent service providers in the voluntary sector. We champion the principles of a fair fee for quality care.

At WMCA, we pride ourselves on offering the crucial support care providers require to deliver sustainable excellence within community, nursing, special needs and residential care settings.

The strength of the Association lies in its membership, drawn from eight regions across the West Midlands, 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.

Our website has a dedicated page for care seekers looking for support in Birmingham. You can search by town and the type of care you are looking for to find members of WMCA operating in your area.

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 the West Midlands.

WMCA works closely with other associations around the country and nationally. 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.

Tel: 01384 637116
Email: enquiries@wmcha.co.uk
Web: www.westmidlandscare.org.uk
WMCA, Park Lane, Halesowen B63 2XY

Local useful contacts

Adults and Communities Access Point (ACAP)
Tel: 0121 303 1234
Email: acap@birmingham.gov.uk

Age UK
Tel: 0800 678 1174
Local: 0121 437 0033
Website: www.ageuk.org

Alzheimer’s Society
Tel: 0330 333 0804
Email: enquiries@alzheimers.org.uk
Website: www.alzheimers.org.uk

Birmingham Voluntary Service Council (BVSC)
Tel: 0121 643 4343
Email: admin@bvsc.org
Website: www.bvsc.org

Healthwatch Birmingham
Tel: 0800 652 5278
Email: info@healthwatchbirmingham.co.uk
Website: www.healthwatchbirmingham.co.uk

NHS Choices
Website: www.nhs.uk

Clinical commissioning groups

Birmingham Cross City CCG
Tel: 0121 255 0700
Email: bhamcrosscity@nhs.net
Website: www.bhamcrosscityccg.nhs.uk

Birmingham South Central CCG
Tel: 0121 255 0700
Email: infobsc@nhs.net
Website: www.bhamsouthcentralccg.nhs.uk
Sandwell and West Birmingham CCG  
Tel: 0121 612 1500  
Email: swbc cg.time2talk@nhs.net  
Website: www.sandwellandwestbhamccg.nhs.uk

Solihull CCG  
Tel: 0121 713 8399  
Email: solihull.ccg@nhs.net  
Website: www.solihullccg.nhs.uk

Mental health services

Advocacy Matters  
Tel: 0121 321 2377  
Email: info@advocacymatters.co.uk  
Website: www.advocacymatters.co.uk

Birmingham and Solihull Mental Health Trust  
Tel: 0800 953 0045  
Out of hours: 0121 301 0000  
Email: PALS@bsmhft.nhs.uk  
Website: www.bsmhft.nhs.uk

Midland Mencap  
Tel: 0121 442 2944  
Email: info@midlandmencap.org.uk  
Website: www.midlandmencap.blogspot.com

Sensory impairment services

Action on Hearing Loss  
Tel: 0808 808 0123  
Email: informationline@hearingloss.org.uk  
Website: www.actiononhearingloss.org.uk

Birmingham Institute for the Deaf (BID)  
Tel: 0121 246 6100  
Minicom: 0121 246 6101  
Email: info@bid.org.uk

Deaf Cultural Centre  
Tel: 0121 246 6100  
Minicom/textphone: 0121 246 6101  
Email: info@deaculturalcentre.com  
Website: www.deaculturalcentre.com

Deafblind UK  
Tel/Textphone: 01733 358 100  
Email: info@deafblind.org.uk  
Website: www.deafblind.org.uk

Deafplus  
Tel/textphone: 0207 799 269  
Email: info@deafplus.org.uk  
Website: www.deafplus.org.uk

Focus Birmingham  
Tel: 0121 478 5222  
Email: info@focusbirmingham.org.uk  
Website: www.focusbirmingham.org.uk

RNIB  
Tel: 0303 123 9999  
Email: helpline@rnib.org.uk  
Website: www.rnib.org.uk

Sense  
Tel: 0300 330 9250  
Textphone: 0300 330 9252  
Email: info@sense.org.uk  
Website: www.sense.org.uk

Signhealth  
Tel: 01494 687 600  
Email: info@signhealth.org.uk  
Website: www.signhealth.org.uk

NEED HELP IN YOUR SEARCH FOR CARE?

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- information on care quality • links to inspection reports  
- additional care provider information, photos and direct website links  
- brochure requests

Developed by the publisher of this Directory  
Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.

Visit www.carechoices.co.uk for further assistance with your search for care
A choice of elderly care options in Birmingham

If you’re considering care for an elderly loved one, a warm, welcoming place close to family and friends means a lot. That’s why our choice of long and short-term care options in Birmingham could be something for you to think about, whether you’ve got our health insurance or not.

For friendly advice about your options, call our Elderly Care Support Line on: 0121 667 9601

Lines are open seven days a week. We may record or monitor our calls. Calls are charged at no more than local rate and count towards any inclusive minutes from mobiles.

Look for Amberley Court and Perry Locks in the listings section.

Trevella House (Harborne and Kings Heath)

Our residential homes are situated in Harborne and Kings Heath providing for individuals with severe and enduring mental illness aged 18-64 and 64+ and are within walking distance of local amenities and bus routes. The Homes provide single occupancy bedrooms, communal living rooms and garden space for Resident’s use.

Please contact 0121 240 5306 for further information.

Amazing people...deserve amazing care

Our care homes are wonderful places – filled with amazing residents, not to mention our dedicated staff and inspiring volunteers. We’re told our care and support is second to none, but it’s the fantastic food, stimulating environments and unique social activities that make Barchester the best choice for the people and families we support.

Nursing Care • Residential Care • Dementia Care • Assisted Living

Thousands of families trust Barchester to care for their loved ones. To find out about our amazing people, visit www.barchester.com or call us anytime to benefit from over 25 years’ experience.

Edgbaston Beaumont • Call: 0121 514 7543
32 St James Road, Edgbaston, B15 2NX

Harper Fields • Call: 01676 591 876
724 Kenilworth Road, Balsall Common, CV7 7HD
Care homes and care homes with nursing

Edgbaston care homes

ANNIE BRIGHT WESTON HOUSE
6 Norfolk Road, Edgbaston B15 3QD
Tel: 0121 454 1289

ASHLEIGH COURT REST HOME
20 Fountain Road, Edgbaston B17 8NL
Tel: 0121 420 1118

BARTLEY GREEN LODGE RESIDENTIAL CARE HOME
Field Lane, Bartley Green B32 4ER
Tel: 0121 475 9076

BOURNEDALE HOUSE
441 Hagley Road B17 8BL
Tel: 0121 420 4580

CARE HOME FOR SPECIAL NEEDS
22 Hallemwell Road, Edgbaston B16 0LR
Tel: 0121 455 8269

DIMMINGSDALE BANK
21 Dimmingsdale Bank, Quinton B32 1ST
Tel: 0121 422 7500

FIELD HOUSE RESIDENTIAL HOME LTD
110 Harborne Park Road B17 0BS
Tel: 0121 426 3157

HARBORNE HOUSE
8a Albert Road, Harborne B17 0AN
Tel: 0121 428 3410

HAWTHORNES, THE
29 Rotton Park Road, Edgbaston B16 9JH
Tel: 0121 455 9024

HIGHTREES
8b Albert Road, Harborne B17 0AN
Tel: 0121 428 3423

HOLMPARK
212 Hagley Road, Edgbaston B16 9PH
Tel: 0121 456 3738

KENRICK CENTRE
Mill Farm Road, Harborne B17 0QX
Tel: 0121 675 0900

KERRIA COURT
64 Gregoe Street, Edgbaston B15 2DY
Tel: 0121 622 6845

LUDFORD ROAD RESIDENTIAL CARE
75 Ludford Road, Bartley Green B32 3PQ
Tel: 0121 683 8855

MARTINS CARE – THE ANGELS
38 County Close, Woodgate B32 3SZ
Tel: 07881 731931

MEADOW LODGE CARE HOME
445-447 Hagley Road, Edgbaston B17 8BL
Tel: 0121 420 2004

NEW OAKS
277 Lordswood Road, Harborne B17 8QL
Tel: 0121 250 2503

PERSHORE ROAD, 339
Birmingham B5 7RY
Tel: 0121 472 0224

QUEEN ALEXANDRA COLLEGE
49 Court Oak Road B17 9TG
Tel: 0121 428 5025

REAL LIFE OPTIONS
21 Elvetham Road, Edgbaston B15 2LY
Tel: 0121 440 8438

SENSE
428-430 Gillott Road, Edgbaston B16 9LP
Tel: 0121 454 5323

SHIRWIN COURT RESIDENTIAL CARE HOME
46 Poplar Avenue, Edgbaston B17 8ES
Tel: 0121 420 2398

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

Visit www.carechoices.co.uk for further assistance with your search for care
<table>
<thead>
<tr>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>STIRLING ROAD, 66 Edgbaston B16 9BL</td>
<td>0121 450 7987</td>
<td>MH</td>
<td>LDA SI YA</td>
</tr>
<tr>
<td>STIRLING ROAD, 68 Edgbaston B16 9BL</td>
<td>0121 450 7986</td>
<td>MH</td>
<td>SI YA</td>
</tr>
<tr>
<td>SUMMERFIELD HOUSE 117 Gillott Road B16 OET</td>
<td>0121 454 3280</td>
<td>LDA</td>
<td>SI YA</td>
</tr>
<tr>
<td>TREVELLA HOUSE 310 Court Oak Road, Harborne B32 2EB</td>
<td>0121 240 2797</td>
<td>MH</td>
<td>YA</td>
</tr>
<tr>
<td>TRIPLE S CARE &amp; SUPPORT SERVICES 87-89 Stirling Road, Edgbaston B16 9BD</td>
<td>0121 454 8864</td>
<td>PD LDA MH</td>
<td>SI YA</td>
</tr>
<tr>
<td>ULYSSES HOUSE 28 Fountain Road, Edgbaston B17 8NR</td>
<td>0121 429 9555</td>
<td>MH</td>
<td>SI</td>
</tr>
<tr>
<td>WOODVILLE ROAD 15 Woodville Road, Harborne B17 9AS</td>
<td>0121 428 2455</td>
<td>LDA</td>
<td>YA</td>
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Edgbaston care homes with nursing

<table>
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<tr>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMBERLEY COURT CARE HOME 82-92 Edgbaston Road, Edgbaston B12 9QA</td>
<td>0121 667 4950</td>
<td>PD</td>
<td>YA</td>
</tr>
<tr>
<td>DORCAS HOUSE 56 Fountain Road, Edgbaston B17 8NR</td>
<td>0121 429 4643</td>
<td>OP D PD MH</td>
<td>SI YA</td>
</tr>
<tr>
<td>EDGBASTON BEAUMONT 32 St James Road, Edgbaston B15 2NX</td>
<td>0121 514 7543</td>
<td>OP D</td>
<td>PD YA</td>
</tr>
<tr>
<td>FOUNTAIN NURSING AND CARE HOME LTD 11-17 Fountain Road, Edgbaston B17 8NJ</td>
<td>0121 429 6559</td>
<td>OP D</td>
<td>PD YA</td>
</tr>
<tr>
<td>GRACEWELL OF EDGBASTON Speedwell Road, Edgbaston, Birmingham B5 7PR</td>
<td>0121 275 0335</td>
<td>OP D SI YA</td>
<td>OP D</td>
</tr>
<tr>
<td>MELVILLE HOUSE 68-70 Portland Road, Edgbaston B16 9QU</td>
<td>0121 455 7003</td>
<td>OP D</td>
<td>SI YA</td>
</tr>
<tr>
<td>OAKWOOD HOUSE CARE HOME Speedwell Road, Edgbaston B5 7PR</td>
<td>0121 275 0335</td>
<td>OP D SI YA</td>
<td>OP D</td>
</tr>
<tr>
<td>PARKVIEW HOME 2 East Gate, Edgbaston B16 0EY</td>
<td>0121 246 8071</td>
<td>LDA YA</td>
<td>OP D</td>
</tr>
<tr>
<td>ST JOSEPH’S HOME – BIRMINGHAM 71 Queens Park Road, Harborne B32 2LB</td>
<td>0121 427 2486</td>
<td>OP</td>
<td>SI YA</td>
</tr>
<tr>
<td>SUNRISE OPERATIONS EDGBASTON LTD 5 Church Road Edgbaston, Birmingham B15 3SH</td>
<td>0121 455 1100</td>
<td>OP D</td>
<td>PD YA</td>
</tr>
<tr>
<td>WILLOW HOUSE 229 Portland Road, Edgbaston B17 8LS</td>
<td>0121 420 0210</td>
<td>OP LDA MH YA</td>
<td>OP D</td>
</tr>
</tbody>
</table>

Service: OP Older people (65+)  D Dementia  PD Physical disability  LDA Learning disability, autism  YA Younger adults  AD People who misuse alcohol or drugs
User Bands: MH Mental health  SI Sensory impairment
ABBOTTSS ROAD
31 Abbotts Road, Erdington B24 8HE
Tel: 0121 382 0217

AGNES HOUSE – RESIDENTIAL CARE HOME
11a-15 Arthur Road, Erdington B24 9EX
Tel: 0121 373 0058

ANGEL COURT RESIDENTIAL HOME
31-33 Silver Birch Road, Erdington B24 0AR
Tel: 0121 382 4505

BERWOOD COURT CARE HOME
Berwood Park, off Cadbury Lane, Castle Vale B35 7EW
Tel: 0121 749 7887

BETHANY HOUSE
434-440 Slade Road, Erdington B23 7LB
Tel: 0121 350 7944

CARETECH COMMUNITY SERVICES LTD
228 Kingsbury Road, Erdington B24 8QY
Tel: 01707 601 800

CHESTERBERRY
766 Chester Road, Erdington B24 0EA
Tel: 0121 386 2290

DIGBY MANOR
908 Chester Road, Erdington B24 0BN
Tel: 0121 373 2333

FOCUS BIRMINGHAM BEECH HOUSE
21 Gravelly Hill North, Erdington B23 6BT
Tel: 0121 382 6163

GRANGE ROAD, 109
Erdington B24 0ES
Tel: 0121 382 9026

HAMPTON ROAD
20 Hampton Road, Erdington B23 7JH
Tel: 0121 226 5800

HOLLYWOOD REST HOME LTD
791 Chester Road, Erdington B24 0BX
Tel: 0121 350 6278

KATHERINE HOUSE
91-93 Sutton Road, Erdington B23 5XA
Tel: 07854 217782

LIBERTY HOUSE CARE HOMES LTD
55 Copeley Hill, Erdington B23 7PH
Tel: 0121 327 0671

LORETTA HOUSE
4 Hunton Hill, Erdington B23 7NA
Tel: 0121 384 5123

MANOR HOUSE
1 Amblecote Avenue, Kingstanding B44 9AL
Tel: 0121 360 0680

MARIAN HOUSE
803 Chester Road, Erdington B24 0BX
Tel: 0121 373 6140

MINSTEAD HOUSE
54 Oval Road, Erdington, Birmingham B24 8PL
Tel: 0121 373 3849

MR ADRIAN LYTTLE – ERDINGTON
76/78 Wheelwright Road, Erdington B24 8PD
Tel: 0121 686 6601

OAKWOOD REST HOME
78-82 Kingsbury Road, Erdington B24 8QJ
Tel: 0121 373 8476

OLD MANSE, THE
2 Compton Road, Erdington B24 8QA
Tel: 0121 386 5494

ORCHARD HOUSE
95-97 Holly Lane, Erdington B24 9JP
Tel: 0121 377 7551

PERRY TREE CENTRE
Dovedale Road, Perry Common,
Kingstanding B23 5BX
Tel: 0121 675 5571

RIDINGS CARE HOME, THE
Farnborough Road B35 7NR
Tel: 0121 748 8770

RIVENDELL AND LORIEN (MARSH LANE)
57 and 59 Marsh Lane, Erdington B23 6HX
Tel: 0121 377 2800

Visit www.carechoices.co.uk for further assistance with your search for care
SENSE
35 Hawthorn Road, Erdington B44 8QS
Tel: 0121 384 2228

296-298 Warren Farm Road, Kingstanding B44 0AD
Tel: 0121 350 7076

SIGNHEALTH POLESTAR
Fairlie House, Trident Close, Erdington B23 STD
Tel: 0121 350 0592

SILVER BIRCH
39 Silver Birch Road, Erdington B24 0AR
Tel: 0121 250 2067

SILVER BIRCH ROAD
7 Silverbirch Road, Erdington B24 0AR
Tel: 0121 765 4630

ST ANTHONY’S RESIDENTIAL HOME (ERDINGTON) LTD
124-126 Sutton Road, Erdington B23 5TJ
Tel: 0121 373 7900

ST JOSEPH
46 Silverbirch Road, Erdington B24 0AS
Tel: 0121 373 0043

SUTTON HOUSE
79 Sutton Road, Erdington B23 5XA
Tel: 0121 350 1163

SYCAMORE LODGE RESIDENTIAL CARE
501-503 Slade Road, Erdington B23 7JG
Tel: 0121 377 6280

THOUGHTS OF OTHERS LTD
77 Shortheath Road, Erdington B23 6LH
Tel: 0121 384 5436

TUDOR GARDENS
27-29 Tudor Gardens, Erdington B23 6FD
Tel: 0121 386 3073

TUDOR ROSE REST HOME
671 Chester Road, Erdington B23 5TH
Tel: 0121 384 8922

UNITY CARE
90 Gravelly Hill, Erdington B23 7PF
Tel: 0121 686 4406

WARREN FARM LODGE
123 Warren Farm Road, Kingstanding B44 0PU
Tel: 0121 382 3752

Erdington care homes with nursing

ABBEE ROSE NURSING HOME
38 Orchard Road, Erdington B24 9JA
Tel: 0121 377 6707

BERWOOD COURT CARE HOME
Berwood Park, off Cadbury Lane, Castle Vale B35 7EW
Tel: 0121 749 7887

BOLDMERE COURT CARE HOME
350 Gravelly Lane, Boldmere B23 5SB
Tel: 0121 353 0003

CEDAR LODGE NURSING HOME
58-62 Kingsbury Road, Erdington B24 8QU
Tel: 0121 350 3553

HURSTWAY CARE HOME
142 The Hurstway, Erdington B23 5XN
Tel: 0121 350 0191

LIME COURT
19-31 Jaffray Crescent, Erdington B24 8BG
Tel: 0121 382 1383

PRIESTLEY ROSE NURSING HOME
114 Bromford Lane, Erdington B24 8BZ
Tel: 0121 373 0134

RIDINGS CARE HOME, THE
Farnborough Road B35 7NR
Tel: 0121 748 8770

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

This Directory’s helpline 0800 389 2077 – assistance with finding care and support
## Hall Green care homes

<table>
<thead>
<tr>
<th>Service</th>
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<tr>
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<tr>
<td>D Dementia</td>
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<tr>
<td>PD Physical disability</td>
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<tr>
<td>LDA Learning disability, autism</td>
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<tr>
<td>MH Mental health</td>
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<td>SI Sensory impairment</td>
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<tr>
<td>YA Younger adults</td>
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<td>AD People who misuse alcohol or drugs</td>
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<th>Hall Green care homes</th>
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<tbody>
<tr>
<td>ABBEY PARK HOUSE</td>
</tr>
<tr>
<td>49-51 Park Road, Moseley B13 8AH</td>
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<td>Tel: 0121 442 4376</td>
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<td>OP D</td>
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<tr>
<td>ANITA STONE COURT</td>
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<tr>
<td>20 Moor Green Lane, Birmingham B13 8ND</td>
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<tr>
<td>Tel: 0121 449 2756</td>
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<tr>
<td>ASCOT LODGE CARE HOME FOR AUTISM &amp; LD</td>
</tr>
<tr>
<td>17 Ascot Road, Moseley B13 9EN</td>
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<tr>
<td>Tel: 0121 449 0122</td>
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<td>LDA YA</td>
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<tr>
<td>ASCOT VILLA CARE HOME FOR AUTISM &amp; LD</td>
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<tr>
<td>13 Ascot Road, Moseley B13 9EN</td>
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<tr>
<td>Tel: 0121 449 9845</td>
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</tr>
<tr>
<td>ASH HOUSE</td>
</tr>
<tr>
<td>7 Ash Drive, Sparkhill B11 4EQ</td>
</tr>
<tr>
<td>Tel: 01902 672692</td>
</tr>
<tr>
<td>D PD LDA MH SI YA</td>
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<tr>
<td>ASHLEY LODGE RH LTD</td>
</tr>
<tr>
<td>1-3 Colmore Crescent, Moseley B13 9SJ</td>
</tr>
<tr>
<td>Tel: 0121 449 1503</td>
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<tr>
<td>OP</td>
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<tr>
<td>BARKAT HOUSE RESIDENTIAL HOME</td>
</tr>
<tr>
<td>254 Alcester Road, Moseley B13 8EY</td>
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<tr>
<td>Tel: 0121 449 0584</td>
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<tr>
<td>CATESWELL COURT</td>
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<tr>
<td>27-29 Cateswell Road, Hall Green B28 8NB</td>
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<tr>
<td>Tel: 0121 777 1347</td>
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<tr>
<td>MH YA</td>
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<tr>
<td>CHESTERWOOD</td>
</tr>
<tr>
<td>64 Chesterwood Road, Kings Heath B13 0QE</td>
</tr>
<tr>
<td>Tel: 0121 444 3736</td>
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<tr>
<td>PD LDA</td>
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<tr>
<td>CLIFTON HOUSE</td>
</tr>
<tr>
<td>165 Clifton House B12 8SL</td>
</tr>
<tr>
<td>Tel: 0121 440 2089</td>
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<tr>
<td>COLE BANK ROAD</td>
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<tr>
<td>16 Cole Bank Road, Hall Green B28 8EX</td>
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<tr>
<td>Tel: 07834 977180</td>
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<td>COLLEGE ROAD</td>
</tr>
<tr>
<td>155 College Road, Moseley Birmingham B13 9LJ</td>
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<tr>
<td>Tel: 0121 778 6020</td>
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<td>MH YA</td>
</tr>
<tr>
<td>COMMUNITY LIVING &amp; SUPPORT SERVICES LTD</td>
</tr>
<tr>
<td>Prospect House, 40 Prospect Road, Moseley B13 9TB</td>
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<tr>
<td>Tel: 0121 442 2089</td>
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<tr>
<td>DEARMAN ROAD</td>
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<tr>
<td>1 Dearman Road, Sparkhill, Birmingham B11 1HH</td>
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<tr>
<td>Tel: 0121 772 4076</td>
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<tr>
<td>EVERGREEN</td>
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<tr>
<td>119 Wake Green Road, Moseley B13 9UT</td>
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<td>FERN HOUSE</td>
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<td>320 Moseley Road B12 0BS</td>
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<td>Tel: 0121 440 1032</td>
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<tr>
<td>LDA</td>
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<tr>
<td>FOREST GRANGE CARE HOME</td>
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<tr>
<td>15 Forest Road, Moseley B13 9DL</td>
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<td>Tel: 0121 449 2040</td>
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<tr>
<td>GREEN ROAD, 26</td>
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<td>72 Park Hill, Moseley B13 8DS</td>
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<td>MAPLE DENE</td>
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<tr>
<td>10-14 St Agnes Road, Moseley B13 9PW</td>
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<td>Tel: 0800 085 2656</td>
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<tr>
<td>791 Alcester Road South, Kings Heath B14 5HJ</td>
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<td>Tel: 0121 474 5394</td>
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<tr>
<td>SANDFORD ROAD</td>
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<td>94 Sandford Road, Moseley, Birmingham B13 9BT</td>
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<tr>
<td>Tel: 01902 672692</td>
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<td>D PD LDA MH SI</td>
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<tr>
<td>SENSE</td>
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<tr>
<td>58 Featherstone Road, Kings Heath B14 6BE</td>
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<tr>
<td>Tel: 0121 444 6600</td>
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<tr>
<td>LDA SI</td>
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<tr>
<td>2 and 10 Grove Road, Kings Heath B14 6ST</td>
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<tr>
<td>Tel: 0121 441 2414</td>
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<tr>
<td>LDA SI</td>
</tr>
<tr>
<td>5 Shalnecote Grove, Kings Heath B14 6NH</td>
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<tr>
<td>Tel: 0121 441 1640</td>
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<tr>
<td>SHOWELL GREEN LANE</td>
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<tr>
<td>121a Showell Green Lane, Sparkhill B11 4JD</td>
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<tr>
<td>Tel: 0121 633 2194</td>
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</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Hall Green care homes continued

SOUTHSIDE
1653 Stratford Road, Hall Green B28 9JB
Tel: 0121 744 8811
OP MH YA

ST ALBAN’S
38 St Alban’s Road, Moseley B13 9AR
Tel: 0121 449 3615
PD LDA

STENNARDS LEISURE RETIREMENT HOME (MOS)
133 Anderton Park Road, Moseley B13 9DQ
Tel: 0121 449 4544
OP PD MH SI

STRATFORD COURT
35 Highfield Road, Hall Green B28 0EU
Tel: 0121 778 3366
OP

STRENSHAM HILL, 1
Moseley B13 8AG
Tel: 0121 450 7985
MH

STRENSHAM HILL CARE HOME
12 Strensham Hill, Moseley B13 8AG
Tel: 0121 449 4344
OP PD LDA SI

TANDY COURT
Tandy Drive, Kings Heath B14 5DE
Tel: 0121 430 8366
OP D

TRAFALGAR ROAD
104B Trafalgar Road, Moseley, Birmingham B13 8BX
Tel: 0121 442 6846
MH YA

TREVELLA HOUSE (HARBORNE AND KINGS HEATH)
115 Vicarage Road, Kings Heath B14 7QY
Tel: 0121 240 5306 Advert page 46
OP MH YA

TRITTIFORD ROAD, 23
Yardley Wood, Birmingham B13 0ES
Tel: 0121 222 2629
OP PD LDA SI YA

VICARAGE ROAD (A)
264a Vicarage Road, Kings Heath B14 7NH
Tel: 0121 443 4347
OP PD LDA MH SI YA

VICARAGE ROAD (B)
264b Vicarage Road, Kings Heath B14 7NH
Tel: 0121 633 2194
OP PD LDA MH SI YA

WESTHOLME
29 Greenhill Road, Moseley B13 9SS
Tel: 0121 449 6383
PD LDA

WILLOW HOUSE
9 Ash Drive, Sparkhill B1 1 4EQ
Tel: 01902 672692
LDA YA

Hall Green care homes with nursing

COLE VALLEY
326 Haunch Lane, Kings Heath B13 0PN
Tel: 0121 444 8887
OP D PD SI

FIRS NURSING HOME, THE
745 Alcester Road South B14 5EY
Tel: 0121 430 3990
OP MH YA

HIGHBURY NURSING HOME
199-203 Alcester Road, Moseley B13 8PX
Tel: 0121 442 4885
OP D

OAKLANDS
4 Oakland Road, Moseley B13 9DN
Tel: 0121 449 6662
OP

REAL LIFE OPTIONS – SPRINGFIELD ROAD
180 & 182 Springfield Road, Moseley B13 9NE
Tel: 01977 781800
LDA

WILSON LODGE
16 Augusta Road East, Moseley B13 8AJ
Tel: 0121 449 1841
MH

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

This Directory’s helpline 0800 389 2077 – assistance with finding care and support
ARSHAD MAHMOOD – 56-58 CARLTON ROAD
Small Heath B9 5EB
Tel: 0121 772 4078

ARSHAD MAHMOOD – 112-114 CARLTON ROAD
Small Heath B9 5EA
Tel: 0121 773 3165

BRIARSCROFT RESIDENTIAL CARE HOME
27 Packington Avenue B34 7PB
Tel: 0121 748 0040

GRASSMERE RESIDENTIAL CARE HOME
675-677 Washwood Heath Road, Ward End B8 2LJ
Tel: 0121 327 3140

GRESWOLD HOUSE
76 Middle Leaford, Shard End B34 6HA
Tel: 0121 783 1816

KNIGHTWELL HOUSE
734 Washwood Heath Road, Ward End B8 2JD
Tel: 0121 327 3623

PACKINGTON AVENUE, 306-308
Shard End B34 7RT
Tel: 0121 749 3739

ARAN COURT CARE CENTRE
Braymoor Road, Tile Cross B33 0LT
Tel: 0121 770 4322 Advert page 27

BROMFORD LANE CARE CENTRE
366 Bromford Lane, Washwood Heath B8 2RY
Tel: 0121 322 0910

HERONDALE KINGFISHER
175 Yardley Green Road, Bordesley Green B9 5PU
Tel: 0121 753 0333

HODGE HILL GRANGE
150 Coleshill Road, Hodge Hill B36 8AD
Tel: 0121 730 1999

ORCHARDS, THE
164 Shard End Crescent B34 7BP
Tel: 0121 730 2040

ST GILES NURSING HOME
122 Tile Cross Road B33 0LT Advert page 27
Tel: 0121 770 8531

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?
WHAT IF MUM DOESN’T AGREE?

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

Visit www.carechoices.co.uk for further assistance with your search for care
### Ladywood care homes

<table>
<thead>
<tr>
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<th>Address</th>
<th>Tel.</th>
<th>Service</th>
<th>User Bands</th>
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<tbody>
<tr>
<td><strong>BEETON GRANGE</strong></td>
<td>50-55 Beeton Road, Winston Green B18 4QD</td>
<td>0121 554 5559</td>
<td>OP MH</td>
<td>YA</td>
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<tr>
<td><strong>CHARLES DAVIES HOUSE RESIDENTIAL CARE</strong></td>
<td>388 Lodge Road, Hockley B18 5PW</td>
<td>0121 523 8880</td>
<td>MH</td>
<td>YA</td>
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<tr>
<td><strong>FERNDALE CRESCENT</strong></td>
<td>10 Ferndale Crescent, Highgate B12 0HF</td>
<td>0121 772 1885</td>
<td>PD</td>
<td>LDA</td>
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<tr>
<td><strong>HILL HOUSE</strong></td>
<td>17 Park Avenue, Hockley B18 5ND</td>
<td>0121 523 3712</td>
<td>MH</td>
<td></td>
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<tr>
<td><strong>MOSELEY GARDENS</strong></td>
<td>98 Moseley Road B12 0HG</td>
<td>0121 771 2459</td>
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<tr>
<td><strong>NORMAN POWER CENTRE</strong></td>
<td>Skipton Road, Ladywood B16 9JJ</td>
<td>0121 675 7837</td>
<td>OP PD</td>
<td>LDA MH SI YA</td>
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<tr>
<td><strong>UNITY CARE</strong></td>
<td>29 Freer Road, Aston B6 6NE</td>
<td>0121 551 3079</td>
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<td>LDA MH YA</td>
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<tr>
<td><strong>VICARAGE, THE</strong></td>
<td>32 George Street, West Springhill, Birmingham B18 7HD</td>
<td>0121 551 0469</td>
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<td>YA</td>
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### Ladywood care homes with nursing

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<th>Service</th>
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<tr>
<td><strong>ALBION COURT CARE CENTRE</strong></td>
<td>Clinton Street, Winston Green B18 4BJ</td>
<td>0121 554 7261</td>
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<tr>
<td><strong>CLARE COURT CARE CENTRE</strong></td>
<td>Clinton Street, Winston Green B18 4BJ</td>
<td>0121 554 9101</td>
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<tr>
<td><strong>ST CLEMENTS NURSING HOME</strong></td>
<td>8 Stanley Road, Nechells B7 5QS</td>
<td>0121 327 3136</td>
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### Northfield care homes

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<th>Tel.</th>
<th>Service</th>
<th>User Bands</th>
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<tr>
<td><strong>BEECHES RESIDENTIAL CARE HOME, THE</strong></td>
<td>Frankley Beeches Road, Northfield B31 5NJ</td>
<td>0121 477 1813</td>
<td>OP D Y</td>
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<tr>
<td><strong>BLUEBERRY HOUSE</strong></td>
<td>98 Derwent Road, Stirchley, Birmingham B30 2UT</td>
<td>0783 401 4568</td>
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<tr>
<td><strong>BOURNVILLE VILLAGE TRUST – 191 REDDITCH ROAD</strong></td>
<td>Kings Norton B38 8RH</td>
<td>0121 451 3987</td>
<td>OP D PD LDA SI YA</td>
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<tr>
<td><strong>BRYONY HOUSE</strong></td>
<td>30 Bryony Road, Birmingham B29 4BX</td>
<td>0121 475 2965</td>
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<tr>
<td><strong>BUNBURY ROAD</strong></td>
<td>115 Bunbury Road, Northfield, Birmingham B31 2NB</td>
<td>0121 475 1333</td>
<td>MH</td>
<td>YA</td>
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<tr>
<td><strong>BUSHWOOD ROAD, 18</strong></td>
<td>Weoley Castle, Birmingham B29 5AR</td>
<td>0121 471 3871</td>
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<tr>
<td><strong>CASTLECROFT RESIDENTIAL CARE HOME</strong></td>
<td>Castle Road, Weoley Castle B29 5HF</td>
<td>0121 471 1700</td>
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<tr>
<td><strong>CONEY GREEN RESIDENTIAL HOME</strong></td>
<td>18-20 Coneygreen Drive, Northfield B31 4DT</td>
<td>0121 478 1076</td>
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### Service User Bands

- OP Older people (65+)
- D Dementia
- PD Physical disability
- LDA Learning disability, autism
- MH Mental health
- SI Sensory impairment
- YA Younger adults
- AD People who misuse alcohol or drugs
CORIANDER CLOSE
8 Coriander Close, Rubery, Rednal B45 0PD
Tel: 0121 453 7292
PD LDA

COTTERIDGE HOUSE
31 Middleton Hall Road, Kings Norton B30 1AB
Tel: 0121 624 0506

HADDON HOUSE
145 West Heath Road, West Heath B31 3HD
Tel: 0121 475 1681

HASBURY CARE HOME
154 Middleton Hall Road, Kings Norton B30 1DN
Tel: 0121 459 2234

IVYHOUSE CARE HOME
50 Ivyhouse Road, West Heath B38 8JZ
Tel: 0121 459 6260

KINGSLEIGH HOUSE
37 Harbinger Road, Kings Norton, B38 0AD
Tel: 0121 459 9995
OP D PD

MANOR PARK
24 Manor Park Grove, Northfield B31 5ER
Tel: 0121 476 7529
OP PD LDA MH SI YA

MORRIS HOUSE
Grange Farm Drive, Kings Norton B38 8EJ
Tel: 0121 459 1303

NATALIE HOUSE
14 Eachway Lane, Rednal B45 9LG
Tel: 0121 457 9592
LDA

PRIMROSE HILL FARM
The Farm House, Primrose Hill Farm, Meadowsweet Avenue B38 9QW
Tel: 0121 433 5666
PD LDA SI

REAL LIFE OPTIONS – EARLSWOOD HOUSE
3a & 3b Earlswood Road, Kings Norton B30 3QZ
Tel: 0121 441 5746

REDHILL COURT RESIDENTIAL CARE HOME
77 Nearhill Street, Kings Norton B38 8JU
Tel: 0121 486 4941
OP D

REDHILL ROAD TLU
203 Redhill Road, Northfield B31 3NS
Tel: 0121 459 0909
OP YA

REDWOODS
26 Chapelfields Road, Rednal B45 9NU
Tel: 0121 453 1848
MH

RNID ACTION ON HEARING LOSS
11 TARRAGON GARDENS
Frankley, Northfield B31 5HU
Tel: 0121 411 2133
PD LDA MH SI YA

SENSE
79 Coriander Close, Rubery, Rednal B45 0PB
Tel: 0121 457 8257
LDA SI

The Old Coach House, 20 Wychall Park Grove, Kings Norton B38 8AQ
Tel: 0121 459 1433
LDA SI

11 Station Road, Kings Norton B38 8SN
Tel: 0121 459 8899
LDA SI

SPARROWFIELDS
17-19 Alwold Road, Weoley Castle B29 5RR
Tel: 0121 428 2848
LDA

STENNARDS LEISURE RETIREMENT HOME
(FRANKLY BEECHES)
123 Frankley Beeches Road, Northfield B31 5LN
Tel: 0121 477 5573
OP D PD MH SI

STENNARDS LEISURE RETIREMENT HOME (KN)
150-152 Middleton Hall Road, Kings Norton B30 1DN
Tel: 0121 458 3311
OP D PD MH SI

TRESCOTT ROAD
8 Trescott Road, Northfield B31 5QA
Tel: 0121 475 9585
PD LDA

TUDOR HOUSE
159-161 Monyhull Hall Road, Kings Norton B30 3QN
Tel: 0121 451 2529
OP

WEST HEATH HOUSE
54 Ivy House Road, West Heath B38 8JW
Tel: 0121 459 0909
OP PD YA

WOODLAND HOUSE
22 Woodland Road, Northfield B31 2HS
Tel: 0121 243 9349
LDA YA

Service
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

Visit www.carechoices.co.uk for further assistance with your search for care
Northfield care homes with nursing

ELLIOT LODGE
4 Newhomes Development, Southern Drive, Kings Norton B30 3QF
Tel: 0121 466 6000

GREEN NURSING HOME, THE
74 Wharf Road, Kings Norton B30 3LN
Tel: 0121 451 3002

HEATH HOUSE
81 Walkers Heath Road, Kings Norton B38 0AN
Tel: 0121 459 1430

IVYBANK CARE HOME
73-75 Middleton Hall Road, Kings Norton B30 1AG
Tel: 0121 624 3006

IVYHOUSE CARE HOME
50 Ivyhouse Road, West Heath B38 8JZ
Tel: 0121 459 6260

MEADOW ROSE NURSING HOME
96 The Roundabout B31 2TX
Tel: 0121 476 9808

Perry Barr care homes

APNA HOUSE
6 Park Avenue, Hockley B18 5NE
Tel: 0121 551 5678

ASHMILL RESIDENTIAL CARE HOME
141 Millfield Road B20 1EA
Tel: 0121 358 6280

BROOK HOUSE
30 Berners Street, Lozells B19 2DR
Tel: 0121 675 7079

CHARLES HOUSE
257 Birchfield Road, Perry Barr B20 3DG
Tel: 0121 331 4972

CHESTNUT LODGE RESIDENTIAL HOME
135-137 Church Lane, Handsworth Wood B20 2HJ
Tel: 0121 551 3035

ENDWOOD COURT ROAD
27 Endwood Court Road, Handsworth B20 2RX
Tel: 0121 551 9183

FLORRIE ROBBINS HOUSE
Penhurst Avenue, Handsworth B20 3DG
Tel: 0121 331 1817

HAMILTON COURT
2 Hinstock Road, Handsworth Wood B20 2ET
Tel: 0121 515 4955

JASMINE HOUSE RESIDENTIAL CARE HOME
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Tel: 0121 551 4326

LYNDEL HOMES
9 Radnor Road, Handsworth B20 3SP
Tel: 0121 507 0708

MORNING STARS
40 Somerset Road, Handsworth B20 2JD
Tel: 0121 551 0202

MRS DELORES MATADEEN – LANSDOWNE ROAD
75-77 Lansdowne Road, Handsworth B21 9AU
Tel: 0121 554 2738

NEVIN HOUSE
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Tel: 0121 344 3806

PETERSFIELD CARE HOME
60 St Peters Road, Handsworth B20 3RP
Tel: 0121 515 1654

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– LEARNING DISABILITY & AUTISM
24 Raymond Avenue, Great Barr B42 1LX
Tel: 0208 748 2527

PRIMROSE PLACE
34 Somerset Road, Handsworth B20 2JD
Tel: 0121 554 0440

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

This Directory’s helpline 0800 389 2077 – assistance with finding care and support
Perry Barr care homes continued

RADNOR HOUSE
29-31 Radnor Road, Handsworth B20 3SP
Tel: 0121 523 6935

ROYD, THE
27 Selbourne Road, Handsworth Wood B20 2DN
Tel: 0121 523 6596

SELBORNE HOUSE
34 Selborne Road, Handsworth Wood B20 2DW
Tel: 0121 515 3990

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Handsworth Wood B20 2ES
Tel: 0121 554 7710

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Tel: 0121 554 6061

SILVERBIRCH HOME
14-16 Beauchamp Avenue, Handsworth Wood B20 1DR
Tel: 0121 241 2376

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52 St Peters Road, Handsworth B20 3RP
Tel: 0121 523 4123

WALSALL ROAD, 804
Great Barr B42 1EU
Tel: 0121 358 0412

ACORN CARE HOME
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Tel: 0121 507 1763

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Tel: 0121 554 4718

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398 Aldridge Road, Perry Barr B44 8BG
Tel: 0121 392 8674 Advert page 46

ROBERT HARVEY HOUSE
Hawthorn Park Road, Handsworth Wood B20 1AD
Tel: 0121 554 8964

WILLOWBROOK
363 Aldridge Road, Perry Bar B44 8BW
Tel: 0121 344 4751

WHAT ARE THE CARE OPTIONS?
HOW WILL I KNOW WHICH TO CHOOSE?
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Service
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Selly Oak care homes

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7a Chamberlain Road, Birmingham B13 0QP
Tel: 0121 441 3684

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Tel: 0121 451 2249

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BOURNVILLE GRANGE LTD
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Selly Oak B29 6HA
Tel: 0121 472 3896

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– BRISTOL ROAD
Selly Oak B29 6LX
Tel: 0121 478 1847

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Tel: 0121 443 1789

LUCTON HOUSE
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MANNINGFORD
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Tel: 0121 474 6537

OAKFIELD HOUSE
6-12 Oakfield Road, Selly Park B29 7EJ
Tel: 0121 471 1913

PERSHORE ROAD RESIDENTIAL CARE
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Tel: 0121 415 5684

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Tel: 0121 471 4399

POPLARS
23 Serpentine Road, Selly Park B29 7HU
Tel: 0121 472 1722

REAL LIFE OPTIONS
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Tel: 01977 781800

Swan House, 6 Newhomes, Monyhull Hall Road B30 3QF
Tel: 0121 443 2034

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154 Alcester Road South B14 6AA
Tel: 0121 443 1166

TULIP GARDENS
5 Court Farm Way, Selly Oak B29 5BW
Tel: 0121 478 3505

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

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Selly Oak care homes with nursing

ANDREW COHEN HOUSE
River Brook Drive, Stirchley B30 2SH
Tel: 0121 458 5000

KINGSWOOD DRIVE
9/10 Kingswood Drive B30 3QX
Tel: 0121 466 6000

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Tel: 0121 472 4441

OTTERBURN
Brandwood Park Road B14 6QX
Tel: 0121 483 4440

SAYER HOUSE
2 Newholmes, Earlswood Road B30 3QZ
Tel: 0121 466 6000

SELLY PARK
95a Oakfield Road, Selly Park B29 7HW
Tel: 0121 471 4244

SELLY WOOD HOUSE NURSING HOME
161 Selly Wood Road, Bourneville B30 1TJ
Tel: 0121 472 3721

ST PAUL’S CONVENT
The Infirmary, 94 Selly Park Road B29 7LL
Tel: 0121 415 6107

UPLANDS NURSING HOME
43 Uplands Road, Selly Park B29 7JS
Tel: 0121 471 3816

Sutton Coldfield care homes

ASHLEIGH HOUSE
2 Stonehouse Road, Boldmere, Sutton Coldfield B73 6LR
Tel: 0121 354 1409

BLOOMSBURY HOUSE
13 Anchorage Road, Sutton Coldfield B74 2PJ
Tel: 0121 355 3255

BOLDMERE DRIVE
3 Boldmere Drive, Sutton Coldfield B73 5ES
Tel: 0121 386 1384

BRETBY HOUSE
253 Boldmere Road, Sutton Coldfield B73 5LL
Tel: 0121 373 6562

CEDARWOOD CARE CENTRE
107 Sutton Road, Birmingham B23 5XB
Tel: 0121 373 9784

EMSCOTHE HOUSE ADULT RESIDENTIAL SERVICES
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Tel: 0121 382 1463

FRANCIS HOUSE
1c Cofield Road, Boldmere, Sutton Coldfield B73 5SD
Tel: 0121 354 7772

GABLES, THE
29-31 Ashurst Road, Walmley, Sutton Coldfield B76 1JE
Tel: 0121 351 6614

GREEN LANCES
219 Green Lances, Sutton Coldfield B73 5LX
Tel: 0121 355 0908

GREVILLE HOUSE
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Tel: 0121 308 8304

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14 Anchorage Road, Sutton Coldfield B74 2PR
Tel: 0121 355 6639

HOMECROFT
446 Lichfield Road, Sutton Coldfield B74 4BL
Tel: 0845 099 5001 Advert page 60

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

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or email suttoncoldfield.haa@gracewell.co.uk

Gracewell of Sutton Coldfield, 134 Jockey Road, Sutton Coldfield B73 SPP

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HOW WILL I KNOW WHICH TO CHOOSE?
WHAT IF MUM DOESN’T AGREE?

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Sutton Coldfield care homes continued

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Tel: 0121 355 1474  LDA

LITTLE SUTTON LANE
210 Little Sutton Lane, Sutton Coldfield B75 6PH
Tel: 0121 308 7457  LDA

MR ADRIAN LYTLE – SUTTON COLDFIELD
61 Vesey Road, Wylde Green, Sutton Coldfield B73 5NR
Tel: 0121 240 5286  OP LDA YA

NIGHTINGALES
34 Florence Road, Sutton Coldfield B73 5NG
Tel: 0121 350 0243  OP

ST DAVIDS RESIDENTIAL HOME
36 Somerville Road, Sutton Coldfield B73 6HH
Tel: 0121 354 4183  OP

ST CATHERINES RESIDENTIAL CARE HOME
326-328 Boldmere Road, Boldmere, Sutton Coldfield B73 5EU
Tel: 0121 377 8178  OP

VERMONT HOUSE
16 Anchorage Road, Sutton Coldfield B74 2PR
Tel: 0121 354 8601  PD LDA MH YA

WALMLEY ROAD
189d Walmley Road, Walmley, Sutton Coldfield B76 1PX
Tel: 0121 313 0879  LDA

BEECH HILL GRANGE
1 Beech Hill Road, Wylde Green, Sutton Coldfield B72 1DU
Tel: 0121 373 0200  OP D

GRACEWELL OF SUTTON COLDFIELD
138 Jockey Road, Sutton Coldfield B73 5PP
Tel: 0121 790 0211  Advert page 60  OP D PD SI YA

GREENACRES – CARE HOME WITH NURSING PHYSICAL DISABILITIES
39 Vesey Road, Sutton Coldfield B73 5NR
Tel: 0121 354 7753  OP PD YA

HAFOD NURSING HOME
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Tel: 0121 354 5607  OP D PD SI AD

HIGHLCROFT HOUSE
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Yardley care homes

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Stetchford B33 9DZ
Tel: 0121 784 6054

ANN MARIE HOWES CENTRE
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Tel: 0121 675 2015

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FOR ELDER ADULTS
946 Warwick Road, Acocks Green B27 6QG
Tel: 0121 706 7958

AVENUE RESIDENTIAL HOME, THE
3 The Avenue, Acocks Green B27 6NG
Tel: 0121 693 0182

BILTON GRANGE ROAD
55 Bilton Grange Road B26 2JU
Tel: 0121 783 9392

BRAMLEY GROVE
251 School Road, Yardley Wood B14 4ER
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Tel: 0121 783 2080

FLINT GREEN HOUSE
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Tel: 0121 765 4630

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Tel: 0121 706 1684

HOLLY HOUSE
61 Westley Road B27 7UQ
Tel: 0121 559 6403

HOME FROM HOME
108 Common Lane, Sheldon B26 3DA
Tel: 0121 743 1971

LAURELS, THE
65 Fredrick Road, Stetchford B33 8AE
Tel: 0121 784 5222

LINDALE RESIDENTIAL CARE HOME
81-85 Wharfale Road, Tyseley B11 2DB
Tel: 0121 624 5334

MADELEINE HOUSE
60 Manor Road, Stetchford B33 8EJ
Tel: 0121 786 1479

MILLWATER
164-168 Waterloo Road, Hay Mills, Yardley B25 8LD
Tel: 0121 706 3707

SHERBOURNE GRANGE
18-20 Sherbourne Road, Acocks Green B27 6AE
Tel: 0121 706 4411

SYCAMORE HOUSE
2a-2b Havelock Road, Tyseley B11 3RG
Tel: 0121 707 4622

VICTORIA LODGE CARE HOME
11 Victoria Road, Acocks Green B27 7XZ
Tel: 0121 707 7921

VICTORIA ROAD
16 Victoria Road, Acocks Green, Solihull B27 7YA
Tel: 0121 708 2637

WESTBOURNE CARE HOMES
53-55 Stockfield Road, Acocks Green B27 6AR
Tel: 0121 764 4231

WESTLEY BROOK CLOSE
5, 12, 14 Westley Brook Close, Sheldon B26 3TW
Tel: 0121 743 2436

WOODLANDS
435 Shirley Road, Acocks Green B27 7NX
Tel: 0121 778 5718

YARDLEY FIELDS ROAD, 233
233 Yardley Fields Road, Stetchford B33 8RN
Tel: 01707 691800

Service
User Bands
Older people (65+)
Dementia
Physical disability
Learning disability, autism
Mental health
Sensory impairment
Younger adults
People who misuse alcohol or drugs

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Yardley care homes with nursing

ACOCKS GREEN NURSING HOME  
1079-1081 Warwick Road, Acocks Green B27 6QT  
Tel: 0121 707 2611

BRAMLEY COURT  
251 School Road, Yardley Wood B14 4ER  
Tel: 0121 430 7707

HEARTLANDS  
50 Broadstone Road, Yardley B26 2BN  
Tel: 0121 786 1212

NEWDAY NURSING HOME  
45 Wynford Road, Acocks Green B27 6JH  
Tel: 0121 707 8525

OLIVET  
Sherbourne Road, Acocks Green B27 6AD  
Tel: 0121 683 8700

ST MARTHAS CARE CENTRE  
55-63 Victoria Road, Stechford B33 8AL  
Tel: 0121 789 7926

YARDLEY GRANGE NURSING HOME  
465 Church Road, Yardley B33 8NY  
Tel: 0121 789 7188

Millennium Care Services

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

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Andrew Cohen House  
Angel Care Agency – Birmingham  
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Ann Marie Howes Centre  
Apna House  
Aran Court Care Centre  
Arden Lodge Residential Care Home for Elder Adults  
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Ascot Lodge Care Home For Autism & LD  
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