~ Situated in the Heart of Poole.
~ Easily accessible.
~ Tastefully decorated.
~ Three independent specialist units.

~ Tailored and individual care plans with a person-centred care approach.
~ Lounges with beautiful views of Poole Harbour.
~ Comprehensive choice of varied menus offered by the on-site chef.
~ Dedicated Activities Coordinators promoting quality of life and stimulation.

Includes an EMI (Elderly Mentally Infirm) unit, specially equipped and staffed to care for individuals with Alzheimer’s, Dementia and other memory affecting conditions.

01202 671111

Birds Hill Nursing Home, 25 Birds Hill Road, Poole. BH15 2QJ.
Fax 01202 660808  www.birdshill.co.uk  email:office@birdshill.co.uk
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# Planning for your future care

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To obtain extra copies of this Directory, free of charge, call Bournemouth Care Direct on 01202 454979, Poole Adult Social Care Help Desk on 01202 633902 or Dorset County Council on 01305 221016.

**Alternative formats** This Directory is available electronically at [www.carechoices.co.uk](http://www.carechoices.co.uk). There is also a Browsealoud option for those requiring the information in the spoken word.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
We believe that everyone should be able to live safely and independently in their own home for as long they can. However, at some point in our lives many of us need help to look after ourselves, perhaps because of illness, accident, disability or simply getting older and more frail.

We want you to be as involved as possible in choosing and arranging the care and support you need, whether this is support in the home, help to get you out and about to do everyday things, such as shopping or visiting your GP, or being involved in the activities you enjoy. This ensures that the services you receive help you to achieve the things that are most important to you.

This Directory provides details of a range of services that are available through independent providers, voluntary and community organisations, your local council and the health authority.

Within this Directory, the services that are provided by your local council are described as ‘adult social care’ and these are provided by:

- Bournemouth Borough Council;
- Borough of Poole; and
- Dorset County Council.

Find out about:

- how to live safely and independently at home including equipment to aid your daily living and care at home;
- social and eating opportunities including lunch clubs, day opportunities and befriending schemes;
- transport options to help you get out and about;
- information and support for carers including advice and information about looking after yourself and taking a break from caring;
- and much, much more.

If you do not have access to the internet, please call Bournemouth Care Direct on 01202 454979, Borough of Poole Adult Social Care Help Desk on 01202 633902 or Dorset Direct on 01305 221016.

If you are looking for advice on how to stay safe and independent in your own home, My life my care will help you to make informed choices with the right help and support.

Sometimes a little help can go a long way. This needs and solution based website gives information about adult social care and community services to help people lead independent lives with the support they need.

The site has a wide range of information, such as how to access activities and groups in local areas, help around the home and personal care services, keeping mobile and staying safe, as well as dealing with money and finances. There are also tips and advice on health and wellbeing, as well as information about transport, home adaptations, daily living aids and much more to help people make informed choices.

There is also a strong focus on carers to help them find the support they may need for themselves.

The website is for all adults in Dorset, whether they qualify for financial support or pay for their own care. To find out more, log on to www.mylifemycare.com.
It’s the care that counts...

Thinking of moving into a care home – or just needing a little extra help at home?
We’re here to help

Whatever your care needs, we know that it’s the care that counts – the quality care of all our residents and home care customers.

As a leading provider of residential and home care across Dorset, we offer compassionate residential, nursing, dementia and home care at a realistic cost.

Whether you’re looking for care in your own home, a short respite stay or a new home, we offer a warm welcome, comfort and peace of mind.

To request a brochure, arrange a visit or find out more, contact

www.care-south.co.uk  |  01202 712400  |  info@care-south.co.uk
Prepare to live better – it’s never too early to start planning for your future care.

Not everybody is entitled to funding from their local council. Even if you are, the amount you get may not be enough to completely cover the cost of your care. Before you develop care needs, you should think about how you are going to pay towards your care costs, or how you would pay for it all yourself if needed.

Planning ahead and knowing what your options are can help you to make informed decisions and be more prepared. This will prevent decisions being made in a crisis that may not be right for you.

There are also changes you can make that can have a positive impact and delay the need for care and support. These are the top ten things to consider:

1. Think about how you will pay for your care – planning gives you more choice and control.
2. Look after yourself – small changes now can make a big difference later.
3. Check if you are entitled to any welfare benefits – make sure you are claiming all the benefits you are entitled to.
4. Plan for when you can’t manage your money – you’ll need someone to make decisions for you.
5. Think about adapting your home – stay safe and independent in the future.
6. Think about downsizing – moving to a more

Home care providers
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manageable property could make your life easier.

7. Think about moving closer to family, friends, shops and services – being closer to these will make life easier if your needs change.

8. Find out what support is available in your community – stay connected in your community, use your skills to help yourself and others and keep yourself well and healthy.

9. Think about the type of care you might want – talk with your family about the type of care and support you might need in the future and how you would want your care to be provided.

10. Find out if you qualify for help from your local council – not everybody gets funding from their local council.

Further information can be found on www.mylifemycare.com/planning-for-your-future-care or by contacting Adult Social Care in your area using the details on pages 52 and 53.

Helping you stay safe and independent

Safeguarding vulnerable adults

Everyone has the right to live in safety, free from abuse and neglect.

What is abuse?
Abuse takes many forms. It includes:

- any form of harm, such as hitting, injuring or restraining, threatening, intimidating or humiliating;
- sexual attention or activity that is not consented to;
- keeping someone on their own;
- any form of neglect, such as not giving the correct medicine, not providing food or clothing, or not arranging the right care;
- financial abuse, such as stealing or misusing money or property, or pressure about wills or inheritance;
- discrimination, for example treating someone less favourably because of race, ethnicity, religion, age, gender, disability or sexual orientation; and
- domestic violence and abuse.

Abuse can happen anywhere – at home, in the street, where you work, in a care home, hospital or day centre or in any other public place where you may spend time.

Who is at risk of abuse?
People may be at risk of abuse if they:

- depend on other people for their care;
- are older, frail and unable to protect themselves;
- have a mental health condition;
- have a physical or learning disability;
- have a serious sight or hearing impairment;
- have dementia;
- misuse alcohol or drugs; or
- have a long-term illness.

If someone tells you about abuse
If someone tells you they are being abused:

- stay calm and listen to them;
- offer them support;
- write down what they tell you using their own words;
- keep any evidence safe;
For assistance with finding care and support, call Care Choices on 0800 389 2077.

Safeguarding vulnerable adults continued

• get in touch with us or the police; and
• in an emergency dial 999.

Please do not:
• press them for more details;
• contact the alleged abuser;
• promise to keep it secret; or
• assume that someone else knows what’s going on and will get in touch.

All public services, the police, local authorities and the NHS take adult abuse very seriously – we usually refer to this as ‘adult safeguarding’. Protection from abuse is more effective if we all take responsibility for adults at risk.

Reporting abuse
If you know someone is being abused, or think they may be, call your local authority:

**Bournemouth Care Direct**
Tel: 01202 454979

**Borough of Poole Adult Social Care Help Desk**
Tel: 01202 633902

**Dorset Direct**
Tel: 01305 221016

If it is outside of normal office hours, please call the Out of Hours Service on 01202 657279.

You can also tell a health or social care worker such as a social worker, nurse, doctor or occupational therapist.

If you think someone may be at immediate risk of harm, contact the police by calling 999.

If you report abuse:
• your concerns will be taken seriously;
• the matter will be dealt with sensitively;
• we will make sure the person is safe; and
• we will investigate the situation fully.

You will be asked to provide a name and contact details so that we can get in touch to ensure we have all the information we need to keep the person safe.

Home safety/falls prevention

Improving safety in the home can help prevent people from having falls and injuring themselves, whilst allowing them to continue to live independently.

Falls, slips and trips can lead to broken hips or wrists and other injuries, and are a leading cause of disability among the older population. Falls in the home can result in ill health, lengthy hospital stays, residential care, loss of independence, and can greatly affect your quality of life.

Various aspects of the home environment can be improved to reduce the risk of someone having a fall. Family, friends, neighbours and carers can help make things safer for you while allowing you to stay independent and self-sufficient.

Clearing away clutter, ensuring floors and carpets are safe, making sure the home is well-lit and warm and installing handrails where necessary are all useful suggestions for improving safety.

Taking steps to improve and maintain your health and general wellbeing is an important aspect of falls prevention. Remaining active, eating well, drinking enough fluids, paying attention to foot problems, and wearing properly fitting shoes and slippers can contribute to avoiding falls. Contact Safe and Independent Living (SAIL) if you would like further help and advice (see page 32).
Loneliness and isolation

Many people who live alone choose to move into a care home simply because they feel lonely or isolated. Fortunately, there are a number of opportunities across Dorset to get out, meet people and socialise. These include lunch clubs, coffee mornings and clubs organising visits and outings. Details of these can be found on www.mylifemycare.com/directory

If, for any reason, you find it difficult to get out and about or simply want to talk to someone, befriending or Good Neighbour schemes can help. See page 30 for further information.

One popular way to get out during the day is to visit a day centre. There are many centres across Dorset and they offer a way to meet new people and learn new skills. There are also opportunities for you to share your own skills, learn new ones and contribute to community projects.

Volunteering can be a positive way to spend time and be involved in the local community. See page 31 for further information.

Free walks
You may want to consider taking part in regular, short, guided health walks that take place every week throughout Dorset. These free walks offer a great opportunity to get out in the fresh air and meet new people at the same time as keeping you fit and healthy. Details of these walks can be found on www.mylifemycare.com/getting-out-and-about

For those living with memory loss and dementia, Memory Cafés are a great way to meet with others in a social setting. See page 33 for further information.

Libraries
Libraries in Dorset do much more than lend books. They have a range of events and opportunities to meet people, such as reading groups, craft and chat groups as well as computer learning groups. Details for your local library can be found on your council’s website.

Bournemouth Borough Council
Web: www.bournemouth.gov.uk/Libraries/LibraryServices/LibraryServices.aspx

Borough of Poole
Web: www.poole.gov.uk/leisure-and-culture/libraries

Dorset County Council
Web: www.dorsetforyou.gov.uk/libraries

Making friends and meeting new people
There will be many social opportunities available in your area. POPP Wayfinders can provide information about your local services (see page 32).

For further information, visit www.mylifemycare.com or contact your local Adult Social Care department (details can be found on pages 52 and 53).

Equipment to help you

At some time in our lives, perhaps because of disability or just getting older, many of us find it more difficult to carry out everyday tasks. This might be getting out of your chair or struggling to get into the bath. Sometimes, just getting the lid off a jar or lifting a heavy kettle can be difficult. Not being able to clearly see buttons on controls or read instructions brings its own difficulties.

Many people don’t ask for help because they feel this means giving up their independence. In fact, the range of equipment that is available can mean that you do not have to rely on others and can stay independent for longer.

There are hundreds of aids that can help you to carry on living independently; from helping you with eating, dressing and bathing to help with getting around your home. For examples of these, see pages 12-15. Whatever you have difficulty with, there is almost certainly a solution for you.

Getting advice about equipment
There are a number of organisations that provide
equipment and advice. If you are not sure what equipment will help, you could visit an Independent Living Centre (contact details can be found on page 53). This is a great way to see and try out equipment without any pressure. Some items of equipment can even be borrowed for free so that you can try them at home.

You can also get free and impartial advice from the Disabled Living Foundation (DLF), a national charity that provides advice, information and training on daily living aids. See page 52 for contact details.

If you have a sight or hearing impairment, Sight and Hearing Centres offer an opportunity to try out specialist equipment and get advice. Contact details can be found on page 53.

### Telecare

Telecare works through a 'careline' which is connected to your telephone line. A careline gives you a button to press in case of emergency. This alerts your carer or a 24-hour monitoring and response centre. At the centre, a trained operator will try to speak to you through the base unit. If you do not respond, they will call your named contact (for example, a relative or neighbour) or the emergency services if needed. This means that help is always available at the press of a button.

Different types of sensors can be added to the careline to check for some problems automatically. For example, it could raise the alarm if you fall over; do not return to bed if you get up in the night; do not get up in the morning as expected; leave the bath running; or forget to turn the heating on. This means that you, your carer and relatives can rest assured that you are safe at all times of day and night.

If you are not sure whether Telecare can help, you could visit an Independent Living Centre. These have many types of equipment on display and experienced staff to advise you. Contact details can be found on page 53.

The council may be able to provide Telecare for you if you are eligible (see page 42). This means that there may be no charge for the provision, installation or maintenance of the equipment. There is a small charge for the monitoring and you may be asked to contribute towards this.

### Home maintenance and adaptations

Adapting your home to meet your needs could make it easier to get around or carry out daily tasks.

There are many ways in which your home can be adapted. For example:

- putting in ramps or handrails so it is easier to get in and around the home;
- widening doors or putting in a stair lift so it is easier to move between rooms;
- altering bathroom and kitchen fittings to bring them to wheelchair height; and
- adapting heating controls or light switches so they are easier to use.
Many adaptations are relatively simple and inexpensive, but can make a big difference. For example, a handrail up the stairs might be all that is needed to help you get safely to the bathroom.

**Bournemouth**

East Boro’s Handy Van Repairs Service provides practical help and support around the home, and there’s no hefty labour charges either – you just pay for the materials used for the repairs. For all general maintenance and repairs, the Handy Van Repairs Service can help.

If you own or rent a home in Bournemouth, are aged over 60 and receive certain benefits then you can apply to use this service.

For more information and to check if you qualify, telephone **01202 883503** or email **handyvan@ebht.org.uk**

**Dorset**

The Dorset Accessible Homes Service (DAHS) is locally based, with offices in Dorchester and Blandford Forum. It works on behalf of Dorset County Council Occupational Therapists (OTs) offer help and advice to people who are unable to do everyday tasks due to physical illness, long-term disability, learning disability or issues associated with ageing. They will help you to be as independent as possible and to reduce obstacles within your environment.

Services available include:

• free loan of equipment such as commodes, perching stools and items to raise the height of a chair or bed;
• advice and equipment to help you transfer from a bed to a chair or to get in and out of the bath;
• signposting to alternative equipment suppliers, benefits advice and other services;
• training for carers;
• minor adaptations to your home to improve access to all essential facilities within it;
• recommendations for major adaptations to your home to improve access to all essential facilities within it. Advice and assistance can be given about funding;
• assistance in your discharge from hospital; and
• collection of equipment if your circumstances change and you no longer need equipment.

**Assessing your needs**

A member of the Occupational Therapy team will visit you at home (or wherever you feel is appropriate) to carry out an assessment of your situation including areas of risk.

Contact your local Adult Social Care department for further information using the contact details on pages 52 and 53.
**Making life easier at home**

**In the living room**

[Image: Diagram of a living room with illustrations of a plug with handle, Easi-reach, and chair raisers]

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GETTING IN/OUT OF CHAIRS</strong></td>
<td>• Block of foam in chair base</td>
<td>• Buy an electric riser chair</td>
</tr>
<tr>
<td></td>
<td>• Buy ready-made chair raisers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Buy a chair at the right height</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Take regular, gentle exercise</td>
<td></td>
</tr>
<tr>
<td><strong>OPENING/CLOSING WINDOWS</strong></td>
<td>• Move furniture out of the way</td>
<td>• Install environmental controls or air-conditioning</td>
</tr>
<tr>
<td></td>
<td>• Install/purchase a fan</td>
<td>• Install new windows</td>
</tr>
<tr>
<td></td>
<td>• Buy a tool to open/close windows</td>
<td></td>
</tr>
<tr>
<td><strong>CONTROLLING THE HEATING</strong></td>
<td>• Change the switches for ease of use</td>
<td>• Move the heating controls</td>
</tr>
<tr>
<td></td>
<td>• Fit a timer switch</td>
<td>• Install new or additional heating system</td>
</tr>
<tr>
<td></td>
<td>• Purchase a standalone heater</td>
<td></td>
</tr>
<tr>
<td><strong>KEEPING WARM</strong></td>
<td>• Use a trolley to transport the fuel for your fire</td>
<td>• Insulate your house</td>
</tr>
<tr>
<td></td>
<td>• Replace the fire with a heater</td>
<td>• Swap to a cheaper heating system</td>
</tr>
<tr>
<td></td>
<td>• Apply for a winter fuel payment</td>
<td>• Change to a simpler heating system</td>
</tr>
<tr>
<td><strong>TURNING LIGHTS ON/OFF</strong></td>
<td>• Install a light switch toggle</td>
<td>• Move the light switches</td>
</tr>
<tr>
<td></td>
<td>• Purchase a socket extension</td>
<td>• Replace the light switches</td>
</tr>
<tr>
<td></td>
<td>• Purchase handi-plugs</td>
<td>• Install environmental controls</td>
</tr>
<tr>
<td><strong>HEARING THE TV</strong></td>
<td>• Use subtitles</td>
<td>• Request an assessment for a hearing aid</td>
</tr>
<tr>
<td></td>
<td>• Purchase wireless headphones</td>
<td>• Install a room loop</td>
</tr>
</tbody>
</table>
In the bedroom

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>GETTING IN AND OUT OF BED</td>
<td>• Learn new ways of moving safely</td>
<td>• Use a transfer board</td>
</tr>
<tr>
<td></td>
<td>• Purchase a leg lifter</td>
<td>• Buy an electric adjustable bed</td>
</tr>
<tr>
<td></td>
<td>• Raise the bed</td>
<td>• Install a hospital bed</td>
</tr>
<tr>
<td></td>
<td>• Fit grab rails</td>
<td>• Use a hoist</td>
</tr>
<tr>
<td>SITTING UP IN BED, TURNING OR ROLLING OVER</td>
<td>• Change to less heavy bedding</td>
<td>• Buy a bed cradle/bed ladder</td>
</tr>
<tr>
<td></td>
<td>• Learn new ways of moving safely</td>
<td>• Use a bed lever</td>
</tr>
<tr>
<td></td>
<td>• Purchase a pillow raiser</td>
<td>• Buy a specialised mattress</td>
</tr>
<tr>
<td></td>
<td>• Change the mattress</td>
<td>• Install a drop-down rail</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Install an over-bed pole</td>
</tr>
<tr>
<td>KEEPING WARM IN BED</td>
<td>• Buy a heavier duvet</td>
<td>• Buy an electric blanket (make sure it’s tested regularly)</td>
</tr>
<tr>
<td></td>
<td>• Buy thermal clothing</td>
<td></td>
</tr>
<tr>
<td>GETTING DRESSED</td>
<td>• Learn new ways of dressing</td>
<td>• Consider home support</td>
</tr>
<tr>
<td></td>
<td>• Buy alternative/adaptive clothing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Buy simple gadgets: long-handled shoe horn; dressing stick; button hook</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Contact (see below) for an assessment</td>
<td></td>
</tr>
<tr>
<td>CUTTING YOUR NAILS</td>
<td>• Buy easy grip scissors</td>
<td>• See a podiatrist</td>
</tr>
<tr>
<td>TAKING YOUR TABLETS</td>
<td>• Ask for an easy-open bottle</td>
<td>• Get an automatic pill dispenser</td>
</tr>
<tr>
<td></td>
<td>• Keep a note of when you take a tablet</td>
<td>• Ask someone to prompt you</td>
</tr>
<tr>
<td></td>
<td>• Get a pill dispenser</td>
<td></td>
</tr>
<tr>
<td>READING THE TIME</td>
<td>• Buy a clock with large numbers</td>
<td>• Buy a clock that ‘speaks’</td>
</tr>
</tbody>
</table>

Bournemouth Care Direct: 01202 454979  Dorset County Council: 01305 221016  Poole Adult Social Care Help Desk: 01202 633902

Visit www.carechoices.co.uk for further assistance with your search for care
Making life easier at home continued

In the kitchen

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>REACHING INTO CUPBOARDS</td>
<td>• Rearrange your cupboards/surfaces</td>
<td>• Alter the spring in the doors</td>
</tr>
<tr>
<td></td>
<td>• Buy an Easi-Reacher or Handi-Reacher</td>
<td>• Lower or raise the cupboards</td>
</tr>
<tr>
<td>USING TAPS AND SWITCHES</td>
<td>• Fit tap turners</td>
<td>• Change switches</td>
</tr>
<tr>
<td></td>
<td>• Purchase Handi-Plugs</td>
<td>• Raise or reposition taps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Fit lever taps or new taps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Alter the kitchen</td>
</tr>
<tr>
<td>PREPARING/COOKING FOOD</td>
<td>• Sit at a table</td>
<td>• Use a food processor</td>
</tr>
<tr>
<td></td>
<td>• Consider kitchen gadgets including:</td>
<td>• Purchase a perching/high stool</td>
</tr>
<tr>
<td></td>
<td>knife with a thick handle; chopping</td>
<td>• Buy a trolley</td>
</tr>
<tr>
<td></td>
<td>board with spikes; pan handle holder;</td>
<td>• Raise/lower work surface</td>
</tr>
<tr>
<td></td>
<td>teapot tipper; lid gripper</td>
<td>• Make space under worktop for your knees when sitting</td>
</tr>
<tr>
<td>MOVING AROUND KITCHEN</td>
<td>• Re-organise the furniture</td>
<td>• Review mobility equipment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Adapt the kitchen</td>
</tr>
<tr>
<td>EATING AND DRINKING</td>
<td>• Use large handled cutlery</td>
<td>• Buy a trolley</td>
</tr>
<tr>
<td></td>
<td>• Use a non-slip mat</td>
<td>• Consider home support for meal times</td>
</tr>
<tr>
<td></td>
<td>• Use a lightweight cup/mug</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use a cup with two handles</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Contact Bournemouth Care Direct: 01202 454979 or Dorset County Council: 01305 221016 or Poole Adult Social Care Help Desk: 01202 633902 for an assessment</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LAUNDRY/IRONING</td>
<td>• Install a wall-fixed ironing board</td>
<td>• Raise/lower washing machine</td>
</tr>
</tbody>
</table>

Bournemouth Care Direct: 01202 454979  Dorset County Council: 01305 221016  Poole Adult Social Care Help Desk: 01202 633902

For assistance with finding care and support, call Care Choices on 0800 389 2077
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  
• Contact [see below] for an assessment | • 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  
• Contact [see below] for an assessment | • 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  
• Contact [see below] for an assessment | • Use a shower board  
• Use a shower chair or stool  
• Replace shower controls  
• Consider home support

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Bournemouth Care Direct: 01202 454979  
Dorset County Council: 01305 221016  
Poole Adult Social Care Help Desk: 01202 633902

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Leaving hospital

If you are in hospital and think you might need help when you return home, ask the hospital staff to arrange for you to see a member of the Social Work Team. A member of the team will arrange to visit you, and your friends and family if you wish, on the ward. They will talk to you about your concerns and what support you might need to return home.

You may be offered a short period of intensive support – called reablement – and we will see if equipment, home adaptations or care at home would help. You may also be signposted to other services that can help you.

Reablement

If you have had an illness, accident, just come home from hospital or are becoming frail, you might find it difficult to look after yourself. You might not feel strong enough to cope or you may simply have lost confidence. Many people just need a bit of help to get back on their feet.

Reablement is a short period of intensive support in your home. Staff will work with you to help you regain old skills, or develop new ones. In most cases, this is all you need to regain your independence and be able to carry on living in your own home.

Please note that this service is available to all adults in Dorset and Poole, and adults over 65 in Bournemouth.

To find out if you can access reablement, Adult Social Care will find out what you want to be able to do and agree when help is needed. If you are eligible, support in your home may then be arranged to help you regain confidence and ability in carrying out daily living tasks, such as:

- dressing and getting into and out of bed;
- washing and shaving;
- managing the toilet; and
- eating and drinking.

The amount of help needed varies with each person and their circumstances. You might need only a few visits a week or several visits a day. Over the period of reablement, the amount of help you need should reduce quickly, as your confidence and ability improves.

Reablement is free of charge, provided that:
- the council agrees that reablement can help you;
- you are not already receiving care services; and
- you are finding it difficult to manage your personal care or daily living needs due to frailty, following an illness or fall, or after a stay in hospital.

At the end of a period of reablement, most people can live independently at home. However, if you are not fully independent, Adult Social Care staff will tell you how much more help they think you need. They will also tell you how much this might cost and whether the council will pay something towards that cost.

For further information, visit www.mylifemycare.com or contact the Adult Social Care department in your area using the details on pages 52 and 53.
Personal care in the home

If you find you do need longer term care, a care assistant can visit you at home to provide the support you need. This can make all the difference in maintaining your independence.

Everyone’s needs are different; some people may need help several times a day with a range of tasks. Others might only need help with one or two tasks less frequently. Some of the things you can get help with include:

- preparing meals and cooking;
- personal care, like getting in and out of bed, washing, dressing and going to the toilet;
- cleaning and other household tasks;
- shopping, collecting medication and paying bills;
- help with paperwork (bills, banking and letter writing); and
- help with getting out and about to appointments or social activities.

If you would like help from the council, it will need to find out if you meet the eligibility criteria, including whether it will pay something towards the cost of your care at home. Contact your local Adult Social Care department for more information, details can be found on pages 52 and 53.

A number of care agencies can be found starting on page 20 of this Directory, at www.mylifemycare.com/directory or by contacting your local Adult Social Care department. Alzheimer’s Society has advice on care in the home for those with memory loss conditions. Contact details can be found on page 52. Before you decide which provider or agency to use, you should check its rating and report from the Care Quality Commission. See page 47 for more information.

Finding care options in your area

This Directory offers a telephone and website service allowing 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 be sent to you by post or email, or discussed with you over the telephone. If you are searching online, the results can 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 and the Care Choices telephone and website service will be able to point you in the best direction, however you would like care information presented. Please call 0800 389 2077 or visit www.carechoices.co.uk

What do you think about this publication?

Complete our short questionnaire

www.carechoices.co.uk/reader-survey
Care... when you want it, where you want it.

The Perfect Fit
Our forward-thinking Care Match options are designed for your future, so no matter how your care needs might change, you can simply switch to the most appropriate service for care that fits around you.

The Perfect Balance
Altogether Care is a family business established for 25 years and brings family values to life. Creating the ideal environment and support for individuals we deliver just the right balance between independent living and professional care.

Care Match available throughout Dorset and South Somerset. Care Homes located in Dorchester, Weymouth and Yeovil.

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info@altogethercare.co.uk
www.altogethercare.co.uk

We are proud to be a family owned and run Home Care Agency and believe that we bring our family ethos and values into our Care work. Caring in Bournemouth since 2001.

Personal Home Care Services
We provide personalised home care package.

Assistance with everyday tasks
Supporting people with their everyday tasks that can often mean they are able to cope in their own homes better and to allow someone to do tasks that have become more challenging.

Home from Hospital
Arriving back in your own home after a spell in hospital, where you might need extra care and support.

Dementia Care
Caring for those with Dementia can take time and patience, and often those caring for loved ones need extra support.

Respite Care
Supporting those who care and support.

For more information please contact us now on 01202 533 532 or email admin@tendercareservicesltd.co.uk
www.tendercareservicesltd.co.uk

Daily Echo Proud to Care Awards 2017 & Home Care Provider of the Year
About the agency

How long has the agency been operating?

How long are staff allocated per visit?

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

Does the agency have experience with your specific needs?

Staff

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

Are all staff checked with the Disclosure and Barring Service?

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

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

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

Does the agency have both male and female staff?

Accommodating your needs

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

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

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

Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency’s contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

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

Notes

*See page 47.

Visit www.carechoices.co.uk for further assistance with your search for care
### Bournemouth home care providers

<table>
<thead>
<tr>
<th>Service User Bands</th>
<th>Advert page</th>
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<tbody>
<tr>
<td>OP Older people (65+)</td>
<td>22</td>
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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>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>A1 CARE</th>
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<th>APEX PRIME CARE – BOURNEMOUTH</th>
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<th>BOURNE-CITIZEN LTD</th>
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<th>CARE SOUTH HOME CARE SERVICES DORSET</th>
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<th>CARESERVICE24</th>
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**A1 CARE**
Bournemouth
Tel: 01202 798868

**ABACUS CARE SOLUTIONS LTD**
Bournemouth
Tel: 01202 985200

**ABSOLUTE CARE – WESTBOURNE**
Bournemouth
Tel: 01202 757515

**ACASA**
Bournemouth
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**AGE UK BOURNEMOUTH**
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---

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The benefits of A1 Care:
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- Medication Management and Administration;
- Companionship and assisted breaks;
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- End of Life Care;
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---

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HOME CARE ANGELS
Westbourne
Tel: 01202 761789

HOMECARE BOURNEMOUTH
Bournemouth
Tel: 01202 052070

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Kinson
Tel: 01202 737456

KARE PLUS BOURNEMOUTH
Bournemouth
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Tel: 01202 929960

MARION HOUSE
Bournemouth
Tel: 01202 521985

MC CARE SOLUTIONS
Bournemouth
Tel: 01202 496989

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Bournemouth
Tel: 01202 762000

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Bournemouth
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Winton
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Bournemouth
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Bournemouth
Tel: 01202 578136

PIERS, THE
Bournemouth
Tel: 01202 734857

PINES HOME CARE, THE
Bournemouth
Tel: 01202 389670

PRAMACARE – EAST OFFICE
Bournemouth
Tel: 01202 612087

RIGHT AT HOME (BOURNEMOUTH)
Bournemouth
Tel: 01202 280855

SHELLEY PARK
Boscombe
Tel: 01202 396933

TALBOT MANOR
Bournemouth
Tel: 01202 512918

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Moordown
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TRICURO CARE AT HOME
Bournemouth
Tel: 01202 857320

WILLOW TREE (BOURNEMOUTH)
Bournemouth
Tel: 01202 399669

YOU-CAS LTD
Bournemouth
Tel: 01202 247270

- GREEN CROSS MEDICARE LTD
- HOME CARE ANGELS
- HOMECARE BOURNEMOUTH
- HORIZON HOME CARE – 1430A WIMBORNE ROAD
- KARE PLUS BOURNEMOUTH
- LEGACY HEALTHCARE SOLUTIONS
- MARION HOUSE
- MC CARE SOLUTIONS
- MY CARE LADIES
- NEWCROSS HEALTHCARE SOLUTIONS LTD (BOURNEMOUTH)
- NU-STAFF IMAGE PLAN LTD
- NURSE PLUS AND CARER PLUS (UK) LTD
- OPTIONS DORSET
- PIERS, THE
- PINES HOME CARE, THE
- PRAMACARE – EAST OFFICE
- RIGHT AT HOME (BOURNEMOUTH)
- SHELLEY PARK
- TALBOT MANOR
- TENDER-CARE SERVICES LTD
- TRICURO CARE AT HOME
- WILLOW TREE (BOURNEMOUTH)
- YOU-CAS LTD

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• Pop-In Care
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ALESCO CARE SERVICES LTD
Christchurch
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Weymouth
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ALL TIME CARE LTD
Wimborne
Tel: 01202 693057

ALTOGETHER CARE – CARE AT HOME
Beaminster
Tel: 01308 863775

ANGEL CARERS (UK) LTD
Bridport
Tel: 01308 459204

APEX PRIME CARE
Blandford Forum
Tel: 0845 603 4743

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Dorchester
Tel: 01305 213130

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Dorchester
Tel: 01305 257200

BLUEBIRD CARE
Dorchester
Tel: 01305 236655

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Shaftesbury
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BRIDGEWATER CARE
Wimborne
Tel: 01202 028029

CANDLELIGHT HOMECARE SERVICES
Wimborne
Tel: 01747 858000

CARE DIVISION – DORCHESTER, THE
Dorchester
Tel: 0845 817800

CARE DIVISION – DORCHESTER, THE
Dorchester
Tel: 0845 521 0424

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

23
Our Focus is on Care
Not the Clock

We believe everyone is an individual, and with over 15 years experience in the care sector we know there is a better way to provide domiciliary care.

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- Flexibility & Choice
- Day Care
- Bespoke Care Packages
- Home Care & Respite Care
- Exclusive Catchment Area

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Our care teams have been providing award-winning quality home care since 1989 and can help with: personal care, housekeeping, help getting around or even to provide a break to an existing family member or care-giver.

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www.inter-county.co.uk

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Rated as an ‘OUTSTANDING’ Service by CQC

Providing support in your own home including:

- Home visits
- Night Duties
- Respite Care
- Personal Care
- Medication Assistance
- Meal Preparation
- Domestic Support

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We manage a small team of friendly professional Carers equally dedicated to meeting those needs and we offer a totally flexible home care visiting service exclusively to private clients.

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Christchurch
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COMMUNITY WESSEX – EAST
Christchurch
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CONNAUGHT HOUSE
Dorchester
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DALEY HOME CARE
Bridport
Tel: 01308 898345

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DOMICILIARY CARE OFFICE
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DORSET BLUE CARE LTD
Portland
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DORSET DOMICILIARY CARE AGENCY
Christchurch
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Dorchester
Tel: 01305 213815

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Dorchester
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Wimborne
Tel: 01202 709091

FAULKNER HOUSE
Wimborne
Tel: 01202 883503

HELPING HANDS FERNDOWN
Ferndown
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Wimborne
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HOMESTEAD CARE
Gillingham
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Christchurch
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Ringwood
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MENCAP – DORSET SUPPORT SERVICE
Dorchester
Tel: 01305 259265

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independent living in your own home

Live-in Care in the comfort of your own home
Rest assured we care ltd, established in 2002 is a specialist live-in care agency offering a real alternative to a nursing home. We aim to help you maintain your independence and quality of life in your familiar home environment.

What we offer:
- Companionship
- Help with personal care, washing and dressing
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- Assisting with mobility
- Cooking wholesome and nutritious meals
- Shopping, light house work, laundry
- Someone to accompany you on outings
- Someone to drive your car
- Support of a friendly professional care team

Our care workers are of the highest standard and are fully trained, referenced, police checked (DBS), fully supported and selected for their caring nature and practical abilities.

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E: team@restassured-wecare.com
W: www.restassured-wecare.com

An innovative local authority trading company created by and wholly owned by Dorset, Bournemouth and Poole councils.
We provide high quality, personalised short and long term care and support services to adults, their carers and families.

Our services include:
- Care and Nursing Homes
- Family Based Care
- Carers Services

Get in touch to discuss what care and support we can provide you or your loved one.
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The lifestyle site for parents and carers of children with additional needs and those who support them.
Birth to Adulthood • Directory • Guidance
Real Life • Ask the Experts

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To join the family call 01223 207770
or email hello@myfamilyourneeds.co.uk
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Ringwood
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Wimborne
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Blandford Forum
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PRIORITY HOME CARE
Wimborne
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TRINITY HOUSE
Dorchester
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Christchurch
Tel: 01202 331731

WILLOW END OFFICE
Ringwood
Tel: 07954 09560

WISTERIA CARE
Shaftesbury
Tel: 01747 852107

YOUR LIFE (FERNDOWN)
Ferndown
Tel: 01202 861913

YOURLIFE (POUNDBURY)
Dorchester
Tel: 01202 362303

Visit www.carechoices.co.uk for further assistance with your search for care
Adriel Care Ltd is a nurse led nursing and care agency that provides staffing in different settings of healthcare professions, 24/7, 365 days a year. We provide professional, caring, experienced and well trained Care Assistants, Staff Nurses and Assistant Support Workers.

Our company is proud to have more than 17 years’ experience in the healthcare industry and is expanding comfortably due to excellent feedback and reviews.

We provide tailor made services in order to assist and meet our clients’ needs. Adriel care Ltd is committed to Quality Assurance. Its programme is coordinated by a registered Nurse who oversees its administration and is registered with Care Quality Commission.

Call us on 01202 743568 or email us at admin@adriel-care.co.uk
www.adriel-care.co.uk

Whether its for a one hour visit or 365 days of live in care, Horizon Homecare is there for you!

Please call us today on 01202 737456

Horizon Homecare, 386a Ashley Rd, Poole BH14 0AA
Info@horizonhomecare.co.uk

www.horizonhomecare.co.uk

Our services include:
- Mental Health
- Complex needs
- Challenging Behaviour
- Learning Disabilities
- Physical Disabilities
- Community Nursing
- Hospitals
- Care Homes
- Living care
- Tracheostomy Care

Edith Healthcare is a Family run business offering: Complex Nursing-Led-Care, Personal Care and Support, Palliative and End of Life, Home Ventilation and Respiratory Care under the banner of Personalised Care.

01202 922 390
info@edith-healthcare.co.uk

www.edith-healthcare.co.uk

SEARCHING FOR CARE OPTIONS IN YOUR AREA?

www.carechoices.co.uk

- 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

www.carechoices.co.uk
Poole home care providers

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<thead>
<tr>
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<tr>
<td>Older people (65+)</td>
<td>OP D PD</td>
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<td>Physical disability</td>
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<td>Learning disability, autism</td>
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<td>Sensory impairment</td>
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<td>Younger adults</td>
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<tr>
<td>People who misuse alcohol or drugs</td>
<td>AD</td>
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</tbody>
</table>

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

Lunch clubs and meal deliveries

There are a large number of lunch clubs for the over 50s in Dorset. For many people, these provide a social occasion as well as an important meal. In some cases, transport to the club can be provided. If not, there is a Community Transport Service in Dorset, see page 31. Details of lunch clubs and other eating opportunities can be found on www.mylifemycare.com/directory or by contacting your local Adult Social Care department (see pages 52 and 53 for contact details).

Meal delivery services can provide hot, frozen or chilled meals delivered to your door on the days you choose, on a temporary or permanent basis. Why not try a few as part of your regular diet? Many of the meal providers are able to cater for special diets.

Companies providing meal delivery services can be found on www.mylifemycare.com/directory or by contacting your local Adult Social Care department.

Befriending and Good Neighbours services

Befriending and Good Neighbours services are a great way to combat loneliness and isolation for those who have difficulty in getting out and about.

Befrienders are volunteers who keep in regular contact and give you a link with the outside world. A befriender provides conversation and companionship over a long period of time, either through visits or a chat over the phone at a pre-arranged time. This can help to reduce feelings of loneliness and increase motivation and confidence.

Good Neighbours services are also provided by volunteers. As well as providing company and friendship, a Good Neighbour can offer practical help such as collecting a prescription or changing a light bulb.

A list of Befriending and Good Neighbours services can be found on www.mylifemycare.com/directory or by contacting your local Adult Social Care department (contact details can be found on pages 52 and 53).
Day centres offer a wide range of services and opportunities for adults of all ages and needs. They provide an opportunity to interact and engage with others in their community, have a meal, get involved in leisure and social activities, or visit new places and learn new things.

There is a variety of centres across Dorset which are run by qualified and experienced staff and provide a number of activities intended to:

- help you gain the practical skills needed for independent living, such as cooking and laundry;
- give you advice on a range of subjects, including opportunities to try out equipment to help with daily living tasks;
- provide gentle exercise and help with mobility; and
- provide social activities, such as crafts and hobbies, games, outings and entertainment.

Some day centres offer training or work projects for people with disabilities. Others help those recovering from illness, such as stroke.

They usually provide light refreshments such as tea, coffee, cakes and biscuits. Some may offer a cooked lunch.

People can also attend a day centre to give carers a break from their caring responsibilities.

To find a day centre in your local area, go to www.mylifemycare.com/directory or contact your local Adult Social Care department (contact details can be found on pages 52 and 53).

Volunteering

Volunteering can be a positive way to spend time and be involved in the local community. Research shows that the benefits of volunteering can include:

- **A longer life** – Being a volunteer can extend your life expectancy, when compared with non-volunteers.
- **Ability to cope with ill health** – Volunteering can help people come to terms with an illness and help take their mind off things.
- **Improved family relationships** – A study comparing older volunteers with older non-volunteers showed that the volunteers had better relationships with their family.
- **Meeting new people** – Volunteering is a good way to meet people. This can be vital for older volunteers and people who might feel isolated.
- **Improved self-esteem and sense of purpose** – Volunteering can bring back your self-esteem and motivate you. Improved self-esteem can have an effect on other areas of your health and life.

Find out about volunteering opportunities in your area by contacting your local volunteer centre, details can be found on page 53.

Transport services

One of the problems people encounter in getting out and socialising is finding transport. Many people without their own transport, particularly the elderly, disabled or those in rural areas, find it difficult to use public transport. This can make essential journeys to the hospital, doctors, dentists, opticians, or chiropodists difficult. It can also create a sense of isolation.

Some clubs, societies and groups provide transport. In other cases, one of the many community transport schemes across the county can help. Transport can be provided by a bus or minibus or, in many cases, volunteers’ own cars.

These services need to be booked in advance and will pick you up from home. Some vehicles have...
been adapted to meet the needs of those with a disability. Charges for the services vary; some make a charge to cover costs, others ask for a voluntary contribution.

Details of many of the community transport services available across Bournemouth, Dorset and Poole are on www.mylifemycare.com/directory

If you have access to a car, but have severe walking difficulties, you might find a Blue Badge helpful. This can enable you to park closer to your destination. To find out more about the Blue Badge Scheme and how to apply, go to www.mylifemycare.com/disabled-parking

Hospital transport
The NHS does not generally provide transport for non-emergency visits to hospital. This is where community transport schemes can help. If there isn’t a scheme that can help you, transport may be provided for medical reasons if you are unable to use any other form of transport.

If you think you might be eligible for free patient transport, or want advice on getting to your hospital appointment, then call the Dorset Patient Transport Bureau on 0300 777 5555 or email info@dorsetptb.co.uk. The Bureau is open Monday to Friday, 8.00am to 6.00pm. For more information, visit www.dorsetptb.co.uk

Information and advice about services

As well as this Directory, there is a range of places where you can ask for information and advice about services.

Partnership for Older People Programme (POPP)
One of the services provided by POPP is a network of people called ‘Wayfinders’.

The role of the Wayfinders is to help any adult to live at home by signposting to services that can help.

They can provide information on a range of areas, such as welfare benefits and pensions, social activities, exercise opportunities, transport, lunch clubs, coffee mornings and much more.

Wayfinders base themselves in convenient locations such as libraries, GP surgeries, community pharmacies or supermarkets, so you can find them easily and ask for their help. The service they provide is free.

Unfortunately, Wayfinders do not currently operate in Bournemouth or Poole.

Call 01305 548111 or 01202 946111 to speak with a POPP Wayfinder, or email poppadmin@helpandcare.org.uk

Safe and Independent Living (SAIL)
SAIL offers residents of Dorset free support, services or information to help keep you safe and independent in your own home. It is run in partnership by the local authorities, Dorset & Wiltshire Fire and Rescue Service, Dorset Police, voluntary organisations, local groups and services, Dorset Energy Advice Service Centre, Age UK, and the local health service.

SAIL can provide you with additional support, services or information, including:

- fitting free smoke detectors and having a home safety check;
- a home energy check and information about grants for insulation;
- benefit checks to ensure that you are receiving everything you are entitled to;
- debt advice;
- signposting to local social opportunities such as lunch clubs, exercise classes or learning centres; and
- signposting to falls prevention services.

For further information and advice, visit www.mylifemycare.com/Safe-and-independent-living or call 01305 269444.
Living with dementia

The term ‘dementia’ describes a collection of symptoms, which may include a decline in memory, reasoning and communication skills, mood changes, and a gradual loss of skills needed to carry out daily activities.

Symptoms are caused by changes in the brain, often due to certain conditions like Alzheimer’s disease.

Dementia can affect people of any age, but is most common in older people. Dementia is a progressive condition. It can start with small changes such as memory loss (although this is not always a symptom of dementia). The rate of progression varies and each person will experience dementia differently.

Diagnosis first steps – see your GP
People experiencing memory loss and dementia may become isolated from those around them and from sources of help and support. It is therefore essential that if you, or someone close to you, has symptoms of memory loss or dementia, you seek a proper diagnosis from a GP.

Memory Support and Advisory Service
Alzheimer’s Society provides a Memory Support and Advisory Service across Dorset. Memory Advisers will provide expert practical guidance and support to people affected by dementia or people concerned about their memory.

If you’re concerned about your memory, Advisers can support you through the diagnosis process. If you have a diagnosis of dementia, they can help you understand the condition, cope with the day-to-day challenges it brings, and prepare for the future. This includes helping you to access other support services, and build support networks within your community.

The aim is for you to feel supported and to maintain independence, choice and control over your life. Memory Advisers can also support carers of people with dementia, providing useful information, advice and signposting to local support services.

If you would like to know more about the Memory Support and Advisory Service, please call 0300 123 1916 or email dorset@alzheimers.org.uk

Memory Cafés
Memory Cafés are places where people with dementia, their families and carers can meet. In a social setting, you can get information from experts and learn from the experiences of others. Many Cafés also organise activities and guest speakers. They are great places to get help and support or take a break.

A list of Memory Cafés can be found at www.mylifemycare.com/directory or by telephoning your local Adult Social Care department (contact details can be found on pages 52 and 53).
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 homes checklist on page 41.

Home 1
Home 2
Home 3

Fees per week
£
£
£

Quality rating*
A long-term condition is usually an illness that cannot be cured but its symptoms and complications can normally be controlled with treatment. Examples are arthritis, asthma, diabetes, epilepsy and high blood pressure. Long-term conditions can have an effect on your life in many ways, for example, your role within the family, your job, your accommodation and your finances.

My Health My Way is a free support service provided by the NHS to help you develop the confidence, knowledge and skills to tackle symptoms such as immobility, breathlessness, anxiety or daily pain.

More information about the service and how to register can be found at www.myhealthdorset.org.uk or by speaking to an adviser on 0303 303 0153.

Support if you are looking after someone

Checklist for carers

- Let your GP practice know
- Join the Carers Information Service
- Check you are getting the right benefits
- Contact your local Adult Social Care for help and advice for you and the person you support
- Get equipment advice from an Occupational Therapist

Many people do not think of themselves as carers, just someone looking after a relative, friend or neighbour. However, anyone who provides unpaid care and support to a friend or relative who could not manage without their help is a carer. Carers may be able to get practical or financial support, even if the person being cared for is not entitled to free social care support.

There are various services and groups that may be available, including:

- information and advice;
- a discount card for you to use at local businesses;
- an opportunity to take a break with replacement care;
- courses that will help you feel more confident to care;
- counselling sessions;
- carers’ coffee and chat groups;

- benefits advice for you and the person you care for – this could be used to make home adaptations, buy equipment or pay for respite care. Not all benefits are means-tested;
- the Carers in Crisis Scheme, which helps carers to set up a plan for what should be done in an emergency; and
- information and advice about equipment that can help.

Looking after someone can be a positive experience, but it can also be isolating and physically and mentally exhausting. As a carer you may have little time to look after your own health and wellbeing, letting your GP practice know that you are a carer will help your doctor look after your health. Should you need treatment or hospitalisation, your doctor will be able to give you information and advice. Being recorded as a carer on your confidential medical records also entitles you to a free flu vaccination.

Carers often experience back and neck conditions; stress related illness; recurrent or long-running viral infections. Looking after yourself is vital and will help you maintain your health and continue to care.

Joining the Carers Information Service, run by local councils allows carers to access a wide range of information and support, including special concessions and discounts. You should contact the council where the person you are caring for lives (even if this is not your local council).

Carers are also entitled to an assessment which will
help to identify help and support that is available. You should request this from the council where the cared-for person lives. It does not matter if the cared-for person is not having services from the council, or funding their own care.

The assessment looks at how caring affects your life, and helps to work out how you can do the things that are important to you and your family. It covers your caring role, your physical, mental and emotional health, and how caring affects your work, leisure, education, wider family and relationships. It can be done away from the person being cared for. If you share caring responsibilities with someone else, you can each ask for a separate carers’ assessment.

Remember, carers will be able to get support even if the person they care for does not currently receive help from the council, or they fund all their care.

You can find more information about support for carers in Dorset at www.mylicemycare.com/Dorset-carers or www.CRISPweb.org for Bournemouth and Poole.

To speak to someone, find out more about joining the Carers Information Service or to request an assessment, contact:

Bournemouth and Poole Carers Centre
Tel: 01202 458204

Dorset County Council, Dorset Direct
Tel: 01305 221016

You can also call NHS Carers Direct on 0300 123 1053 for more information about caring.

Resource for those supporting disabled children

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

Home choices

Most of us want to continue to live in our homes for as long as we can and there is lots of support to help with this. Many people who have considered leaving their home have found that, with the right help, they don’t need to. Information and advice to support you to continue living in your home can be found on www.mylicemycare.com or by contacting your local Adult Social Care department (details can be found on pages 52 and 53).

However, if you find you can’t manage in your home, there are other options that may work for you before you need to consider residential care, including:

Downsizing
You may find that your home is too large for your needs. The benefits of downsizing might include:
• reduced expenditure on utilities such as gas and electric;
• reduced living costs such as home insurance and maintenance;
• release of capital tied up in the house; and
• an opportunity to get a house more suited to your needs, for example a bungalow or a house with better access.

Retirement living
This is where you would own your own home in a purpose-built development. You will not need to worry about tasks such as gardening, window
cleaning and other property maintenance. Additional support is provided by a manager and a 24-hour emergency call response system. There is an emphasis on a communal environment, with the opportunity to socialise with other people and join in with activities and events on offer.

If you are thinking about retirement living, some things to consider include:

- any service charges that cover maintenance and management costs;
- running costs such as ground rent, council tax and utility bills; and
- costs for any additional services that might be available.

**Sheltered housing**

This could be ideal for you if you are mainly independent, but need some help and the security of having someone close at hand. Most sheltered housing schemes consist of 20 to 40 self-contained flats or bungalows, often with communal areas, such as a lounge and garden and organised social activities. They usually have a scheme manager, who may live on-site, and an alarm system to provide 24-hour emergency help.

**Extra care housing**

This is a form of sheltered housing with staff available 24-hours a day providing care and support. Extra care housing allows you to remain independent whilst providing you with peace of mind, knowing that help is at hand if you need it.

You can buy or rent your home and pay for the care you want separately, as and when you need it.

Extra care housing offers many facilities, often including a dining room, restaurant, communal areas, laundry, gardens, guest facilities and social activities.

**Supported living**

This is mainly for younger adults with care and support needs. It can be provided in a flat or house you rent or share, where support is arranged separately to the tenancy agreement.

The aim of supported living is to help you maintain or increase your independence over time. It does this by providing a package of support. This varies with individual need and ability and could be from a few hours a week to 24-hour support. Examples of support include:

- managing your home and finances;
- personal care and help with tasks such as shopping and cooking;
- accessing education opportunities;
- finding voluntary or paid employment; and
- taking part in social and leisure activities and community life.

**Supported accommodation**

This is for young people aged 16 to 25 who have care and support needs (aged 18 to 25 for those who are homeless, have a mental health condition or misuse drugs or alcohol). Supported accommodation helps you to get back on your feet and teaches valuable housing-related life skills. Supported accommodation can be your home for a maximum of two years, or less if you are ready to move on sooner.

Examples of support include:

- managing your home, including managing a tenancy;
- managing benefits, bills and finance;
- support with tasks such as shopping, washing and cooking;
- accessing education opportunities;
- accessing a doctor and dental services;
- finding voluntary or paid employment; and
- taking part in social and leisure activities and community life.

For further information, visit [www.mylifemycare.com](http://www.mylifemycare.com) or contact your local Adult Social Care department (details can be found on pages 52 and 53).
Choosing a care home

Care homes may be an option if you can’t manage at home and other housing options aren’t right for you. You will be looked after by trained staff and will have your own room.

However, they are not the right choice for everyone. You will get support and companionship, but you are likely to give up some independence. There will be compromises about what you can do and when, compared to living in your own home.

As well as thinking about whether or not a care home is right for you, you will also want to consider the cost. A care home (without nursing care) can cost anything from £500 to more than £2,000 a week.

We have found that many people go into a care home before they need to. If you move into a care home funded from your savings, there may come a time when you can no longer afford to stay there and you may need help from Adult Social Care. If this happens, we might be able to help, but we have a limit on how much we will pay for a care home place. This means that you might not be able to continue to stay in the care home of your choice.

It is clear that moving into a care home is a big decision. If you think it might be right for you, talk to your local Adult Social Care department first. They will talk to you about your needs and give independent advice on the best choice for you, see page 42 for information on assessments.

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings. The reports are available from the care service or the CQC (visit www.cqc.org.uk). Further information about the CQC can be found on page 47.

Drumconner Care Home displays beautiful period features and is set in award-winning gardens, all of which make for a welcoming and appealing location for guests and residents. Located on Poole Road, not far from Bournemouth Town, Drumconner Care Home has all of the Peacefulness of a country retreat with the convenience of nearby seaside.

What makes Drumconner different to other Nursing Homes?
- Professionally trained nursing and palliative care
- Dedicated, compassionate & caring staff
- Professionally prepared, quality meals, catering for all dietary needs
- Homely, relaxed atmosphere
- Safe, secure and tranquil surroundings by the Dorset seaside
- Activities and entertainment
- Tailored excursions & day trips
- Complimentary Therapist
- Beautiful, spacious rooms and landscaped gardens

01202 761420 | bournemouth@drumconner.co.uk | drumconner.co.uk

Drumconner Bournemouth, 20 Poole Road, Westbourne, Bournemouth, Dorset, BH4 9DR
Types of care home

Care homes offering personal care only
If you require 24-hour care in a home but don’t need nursing care, subject to a needs assessment, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving and must be paid for in full if your capital/savings exceed £23,250. If you have less than this amount, we may be able to assist with funding if we agree living in a care home is the best way of meeting your needs.

Care homes with nursing
Care homes with nursing provide the same personal care as a care home, but with nursing staff on duty 24-hours a day. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager 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 care home. You will be fully involved in planning your care needs.

If a care home providing nursing care is the best solution for you, the social worker will 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 £155.05 per week.

The figures mentioned here may change after April 2018, check with Adult Social Care after this date. See page 43 for more information on paying for your care.

If you are looking for a care home for someone with dementia (with or without nursing), there are some homes that specialise in this. They may have staff that have been specifically trained and an environment that is better suited to residents living with dementia.

Out of area care options

You can choose a care home outside the area you currently live in. You may want to be closer to friends or family or you may want to relocate to another part of the country. Speak to your local council for more information on out of county care.

If you’re self-funded (paying for your own care), you have freedom of choice. However, it is important that you have considered whether the local authority will agree that you meet the eligibility criteria for a care home placement if your savings fall below the capital limit. If the local authority will not fund the placement, or the home is unable to meet the local authority rate, you need to bear in mind that the possibility of needing to move to an alternative home increases substantially.
The Luxurycare Group proudly operate four care homes in Bournemouth and Poole, two of which have been rated as outstanding by CQC which means that these are in the top 1% of all Care Homes in the UK.

All of our Care Homes are as individual as the people who call them home. They all benefit from the same support, training and attention to detail but still have their own characters.

Being warm, safe and secure, we happily provide care across the spectrum from nursing through to residential as well as dementia residential.

Aranlaw House
01202 763367
claire.birch@luxurycare.co.uk
26 Tower Road, Branksome Park, Poole BH13 6HZ

Regency Manor
01202 715760
sam.hoskins@luxurycare.co.uk
16-17 Blair Avenue, Lower Parkstone, Poole BH14 0DA

Seabourne House
01202 428132
lorraine.stanley@luxurycare.co.uk
1 Clifton Road, Southbourne, Bournemouth BH6 3NZ

Birds Hill Nursing Home
01202 671111
maggie.tomlin@luxurycare.co.uk
25 Birds Hill Road, Poole BH15 2QJ

Come and visit our Outstanding Care Homes

www.luxurycare.co.uk
We suggest that you take paper with you when visiting care homes so that you can make notes.

<table>
<thead>
<tr>
<th>Staff</th>
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</thead>
<tbody>
<tr>
<td>What is the minimum number of staff that are available at any time?</td>
</tr>
<tr>
<td>Are staff respectful, friendly and polite?</td>
</tr>
<tr>
<td>Do staff have formal training?</td>
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<tr>
<td>Are the staff engaging with residents?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activities</th>
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</thead>
<tbody>
<tr>
<td>Can you get involved in activities you enjoy?</td>
</tr>
<tr>
<td>Is there an Activities Co-ordinator?</td>
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<tr>
<td>Does the home organise any outings?</td>
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<tr>
<td>Are residents escorted to appointments?</td>
</tr>
<tr>
<td>Do the residents seem entertained?</td>
</tr>
<tr>
<td>Does the home have a varied activities schedule?</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Life in the home</th>
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</thead>
<tbody>
<tr>
<td>Is the home adapted to suit your needs?</td>
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<tr>
<td>Can you bring your own furniture?</td>
</tr>
<tr>
<td>Are there enough plug sockets in the rooms?</td>
</tr>
<tr>
<td>Are there restrictions on going out?</td>
</tr>
<tr>
<td>Is there public transport nearby?</td>
</tr>
<tr>
<td>Does the home provide any transport?</td>
</tr>
<tr>
<td>Can you make/receive calls privately?</td>
</tr>
<tr>
<td>Can you decide when to get up and go to bed?</td>
</tr>
<tr>
<td>Does the home allow pets?</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal preferences</th>
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<tbody>
<tr>
<td>Is the home too hot/cold? Can you control the heating in your room?</td>
</tr>
<tr>
<td>Is the décor to your tastes?</td>
</tr>
<tr>
<td>Are there restricted visiting hours?</td>
</tr>
<tr>
<td>Is there somewhere you can go to be alone?</td>
</tr>
<tr>
<td>Does the home feel welcoming?</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do your fees cover all of the services and activities?</td>
</tr>
<tr>
<td>Are fees likely to change regularly?</td>
</tr>
<tr>
<td>Is the notice period for cancellation of the contract reasonable?</td>
</tr>
<tr>
<td>Could you have a trial period?</td>
</tr>
<tr>
<td>Can you keep your room if you go into hospital?</td>
</tr>
<tr>
<td>Can you handle your own money?</td>
</tr>
</tbody>
</table>

*See page 47.
Social care services

Eligibility for Adult Social Care services

There are three steps to assess whether you meet the criteria to be eligible for care and support from Adult Social Care:

**Step one**
To identify whether your needs are eligible for care and support from the council, we must consider if those needs are due to a physical disability or illness (including frailty), or a mental illness.

**Step two**
If you do have needs caused by a physical disability or mental illness, we must then consider whether that means you are unable to achieve two or more of the factors listed below:

- managing and maintaining nutrition;
- maintaining personal hygiene;
- managing toilet needs;
- being appropriately clothed;
- moving around and making use of your home safely;
- maintaining a habitable home environment;
- developing and maintaining family or other personal relationships;
- accessing and engaging in work, training, education or volunteering;
- making use of necessary facilities or services in the local community, including public transport and recreational facilities or services; and
- carrying out any caring responsibilities you have for a child.

The Government provides local authorities with the definition of ‘unable to achieve the factor’ as:

- unable to achieve it without assistance or prompting;
- able to achieve it without assistance, but doing so causes you significant pain, distress or anxiety;
- able to achieve it without assistance, but doing so endangers or is likely to endanger your health and safety or that of others, for example a member of your family; or
- able to achieve it without assistance, but it takes you significantly longer than would normally be expected.

**Step three**
If you do have needs caused by a physical disability or mental illness (step one) and you are unable to achieve two or more of the factors specified above (step two), we must assess whether this has a significant impact on your wellbeing.

To do this, we will consider how your needs have an impact on the following areas of your wellbeing:

- your personal dignity;
- your physical and mental health and emotional wellbeing;
- protection from abuse and neglect;
- your ability to control your day-to-day life;
- your social and economic wellbeing;
- your domestic, family and personal relationships;
- the suitability of your living accommodation;
- your contribution to society; and
- your participation in recreation, work, education, or training.

In making this judgement, we will do what we can to understand your needs in the context of what is important to you as an individual. We call these your outcomes.

The impact of needs may be different for different people, because what is important for one person’s wellbeing may not be the same for another.
Paying for care services

It is important to understand that most people will have to pay something towards the cost of their care. You may be eligible to receive financial support from the council if you have savings or capital of less than £23,250, subject to an assessment of your finances.

If you have more than £23,250 you are likely to have to cover the full cost of your care. Also, if you expect your capital to fall below £23,250 as a result of paying for care, the council may then help you with the cost, depending on an assessment of your finances.

What will you have to pay for your care?

Your home is not included in your financial assessment if you are receiving home care. If you are moving into residential care, the value of your home is included in the assessment of your capital unless one of the following still lives there:

- your partner (that is, your husband, wife or civil partner, or someone you live with as if they were your husband, wife or civil partner); or
- a relative who is over 60 or disabled; or
- a child under 16 who you, or a former partner, are responsible for.

How much will you have to pay?

You will need to ask Adult Social Care for an assessment of your care needs. This will define your eligible needs and how they will be best met. Any support options you consider must be able to meet these needs. We will also make an assessment of your financial situation. This determines how much we will pay, if anything, and how much you will have to pay.

If you have capital and savings between £14,250 and £23,250 you will be required to pay £1 a week towards your care fees for every £250 you have above £14,250. You may also need to contribute part of your income.

If your capital and savings are less than £14,250, and the support you choose charges fees that are within your local authority’s funding level, your contribution will be assessed only on your income.

To ask your local Adult Social Care department for an assessment, use the contact details on pages 52 and 53.

If you are moving into a care home or care home with nursing and, apart from your property, your capital and savings are less than £23,250, we may help with your care costs for the first twelve weeks. After this time, you can apply for a loan to help you whilst your property is being sold, this is called a twelve-week property disregard period (see page 44).

If you are moving into a care home and the council is contributing towards your care fees, your choice of care home will be limited to those that accept your local authority’s funding level. If you choose a more expensive home, you will have to arrange for a third party to ‘top-up’ the difference, see page 45 for more information.

Paying for your own care

Even if you know you will have to pay for it yourself, if you need care in your own home or are considering moving into a care home, you still qualify for a social care assessment by Adult Social Care. The assessment will make sure that your needs are identified.

If you are initially paying for your own care and your capital is likely to reduce to £23,250 as a result of paying your care fees, you must tell the council well in advance of this happening. They may then be able to help with your care fees (provided your care needs assessment has shown that you need support). They will carry out a financial assessment (see above) to confirm the date from which your funds fell below £23,250, and the amount they, and you, will pay towards your care.
If you are in residential care and the home you have chosen charges more than your local authority will pay, you must find someone to pay the difference – a ‘top-up’ payment. Whoever does this, whether a family member or a charity, they should understand that the cost could increase, and that they will have to pay the top-up for as long as necessary. If you cannot find someone to help you meet the extra cost, you may have to move to a home within your local authority’s funding levels.

Understanding your rights before choosing your support is essential. It is important to seek financial and legal advice about the various options you may have before committing yourself. The Money Advice Service offers free and impartial advice about finances. Call 0800 138 7777 or visit www.moneyadviceservice.org.uk

**Attendance Allowance**
This is a non-means-tested, non-taxable benefit from the Department for Work and Pensions (DWP). It’s paid at the lower rate of £55.10 a week if you need care by day or night and at the higher rate of £82.30 a week if you need care during the day and night. Everyone who needs care can, and should, claim Attendance Allowance. If you are paying the full cost of residential care, with or without nursing care, you will be entitled to the higher rate.

**NHS Nursing Care Contribution**
Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to NHS Nursing Care Contribution, sometimes known as Funded Nursing Care, towards the cost. It is not means-tested and is currently £155.05 a week. This is paid directly to the home.

**Twelve-week property disregard**
The council may help with the cost during the first twelve weeks of permanent residential care, provided the assessment has shown that this is the kind of care you need. This is called the ‘property disregard’ period.

This can apply if:

- your former home is included in your financial assessment;
- your other capital is less than £23,250; and
- your income is not enough to meet your care home fees.

**Deferred payment agreements**
After the twelve-week property disregard period, the council may be able to continue to help you with the cost of your care. If you are eligible, they will charge any financial help given against the value of your home. This means the amount paid will be taken back once your property has been sold or from your estate. There may be a limit on how much the council will pay and you may still have to make a contribution from your income. You should not have to sell your home in your lifetime to pay for your care.

It may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the DWP.

**Whatever your circumstances**

**Remember:**

- it is just your own financial circumstances that are assessed, not your partner’s;
- your assessment will be made up of two elements; a care needs assessment and a financial one; and
- a care home with nursing will generally be more expensive than a care home.

**Consider claiming:**

- Income Support;
- Pension Credit; and
- Savings Credit (if you are over 65).

**Definitely claim:**
Attendance Allowance, worth either £55.10 or £82.30 a week depending on your care needs.

**Moving into a care home with nursing?**
You may be eligible for the NHS Nursing Care Contribution – currently £155.05 a week.

**Always seek advice:**
Independent help is available to guide you through
your financial options. There may be a number of solutions to retaining your capital whilst paying for care. You can contact the Money Advice Service on 0800 138 7777 for free and impartial advice.

Some of the figures mentioned here may change in April 2018. After this date, please check www.gov.uk for up-to-date figures.

Third party payments (top-ups)

Some care homes and care homes with nursing charge fees that are higher than the maximum amount Adult Social Care can contribute. If the council is contributing towards your care home fees and you choose to move into a home which charges a higher fee, the difference between the two amounts is paid by a third party, usually a relative. Third party payments are sometimes referred to as ‘top-up’ payments.

As the name suggests, this payment must be made by someone other than yourself or Adult Social Care. It can be a relative or friend, but it cannot be a ‘liable relative’, i.e. someone whose financial situation has been taken into account when your financial assessment was carried out by us.

The general rule is that you cannot use your own money to fund a third party payment except in certain specific circumstances. These are:

- when you are eligible for the twelve week property disregard (see page 44); or
- where we have agreed to a deferred payment (see page 44).

It is recommended that you seek independent financial and legal advice if you are considering these options. If you need further advice about how a top-up to your care home fees might be arranged, please discuss this with your care manager.

If you move to a care home where a third party payment is required, the person who will make the payment on your behalf must sign a contract with the council before the contract with the home is signed. In doing so they must confirm that they have the financial means to make the third party payments (including any future increases) for the whole time you will live at the care home.

If you are already a resident in a care home, and no third party agreement was required at the time you became a resident, the home may seek to introduce a third party payment at a later date. Also, if a change to your arrangements is made at your request or with your agreement, for example you move to a superior room, then an additional third party payment can become due.
Third party payments (top-ups) continued

A third party payment can only be increased once in any financial year. You should receive at least one month’s notice that the third party payment is to increase.

Care fees can increase
It is usual for the fees charged by providers to increase each year. If you are not paying your own fees, the amount that Adult Social Care can contribute may not increase at the same rate as the home fees increase. If this happens, speak to the council about your options.

If you are already living in a care home, plan ahead and find out what help you can get from the council if your savings fall below the £23,250 limit, explained on page 43.

Financial care planning

Depending on your circumstances, you may not qualify for funding from the council. Even if you do, the amount you receive may not be enough to completely cover your care costs. If this happens, you will need to think about how you are going to pay towards your care costs or even pay for it all yourself. Financial information and advice is fundamental to enable you to make well-informed choices about how to pay for care and to help you understand how your resources can be used flexibly to fund a wide range of care options.

There are some regulated financial advisers who specialise in care funding advice, often referred to as specialist care-fee advisers.

Specialist care-fee advisers can help you to consider the options available when it comes to funding your long-term care. They are regulated by the Financial Conduct Authority (FCA) and they may be accredited members of the Society of Later Life Advisers (SOLLA). They must stick to a code of conduct and ethics and take responsibility for the suitability of any product they recommend.

The Society of Later Life Advisers can help you to find an adviser in your area who is qualified to offer independent advice and who specialises in financing long-term care and equity release.

For further information, go to www.societyoflaterlifeadvisers.co.uk or telephone 0333 202 0454.

NHS Continuing Healthcare

NHS Continuing Healthcare is provided solely by the NHS if you have extensive and primary healthcare needs. This is free of charge, wherever it is delivered and can be provided in any setting. In your own home, the NHS funds all care required to meet your assessed needs. In a care home, the NHS makes a contract with the home and pays the full fees for your accommodation as well as your care.

You can ask for an assessment by health and social care professionals who will visit you to identify and prioritise your needs. The assessment will be used to decide what services will be provided and where, and who funds them.

Regular reviews will be carried out and, if your needs change, your care and/or funding arrangements will change to meet them. Contact the Dorset Clinical Commissioning Group (CCG) for more information (see page 52 for contact details of the relevant office for your area).
A Personal Budget is the money a council allocates to an individual to meet their care and support needs. If you have been assessed as eligible to receive support from your local council, you will be advised of your Personal Budget amount.

Direct Payments are one of the ways that you can choose to receive your Personal Budget if you are eligible. This means having money paid into a specific Direct Payments bank account (that you will need to set up) or into a holding account arranged by Adult Social Care services. You can then use this money to purchase your own care, rather than us arranging it for you.

Direct Payments give you choice and control over your care and you can use your Personal Budget to buy services directly from your chosen provider; you cannot use it to buy healthcare or long-term residential care.

You can also receive an Individual Service Fund (ISF) where you choose a provider (not the council) to look after your Personal Budget. The provider uses your Personal Budget to arrange services and support for you. You can buy services and support from your chosen providers. With an ISF, you get choice and control over your support without having to manage the money yourself.

Some people use their money to buy care or support from agencies or organisations, to help with everyday tasks, such as washing or getting dressed. Other people might employ a personal assistant.

Alternatively, your outcomes may be focused around other areas of life, for example leisure and social activities, and in this case you may wish to purchase day care or recreational pursuits.

For more information, visit www.my lifem ycare.com/personal-budgets or speak to your social worker or care manager.

Have your say

Inspecting and regulating care services

Health and social care services must be registered to show that they meet a set of standards.

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

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meet the CQC’s five key questions: Is the service safe? Effective? Caring? Responsive to people’s needs? Well-led? Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.
The alternative is for you to make decisions yourself ahead of the difficult times which you may face in the future in the form of a Lasting Power of Attorney (LPA) for either your financial or welfare affairs or both. An LPA enables you to appoint people of your choice to handle your affairs and gives your personal authority to them to act with greater ease on your behalf.

It is important to note that if you have already made an Enduring Power of Attorney it will probably still be effective, but it would be sensible to take advice on whether a welfare LPA would suit your future needs.

Trethowans LLP has a large established team, ready to give you the benefit of their experience, understanding and professionalism.

To arrange an initial discussion, please contact Paula Arnold or Martha Swann on 01202 673 071.

It would be nice to think that your retirement and old age will be worry free. It can be. Advance thought and preparation can pay dividends for you and your loved ones at a time when you may be less able to cope by yourself.

Some people are lucky enough never to need help with their financial or personal arrangements. For many, though, health issues or general slowing down in old age mean that decisions and action on day to day matters (which seem routine when you were younger and fitter) need to be taken by someone else on your behalf.

If you take no steps to make arrangements yourself then the only course of action may be the appointment of a Deputy through the Court of Protection. The Court will oversee the actions of your Deputy and complicated work is necessary to comply with the Court’s requirements. A level of formality is needed which can seem harsh and intrusive, not to mention expensive.
Advocacy

Advocacy is a way for people to tell others what they want when they might not be, or feel, able to do so on their own.

An advocate gets to know your views and wishes and gives you support to tell others what these are.

Family and friends or health and social care staff can help you speak up. But it may be difficult if you have different ideas about what you want.

An independent advocate helps you to:

• express your views and concerns;
• access information and services;
• explore choices and options; and
• defend and promote your rights and responsibilities.

They speak for you without judging you or giving you their views and opinions.

Advocacy support services can be found at [www.mylifemycare.com/directory](http://www.mylifemycare.com/directory) or by contacting your local Adult Social Care department (details can be found on page 52). If you are seeking help from Adult Social Care and you appear to need the support of an advocate, we have a duty to provide you with one throughout the process.

Comments, compliments and complaints

All organisations need to know how they are performing. They are happy to receive your feedback on their service, whether it is a compliment or complaint. Feel free to tell them what you think and your comments can be used constructively to improve the service.

If you do need to make a complaint, you should feel able to complain about any aspect of your care that affects your happiness or comfort. This could be about the way you are treated by a staff member or the quality of the food you are served. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be difficult for you. Providers are required under essential standards of quality and safety to have a simple and easy to use complaints procedure that they will be happy to give you. If you are concerned about the care that you, a friend or a relative is receiving, it makes sense to speak to the manager before you take any further action. The problem may be resolved quite easily once they are made aware of it.

However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Comments, compliments and complaints continued

If Adult Social Care has arranged and funded your care, another option is to complain to your social worker/care manager or the complaints manager in your local council:

The Adults’ Complaints Manager
Bournemouth Borough Council,
North Bournemouth Local Office,
Room 9, 27 Slades Farm Road,
Bournemouth BH10 4ES
Tel: 01202 458953
Email: socialcarecomplaints@bournemouth.gov.uk

The Complaints and Improvement Officer
Commissioning and Improvement – People Services,
Borough of Poole, Civic Centre, Poole BH15 2RU
Tel: 01202 261159
Email: comments.adultsocialcare@poole.gov.uk

The Complaints Manager
Dorset County Council Adult and Community Services, County Hall, Colliton Park,
Dorchester DT1 1XJ
Tel: 01305 221061
Email: dorsetdirect@dorsetcc.gov.uk

Healthwatch

Healthwatch is the independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both a national and local level and will make sure that the views of the public and people who use services are taken into account.

Dorset Healthwatch represents the views of people who use services, carers and the wider public on the Health and Wellbeing boards set up by local authorities, provides information and signposting about local health and care services and reports concerns about the quality of healthcare to Healthwatch England. Healthwatch England can then recommend that the Care Quality Commission take action.

Contact Healthwatch Dorset in person at any Citizens Advice Bureau in Bournemouth, Dorset or Poole. To find your local office please see www.citizensadvice.org.uk or the useful contacts section of this Directory on page 52.

Write to your local Healthwatch (free) at:
Freepost RTJR-RHUJ-XBLH,
Healthwatch Dorset,
896 Christchurch Road,
Bournemouth BH7 6DL
Tel: 0300 111 0102
(calls cost the same as to 01 or 02 numbers)
Web: www.healthwatchdorset.co.uk

Further developments regarding Healthwatch England can be found at www.healthwatch.co.uk
Dorset Care Homes Association

Dorset Care Homes Association is a dynamic association dedicated to achieving positive outcomes for care homes and care homes with nursing in the Bournemouth, Dorset and Poole area. DCHA was inaugurated in August 2012 and, by becoming a member, providers have the opportunity to join like-minded organisations, who are committed to providing the best care possible, whilst ensuring business efficiency. Membership gives providers direct access to a wealth of information on numerous relevant topics, and to join a wider voice able to influence the decisions of commissioners, amongst others.

Our Association members strive to meet the highest standards and quality ratings with the Care Quality Commission (CQC), our industry regulator. Individual homes’ CQC reports are visible online at the CQC website, www.cqc.org.uk

Please visit our website www.dorsetcare.co.uk to find out more.

The Registered Nursing Homes Association

Good nursing homes continue to provide a safe, comfortable, caring environment for anyone requiring nursing – whether long-term or for short-stay respite, convalescence, or rehabilitation.

The nursing home of today is a far cry from the outdated perception of latter years. Today’s nursing home combines an ambience of the client’s personal home, with quality furnishings and surroundings, together with a warm caring atmosphere backed up by qualified, professional nursing staff. A total package of care is provided, designed exclusively for the individual, which encompasses social, medical and welfare needs.

It may be that you are making the choice, or more likely nowadays, a family member or close friend is looking on your behalf.

There is one level of comfort that can go a long way to removing some of the concerns of placement – choosing a ‘Blue Cross’ home.

What should you expect from a quality ‘Blue Cross’ home?

• 24-hour nursing services provided by a team led by a qualified nurse.

• Accommodation furnished and equipped to provide comfortable ‘homely’ surroundings. Most homes have lifts, lounges, dining rooms and gardens/conservatories.

• General welfare, social and occupational therapy activities designed to enhance the client’s quality of life.

• Compassionate, palliative, and end of life care working with the client, the relatives, and under professional medical direction.

The most important consideration from your perspective is that the nursing home provides a holistic approach to care – all aspects of health are taken into consideration and the use of NHS or GP resources ensures prompt action. If you are frail or elderly, detecting health problems, and responding early, stops you suffering unnecessary pain or discomfort and prevents avoidable traumatic admission to hospital.

The Registered Nursing Homes Association
Derek Whittaker House, Tunnel Lane, off Lifford Lane, Kings Norton, Birmingham B30 3JN
Freephone: 0800 074 0194
Tel: 0121 451 1088 • Fax: 0121 486 3175
Email: frankursell@rnha.co.uk
Web: www.rnha.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Other useful contacts

Age UK
Independent charitable organisation dedicated to promoting the wellbeing of all older people.

Age UK Bournemouth
700 Wimborne Road, Winton, Bournemouth, Dorset BH9 2EG
Tel: 01202 523300

Age UK Dorchester
Rowan Cottage, 4 Prince of Wales Road, Dorchester, Dorset DT1 1PW
Tel: 01305 269444

Age Concern Poole
Old Rope Walk, Blandford Road, Poole, Dorset BH15 4AU
Tel: 01202 666195

Alzheimer’s Society
Leading the fight against dementia.
National Dementia Helpline: 0300 222 1122
Email: enquiries@alzheimers.org.uk

Care Choices
Publisher of Care Services Directories around the country, helpful website for care seekers.
Tel: 0800 389 2077
Web: www.carechoices.co.uk

Care Quality Commission
The independent regulator of health and adult care in England.
The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Tel: 03000 616161
Contact form: www.cqc.org.uk/contact-us/general-enquiries/contact-us-using-our-online-form
Web: www.cqc.org.uk

Citizens Advice Bureaux (CABs)
Help people resolve legal, money and other problems by providing free, independent and confidential advice.

Bournemouth and Poole
Tel: 03444 111 444

Dorset
Tel: 03442 451 291

Disabled Living Foundation (DLF)
DLF is a national charity providing impartial advice, information and training on independent living.
Helpline: 0300 999 0004 • Email: info@dlf.org.uk
Web: www.dlf.org.uk

Dorset Clinical Commissioning Group
Canford House, Discovery Court Business Centre, 551-553 Wallisdown Road, Poole BH12 5AG
Tel: 01202 541400

Vespasian House, Barrack Road, Dorchester DT1 1TG
Tel: 01305 368900
Email: feedback@dorsetccg.nhs.uk

My life my care
See page 4 for further details.
Web: www.mylifemycare.com

Adult Social Care departments

Bournemouth Care Direct
Bournemouth Borough Council,
Customer Services Centre, St Stephen’s Road,
Bournemouth BH2 6EB
Tel: 01202 454979
Email: caredirect@bournemouth.gov.uk
Web: www.mylifemycare.com

Dorset County Council
Adult and Community Services,
Colliton Park,
Dorchester,
Dorset DT1 1XJ
Tel: 01305 221016
Email: adultaccess@dorsetcc.gov.uk

For assistance with finding care and support, call Care Choices on 0800 389 2077
Adult Social Care departments continued

Poole Adult Social Care Help Desk
Borough of Poole, Civic Centre Annexe,
Poole BH15 2RU
Tel: 01202 633902
Email: sscheckdesk@poole.gov.uk
Web: www.mylifemycare.com
Information factsheets:
www.poole.gov.uk/adultsocialcarefactsheets

Independent Living Centres

Mi-Life: Greenwood Independent Living Centre
Maiden Castle Road,
Dorchester,
Dorset DT1 2ER
Tel: 0333 003 0010
Email: millifegreenwood@millbrookhealthcare.co.uk

The Blandford Mi-Life Centre
Millennium House, Sunrise Business Park,
Higher Shaftesbury Road, Blandford DT11 8ST
Tel: 0333 777 3693
Email: DorsetHIAContactUs@millbrookhealthcare.co.uk

Complaints advice

Adult Social Care
Bournemouth Borough Council
Adults’ Complaints Manager
Tel: 01202 458953

Borough of Poole
Complaints and Improvement Officer, Adult Social Care
Tel: 01202 261159

Dorset County Council
Adult and Community Services Complaints Manager
Tel: 01305 221061

NHS Dorset Clinical Commissioning Group
Complaints Department
Tel: 01305 368926
Email: complaints@dorsetccg.nhs.uk

Sight and Hearing Centres

Bournemouth Blind Society
Sight and Hearing Resource Centre,
5 Victoria Park Road, Moordown,
Bournemouth BH9 2RB
Tel: 01202 546644

Dorchester Sight and Sound Centre
Mi-Life: Greenwood Independent Living Centre,
Maiden Castle Road,

Dorchester DT1 2ER
(visit by appointment only)
Tel: 0333 003 0010

Volunteering services

Bournemouth Volunteer Centre
Tel: 01202 466130
Web: www.bournemouthcvs.org.uk

Poole Volunteer Centre
Tel: 01202 682046
Web: www.poolevolunteercentre.org.uk

Volunteer Centre Dorset
Tel: 01305 269214
Web: www.volunteeringdorset.org.uk

A countywide list of home care providers
starts on page 20.
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
<td>Older people (65+)</td>
</tr>
<tr>
<td>D</td>
<td>Dementia</td>
</tr>
<tr>
<td>PD</td>
<td>Physical disability</td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
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<tr>
<td>SI</td>
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<tr>
<td>YA</td>
<td>Younger adults</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

For assistance with finding care and support, call Care Choices on 0800 389 2077
CHERRY TREE LODGE
100 Wick Lane, Southbourne, Bournemouth BH6 4LB
Tel: 01202 429326

CLARENDON HOUSE
36 Crabton Close Road, Boscombe, Bournemouth BH5 1HN
Tel: 01202 396933

CLIFTON HOUSE
1 Grantley Road, Boscombe, Bournemouth BH5 1HW
Tel: 01202 393385

CLIFTON LODGE – SOUTHBOURNE
16-18 Clifton Road, Bournemouth BH6 3PA
Tel: 01202 428598

COASTAL LODGE – TRICURO
6 Knyveton Road, Bournemouth BH1 3QR
Tel: 01202 451540

COLINDALE CARE HOME
1 Richmond Park Avenue, Bournemouth BH8 9DL
Tel: 01202 514733

CONISTON LODGE
43 Beaufort Road, Southbourne, Bournemouth BH6 5AS
Tel: 01202 421492

CRESCENT CARE HOME WITH NURSING, THE
27-29 Meyrick Park Crescent, Bournemouth BH3 7AG
Tel: 01202 553660

DALVEY HOUSE
35 Belle Vue Road, Southbourne, Bournemouth BH6 3DD
Tel: 01202 423050

EILAT
106 Lowther Road, Bournemouth BH8 8NS
Tel: 01214 576860

ELMS, THE
28 Elmway, Southbourne, Bournemouth BH6 3HU
Tel: 01202 431886

EVERGREENS, THE
2 Berkeley Road, Talbot Woods, Bournemouth BH3 7JJ
Tel: 01202 526925 Advert page 56

FAIR HAVEN
23 Knyveton Road, Bournemouth BH1 3QQ
Tel: 01202 553503

FAIRWAYS RESIDENTIAL CARE HOME
18 Wharncliffe Road, Boscombe, Bournemouth BH5 1AH
Tel: 01202 395435

FLORENCE LODGE
23-25 Florence Road, Boscombe, Bournemouth BH5 1HU
Tel: 01202 397094

GLAMIS AVENUE
9 Glamis Avenue, Bournemouth BH10 6DW
Tel: 01202 575100

GLENHURST MANOR
44a West Cliff Road, Bournemouth BH4 8BB
Tel: 01202 761175

HANNAH LEVY HOUSE TRUST
15 Poole Road, Bournemouth BH2 5QR
Tel: 01202 765361

HELENE LODGE
115 Talbot Road, Winton, Bournemouth BH9 2JE
Tel: 01202 948785

HIGHVIEW RESIDENTIAL HOME
42-44 Foxholes Road, Southbourne, Bournemouth BH6 3AT
Tel: 01202 428799

IVY LODGE
212a Howeth Road, Ensbury Park, Bournemouth BH10 5NZ
Tel: 01202 593593

JAMES BURNS HOUSE – CARE HOME PHYSICAL DISABILITIES
Greenways Avenue, Bournemouth BH8 0AS
Tel: 01202 523182

KINGS HOUSE
1 Earle Road, Westbourne, Bournemouth BH4 8JQ
Tel: 01202 764455

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

Visit www.carechoices.co.uk for further assistance with your search for care
A Residential Care Home in prestigious Talbot Woods with a reputation for the highest standards of care.

- Luxurious en-suite rooms
- Lovely conservatory and level south-facing gardens
- Delicious home-cooked food using seasonal ingredients
- Full range of activities and outings
- Relatives and friends always welcome

More than just care, a very personal service.

2 Berkeley Road, Talbot Woods, Bournemouth BH3 7JJ
Email: evergreenscarehome@gmail.com

Tel: 01202 526 925

For more information and latest news visit our website at www.evergreenscarehome.co.uk
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<td>Older people (65+)</td>
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<tr>
<td>Younger adults</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

**Bournemouth care homes continued**

**KNYVETON HALL REST HOME**
34 Knyveton Road, Bournemouth BH1 3QR  
Tel: 01202 557671  
OP

**LIAM HOUSE**
13 Spencer Road, Bournemouth BH1 3TE  
Tel: 01202 294148  
OP LDA SI YA

**LINKFIELD COURT (BOURNEMOUTH) LTD**
19 Knyveton Road, East Cliff, Bournemouth BH1 3QG  
Tel: 01202 558301  
OP D PD YA

**LOWTHER ROAD**
35 Lowther Road, Charminster, Bournemouth BH8 8NG  
Tel: 01202 391610  
LDA YA

**LYNDALE**
2 Alumdale Road, Westbourne, Bournemouth BH4 8HX  
Tel: 01202 764425  
MH

**MARION HOUSE**
40 The Avenue, Bournemouth BH9 2UW  
Tel: 0207 452 2000  
OP LDA YA

**MEYRICK LODGE**
3 Meyrick Park Crescent, Bournemouth BH3 7AG  
Tel: 01202 911718  
LDA SI

**MILTON GRANGE**
9 Milton Road, Charminster, Bournemouth BH8 8LP  
Tel: 01202 554351  
D

**MILTON LODGE RESIDENTIAL CARE HOME**
32 Milton Road, Charminster, Bournemouth BH8 8LP  
Tel: 01202 556873  
OP D

**NIGHTINGALE**
46-48 Stourcliffe Avenue, Bournemouth BH6 3PX  
Tel: 01202 419537  
LDA YA

**NIGHTINGALES RESIDENTIAL HOME**
24 Foxholes Road, Southbourne, Bournemouth BH6 3AT  
Tel: 01202 429515  
OP D MH

**OVERCLIFF HOUSE**
2 Cellars Farm Road, Southbourne, Bournemouth BH6 4DL  
Tel: 01202 424929  
OP D MH

**PIERS, THE**
166 Columbia Road, Ensbury Park, Bournemouth BH10 4DT  
Tel: 01202 734857  
PD LDA YA

**PINEHAVEN**
23 Parkwood Road, Boscombe BH5 2BS  
Tel: 01202 427941  
LDA

**PINEHURST REST HOME**
4 Harvey Road, Boscombe, Bournemouth BH5 2AD  
Tel: 01202 418744  
OP

**PINES RESIDENTIAL CARE HOME, THE**
39 Portchester Road, Charminster, Bournemouth BH8 8JU  
Tel: 01202 555048  
D LDA

**PORTELET HOUSE CARE HOME**
22 Grand Avenue, Southbourne, Bournemouth BH6 3SY  
Tel: 01202 422005  
OP D MH

**PORTELET LODGE CARE HOME**
42 Westby Road, Boscombe, Bournemouth BH5 1HD  
Tel: 01202 398982  
OP D MH

**PRIMROSE LODGE SOUTHBORNE**
42 St Catherine’s Road, Southbourne, Bournemouth BH6 4AD  
Tel: 01202 429514  
OP

**REDCROFT**
255 Belle Vue Road, Southbourne, Bournemouth BH6 3BD  
Tel: 01202 485597  
LDA

**RESIDE AT SOUTHWOOD**
36-40 Southwood Avenue, Southbourne BH6 3QB  
Tel: 01202 422213  
OP D

**RETIRED NURSES NATIONAL HOME**
Riverside Avenue, Bournemouth BH7 7EE  
Tel: 01202 396418  
OP

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Summerhayes is a privately owned residential home situated in Bearcross, Bournemouth that has been under the same ownership since 1987. We provide 24 hour continuous care for permanent residency and respite care. We can accommodate up to twenty elderly residents. We strive to maintain a homely atmosphere at Summerhayes and we are happy to accommodate residents’ own furniture and pictures. We also offer Day Care.

Summerhayes is situated on the Wimborne Road close to the bus routes and amenities in the Kinson area. Summerhayes is registered with the Care Quality Commission (CQC).

Avonwood Manor Poole
Nursing Care for Older People
31-33 Nelson Road, Poole
BH12 1ES
01202 763183
www.avonwoodmanor.co.uk
info@avonwoodmanor.co.uk

Chestnut Court New Milton
Residential Care for Older People
9 Copse Road, New Milton
BH25 6ES
01425 620000
www.chestnutcourtcarehome.co.uk
info@chestnutcourt.co.uk

Windsor Court Bournemouth
Newly Refurbished Residential Care Home
34 Bodorgan Road, Bournemouth
BH2 6NJ
01202 554637
www.windsorcourtcare.org.uk
info@windsorcourtcare.org.uk

We believe our clients deserve a quality lifestyle that respects their dignity and independence providing assurance and peace of mind to their loved ones. Our family owned homes are warm and welcoming; offering a professional, caring and compassionate approach in a safe environment, specialising in the care of the elderly and those with dementia or Alzheimer’s.

The experienced home manager and skilled professional team deliver consistently high quality care. Each home is designed to give residents a place to live where they can enjoy a quality of life similar to living in a family home with an open door policy for visits from relatives and friends.
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Telephone</th>
<th>Advert Page</th>
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<tr>
<td>RICHMONDWOOD RESIDENTIAL CARE HOME</td>
<td>OP</td>
<td>19 Richmond Park Avenue, Queens Park, Bournemouth BH8 9DL</td>
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<tr>
<td>RIVERVIEW CARE HOME</td>
<td>LDA YA</td>
<td>Throop Road, Bournemouth BH8 0DG</td>
<td>01202 516411</td>
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<tr>
<td>SEABOURNE HOUSE CARE HOME</td>
<td>OP D</td>
<td>1 Clifton Road, Southbourne, Bournemouth BH6 3NZ</td>
<td>01202 428132</td>
<td>Advert page 40</td>
</tr>
<tr>
<td>SEACLIFF CARE HOME</td>
<td>OP D</td>
<td>9 Percy Road, Boscombe, Bournemouth BH5 1JF</td>
<td>01202 396100</td>
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<tr>
<td>SHALDEN GRANGE</td>
<td>OP</td>
<td>1-3 Watkin Road, Boscombe, Bournemouth BH5 1HP</td>
<td>01202 301918</td>
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<tr>
<td>ST ANNE’S COURT</td>
<td>OP</td>
<td>16a St Anthony’s Road, Bournemouth BH2 6PD</td>
<td>01202 551208</td>
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<tr>
<td>ST BRIDGET’S RESIDENTIAL HOME</td>
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<td>42 Stirling Road, Bournemouth BH3 7JH</td>
<td>01202 515969</td>
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<tr>
<td>ST BRIDGES CARE CENTRE</td>
<td>OP PD SI</td>
<td>14 East Avenue, Talbot Woods, Bournemouth BH3 7BY</td>
<td>01202 291347</td>
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<tr>
<td>STRATFIELD LODGE RESIDENTIAL HOME</td>
<td>OP D</td>
<td>65 Wellington Road, Bournemouth BH8 8JL</td>
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<tr>
<td>SUMMERHAYES RESIDENTIAL HOME</td>
<td>OP D</td>
<td>1700 Wimborne Road, Bearcross, Bournemouth BH11 9AN</td>
<td>01202 574330</td>
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<tr>
<td>SUNRISE OF SOUTHBOURNE</td>
<td>LDA YA</td>
<td>42 Belle Vue Road, Bournemouth BH6 3DS</td>
<td>01202 437600</td>
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<td>TALBOT MANOR</td>
<td>PD LDA YA</td>
<td>57 Talbot Manor, Bournemouth BH3 7HT</td>
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<td>TALBOT VIEW</td>
<td>OP D PD SI</td>
<td>66 Ensbury Avenue, Ensbury Park, Bournemouth BH10 4HG</td>
<td>01202 537571</td>
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<td>TALBOT WOODS LODGE</td>
<td>PD LDA SI</td>
<td>64 Wimborne Road, Bournemouth BH3 7AR</td>
<td>01202 293390</td>
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<td>TEMPLEMAN HOUSE</td>
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<td>Leedam Road, Bournemouth BH10 6HP</td>
<td>01202 537812</td>
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<td>VENTANA HOMES LTD</td>
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<td>33 Florence Road, Boscombe, Bournemouth BH5 1HJ</td>
<td>01202 390209</td>
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<td>VERONA AVENUE</td>
<td>PD LDA SI</td>
<td>45 Verona Avenue, Bournemouth BH6 3JW</td>
<td>01202 396933</td>
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<td>WALLFIELD – TRICURO</td>
<td>OP LDA YA</td>
<td>29 Castlemain Avenue, Southbourne, Bournemouth BH6 5EJ</td>
<td>01202 428048</td>
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<tr>
<td>WHITE LODGE &amp; ST HELENS</td>
<td>OP D PD</td>
<td>15-17 Boscombe Spa Road, Bournemouth BH5 1AR</td>
<td>01202 395822</td>
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<td>WILLOWBEECH LTD – 33 OPHIR ROAD</td>
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<td>WINDSOR COURT CARE HOME</td>
<td>OP D PD</td>
<td>34 Bodorgan Road, Bournemouth BH2 6NJ</td>
<td>01202 554637</td>
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<tr>
<td>WINTON LODGE</td>
<td>LDA YA</td>
<td>6 Ascham Road, Bournemouth BH8 8LY</td>
<td>0203 195 3567</td>
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</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
For a choice of elderly care options in Poole and Bournemouth

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 care homes could be something for you to think about. And, you don’t need to be a Bupa customer to stay with us.

To find out more, call our Elderly Care Support Line on 01202 375 805
Lines are open seven days a week. We may record or monitor our calls.

For elderly care. For Living

Queensmount
Bournemouth BH8 9DA
- Nursing
- Residential
- Convalescence
- Palliative
- Parkinson’s
- Short stay

The Lindsay
Poole BH13 6AP
- Nursing
- Dementia nursing
- Residential Dementia
- Convalescence
- Palliative
- Short stay

The Links
Poole BH18 8BE
- Residential
- Dementia nursing
- Residential Dementia
- Palliative
- Short stay
Bournemouth care homes with nursing

AVON CLIFF
50-52 Christchurch Road, Bournemouth BH1 3PE
Tel: 01202 789998

BRACKEN LODGE CARE HOME
5 Bracken Road, Southbourne, Bournemouth BH6 3TB
Tel: 01202 428777

CRESCENT CARE HOME WITH NURSING, THE
27-29 Meyrick Park Crescent, Bournemouth BH3 7AG
Tel: 01202 553660

DRUMCONNER CARE HOME
20 Poole Road, Westbourne, Bournemouth BH4 9DR
Tel: 01202 761420 Advert page 38

FARWAY GRANGE CARE HOME (NURSING)
31-33 Howard Road, Queens Park, Bournemouth BH8 9EA
Tel: 01202 511399

GREAT OAKS
Poole Lane, Bournemouth BH11 9DP Advert inside back cover
Tel: 01202 476960

KELSO NURSING HOME
10 Clifton Road, Southbourne, Bournemouth BH6 3PA
Tel: 01202 432655

MERSTONE HALL
20-22 Florence Road, Boscombe, Bournemouth BH5 1HF
Tel: 01202 309813

MEYRICK RISE
11-13 Brankson Wood Road, Bournemouth BH2 6BT
Tel: 01202 318567

MUSCLIFF NURSING HOME
5 Tolpuddle Gardens, Bournemouth BH9 3RE
Tel: 01202 516999

NORLINGTON NURSING HOME
19 Stourwood Avenue, Bournemouth BH6 3PW
Tel: 01202 422064

QUEENSMOUNT CARE HOME
18 Queens Park West Drive, Bournemouth BH8 9DA
Tel: 01202 031675 Advert page 60

SHELEY PARK
32 Florence Road, Boscombe, Bournemouth BH5 1HQ
Tel: 01202 396933

ST ANNES’ PRIVATE NURSING HOME
21-23 Wayside Road, Southbourne, Bournemouth BH6 3ES
Tel: 01202 425642

SUNRISE OPERATIONS OF WESTBOURNE
16-18 Poole Road, Westbourne BH4 9DR
Tel: 01202 760966

WICKMEADS
Wickmeads Road, Bournemouth BH6 4LG
Tel: 01202 436490 Advert page 5

WINDSOR COURT NURSING HOME
34 Bodorgan Road, Bournemouth BH2 6NJ
Tel: 01202 554637 Advert page 58

ZETLAND COURT
106-128 Alumhurst Road, Bournemouth BH4 8HU
Tel: 01202 769169

Service Older people (65+)
User Bands Mental health
D Dementia
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
Broadwindsor’s approach to care is as individual as each of our clients. All staff are highly trained in providing truly person centred care, with assistance being given with daily living where needed in accordance with carefully tailored individual care plans.

It is important that when clients come to Broadwindsor House they feel happy and relaxed in their new surroundings. To ensure this, carefully chosen staff will ensure that the wishes of each client are given priority.

The staff and management recognise that a family atmosphere is very important to the wellbeing of our clients. Family members and friends are always very welcome to join their relatives at Broadwindsor House, whether it is for a special occasion such as a birthday or anniversary, Christmas lunch or just popping in for afternoon tea.

Broadwindsor House has recently undergone extensive refurbishment and our beautifully appointed bedrooms and suites are of the highest standards. Broadwindsor also has large suites available for couples and can accommodate individual room requests. There is always plenty to do and beautiful gardens and grounds to enjoy for those who like the fresh air. Why not visit us or take a look at our website at www.broadwindsorhouse.co.uk

For more information please call us on 01308 868353

Broadwindsor, Beaminster, Dorset, DT8 3PX
AGINCOURT CARE HOME
116 Dorchester Road, Weymouth DT4 7LG
Tel: 01305 777999 Advert page 82 OP YA

AUTISM WESSEX
13-15 Barnes Lane, Beaminster DT7 3LS
Tel: 01308 862534
Higher Ground, Marston Road, Sherborne DT9 4BJ
Tel: 01305 213131

BADBURY CARE HOME
8 Weymouth Avenue, Dorchester DT1 2EN
Tel: 01305 263365 Advert page 82 OP D PD SI

BOSWORTH CARE HOME
6 Southdown Avenue, Weymouth DT3 6HR
Tel: 01305 833100 OP D PD SI

BROADWINDSOR HOUSE
Beaminster DT8 3PX
Tel: 01308 868353 Advert page 62 OP

BUXTON HOUSE
423b Radipole Lane, Weymouth DT4 0QJ
Tel: 01305 760834 Advert page 5 OP D PD SI YA

CHESTNUTS RESIDENTIAL HOME (WEYMOUTH)
93b Wyke Road, Weymouth DT4 9QS
Tel: 01305 784996 OP

CLARONDENE RESIDENTIAL CARE HOME
View Road, Lyme Regis DT7 3AA
Tel: 01297 442876 OP

CONEYGAR LODGE
Coneygar Park, Bridport DT6 3BA
Tel: 01308 427365 OP

CRECY CARE HOME
45 Spa Road, Weymouth DT3 5EP
Tel: 01305 769911 Advert page 82 OP D PD MH SI AD

CULLIFORD HOUSE
Icen Way, Dorchester DT1 1ET
Tel: 01305 266054 OP

DANMOR LODGE CARE HOME
14 Alexandra Road, Weymouth DT4 7QH
Tel: 01305 775462 Advert page 64 OP D PD

DICK O’TH BANKS ROAD
5 Dick O’th Banks Road, Crossways, Dorchester DT2 8BJ
Tel: 01305 852081 PD LDA SI YA

DORSET LEARNING DISABILITY SERVICE
23 Birch Way, Charlton Down, Dorchester DT2 9XX
Tel: 01305 259852 OP LDA YA
3 Cranford Avenue, Weymouth DT4 7TN
Tel: 01305 839318 OP LDA YA
20 Edward Road, Dorchester DT1 2HL
Tel: 01305 266813 OP LDA YA
11 Friars Close, Dorchester DT1 2AD
Tel: 01305 262046 OP LDA YA
56 Maiden Castle Road, Dorchester DT1 2ES
Tel: 01305 265097 OP LDA YA
97 Monmouth Road, Dorchester DT1 2DF
Tel: 01305 266430 OP LDA YA
4 Romulus Close, Dorchester DT1 2TH
Tel: 01305 263479 OP LDA YA
2 Thornhill Close, Dorchester DT1 2RE
Tel: 01305 266589 OP LDA YA

DRAYTON HOUSE RESIDENTIAL CARE HOME
50 West Allington, Bridport DT6 5BH
Tel: 01308 422835 OP D

EASTBURY HOUSE
Long Street, Sherborne DT9 3BZ
Tel: 01935 812132 OP
Situated near to the beautiful Weymouth coastline, Danmor Lodge features 25 comfortable rooms with en-suite facilities, two lounges and a spacious conservatory. Two 8-person passenger lifts give level access to all rooms. Residents have access to a range of facilities including Hydrotherapy baths, massage, aromatherapy and reflexology by a qualified practitioner, keep fit to music and complimentary use of the home’s mobility scooter. A full and varied programme of events for residents ranges from day trips to visits to shows.

There is a choice of care options including 24-hour care for long-term or respite requirements and day-care.

14 Alexandra Road, Lodmoor Hill, Weymouth DT4 7QH | Tel: 01305 775462 | View our website at www.danmorlodge.com
**FAIRFIELD HOUSE**
RESIDENTIAL CARE HOME
Charmouth Road, Lyme Regis DT7 3HH
Tel: 01297 443513 Advert page 64  OP D PD

**FORESTERS**
18-20 Alexandra Road, Weymouth DT4 7QQ
Tel: 01305 777189  OP PD LDA SI YA

**FRIARY HOUSE**
26 Carlton Road North, Weymouth DT4 7PY
Tel: 01305 782574  OP D

**GARDEN HOUSE**
Priestlands, Sherborne DT9 4HN
Tel: 01935 813188  OP

**GLENCAIRN HOUSE RETIREMENT HOME**
16-17 Cornwall Road, Dorchester DT1 1RU
Tel: 01305 268399 Advert page 64  OP

**GOLDCREST RESIDENTIAL HOME**
183 Dorchester Road, Weymouth DT4 7LF
Tel: 01305 830400 Advert page 64  OP D PD MH SI

**GRASSINGTON HOUSE**
50 Prince of Wales Road, Dorchester DT1 1PP
Tel: 01305 267968  OP

**GREENHILLS**
32 St Andrews Road, Bridport DT6 3BQ
Tel: 01308 422159  OP D PD LDA SI YA

**GROVE LODGE**
Hyde Crook, Frampton, Dorchester DT2 9NW
Tel: 01300 320098  OP D

**HARBOUR HOUSE**
George Street, West Bay, Bridport DT6 4EY
Tel: 01308 423277 Advert page 66  OP

**HAYES, THE – TRICURO**
Culverhayes, Long Street, Sherborne DT9 3ED
Tel: 01935 814043 Advert page 26  OP D PD MH SI YA

**HYDE CARE HOME, THE**
Walditch, Bridport DT6 4LB
Tel: 01308 427694  OP

**INGLESDIE RESIDENTIAL CARE HOME**
648 Dorchester Road, Weymouth DT3 5LG
Tel: 01305 812667  OP

**KINGSLEY COURT**
28 Dorchester Road, Weymouth DT4 7JU
Tel: 01305 787811  OP D

**LAWNS, THE – TRICURO**
Fernhill Avenue, Weymouth DT4 7QU
Tel: 01305 760881 Advert page 26  OP D PD MH SI YA

**LEIGH HOUSE**
117 Rylands Lane, Weymouth DT4 9QB
Tel: 01305 773663  OP

**LUDBOURNE HALL**
South Street, Sherborne DT9 3LT
Tel: 01935 816382  OP

**MAIDEN CASTLE HOUSE**
12-14 Gloucester Road, Dorchester DT1 2NJ
Tel: 01305 251661 Advert page 5  OP D PD SI YA

**MONTROSE**
40 Prince of Wales Road, Dorchester DT1 1PW
Tel: 01305 262274  OP D

**OLD VICARAGE, THE**
Leigh, Sherborne DT9 6HL
Tel: 01935 873033  OP

**PARK HOUSE**
Martinstown, Dorchester DT2 9JN
Tel: 01305 889420  OP D PD LDA SI YA

**PRIMROSE LODGE WEYMOUTH**
121-122 Dorchester Road, Weymouth DT4 7LG
Tel: 01305 786568  OP

**PRINCE OF WALES ROAD, 3**
Dorchester DT1 1PW
Tel: 01305 269208  PD LDA SI YA

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

*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
Harbour House is a residential care home for the elderly located in beautiful grounds with seaside and harbour views. We are registered to provide residential care without nursing for up to 35 residents.

We were chosen as one of the top 5 finalists in the National Care Homes Awards for ‘Respect and Dignity’ and more recently in the top 3 finalists for the 3rd Sector Awards. Our home has been referred to as ‘the house of smiles’, ‘a little piece of paradise’ and ‘a retirement home with a real difference.’

Accommodation
Harbour House consists of 28 individual rooms, 1 short breaks room and 2 ground floor flats. Every room at Harbour House has an en suite wet room. The rooms are built across 3 floors and are easily accessed by either a passenger lift or 2 stair lifts. All rooms include balcony views. Wi-Fi is accessible and available to all residents and their visitors.

Catering Services
All our residents are involved in the creation of menus, in particular those with specific dietary requirements. The kitchen still use an Aga and will only use fresh, local produce each and every day.

Our Philosophy
We are committed to preserving and encouraging every resident’s privacy, individuality and choice by making Harbour House a ‘home from home.’

We strive to achieve this by:
- empowering residents to have their privacy and time alone respected by all.
- understanding that each resident is an ‘individual.’
- encouraging residents to make their own decisions whilst supporting the risks and outcomes.
- assisting residents with their daily routines
- ensuring residents basic rights are maintained.
- avoiding a clinical approach and championing ‘fun.’
- promoting a resident driven rather than task driven approach to our daily routine.

You never need an appointment to visit us. Please feel free to pop in at any time.
Harbour House, George Street, West Bay, Bridport, Dorset DT6 4EY
Tel: 01308 423277 | Email: admin@harbourhouse-westbay.co.uk
www.harbourhouse-westbay.co.uk
Like us on Facebook
Harbour House, George Street, West Bay, Bridport, Dorset DT6 4EY

You never need an appointment to visit us. Please feel free to pop in at any time.

Aga and will only use fresh, local produce dietary requirements. The kitchen still use an Catering Services available to all residents and their visitors.

Each and every day.

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Accommodation retirement home with a real difference.'

Our home has been referred to as 'the house of smiles', 'a little piece of paradise' and 'a

We strive to achieve this by;

•  understanding that each resident is an individuality and choice by making Harbour House a 'home from home.'

We are committed to preserving and encouraging every resident's privacy,

We are also very proud to say that all our staff have been referred to us by residents or their families. We believe we have a very special place where we can

Like us on Facebook

Weymouth Aftercare Centre

Carlton House, 9 Carlton Road North, Weymouth DT4 7PX
Tel: 01305 779084 AD

Wolffeton Manor

16 East Hill, Charminster, Dorchester DT2 9QL
Tel: 01305 262340 OP

Visit www.carechoices.co.uk for further assistance with your search for care
For assistance with finding care and support, call Care Choices on 0800 389 2077

**West Dorset care homes with nursing continued**

**RIVERSIDE NURSING HOME**
Riverside House, Westbury, Sherborne DT9 3QZ
Tel: 01935 812046

**SIGNATURE HOUSE**
2 Maumbury Gardens, Dorchester DT1 1GR
Tel: 01305 257248

**SOMERLEIGH COURT**
Somerleigh Road, Dorchester DT1 1AQ
Tel: 01305 211833

**ST JAMES’ PARK CARE HOME**
Higher Street, Bradpole, Bridport DT6 3EU
Tel: 01308 421174

**WEYMOUTH – WEYMOUTH CARE HOME**
21 Glendinning Avenue, Weymouth DT4 7QF
Tel: 01305 784141

**WHITWAY HOUSE**
Winterbourne Steepleton, Dorchester DT2 9LG
Tel: 01305 889455

**WINTERBOURNE STEEPLETON – STEEPLETON MANOR CARE HOME**
Winterbourne Steepleton, Dorchester DT2 9LG
Tel: 01305 889316

---

**Casterbridge Manor**

Casterbridge Manor is a new care home situated in the picturesque village of Cerne Abbas, offering person centred residential, nursing and specialist dementia care to the over 65’s in a homely environment.

**Facilities:** Single & Double Bedrooms, Lounges & Dining Rooms, Activities Room, Cafe, Cinema, Salon, Pub & Landscaped Gardens.

T: 01300 341 008  W: www.casterbridgemanor.co.uk  E: info@casterbridgemanor.co.uk
A: Acreman Street, Cerne Abbas, Dorchester, Dorset, DT2 7AL.

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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
## North Dorset care homes

<table>
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<td>LDA Learning disability, autism</td>
<td>AD People who misuse alcohol or drugs</td>
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</tbody>
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### Advertisers are highlighted

#### CASTLE HILL HOUSE
Bimport, Shaftesbury SP7 8AX
Tel: 01747 854699

#### CASTLEMAN HOUSE – TRICURO
Fairfield Bungalows, Blandford Forum DT11 7HS
Tel: 01258 452315 Advert page 26

#### CASTLEMAN HOUSE – TRICURO
Fairfield Bungalows, Blandford Forum DT11 7HS
Tel: 01258 452315 Advert page 26

#### IVERS
Hains Lane, Marnhull DT10 1JU
Tel: 01258 820164

#### KENDAL BANK CARE
Quarr, Gillingham SP8 5PB
Tel: 01747 825666

#### LARKS LEAS
Milldown Road, Blandford Forum DT11 7DE
Tel: 01258 452777 Advert page 70

#### MALTHOUSE CARE HOME, THE
Bay Road, Gillingham SP8 4EW
Tel: 01747 822667

#### MILLBROOK HOUSE RESIDENTIAL CARE HOME
Child Okeford, Blandford Forum DT11 8EY
Tel: 01258 860330 Advert below

#### MILLBROOK HOUSE RESIDENTIAL CARE HOME
Child Okeford, Blandford Forum DT11 8EY
Tel: 01258 860330 Advert below

#### MULBERRY COURT AND SCOPE INCLUSION DORSET
Common Mead Lane, Gillingham SP8 4RE
Tel: 01747 822241

#### NAZARETH LODGE
Penny Street, Sturminster Newton DT10 1DE
Tel: 01258 472511

#### OLD RECTORY, THE
High Street, Stalbridge, Sturminster Newton DT10 2LL
Tel: 01963 362624

#### SANDHILLS
Lower Road, Stalbridge, Sturminster Newton DT10 2NJ
Tel: 01963 362247

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**Millbrook House**

*Residential Home & Close Care Bungalows*

Millbrook is an elegant and spacious Georgian residence set in two acres of beautiful gardens at the foot of Hambledon Hill. Our aim is to give excellent service in a homely and caring atmosphere – a place you can call “home”. Established as a residential home for over 30 years.

- 24-hour care provided by our dedicated and experienced staff
- Twenty-nine beautifully appointed en-suite rooms
- Enjoy home cooked, freshly prepared meals
- Family and friends welcome to visit anytime
- Convalescent and holiday breaks available
- Pets welcome

---

**We are proud to have recently been awarded a “Commend” by the Gold Standards Framework**

---

**Please feel free to visit anytime.**

For further information and a brochure contact Molly Burrows on 01258 860 330

E: enquiries@millbrookhousecarehome.co.uk | www.millbrookhousecarehome.co.uk

Address: Millbrook House, Child Okeford, DT11 8EY

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**Visit www.carechoices.co.uk for further assistance with your search for care**
For assistance with finding care and support, call Care Choices on 0800 389 2077

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

Service
User Bands

Serving Poole, Bournemouth, the Purbecks, Wimborne & Blandford Areas

Part of the Prestigious Royal Bay Care Homes Ltd

ROYAL BAY CARE HOMES
SERVING POOLE, BOURNEMOUTH, THE PURBECKS, WIMBORNE & BLANDFORD AREAS

CASTLE FARM RETIREMENT HOME
Castle Farm Road, Lychett Matravers, Poole BH16 6BZ
T: 01258 857642
• High quality, comfortable accommodation
• Picturesque setting
• High standards of personal care
• Awarded Beacon Status under Gold Standards Framework for End of Life Care

FOREST HILL HOUSE NURSING HOME
Rushall Lane, Corfe Mullen, Wimborne, BH21 3RT
T: 01202 631741
• Charming country manor house set in 15 acres of gardens and woodlands
• A care home of distinction
• National Award Finalist for Care and Design
• Awarded Beacon Status under Gold Standards Framework for End of Life Care

LARKS LEAS RETIREMENT HOME
Milldown Road, Blandford Forum, Dorset, DT11 7DE
T: 01258 452777
• Mostly en suite rooms with views overlooking the grounds
• Beautifully landscaped garden
• Excellent reputation
• Awarded Beacon Status under Gold Standards Framework for End of Life Care

Please ring any one of our Homes to request a brochure or to arrange a visit. Alternatively you can visit our website and download a PDF at:

www.royalbay.co.uk

PART OF THE PRESTIGIOUS
ROYAL BAY CARE HOMES LTD
**North Dorset care homes continued**

**SMALLWOOD**  
Wards Drove, Blandford St Mary,  
Blandford Forum DT11 9LZ  
Tel: 01258 488451

**SPETISBURY MANOR**  
Spetisbury, Blandford Forum DT11 9EB  
Tel: 01258 857378

**ST DENIS LODGE RESIDENTIAL HOME**  
Salisbury Road, Shaftesbury SP7 8BS  
Tel: 01747 854596  
*Advert below*

**North Dorset care homes with nursing**

**BLANDFORD GRANGE CARE HOME**  
Milldown Road,  
Blandford Forum DT11 7DE  
Tel: 01258 458214

**CEDARS NURSING HOME, THE**  
Angel Lane, Shaftesbury SP7 8DF  
Tel: 01747 852860

**MELLOWES CARE HOME, THE**  
Common Mead Lane,  
Gillingham SP8 4RE  
Tel: 01747 898034  
*Advert page 60*

**NEWSTONE HOUSE**  
Station Road, Sturminster Newton DT10 1BD  
Tel: 01258 474530

**ST MARTINS GRANGE**  
Fernbrook Lane, Shaftesbury Road, Gillingham SP8 4LL  
Tel: 01747 834020  
*Advert page 5*

**SHOTTSFORD HOUSE**  
Phoenix House, Fairfield Bungalows,  
Blandford Forum DT11 7HX  
Tel: 01258 457520

**WHITECLIFFE HOUSE**  
Whitecliffe Mill Street,  
Blandford Forum DT11 7BQ  
Tel: 01258 450011

**A countywide list of home care providers starts on page 20.**

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**Purbeck care homes**

**ANGLEBURY COURT – TRICURO**  
21 Bonnets Lane,  
Wareham BH20 4HB  
Tel: 01929 552585  
*Advert page 26*

**CASTLE FARM CARE HOME**  
Castle Farm Road, Lytchett Matravers,  
Poole BH16 6BZ  
Tel: 01258 857642  
*Advert page 70*

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

CLIFFTOP CARE HOME
8 Burlington Road, Swanage BH19 1LS
Tel: 01929 422091

GAINSBOURGH CARE HOME
53 Ulwell Road, Swanage BH19 1LQ
Tel: 01929 422500 Advert page 82

HEATHCOTE CARE HOME
6 Cecil Road, Swanage BH19 1JJ
Tel: 01929 423778

PINE MARTIN GRANGE
Sandford Road, Sandford St Martin, Wareham BH20 7AJ
Tel: 08444 172 999 Advert adjacent

WALC HOUSE
1 Springfield Road, Swanage BH19 1HD
Tel: 01929 422200

OLD RECTORY NURSING AND RESIDENTIAL HOME, THE
56 High Street, Langton Matravers, Swanage BH19 3HB
Tel: 01929 425383

WORDSWORTH HOUSE CARE HOME
Belle Vue Road, Swanage BH19 2HR
Tel: 01929 423614

YORK HOUSE CARE HOME
8-10 Cauldon Avenue, Swanage BH19 IPQ
Tel: 01929 425588

See the checklist on page 41 for suggestions of questions to ask when looking at care homes.

Imagine life...
Avon Lee Lodge Residential Care Home is helping to change perceptions of elderly care;

- Beautiful landscaped level gardens with views of the New Forest
- Small and Family run with a high staff to resident ratio
- 8 person lift to all floors
- Wireless nursecall system for maximum independence
- Fully accessible baths with integrated chair hoist
- Spa hydrotherapy bath to help increase well being
- Plus many more features

“The care is excellent here, I am very lucky to live here”
“I found the home to exceed my expectations in the care and service provided to both my mother and myself”

Quotes taken from an independent review website.

...in a haven of tranquillity in perfect surroundings

Avon Lee Lodge has been designed to provide our residents with maximum independence, encompassing a community feel in a pleasant, safe, and homely environment.

Preston Lane, Burton, Christchurch, Dorset, BH23 7JU.
Tel: 01202 476 736
www.avonleelodge.co.uk
East Dorset care homes

ABBEY ROSE
Cedar Avenue, St Leonards, Ringwood BH24 2QG
Tel: 01202 877764  OP D PD MH SI

AUTISM WESSEX – MANOR ROAD
6 Manor Road, Christchurch BH23 1LU
Tel: 01202 483360  LDA YA

AVON LEE LODGE
Preston Lane, Burton, Christchurch BH23 7JU
Tel: 01202 476736 Advert page 72  OP

AVONDENE CARE HOME
171 Stanpit, Christchurch BH23 3LY
Tel: 01202 483991 Advert page 74  OP

BROOK HOUSE RESIDENTIAL CARE HOME
213 Barrack Road, Christchurch BH23 2AX
Tel: 01202 483960  OP

CHASEBOROUGH HOUSE
Village Hall Lane, Three Legged Cross, Wimborne BH21 6SG
Tel: 01202 822908 Advert below  OP D PD

CHESTNUT LODGE
43 Glenwood Road, West Moors, Ferndown BH22 0EN
Tel: 01202 892116  OP

CLARENCE HOUSE
6 Dudsbury Crescent, Ferndown BH22 8JF
Tel: 01202 894359  OP

DENEWOOD HOUSE CARE HOME
12-14 Denewood Road, West Moors, Ferndown BH22 0LX
Tel: 01202 892008  OP

FAIRLAWN
St Marys Road, Ferndown BH22 9HB
Tel: 01202 877277 Advert page 5  OP D PD SI YA

FERNSIDE
15 Turbary Road, Ferndown BH22 8AP
Tel: 07761 587447  LDA YA

FIVE GABLES CARE HOME
268 Station Road, West Moors, Ferndown BH22 0JF
Tel: 01202 875130  OP D PD SI

FOXES MOON RESIDENTIAL HOME
40 Ringwood Road, St Ives, Ringwood BH24 2NY
Tel: 01425 474347  OP D

GABLES, THE
7 West Moors Road, Ferndown BH22 9SA
Tel: 01202 855909  LDA YA

GREENWAYS
61 Greenways, Highcliffe, Christchurch BH23 5BB
Tel: 01425 275697  PD LDA SI YA

HIGHGROVE CARE HOME
Stapehill Road, Stapehill, Wimborne BH21 7NF
Tel: 01202 875614  OP

HOLMWOOD REST HOME
39 Chine Walk, West Parley, Ferndown BH22 8PR
Tel: 01202 593662  OP

LAURELS, THE
195 Barrack Road, Christchurch BH23 2AR
Tel: 01202 470179  OP D

MARCHFIELD HOUSE
434 Ringwood Road, Ferndown BH22 9AY
Tel: 01202 861845  OP D MH

Chaseborough House
Village Hall Lane, Three Legged Cross, Dorset, BH21 6SG
Set in a beautiful semi rural location.
Owner and Registered Manager Christine Watson has over 30 years’ experience of working with the elderly.
She and her dedicated, trained staff offer kindness and excellent care to our residents.
Food is home cooked, fresh fruit and snacks always available.
Visitors are always welcome.
Competitive rates.
Tel 01202 822908 chaseboroughcare@hotmail.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Avondene
Care Home

Silverways
Nursing Home

171 Stanpit, Christchurch, Dorset BH23 3LY.
Telephone: 01202 483991

Silver Way, Highcliffe, Christchurch, Dorset BH23 4LJ. Telephone: 01425 272919

Care homes owned by Christchurch Housing Society, a Charitable organisation providing care for older people since 1946

- Offering highest standards of comfort, care and security
- Individual care is provided by well-trained and motivated staff
- Short stay and respite care available by arrangement
- Very attractive fee rates
- No set visiting hours and family involvement welcomed
- Varied activity programme
- Delicious menus and catering for special diets
- Inspection visits welcomed at any time

What’s a typical day at Ferndown Manor care home?
Catching up with family

At Ferndown Manor, our stunning and modern, purpose-built care home, we offer the latest in luxury living combined with a wide range of round-the-clock care services.

We’re passionate about helping residents to enjoy every day, and with the extensive facilities Ferndown Manor has to offer, your loved one will have the chance to maintain a fulfilling lifestyle with the support of our dedicated care teams.

Why not stop by for a chat with our friendly team and a chance to learn more about our beautiful care home?

For more information or to book a visit please call 01202 031389 or email robin.hill@careuk.com

Ferndown Manor
110 Golf Links Road,
Ferndown, Dorset BH22 8DA
careuk.com/ferndown-manor
East Dorset care homes

MILE OAK REST HOME
2 The Acorns, Wimborne BH21 2EW
Tel: 01202 885225
OP

NASEBY CARE HOME
8 Avenue Road, Christchurch BH23 2BY
Tel: 01202 471096 Advert page 82 OP D

OAKDENE NURSING HOME
Ringwood Road, Three Legged Cross, Wimborne BH21 6RB
Tel: 01202 813722 Advert page 76 OP D

PRINCIPLE HOUSE
95 Ringwood Road, Walkford, Christchurch BH23 5RA
Tel: 01425 277707 OP LDA YA

QUEENSMEAD
1 Bronte Avenue, Christchurch, Bournemouth BH23 2LX
Tel: 01202 485176 Advert page 5 OP D PD SI YA

RESIDE AT STOUR ROAD
14 Stour Road, Christchurch BH23 1PS
Tel: 01202 481160 OP D

RIVENDELL
19 Lynton Crescent, St Catherine’s Hill, Christchurch BH23 2SD
Tel: 01202 476663 LDA YA

STONELEIGH HOUSE
2 Rowlands Hill, Wimborne BH21 1AN
Tel: 01202 884908 OP

STREETS MEADOW – TRICURO
Hanham Road, Wimborne BH21 1AS
Tel: 01202 884620 Advert page 26 OP D PD MH SI YA

SUMMERHILL RESIDENTIAL HOME
46 Glenwood Road, West Moors, Ferndown BH22 0ER
Tel: 01202 870935

TOUCHWOOD
13 Somerset Road, Christchurch BH23 2ED
Tel: 01202 487575 OP LDA YA

TWO WELLS
Salisbury Street, Cranborne BH21 5PU
Tel: 01725 517458 LDA

WATERLOO CARE HOME
Ringwood Road, Three Legged Cross, Wimborne BH21 6RD
Tel: 01202 824807 Advert page 82 OP D

East Dorset care homes with nursing

AMBERWOOD HOUSE
418-424 Ringwood Road, Ferndown BH22 9AX
Tel: 01202 851510 OP YA

AVON REACH
Farm Lane, Mudeford, Christchurch BH23 4AH
Tel: 01425 272666 OP YA

AVON VIEW – TRICURO
Loring Road, Christchurch BH23 2GZ
Tel: 01202 485170 Advert page 26 OP D PD MH SI YA

FAIRMILE GRANGE
Royal Close, Christchurch BH23 2FR
Tel: 01202 476960 Advert inside back cover OP D

FERNDOWN MANOR
110 Golf Links Road, Ferndown BH22 8DA
Tel: 01202 031389 Advert page 74 OP D PD MH YA

FERNDOWN NURSING HOME
9 Dudsbury Crescent, Ferndown BH22 8JG
Tel: 01202 875909

FERNDOWN MANOR
110 Golf Links Road, Ferndown BH22 8DA
Tel: 01202 875909

FERNDOWN NURSING HOME
9 Dudsbury Crescent, Ferndown BH22 8JG
Tel: 01202 875909

FERNDOWN MANOR
110 Golf Links Road, Ferndown BH22 8DA
Tel: 01202 875909

FERNDOWN NURSING HOME
9 Dudsbury Crescent, Ferndown BH22 8JG
Tel: 01202 875909

FERNHILL
122 Ringwood Road, Longham, Ferndown BH22 9AW
Tel: 01202 651800 OP D YA

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
FOREST HILL HOUSE
NURSING HOME
Rushall Lane, Corfe Mullen, Wimborne BH21 3RT
Tel: 01202 631741 Advert page 70

HIGHCLIFFE NURSING HOME
5 Stuart Road, Highcliffe, Christchurch BH23 5JS
Tel: 01425 689328

HOMEFIELD GRANGE
Salisbury Road, Winkton, Christchurch BH23 7AR
Tel: 01202 238700

NEWTOWN HOUSE
Waterford Road, Highcliffe, Christchurch BH23 5JW
Tel: 01425 272073

OAKDENE NURSING HOME
Ringwood Road, Three Legged Cross, Wimborne BH21 6RB
Tel: 01202 813722 Advert below

SILVERWAYS NURSING HOME
Silver Way, Highcliffe-on-Sea, Christchurch BH23 4LJ
Tel: 01425 272919 Advert page 74

ST IVES COUNTRY HOUSE CARE
Horton Road, Ashley Heath, Ringwood BH24 2EE
Tel: 01425 481220 Advert page 5

WAYPOINTS VERWOOD
42-44 Ringwood Road, Verwood BH31 7AH
Tel: 01202 812250 Advert outside back cover

WIMBORNE CARE HOME, THE
179-181 Wimborne Road West, Wimborne BH21 2DJ
Tel: 01202 877614

Oakdene is an independent residential and nursing home, providing the highest quality of care and comfort for each individual.

Acorn Lodge, situated adjacent to Oakdene, has 28 beds and is purpose built to provide a very high standard of specialised care to people living with dementia.

SEASONING FOR CARE OPTIONS IN YOUR AREA?

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 team on 0800 389 2077 to talk to someone directly.

For assistance with finding care and support, call Care Choices on 0800 389 2077
Poole care homes

AMBERWOOD LODGE
6 St Osmunds Road, Poole BH14 9JN
Tel: 01202 743390

ANCHOR HOUSE
1 Evering Avenue, Parkstone, Poole BH12 4JF
Tel: 01947 604564

ARANLAW HOUSE CARE HOME
26 Tower Road, Branksome Park, Poole BH13 6HZ
Tel: 01202 763367 Advert page 40

BEACH HOUSE
94 Alexandra Road, Poole BH14 9EP
Tel: 01202 739930

CHALGROVE CARE AND NURSING HOME
5-7 Westminster Road East, Branksome Park, Poole BH13 6JF
Tel: 01202 767493 Advert page 82

CORAL HOUSE
15 Alder Hills, Poole BH12 4AJ
Tel: 01202 710531

DORSET HOUSE
Coles Avenue, Hamworthy, Poole BH15 4HL
Tel: 01202 672427 Advert page 5

DUNES, THE
49 Cynthia Road, Parkstone, Poole BH12 3JE
Tel: 01202 740237

ELIZABETH HOUSE
Dolbery Road, Parkstone, Poole BH12 4PX
Tel: 01202 744545 Advert 5

GRANGE, THE – CARE HOME PHYSICAL DISABILITIES
2 Mount Road, Parkstone, Poole BH14 0QW
Tel: 01202 715914

LAURELS AND PINE LODGE, THE
33-37 Foxholes Road, Oakdale, Poole BH15 3NA
Tel: 01202 743202

LILLIPUT HOUSE
299 Sandbanks Road, Poole BH14 8LH
Tel: 01202 709245

LONG CLOSE RETIREMENT HOME
23 Forest Road, Branksome Park, Poole BH13 6DQ
Tel: 01202 765090 Advert below

MAGNA ROAD
109 Magna Road, Bournemouth BH11 9NE
Tel: 01202 582448

MOORINGS, THE
69 Brixey Road, Parkstone, Poole BH12 3EY
Tel: 01202 734752

PARK LODGE RESIDENTIAL CARE HOME
18 Ridgeway, Broadstone BH18 8EA
Tel: 01202 694232

Long Close
A Private Residence for Gracious Retirement
Manager: Mrs Christine Barrow
Tel: Bournemouth 01202 - 765090
Keith London - Webb, 23 Forest Road, Branksome Park, Poole, Dorset BH13 6DQ

- Comfortable Ground Floor en-suite rooms overlooking landscaped gardens
- First floor en-suite rooms leading to spacious paved balcony
- 5 person passenger lift
- Experienced caring staff
- Excellent varied cuisine
- Long term or short term stay available
- Close to sea, promenades and local shops.

enquiries@longclosecare.co.uk www.longclosecare.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
A new style of care home has recently opened in Poole. It is the creation of Sarah Jessup, who, with her parents, has operated Burwood Nursing Home in Broadstone for over 30 years.

The new concept accommodates residents with varying degrees of nursing care and the design incorporates these needs not only from a medical angle, but also from an environmental perspective. It is also important that the home does not feel like an institution or hospital, so the home only has 42 rooms with lots of communal space; it can be described as a boutique care home.

When your family member or friend moves to a care home they need to maintain a sense of independence. That means choosing what they would like to do and where to go and at Yaffle this is possible without leaving the safety of the home. Should a resident choose to spend the afternoon in their room, then there is the benefit of enjoying the views of the lovely wooded surroundings facilitated by the private balconies and patios.

An important aspect is stimulation, variety and it has to be enjoyable and fun. You can choose to go with your family to the Railway Tavern for a game of cards and a Ploughman’s lunch, to see a show in the theatre, or perhaps bake some scones in the residents’ kitchen.

Dining is also an important daily occasion. Traditionally lunch at a care home arrives in the dining room on a trolley. Where has it come from, who cooked it, what is it? At Yaffle the open plan dining room means that residents can see their food being prepared, cooked and served and can also let the chef know what they prefer and how they like it cooked.

The ability to enjoy the wildlife and setting of the new home is also an important feature that has been incorporated in to the design. Large outdoor terraces allow southerly views over Yaffle Hill towards the Purbecks. All bedrooms are attractively furnished with modern comforts such as an ensuite wetroom, television with internet access, electric profiling bed and ceiling hoists to facilitate the safe and comfortable movement of less mobile residents.

We shall be pleased to show you around our new home so drop in anytime.

Tel: 01202 693224
100 Dunyeats Road, Broadstone BH18 8AL
Email: care@yafflecare.co.uk
www.yafflecare.co.uk
PARK MANOR LTD
8 St Aldhelms Road, Poole BH13 6BS
Tel: 01202 764071

PINEWOOD TOWER REST HOME
30 Tower Road, Branksome Park, Poole BH13 6HZ
Tel: 01202 762855

SANDBOURNE HOUSE
1 Sandecotes Road, Poole BH14 8NT
Tel: 01202 742284

SHORES, THE
46 Brixey Road, Parkstone, Poole BH12 3EZ
Tel: 01202 730653

SOUTHMEAD REST HOME
159 York Road, Broadstone BH18 8ES
Tel: 01202 694726

ST CECILIA
29 Nelson Road, Poole BH12 1ES
Tel: 01202 767383 Advert below

TIDES, THE
136 Lower Blandford Road,
Broadstone BH18 8NZ
Tel: 01202 604056

TWO CEDARS RESIDENTIAL CARE HOME
81 Dunyeats Road, Broadstone BH18 8AF
Tel: 01202 694942 Advert below

WAVES, THE
199 Churchhill Road, Parkstone,
Poole BH12 2JD
Tel: 01202 520937

WESSEX LODGE RETIREMENT HOME
16 Munster Road, Lower Parkstone,
Poole BH14 9PU
Tel: 01202 738234

WEST VIEW SHORT TERM BREAK SERVICE
1 West View Road, Poole BH15 2AZ
Tel: 01202 670963

Visit www.carechoices.co.uk for further assistance with your search for care
What matters to you, matters to us

We believe every resident is a unique and special person, so our highly skilled care teams take time to get to know them and their families to provide a real home from home environment.

If you’re looking for a care home that offers personalised care on a short stay or permanent basis, or you’d like some advice about funding the cost of care, come and discover how we can meet your needs today.

Magna Care Centre  Wimborne, BH21 3BQ. Offering residential and nursing care

0808 223 5356  carechoices@caringhomes.org

At The Potteries, our stunning and modern, purpose-built care home, we offer the latest in luxury living combined with a wide range of round-the-clock care services.

We’re passionate about helping residents to enjoy every day, and with the extensive facilities The Potteries has to offer, your loved one will have the chance to maintain a fulfilling lifestyle with the support of our dedicated care teams.

Why not stop by for a chat with our friendly team and a chance to learn more about our beautiful care home?

For more information or to book a visit please call 01202 031381 or email rachel.wood@careuk.com

The Potteries, 187 York Road, Broadstone, Poole, Dorset BH18 8ES careuk.com/the-potteries
### Poole care homes with nursing continued

**CANFORD CHASE**  
40 Western Road, Branksome Park, Poole BH13 6EU  
Tel: 01202 766182  

**CHALGROVE CARE AND NURSING HOME**  
5-7 Westminster Road East, Branksome Park, Poole BH13 6JF  
Tel: 01202 767493  

**DELPH HOUSE LTD**  
40 Upper Golf Links Road, Broadstone, Poole BH18 8BY  
Tel: 01202 692279  

**HILLSDON NURSING HOME**  
37 Springfield Road, Lower Parkstone, Poole BH14 0LG  
Tel: 01202 742753  

**KINGLAND HOUSE NURSING & RESIDENTIAL HOME**  
Kingland House, Kingland Road, Poole BH15 1TP  
Tel: 01202 675411  

**LINDSAY CARE HOME, THE**  
47a Lindsay Road, Poole BH13 6AP  
Tel: 01202 031658  

**LINKS CARE HOME, THE**  
1 Golf Links Road, Broadstone BH18 8BE  
Tel: 01202 031656  

**MAGNA CARE CENTRE**  
Arrowsmith Road, Cranford Magna, Wimborne BH21 3BQ  
Tel: 0808 223 5356  

**POTTERIES, THE**  
187 York Road, Broadstone BH18 8ES  
Tel: 01202 031381  

**REGENCY MANOR CARE HOME**  
16-17 Blair Avenue, Lower Parkstone, Poole BH14 0DA  
Tel: 01202 715760  

**WAYPOINTS UPTON**  
1 Dorchester Road, Upton, Poole BH16 5NJ  
Tel: 01202 620020  

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**What do you think about this publication?**

Complete our short questionnaire  

[www.carechoices.co.uk/reader-survey](http://www.carechoices.co.uk/reader-survey)

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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

**User Bands**  
- MH Mental health  
- SI Sensory impairment  

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
High quality, affordable care

Our first care home, Agincourt, was opened in 1986 in Weymouth Dorset. Since then, our service has grown, with the Agincare brand, becoming known nationally for a range of comprehensive high quality care services, that include community meals, home care, live-in care, extra care and, of course, residential and nursing care.

In every Agincare Care Home we strive to provide a warm, friendly and stimulating environment for all; communities that offer activity, independence and, most importantly, the choice to live their lives the way they really want to. Central to everything we do is to treat people as individuals, which we call person-centred care.

Bournemouth
Blenheim Care Home
denise.chrippes@agincare.com
Tel: 01202 557090

Christchurch
Naseby Care Home
nasebymgr@agincare.com
Tel: 01202 471096

Dorchester
Badbury Care Home
badburymgr@agincare.com
Tel: 01305 265365

Dorchester cont’d
Maumbury Care Home
maumburymanager@agincare.com
Tel: 01305 262192

Poole
Chalgrove Care & Nursing Home
chalgrovemgr@agincare.com
Tel: 01202 767493

Swanage
Gainsborough Care Home
gainsboroughmgr@agincare.com
Tel: 01929 422500

Wimborne
Waterloo Care Home
waterloomgr@agincare.com
Tel: 01202 824807

Weymouth
Agincourt Care Home
agincourtcarehomemgr@agincare.com
Tel: 01305 777999

Crecy Care Home
crecymgr@agincare.com
Tel: 01305 769911

Trafalgar Care Home
trafalgarcarehomemgr@agincare.com
Tel: 01305 777567

www.agincare-homes.com
Our first care home, Agincourt, was opened in 1986 in Weymouth, Dorset. Since then, our service has grown, with the Agincare brand, becoming well-known for its high quality care services, that include community care, residential and nursing care, meals, home care, live-in care, extra care and, most importantly, the choice to live their lives as they really want to. Central to everything we do is to treat people as individuals, which we call person-centred care.

In every Agincare Care Home we strive to provide a warm, friendly and stimulating environment for all; communities that offer activity, independence, and choice. We use our experience and expertise to create a care approach that is tailored to the individual. Our trained staff are dedicated to do their best for each person they support, and we continuously develop and improve our services.

Manor Road, Naseby, Leicester LE12 7JG
Tel: 01202 767493
chalgrovemgr@agincare.com

We are committed to working together with people from our communities to meet the needs of the individuals we support. Our vision is to be the first choice for high quality care services that are affordable and accessible to all in the UK.
Maiden Castle House  65
Maidment Court  30
Malthouse Care Home, The  69
Marchfield House  73
Marion House  21, 57
Maumbury Care and Nursing Home  67
MC Care Solutions  21
Mellowes Care Home, The  71
Melton Court  30
Mencap – Dorset Support Service  25
Merstone Hall  61
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Meyrick Rise  61
Mile Oak Rest Home  75
Millbrook House  69
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Pinewood Tower Rest Home  27
Portelet House Care Home  57
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Premier Care Dorset Ltd  21
Primrose Lodge Southbourne  61
Primrose Lodge Weymouth  27
Prince of Wales Road, 3  65
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Principle House  75
Priority Home Care  27
Queen Charlotte, The  67
Queensmead  75
Queensmount Care Home  61
Rawleigh House  67
Redcroft  57
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– Domiciliary Care Dorset
Regency Manor Care Home  81
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Reside at Stour Road  75
Retired Nurses National Home  57
Richmondwood  59
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Right at Home (Bournemouth)  75
Rivendell  68
Riverside Nursing Home  59
Riverview Care Home  59
Rodlands Care Home  67
RS Holistic Care Ltd  30

S-U
Sandbourne House  79
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Seabourne House Care Home  59
Seacliff Care Home  59
Shalden Grange  59
Shapes Domiciliary Service  30
Shelley Park  21, 61
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Shottsford House  71
Sidney Gale House – Tricuro  67
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Somerleigh Court  68
Somerset Care Community (Poole and Bournemouth)  30
Southmead Rest Home  79
Spetisbury Manor  71
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Visit www.carechoices.co.uk for further assistance with your search for care
For assistance with finding care and support, call Care Choices on 0800 389 2077
Encore is dedicated to the care and wellbeing of residents and provides expert twenty-four hour personalised nursing and dementia care. Our care teams pride themselves on bringing smiles to residents’ faces every day.

The teams take every opportunity to get to know residents with engaging, creative activities and encourage residents to continue to do the things they love.

All Encore rooms are large, homely and have an en suite wet-room. Tasty, nutritional home-cooked meals are such an important part of everyday and the chefs meet each resident to find out what their favourite dishes are.

We know that when our residents are happy, they truly flourish and enjoy life.
Specialist dementia care homes with nursing

Waypoints Upton and Verwood are welcoming homes set in wonderful grounds. They have been purpose-built for the needs of people living with dementia, including bigger, beautifully decorated rooms and wider corridors to aid freedom of movement. At our Upton home we have an in-house cinema which is always full, Rowlands Pharmacy and Costa Coffee.

At all of our Waypoints homes, we actively promote freedom of movement, choice and dignity of care. We help our residents to feel as comfortable, happy and safe as possible, supporting them throughout the different stages of dementia.

For enquiries about our services or to arrange a viewing, please call (quoting Care Services Directory)

01202 620 020 (Waypoints Upton)
01202 812 250 (Waypoints Verwood)

Every member of your staff gives the gracious and supreme respect to your residents’ dignity and this can only be commended.’
Relative of a resident

www.waypoints-care.co.uk | WaypointsCare
Waypoints Upton, 1 Dorchester Road, Upton BH16 5NJ
Waypoints Verwood, 42–44 Ringwood Road, Verwood BH31 7AH

Dementia Care with dignity in mind