Adult Care & Support Services
The Bromley Directory 2015/16

The comprehensive guide to choosing and paying for care
• Home support • Care homes • Specialist care • Useful contacts

Also available electronically at www.carechoices.co.uk and in spoken word through Browsealoud

http://bromley.mylifeportal.co.uk
Bromley Park Care Centre

Located in the London borough of Bromley and within easy reach of the M25, the Home is a beautiful Victorian house that has recently undergone extensive refurbishments. We provide specialist 24-hour care for elderly people who have been diagnosed with Dementia and related illnesses, who now require Nursing care. Staffed by a dedicated and highly skilled team of Nurses and carers, Bromley Park provides personalised individual care for your loved ones – with your input at the centre of the care plan.

Excellent facilities
The 38-bedded Home has large lounges and activity areas which open onto a peaceful, secure garden. Our rooms are spacious, airy and equipped with all modern amenities. We encourage residents to personalise their rooms so that it becomes their new home. Other amenities include an onsite Hair Salon and visitors’ coffee lounge, to help create a calming and therapeutic environment.

Information
We welcome new residents from social services and the private sector.

We maintain an open-hours visiting policy, which means relatives and friends are welcome to drop by and see their loved ones at any time of the day, seven days a week.

Please also call for information on Rehabilitation, Respite Care and Day Care services.

Our philosophy:
“The wellbeing of our residents is central to all that we do. Our focus is always on the individual, and we are committed to enabling each person within our care to lead an active and fulfilled life, based on dignity and choice.”

CONTACT US TODAY FOR MORE INFORMATION

Bromley Park Care Centre
75 Bromley Road, Beckenham, Kent BR3 5PA

Call 0208 650 5504 or email bromley.park@nellsar.com
www.nellsar.com

Care Services offered:
• Dementia Care
• End of Life Care
• Nursing Care
• Nursing Dementia Care
• Rehabilitation
• Respite Care, Short Breaks & Day Care
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To obtain extra copies of this Directory, free of charge, call Care Choices on 01223 207770.

Alternative formats

This Directory is available electronically at www.carechoices.co.uk. There is also a Browsealoud option for those requiring the information in the spoken word.
Here to help you make informed choices about your life

Welcome to the Bromley Adult Care & Support Services Directory for 2015/16

This Directory has been produced by Bromley Council to provide valuable information to help you make informed choices about your life. This includes:

• information about finding care or support for yourself, a family member or friend;
• information to help you or someone you care for to stay at home; and
• information to help you or the person you care for to move into more suitable accommodation – such as supported housing, care homes, or nursing homes.

This Directory also provides information for people who are paying for support or care services themselves as well as those who are receiving funding and support from the Council or from health services.

Helping you stay in your own home

The Council understands that most people want to stay in their own home for as long as possible, which is why a significant amount of this Directory is focused on the support and services which are available across the Borough to help you, or the person you care for, remain at home for as long as possible. The support and services are there to help you feel safe and comfortable in your own home.

Changes to support and care services

During 2015 and 2016 a number of changes to care and support services will be made following the introduction of the Care Act 2014. Page 5 of this Directory sets out the key points of the new law and what it means for people across the Borough, along with a link to a website where you can find even more information.

Options for care and support funding

This Directory also sets out very clearly who is eligible for social care funding or a financial contribution towards the care or support that they choose from the Council. It is important to note that the vast majority of people who receive care and support services in their own home or in a care home are supported by relatives, friends or other members of the community – these are often called informal carers – and do not receive funding from the Council.

Telling services about what you think

This Directory also provides a range of information about how you can make comments and suggestions about possible improvements to your surroundings and the services provided, or if you are concerned about the care that you, a friend or a relative are receiving. See page 47 for further details.

Stephen John
Assistant Director, Adult Social Care

Another important way that you, your family or carer can get information, advice and guidance about what services and support are available across the Borough is through Bromley Council’s MyLife website – visit http://bromley.mylifeportal.co.uk

The Bromley MyLife website has been designed to help you to make informed choices about what support and care you, or the person you care about, may need by:

• helping you to decide what support is needed to maintain your independence and to be safe in your own environment;
• providing a range of information about what services are in Bromley – and more widely – that will help you meet your needs; and
• advising you on ways to plan your support around your own life, so that you can remain independent and live your life to the full.

You will also find out about the range of voluntary and community organisations in Bromley, who can discuss your needs for support or care with you or your family. They have access to a wide range of partner organisations that may be able to provide you with the support and care that you need.
Why is it important to make informed decisions?
During a research study in 2014, 87% of 11,700 older people asked stated that if the need arose for them to receive social care support they would prefer that this support was delivered in their own home.

The 87% of older people who responded stated that they would prefer to:
- stay in their own home and remain independent for as long as they were able to; and
- make their own informed decisions about what level of support they needed and how it was delivered.

What about you?
Do your loved ones know which of these options you would prefer? Or do you know which of these options your loved ones would prefer?

Have you asked them where they would like to live if the need arose for them to have social care support?

Have you and your family been told what options are available?

Often, following a medical crisis, such as a chest or urine infection or a fall, a loved one may be moved into a care home, and when this situation occurs, the person is sometimes unable to return to their own home.

If your loved one has sufficient support at home, this may be prevented and they will be able to stay in their own home for as long as they are able to remain independent.

Things to discuss
What do you or your loved one want to happen, either ideally or if a crisis arises?

Have you talked to the GP or social care services?

Do you know what options are available and have you talked about them?

Will you be self-funding or receiving support from the local authority or health service?

Do you know how to plan for your welfare and finances if you can no longer do it?

Do you know where to go for information?
It is worth reading this Directory and visiting the following website to help you make informed choices:
- Bromley MyLife: http://bromley.mylifeportal.co.uk
- Care Choices: www.carechoices.co.uk
- Care Quality Commission: www.cqc.org.uk
- NHS Choices care and support guide: www.nhs.uk/conditions/social-care-and-support-guide

Changes to support and care services

In April 2015, the Government introduced part one of the Care Act 2014, which provides a single, modern framework for adult care and support in England and represents the biggest change to adult social care in over 60 years.

The Care Act introduces new duties for local authorities to change the way adult social care is delivered and funded in the future. Some of these changes came into effect in April 2015 and the rest will follow in April 2016.

What's changed since April 2015?
- Improved rights to assessment and support for carers, which is a continuation of Bromley Council’s work with their partners across the Borough to help people who care and support those with social care needs.
- New national eligibility criteria for social care, which is the same as the Council’s existing policy regarding eligibility.
- A legal right to care assessments, support plans and personal budgets.
- General responsibilities for local authorities, to include promoting people’s wellbeing by focusing on prevention and providing information and advice – this Directory and the Bromley MyLife website (http://bromley.mylifeportal.co.uk) are key elements of this.

What's happening from April 2016?
- People who have been assessed as having eligible care needs will have a ‘care account’ which will show the amount that it would cost the Council’s social care services to meet those eligible needs. This ‘care account fund’ does not cover what are being called ‘hotel costs’ – this means the cost of your room in a care home or nursing home – you will need to pay this yourself. Everyone will be financially assessed to find out if, and how much, they can afford to pay.
- An individual will no longer have to contribute towards their eligible care and support costs once the ‘care account’ reaches an initial cap of £72,000. But it should be noted that they will have to continue to contribute to the ‘hotel costs’, as mentioned above, and the extra cost if they choose to stay in a more expensive home.
- There will be an increase in the capital threshold for people in residential care who own their own home, which is in line with the Council’s existing policy on deferred payments.

Find further information
Further information about the Care Act 2014 can be found at http://bromley.mylifeportal.co.uk/careact2014
Helping you to understand who is eligible for support and funding from Bromley Council

If you are receiving care and support – either in your own home or within a care home – due to a disability, old age or a long-term health condition which means you need support with day-to-day tasks, you may be able to receive help from Bromley Council with some or all of the costs. Exactly how much you get will depend on your individual needs and how much you can afford.

It is important to note that the vast majority of people who receive care and support services in their own home or in a care home are supported by relatives, friends or other members of the community – these are often called informal carers – and do not receive funding from the Council. To be eligible for financial support from the Council, you must:

- have been assessed by a care manager as needing care; and
- have less than £23,250 in savings or capital (assets); and
- have weekly income which is less than the weekly cost of the home care or care home you have chosen; and
- be a resident of the London Borough of Bromley.

Getting a Council care assessment

The majority of people who receive care and support are supported by relatives, friends or other members of the community. If you consider that you have needs that cannot be met in this way, you can ask the Council to complete a ‘care assessment’. This must be undertaken before the Council can provide any help.

If you are frail, disabled or ill, Bromley Council may be able to provide services to help you and your carers get the support that you need to live as independently as possible for as long as you are able. To ensure that our services are available to Bromley residents in greatest need there are eligibility criteria and priority is given to those whose needs have been assessed as meeting the criteria.

To be eligible for social care services you must be either:

- an adult aged 18 or over, living in Bromley, who needs long-term care because of frailty, age, long-term conditions, a disability or a mental health condition; or
- a carer and/or a representative who supports an adult aged over 18 with the needs outlined above.

This includes services for adults who are:

- blind or partially sighted;
- deaf or hard of hearing; or
- older people.

Or those who have:

- physical disabilities;
- learning disabilities; or
- mental health conditions.

To make sure that the Council offers fair access to care services for all adults who request help, it uses the following guidelines, which are set by the Government for all local authorities.

Bromley Council offers help if it identifies that your level of needs will have – or are likely to have – a significant impact on your wellbeing. It does not offer services if your level of needs are not significant, but the Council will give advice and information about how you can help yourself and will redirect you to other sources of support and practical help wherever possible.

If you think you or someone you care for needs a care assessment then please visit http://bromley.mylifeportal.co.uk/careandsupportoptions or contact Bromley Council on 0208 461 7777 or by email to adult.early.intervention@bromley.gov.uk where you will be able to get further advice and guidance.
Financial assessment and eligibility

Having identified your care needs and established that they meet the national minimum eligibility criteria, the Council has a legal duty to provide the services.

The Council will then carry out a financial assessment – called a ‘means-test’ – to establish how much, if anything, you should contribute towards the cost and determine who should pay for any services you might need.

Even if you have paid National Insurance contributions all your life, it’s likely that you will still have to contribute something to the cost of your long-term care. This applies whether it is provided at home or in a care home. How much you have to pay depends on your income and your capital.

To find out more, visit http://bromley.mylifeportal.co.uk/payingforcare/ Alternatively, you can contact the Money Advice Service for free and impartial money advice on 0300 500 5000 or visit www.moneyadviceservice.org.uk

Get financial advice on how to fund your long-term care

Bromley Council encourages everybody to seek unbiased, expert advice from independent financial advisers to help you work out how to pay for long-term care.

Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must follow a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

To find out more, please visit http://bromley.mylifeportal.co.uk/payingforcare/ Alternatively, you can contact the Money Advice Service for free and impartial money advice on 0300 500 5000 or visit www.moneyadviceservice.org.uk

A list of independent financial advisers who are accredited by the Society of Later Life Advisers (SOLLA) can be found on the SOLLA website at www.societyoflaterlifeadvisers.co.uk/find-an-adviser or you can call 0845 303 2909.

Advice for people who are paying for their care

For people with savings over £23,250

If you have capital or savings of more than £23,250 you will have to pay for any care services you require but you are still entitled to an assessment of your needs by the Council.

You may also benefit from Age Concern Bromley’s Support Planning and Brokerage Service, call 0208 215 1850.

If you are arranging your own care home placement, it would be sensible to discuss (with the home) what will happen if/when your savings have run down to below £23,250, to gain a commitment from the home that they will be willing to accept the local authority funding rates. Otherwise, you may have to move home at a time that you are feeling more vulnerable. Alternatively, you would need to arrange for someone to top-up your care fees, see page 46.

You may also request that the Council arranges your care and support services. If you do ask the Council to arrange your care and support services, the Council will charge an arrangement fee of £240 a year (as at April 2015). This will be charged at the weekly rate of £4.61 from the start of the care package and annually thereafter.

For people with savings below £14,250

If you have assets of less than £14,250, your contribution will be assessed only on your income and Bromley Council will meet the shortfall, subject to local funding limits. Between these two figures a sliding scale operates whereby you must pay £1 per week for each £250 you have above the lower figure.

Financial assistance

Assuming you will be moving into a care home, you may be entitled to some of the following financial assistance and support, subject to a care assessment.

Attendance Allowance

This is a non-means tested, non-taxable benefit from the Department of Work and Pensions (DWP) paid at the lower rate of £55.10 per week for those needing care by day or night, and at the higher rate of £82.30 per week for those needing care both during the day and night. Everyone can, and should, claim this benefit.

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital is less than £23,250, and your income is not enough to meet your care home fees, Bromley Council will help with the cost during the first twelve weeks of permanent care provided they agree that care is needed.

Deferred Payment Agreements

After the twelve-week property disregard period, any financial help from Bromley Council will be charged against the value of your home and recovered once your house has been sold. However, the Council may limit how
Get financial advice on how to fund your long-term care continued

much they will pay and 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. The Council will charge an administration fee for any Deferred Payment Agreements that are provided. To find out what the current fees are, visit [http://bromley.mylifeportal.co.uk/payingforcare](http://bromley.mylifeportal.co.uk/payingforcare).

**NHS Nursing Care Contribution**

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care you may be entitled to a non-means-tested NHS Nursing Care Contribution (currently £112.00 per week for the standard rate and £154.14 per week for the higher rate – these figures may change during the lifetime of this Directory) towards the cost of your nursing care. This is paid directly to the home.

**NHS Continuing Care Funding**

You can receive continuing healthcare services in any setting, including your own home or in a care home. If eligible, the NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home with tasks like having a bath or dressing.

If you live in a care home with nursing (traditionally called a ‘nursing home’), you may qualify for funding for the full cost of your care home fees, including board and accommodation, under the National Framework for NHS Continuing Healthcare. If you live in a residential home and need help from a registered nurse, this care will be free, and will be covered by the NHS.

**If you are starting to run out of money**

If your capital is likely to reduce to £23,250, you must let the Council know well in advance as they may step in to help with your care fees. They must conduct an assessment of your situation and may make a contribution, as described below.

If the home you have chosen charges more than the Council’s contribution, you must find someone to help pay the difference – called a ‘top-up’ payment (see page 46 for more information). Whoever does this, whether family or a benevolent charity, they should realise that they may have to pay this for some time. Alternatively, you would need to find a cheaper home.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself. For more information on organisations that can help, see page 50.

**Funding options from the Council**

Bromley Council believes that residents who receive social care and support should have more choice and control over the services they receive to ensure that this fits into their lives. This means that people, whether self-funding or Council-funded, will have equal access to services and support.

Over the last few years the Council has been working hard to modernise its approach to adult social care; this has included:

- working with service users and carers to plan solutions that meet the individual’s needs;
- actively helping people manage risks so that they are able to make choices, keep control of their support and still remain safe;
- training and supporting staff so that they have the right skills and approach to help people stay as independent as possible;
- provision of good quality information, advice and guidance through this Directory and the Bromley MyLife website ([http://bromley.mylifeportal.co.uk](http://bromley.mylifeportal.co.uk)), so that people can make good well-informed decisions;
- working with local communities and partners to develop a range of services that promote independent living; and
- working within the community and with partners to ensure that vulnerable people are safe and protected from abuse.

**Personal Budgets**

Personal Budgets are a way of delivering social care to adults. They are a way of allocating money to individuals who are eligible for State-supported social care. The aim of a Personal Budget is to ensure that those using care services have choice and control over the services they receive.

**How do Personal Budgets work?**

Following a care assessment, and if it is decided that you
are eligible for social care support, you will be advised of your ‘indicative’ Personal Budget. This is the amount that the Council thinks should ‘roughly’ cover the costs of meeting your needs and is the sum of money that the Council will contribute to meet the assessed care needs.

You will then have the choice of taking your Personal Budget as a cash amount, known as a Direct Payment, and using the money to pay for the services you want, or leaving the money with the social care service to plan the support and manage the budget for you, or you can opt for a mixture of the two.

Local authorities have flexibility in how much they allocate to people as Personal Budgets. The money can be spent in a whole range of ways, it may be used to pay for traditional local authority services, such as home care or day care; it may be used to buy in services from the private sector. Although everyone who receives a Personal Budget is entitled to State support for social care services, you may also be expected to make a financial contribution – dependent on your financial and personal circumstances.

For more information about Personal Budgets visit http://bromley.mylifeportal.co.uk/supportplanning

Getting help managing your Personal Budget
If you are offered a Personal Budget you may be concerned about how to manage this budget and how to go about planning your own support. Bromley Council works with a partner agency called Vibrance who will be able to give you specialist advice on managing your Personal Budget and guidance and assistance in planning your support.

For further information on Vibrance visit www.vibrance.org.uk

Support planning
A Support Plan shows how you are going to use your Personal Budget to meet your assessed support needs to ensure you have choice and control over the shape of your support. This is known as self-directed support.

Once you know how much money you will have from the Council to meet your needs (known as a Personal Budget) you can develop your Support Plan. You can develop the plan yourself, with help from your friends or family, or with your care assessor. You can choose how you present your Support Plan, in writing, pictures or on a CD.

If you are using your own money to fund your care, you may also find support planning useful.

The Support Plan will need to consider:
• who will provide the support;
• whether there are any risks, and if there are, how will those risks be managed;
• how you will be sure you remain in control of your life; and
• how your Personal Budget will allow you to do this.

The Support Plan will also show:
• other areas of support that are available to you, such as community activities; and
• help provided by family and friends.

For more information about support planning visit http://bromley.mylifeportal.co.uk/supportplanning

Direct Payments
Once your Personal Budget is agreed, you will be offered the option of a Direct Payment which will allow you to organise your own care and support services. Direct Payments are financial payments made to individuals who have been assessed as needing care and support from the Council.

A Direct Payment can be made to most people who need support including:
• people who have been assessed as needing community care services (including those with mental health conditions) aged 16 or over, incorporating short- as well as longer-term needs; and
• carers over 16 for carers’ services.

Instead of the Council arranging or providing services directly, you can use your Direct Payment to arrange all or some of your care yourself.

Also, if you are caring for or looking after someone else, you could receive a Direct Payment to help you in your caring role or to provide other support so that you can have some time for yourself.

Why would I want a Direct Payment?
• Direct Payments allow you to have more control over the decisions that affect your life; and
• they allow you more flexibility and choice, as you can buy appropriate support that matches your needs.
Another option is for social care to provide some of the care and support you need through services commissioned by the Council and then you to have the remainder of the Direct Payment to use as you wish, as long as the service you buy supports your assessed needs.

It is important that any care or support that you purchase meets your assessed needs in the best way for you. Given the flexibility that Direct Payments allow, it would not be practical for the Council to list what the money can be spent on. However, it is important that the money is used lawfully and your assessed needs are met. Most Direct Payments are made to meet regular ongoing support needs, but they can also be made as a single payment, for example, to purchase a particular piece of equipment that will help you to maintain your independence or to pay for a short break to provide respite for you or your carer.

What can I use it for?
If you receive a Direct Payment, the money must be used to arrange support to meet your assessed needs.

You may choose to:
- employ someone directly – a personal assistant to help you in your everyday life. Vibrance can help you with the process of how to employ and manage staff, to make your life better. For more information on Vibrance and personal assistants, see page 25;
- buy services from an independent or voluntary sector provider; or
- purchase equipment to help you live more independently.

It is important to know that any people or agencies employed using your Direct Payment are accountable to you and not to Bromley Council.

What you cannot use it for
If you receive a Direct Payment, the money must be used to arrange support to meet your assessed needs.

You cannot use it for:
- services that should be provided by the NHS or health services;
- paying someone who lives with you to be your carer or personal assistant;
- routine living expenditures – such as utility and household bills;
- care homes; or
- gambling.

For more information about Direct Payments visit http://bromley.mylifeportal.co.uk/scpersonalbudget

Specialist support from Bromley Council

Learning Disability Services

The Bromley Community Learning Disability Team provides help and advice to residents of the Borough who have a diagnosed learning disability and their carers. Services are planned to help people live as independently as possible within the community.

The Community Learning Disability Team works with each person to assess their needs and the needs of their carers and to arrange the most appropriate services, such as:
- support in the family or client’s own home;
- Bromley Shared Lives Service;
- housing and support schemes;
- short breaks;
- leisure activities including day opportunities and clubs;
- education; and
- work opportunities.

If you are looking for information for a person with learning disabilities up to 25 years of age, there may be additional useful information on the Bromley Local Offer pages in the Bromley MyLife website – visit http://bromley.mylifeportal.co.uk/localoffer
Mental Health Services

Bromley Council and Oxleas NHS Foundation Trust provide an integrated service for people who have serious mental health conditions and their carers.

Services are provided through the Community Mental Health Teams (CMHTs). The teams aim to treat mental health conditions and provide support to enable service users to live independently in the community.

Referrals to the CMHT are usually made via your GP who will refer you if they consider that you have an enduring or acute mental health condition which requires specialist support.

For current users of these services, advice and information is available:
- emergency help – call Bromley Crisis Line on 0845 608 0523; and
- adult mental health services – call the Liaison and Intake Team on 0208 466 2500, Monday to Friday, 9:00am to 5:00pm.

Services for adults with a physical disability or sensory impairment

Bromley Council can provide a range of services for adults with a physical disability and/or sensory impairment.

The Council can help eligible adults aged 18 to 64 and services are offered to support both the client and their carers to receive the care and support they need to live as independently as possible.

This includes people who:
- are living with HIV;
- have acquired brain injury (ABI);
- have insulin dependent diabetes or uncontrolled epilepsy;
- have neurological conditions, e.g. multiple sclerosis, Motor Neurone disease or Huntington’s disease;
- have hearing or sight loss; and
- other conditions that make it difficult to live independently without help.

Established for nearly 40 years, we are a registered charity enabling disabled or elderly people in Beckenham, Bromley, Hayes and Orpington to be independent in their own homes.

Designed around you, we can provide:

◆ Leisure support so you can enjoy a regular activity like swimming or a short trip away
◆ Money support with basic financial tasks including paying bills and record keeping
◆ Personal support with everyday things like bathing, dressing, preparing meals and shopping
◆ Support at night if you need someone there
◆ Assistance with laundry and cleaning
◆ Sitting or companionship service.

Contact us today on: 020 8305 2221
Email: info@gad.org.uk www.gad.org.uk

Fully CQC registed, Exor Approved and a registered charity: 1052814
If you are looking for information for a person with physical disability or sensory impairment up to 25 years of age, there may be additional useful information on the Bromley Local Offer pages in the Bromley MyLife website – visit http://bromley.mylifeportal.co.uk/localoffer

Services for people with dementia

Wherever possible the Council tries to support individuals, families and carers to remain in their own homes and to be more independent. The Council also provides support for the families and carers of those with dementia.

If you or someone you support has dementia and may be eligible for support from the Council you should apply for a care.

This help can include:
- personal care – help with washing, dressing etc;
- hot meals delivered to home;
- sitting services – to allow carers to have a break, confident that the person they care for is safe;
- advice on equipment and small adaptations;
- day opportunities;
- short breaks - to allow carers to have a longer break.

It may be possible to have a choice of which agency delivers the care, whether or not the Council assists with the funding of the service.

If you are considering a specialist care home, remember that it should be able to maintain and improve quality of life. It is important to find a home that can meet specific needs however you may want to consider homes that provide nursing care in case a higher level of care is needed at a later date. Many homes offer specialist units with experienced nursing staff and facilities adapted to the needs of residents with dementia.

Further information can be found at: http://bromley.mylifeportal.co.uk/dementia

UNICORN HOUSE is a home for adults with learning difficulties and associated mental health problems.

The house is a detached Victorian building in South Croydon offering a large area of living space with a private enclosed garden. It has a homely atmosphere and a friendly staff team who are all trained to at least NVQ level 2 and above in Health & Social Care.

Unicorn House has a couple of vacant rooms at present so if you would like to view please contact the Home Manager using the details below.

To find out more about us please call 0208 688 1907
email: info@unicornprojects.co.uk
16 Campden Road, Croydon, Surrey, CR2 7EN

www.unicornprojects.co.uk

NEED HELP IN YOUR SEARCH FOR CARE?

www.carechoices.co.uk

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

www.carechoices.co.uk can help you out.

Independent Dementia Support

Tel: 020 8776 0456
Mobile: 07931 933 808

Personalised support for people who fund their own care including:
- Support to claim Attendance Allowance and form completion
- Discuss what legal documents are necessary after a diagnosis
- Family support meetings to discuss care options
- Support to set up care and respite services
- Share the difficulties you are having with your caring role
- Access a regular carers support group
- Introduction to a SOLLA Accredited Later Life Adviser
- Introduction to a competitively priced legal professional

www.independentdementiasupport.co.uk
Residential dementia care checklist

Things to look for in care homes specialising in dementia. Please use in conjunction with the care homes checklist on page 42.

Residents
The best indication of a good home is that the residents appear happy and responsive.
  • Are there rummage boxes around the home to stimulate residents?

Access
If the person with dementia needs or is likely to need equipment or adaptations you may want to check:
  • There is adequate signage and cues for different parts of the home such as dining room and bathroom.
  • The home’s policy about locking external doors.

Bedrooms
You may want to find out whether the person with dementia can have a single room and whether:
  • Residents are encouraged to bring in some of their own furniture and possessions to increase familiarity.

Activities
Residents should be stimulated without feeling stressed.
  • Are reminiscence activities available?
  • Are residents able to compile memory boxes?
  • Do staff compile life story books including photographs and mementoes?

Staff
It is important to note whether staff seem friendly and caring towards residents and whether they treat residents with respect.
  • Do they have any training and experience in dementia care?
  • Will the person with dementia have a member of staff particularly responsible for their care?
  • Is there a member of staff you can talk to about your own worries about the person with dementia?

Manager / head of home
A manager who is caring as well as efficient can make all the difference to a home.
  • Does the manager have a knowledge of dementia and can they deal with difficulties that may arise in an understanding way?
  • Is there a full assessment at home before a resident is admitted?

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Alzheimer’s Society is excited to announce the launch of our NEW support service at White Gables centre on Bromley Common.

Open from 8am to 10pm daily and serving homemade food throughout the day, White Gables offers flexible sessional support for people with Dementia in Bromley and the surrounding areas.

Our unique service is tailored to meet the needs of each person we meet and our ethos is offering people with dementia a stimulating and rewarding day, supported by our enthusiastic local team.

We aim to enable people to retain their daily living skills and encourage our guests to get involved in a variety of activities designed to support and enable people with dementia. However, we know that not everyone always wants to take part in activities so we also offer quiet spaces to relax, and a wonderful enclosed landscaped garden where people can walk and talk with their friends.

White Gables is freely accessible to friends and family and we encourage people to join us for meals and activities.

To find out more, call 0208 460 9245 or come along to one of our regular opening evenings to chat to the team and some of our carers and people with dementia.
A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves, or protect themselves from harm or being exploited.

This maybe because they have:
- a mental health condition;
- a learning disability;
- a sensory impairment;
- a physical disability;
- some form of illness; or because
- they are old and/or frail.

**What is adult abuse?**
Abuse is mistreating by any other person or persons that violates a person’s human and civil rights.
The abuse can vary from treating someone with disrespect in a way which significantly affects the person’s quality of life, to causing actual physical suffering. It can happen anywhere – in the home, in a care home or a care home with nursing, a hospital, in the workplace, at a day opportunity service or educational establishment, in supported housing or in the street.

Forms of abuse could be:
- physical;
- sexual;
- psychological, such as verbal bullying;
- emotional; or
- financial.

It could also cover:
- issues of neglect; and
- institutional abuse – where abuse affects more than one person within an organisation and is not addressed by the service’s management team.

**Who might be causing the abuse?**
The person who is responsible for the abuse is very often well-known to the person being abused and could be:
- a paid care worker or volunteer;
- a health worker, social care worker or other worker;
- a friend, a relative or a neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or
- someone who deliberately exploits vulnerable people.

If you think you or someone you know is being abused.
- Call Bromley Council on 0208 461 7777, Monday to Friday 8:30am to 5:30pm.
- For adults with mental health needs (under 65 years) contact the Oxleas Liaison and Intake Team on 0208 466 2500.
- For emergencies out of normal business hours contact the Emergency Duty Social Worker on 0208 464 4848.

Your concerns will be taken seriously and will receive prompt attention.

If the abuse is also a crime such as assault, racial or sexual harassment, rape or theft you should also involve the police to prevent someone else from being abused. If immediate action is needed then dial 999. Alternatively, call your local police by dialling 101.

If you suspect abuse in a residential care or nursing home, please call Bromley Council on 0208 461 7777.

If you have concerns about the standards of care or the application of the regulations covering a care home, you should contact the Care Quality Commission on 03000 616161 or email enquiries@cqc.org.uk.

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**NEED HELP IN YOUR SEARCH FOR CARE?**

www.carechoices.co.uk can help.
- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Helping you to stay in your own home

As highlighted earlier in this Directory, most people choose to stay in their own home for as long as possible.

This section covers a range of support and services that are available to help if you choose to stay in your own home, such as:

- the support available for informal carers;
- the aids, adaptations and equipment that is available to help make your home safe and to support you to live your life to the full; and
- services that can help provide personal care or household tasks.

Are you an informal carer?

One of the most important and incalculable sources of support for people who chose to stay in their own home is their family or friends, who provide care and support free of charge – known as informal care.

Sometimes informal carers have their own needs due to their caring responsibilities, or due to their own ill-health or disabilities, which is why there is a range of support and services available across the Borough for informal carers.

How do you know if you are a carer?

Do you regularly care for a relative, friend or disabled child, who because of frailty, disability, vulnerability, illness or a mental health condition cannot manage at home without help?

If you have answered ‘yes’ to this question you are a carer and as such may be entitled to help and support to carry out your caring role.

Asking for a carer’s assessment

Bromley Council provides the following help for informal carers aged 18 and over, and for those they care for:

- the person you look after can have a care assessment to see if the support you are giving can be provided or supplemented by other means. If the person you care for agrees, you will be able to be part of the discussion during their assessment, and you can have a joint carer’s assessment; and
- if you do not want to talk in front of the person you care for or they do not want you present, you can have an independent carer’s assessment. The carer’s assessment is totally confidential and will give you the opportunity to talk about:
  - your needs as a carer;
  - your experience of caring;
  - any difficulties that you may have;
  - how your caring role is affecting you and those around you;
  - what support could be made available to make your life easier;
  - what information and advice is available; and
  - your feelings and fears about the future.

There is no cost for a carer’s assessment or for advice and information offered by Bromley Council. However, there may be a charge for some of the services that can be made available. This will be fully discussed with you before the support is arranged.

To find out more about the support available for carers in Bromley visit http://bromley.mylifeportal.co.uk/carers

If the person that you care for is under 65 years of age and has a mental health condition, please contact the local Community Mental Health Team by visiting www.oxleas.nhs.uk
The following organisations can provide support, advice and services to informal carers.

**Bromley Mencap**

Bromley Mencap works with disabled people, their parents and carers who are residents in the Borough of Bromley and who are not eligible for assistance from Bromley Council.

Freephone: 0208 466 0790
(Monday to Friday 9:00am to 5:00pm)
Email: enquiries@bromleymencap.org.uk
Web: www.bromleymencap.org.uk

**Carers Bromley**

Carers Bromley provides support to people in Bromley who provide care for others, who, due to frailty, disability, long-term illness (physical or mental) or vulnerability, are unable to cope on their own.

Carers Bromley provides a telephone check-in line. Carers can call every morning and leave a message to say they are all right. If carers do not phone in, Carers Bromley will check that everyone is okay.

**Carers Bromley also offers a Carer’s Card, which will alert the emergency services if you have an accident away from home. It will tell them that you look after someone who depends on you and who to contact to ensure that the person you care for is safe.**

Freephone: 08000 015 7700
Email: help@carersbromley.org.uk

You can download a helpful leaflet at the website http://bromley.mylifeportal.co.uk/carerssupportinacrisis

**Carers Direct**

Carers Direct is a national website, which provides further information and advice.

Freephone: 0808 802 0202 (Monday to Friday 8:00am to 9:00pm, Saturday to Sunday 11:00am to 4:00pm)

You will find free confidential information and advice on the website www.nhs.uk/carersdirect

To find out more about the support available for carers in Bromley visit http://bromley.mylifeportal.co.uk/carers

### Useful contacts

**Organisations that run local carers’ support groups**

**Alzheimer’s Society: White Gables (dementia)**
18 Bromley Common, Bromley BR2 9PD
Tel: 0208 460 9245
Email: bromley@alzheimers.org.uk
Web: www.alzheimers.org.uk

**Bromley Mencap (learning disability)**
Rutland House (head office)
44 Masons Hill, Bromley BR2 9JG
and
Community House, South Street,
Bromley BR1 1RH
Tel: 0208 466 0790
Benefits Support Service: 0208 315 2571
Jobmatch Employment Service: 0208 315 2575
Web: www.bromleymencap.org.uk

**Bromley Mind (mental health and dementia)**
Tel: 01689 811222
Email: www.blmind.org.uk/contact-us
Web: www.blmind.org.uk

**Burgess Autistic Trust (autism)**
164a Lee High Road, Lewisham, London SE13 5PL
Tel: 0208 464 2897
Email: info@burgessautistictrust.org.uk
Web: www.burgessautistictrust.org.uk

**Oxleas NHS Foundation Trust Headquarters (mental health)**
Pinewood House, Pinewood Place, Dartford, Kent DA2 7WG
Tel: 01322 625700
Email: foundation.trust@oxleas.nhs.uk
Web: www.oxleas.nhs.uk
## Making life easier at home

### In the living room

<table>
<thead>
<tr>
<th>WHAT IS DIFFICULT FOR YOU?</th>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GETTING IN AND OUT OF CHAIRS</strong></td>
<td>• Block of foam in chair base</td>
<td>• Buy an electric riser chair</td>
</tr>
<tr>
<td>Standing up from sitting is difficult</td>
<td>• Buy ready-made chair raisers if your chair is too low</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Buy a new chair – get professional help to make sure the height is right</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Take regular, gentle exercise</td>
<td></td>
</tr>
<tr>
<td><strong>OPENING AND CLOSING WINDOWS</strong></td>
<td>• Move any furniture out of the way</td>
<td>• Remove the window opener</td>
</tr>
<tr>
<td>Can’t reach the windows</td>
<td>• Install/purchase a fan</td>
<td>• Install environmental controls or air-conditioning</td>
</tr>
<tr>
<td>Not secure to leave windows open</td>
<td>• Purchase a gadget to open/close window</td>
<td>• Install new windows</td>
</tr>
<tr>
<td></td>
<td>• Remove the window opener</td>
<td></td>
</tr>
<tr>
<td><strong>CONTROLLING THE HEATING</strong></td>
<td>• Change the switches</td>
<td>• Move the heating controls</td>
</tr>
<tr>
<td>Can’t reach the controls for the fire or heating</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>SWITCHING LIGHTS ON AND OFF</strong></td>
<td>• Install a light switch toggle</td>
<td>• Move the light switches</td>
</tr>
<tr>
<td>Can’t reach the switch</td>
<td>• Purchase a socket extension</td>
<td>• Replace the light switches</td>
</tr>
<tr>
<td>The switch is difficult to use</td>
<td>• Purchase handi-plugs</td>
<td>• Install environmental controls</td>
</tr>
<tr>
<td><strong>KEEPING WARM</strong></td>
<td>• Replace the fire with a heater</td>
<td>• Get a grant to insulate your house</td>
</tr>
<tr>
<td>Insulating your home</td>
<td>• Apply for the winter fuel payment</td>
<td>• Change to a cheaper heating system</td>
</tr>
<tr>
<td>Affording the fuel</td>
<td>• Use a trolley to safely transport the fuel</td>
<td>• Change to an easier-to-use heating system</td>
</tr>
<tr>
<td>Carrying the fuel</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>WATCHING TV</strong></td>
<td>• Use subtitles</td>
<td>• Request an assessment for a hearing aid</td>
</tr>
<tr>
<td>Hear the sound of the TV</td>
<td>• Purchase wireless headphones</td>
<td>• Install a room loop</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
In the bedroom

### What is difficult for you?

<table>
<thead>
<tr>
<th>Simple Solutions</th>
<th>Complex Solutions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Getting in and out of bed</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Standing up from sitting on the bed | • Learn new techniques for moving safely  
• Purchase a leg lifter  
• Raise the bed  
• Fit grab rails | • Use a transfer board  
• Install a hospital bed  
• Buy an electric adjustable bed  
• Use a mobile hoist or a ceiling track hoist |
| **Sitting up in bed, turning or rolling over** | | |
| Bed is too soft  
Bedding is too heavy  
Nothing to lean on | • Change bedding  
• Learn new techniques for moving safely  
• Purchase a pillow raiser  
• Change the mattress | • Buy a bed cradle/bed ladder  
• Use a bed lever  
• Buy a specialised mattress  
• Install a drop-down rail  
• Install an over-bed pole |
| **Keeping warm in bed** | | |
| Checking the safety of your electric blanket | • Buy a heavier duvet  
• Buy thermal clothing  
• Contact an electrician about any electrical blanket safety concerns | |
| **Getting dressed** | | |
| Difficult to reach all of your body | • Learn new techniques for dressing  
• Buy simple gadgets: long-handled shoe horn; elastic shoe laces; dressing stick; button hook; stocking aids  
• Contact n (see key below) regarding an assessment of needs | • Consider home support |
| **Cutting your nails** | | |
| Can’t reach your feet  
Hard to hold scissors | • Buy easy grip scissors | • See a podiatrist |
| **Taking your tablets** | | |
| Opening bottles  
Remembering to take tablets | • Ask your pharmacist for an easy to open bottle  
• Keep a note when you have taken a tablet | • Get a pill dispenser with days and times on  
• Get an automatic pill dispenser  
• Ask someone to prompt you |
| **Reading the time** | | |
| Seeing the clock to tell the time | • Buy a clock with larger numbers | • Buy a clock that ‘speaks’ |

*Bromley Council’s Customer Services on 0208 461 7777.*

FOR INFORMATION AND ADVICE: [HTTP://BROMLEY.MYLIFEPORTAL.CO.UK](http://BROMLEY.MYLIFEPORTAL.CO.UK)
### In the kitchen

#### WHAT IS DIFFICULT FOR YOU?  SIMPLE SOLUTIONS  COMPLEX SOLUTIONS

<table>
<thead>
<tr>
<th>REACHING CUPBOARDS</th>
<th>• Re-arrange things in cupboards/on surfaces</th>
<th>• Alter the spring in the door closers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cupboards are too high or low</td>
<td>• Buy an Easi-Reacher or Handi-Reacher</td>
<td>• Lower or raise the cupboards</td>
</tr>
<tr>
<td>Cupboards are too deep</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cupboard doors are too heavy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>USING TAPS AND SWITCHES</th>
<th>• Fit tap turners</th>
<th>• Change switches</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taps or switches are too awkward</td>
<td>• Purchase Handi-Plugs</td>
<td>• Raise or reposition taps</td>
</tr>
<tr>
<td>Can’t reach taps or switches</td>
<td></td>
<td>• Fit lever taps or new taps</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Alter the kitchen</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CUTTING, CHOPPING, PREPARING AND COOKING FOOD</th>
<th>• Sit at a table</th>
<th>• Use a food processor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work surface too high or low</td>
<td>• Consider kitchen gadgets including: knife with a thick handle; chopping board with spikes; pan handle holder; teapot tipper; lid gripper</td>
<td>• Purchase a perching/high stool</td>
</tr>
<tr>
<td>Hard to grip packets or jars</td>
<td></td>
<td>• Buy a trolley</td>
</tr>
<tr>
<td>Hard to grip a knife</td>
<td></td>
<td>• Change the height of the work surface</td>
</tr>
<tr>
<td>Pans or kettles are too heavy to lift</td>
<td></td>
<td>• Make space under the work surface for your knees when sitting</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MOVING AROUND THE KITCHEN</th>
<th>• Re-organise the furniture</th>
<th>• Review mobility equipment used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not enough space</td>
<td></td>
<td>• Adapt the kitchen</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Consider the suitability of the kitchen</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EATING AND DRINKING</th>
<th>• Use large handled cutlery</th>
<th>• Buy a trolley</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cutlery is hard to grip</td>
<td>• Use a non-slip mat</td>
<td>• Consider home support for meal times</td>
</tr>
<tr>
<td>Food/plate keeps slipping</td>
<td>• Use a lightweight insulated cup</td>
<td></td>
</tr>
<tr>
<td>Can’t carry food to table</td>
<td>• Use a cup with two handles</td>
<td></td>
</tr>
<tr>
<td>Can’t lift cup</td>
<td>• Contact (see key below) regarding an assessment of needs</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LAUNDRY AND IRONING</th>
<th>• Install a wall-fixed ironing board</th>
<th>• Raise/lower the washing machine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Washing machine is too high or too low</td>
<td></td>
<td>• Change the washing machine or iron</td>
</tr>
<tr>
<td>Putting up ironing board</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Bromley Council’s Customer Services on 0208 461 7777.

FOR INFORMATION AND ADVICE: HTTP://BROMLEY.MYLIFEPORTAL.CO.UK

19
### In the bathroom

#### WHAT IS DIFFICULT FOR YOU?

<table>
<thead>
<tr>
<th>SIMPLE SOLUTIONS</th>
<th>COMPLEX SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WASHING HANDS, FACE AND BODY</strong>&lt;br&gt;Turning the taps&lt;br&gt;Standing at the basin&lt;br&gt;Basin is too low or too high&lt;br&gt;Can't reach all parts of the body</td>
<td>Install tap turners&lt;br&gt;Purchase a long-handled sponge&lt;br&gt;Purchase a flannel strap&lt;br&gt;Contact [see key below] regarding an assessment of needs</td>
</tr>
<tr>
<td><strong>HAVING A BATH</strong>&lt;br&gt;Turning the taps&lt;br&gt;Stepping into the bath&lt;br&gt;Risk of slipping in the bath&lt;br&gt;Getting up out of the bath&lt;br&gt;Washing your back</td>
<td>Have a strip wash&lt;br&gt;Purchase a non-slip mat for the bath&lt;br&gt;Install tap turners&lt;br&gt;Buy a long-handled sponge&lt;br&gt;Use a half-step&lt;br&gt;Install grab rails&lt;br&gt;Use a bath board or bath seat</td>
</tr>
<tr>
<td><strong>DRYING YOURSELF</strong>&lt;br&gt;Floor is slippery&lt;br&gt;Room is too cold&lt;br&gt;Difficulty in drying your body</td>
<td>Heat the bathroom safely&lt;br&gt;Use a non-slip mat&lt;br&gt;Purchase a towelling gown</td>
</tr>
<tr>
<td><strong>USING THE TOILET</strong>&lt;br&gt;Toilet is too high or too low&lt;br&gt;Difficult to clean yourself&lt;br&gt;Flush lever is awkward&lt;br&gt;Toilet is hard to get to</td>
<td>Install a raised toilet seat&lt;br&gt;Use a combined toilet seat and support frame&lt;br&gt;Install a flush lever extension&lt;br&gt;Contact [see key below] for a needs assessment</td>
</tr>
<tr>
<td><strong>CLEANING TEETH</strong>&lt;br&gt;Gripping the toothbrush&lt;br&gt;Standing at the basin</td>
<td>Purchase a toothbrush gripper&lt;br&gt;Purchase an electric toothbrush&lt;br&gt;Use a stool</td>
</tr>
<tr>
<td><strong>HAVING A SHOWER</strong>&lt;br&gt;Difficult to stand for long shower&lt;br&gt;Shower too high&lt;br&gt;Shower controls are awkward&lt;br&gt;Shower is slippery</td>
<td>Have a strip wash&lt;br&gt;Use non-slip mats&lt;br&gt;Use a half-step&lt;br&gt;Contact [see key below] for a needs assessment</td>
</tr>
</tbody>
</table>

**Bromley Council’s Customer Services on 0208 461 7777.**
Getting equipment to help you to stay at home

Often people who have a disability or illness find everyday tasks difficult to manage which means that they struggle to stay in their home for as long as they would want. To help people to manage the everyday tasks, there is a range of equipment, support and services available across the Borough and beyond.

**Helpful equipment, adaptations and technology**

If you are having difficulty with daily living tasks, such as toileting, washing, dressing or remembering medication, it may be possible for you to buy or get equipment which can help you to find a different way of carrying out the task.

You may need a small piece of equipment such as a raised toilet seat or a rail, which will allow you to continue to remain independent. Or you may need a larger change such as a wet room.

Alternatively, you may find it useful to purchase an alarm system, some of which can let a family member, friend, neighbour, nurse or warden (if you’re in sheltered housing) know by phone if there’s something wrong. For more information on assistive technology, see page 23.

**Suppliers of equipment and adaptations**

There is a wide range of equipment and adaptations to assist you with daily living and a number of suppliers who can help you to choose what best suits your needs.

<table>
<thead>
<tr>
<th>Suppliers of equipment and small adaptations can provide advice and sell you small items such as:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• washing and dressing aids;</td>
<td></td>
</tr>
<tr>
<td>• bathing and toileting aids; and</td>
<td></td>
</tr>
<tr>
<td>• kitchen and meal preparation aids.</td>
<td></td>
</tr>
</tbody>
</table>

Get advice, support and purchase online

**AskSARA**

AskSARA is an online service where you will find useful advice and information about products that can be used to make your life easier and to help you maintain your independence in your own home.

There is a question and answer sheet on the site that will ask you questions about the kind of issues you are having and make suggestions about possible solutions and equipment that may help.

Visit [asksara.dlf.org.uk](http://asksara.dlf.org.uk)

**Research Institute for Consumer Affairs (Rica)**

Rica’s consumer guides are aimed at older and disabled people but are useful for everyone. Based on independent research and the experiences of consumers and experts, their information is completely unbiased.

Visit [rica.org.uk](http://rica.org.uk)

**Living made easy**

Living made easy provides comprehensive and independent information about daily living equipment available to the public from national suppliers. This product information is supported by expert advice created by a team of occupational therapists.

Visit [www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)

**List of accredited retailers**

A list of accredited retailers in the local Bromley area can be found on the Bromley MyLife site, if you click on the link under the heading ‘Small items of equipment in Bromley’ at [http://bromley.mylifeportal.co.uk/aidsforindependentliving](http://bromley.mylifeportal.co.uk/aidsforindependentliving). It may be a good idea to contact one of the retailers or visit their websites to see what options are available. This is the quickest way to get the small pieces of equipment that you may need.

The accreditation means that they have met the Department of Health standards for assessment and provision of small aids to independent living. As part of the standard, they will have received training from the Council.

**Support from the Council**

**Grant funding from the Council**

The Disabled Facilities Grant (DFG) is a means-tested grant – criteria are set nationally – that will pay for property adaptations to support independence. You will have to be assessed by the occupational therapist in order to be considered for a DFG. To request an assessment, contact Bromley Council on 0208 461 7777 or email adult.early.intervention@bromley.gov.uk

Further information on the DFG can be found at [http://bromley.mylifeportal.co.uk/dfg](http://bromley.mylifeportal.co.uk/dfg)

**Assessment of your needs**

You may be eligible for help from Bromley Council, but the demand for occupational therapist services is high and it may take some time for you to be seen.

Initial requests for advice about occupational therapy assessment should be made through the First Response Service, who can be contacted by phone 0208 461 7777 or by email at adult.early.intervention@bromley.gov.uk/ If you are eligible for a service you will be offered an assessment.

For short-term conditions and rehabilitation, NHS occupational therapists will provide equipment.

To find further information, visit [http://bromley.mylifeportal.co.uk/aidsforindependentliving](http://bromley.mylifeportal.co.uk/aidsforindependentliving)
Medequip work with Bromley Borough Council to provide assistive living equipment in Bromley. As part of this service Medequip provide a retail service for those who wish to purchase or rent equipment themselves. We operate an Independent Living Centre where Medequip offer practical advice and demonstration of equipment. You can purchase mobility aids and assistive living products there too.

**OR YOU CAN BUY DAILY LIVING AIDS ONLINE AT:**

**Manage@home**

Mobility aids and disability aids to help you every day

**Order by Phone:**

0800 910 1864

**Order Online:**

www.manageathome.co.uk

Our self help guide will help you find products which can provide you with solutions to your problems.

www.manageathome.co.uk/selfhelpguide.aspx

**VISIT MEDEQUIP AT OUR WOOLWICH DISTRIBUTION CENTRE’S SHOWROOM:**

- See and try products before you buy
- Buy products at the showroom
- Receive practical advice
- Deliveries available

Medequip Assistive Technology
The IO Centre, Unit 5, Sheffington Street, Woolwich, London, SE18 6SR

020 8319 5860

www.medequipuk.com
Using technology to keep you safe

It is now possible to purchase a range of assistive technology solutions to support you to live independently in your own home by including a basic community alarm service that can trigger a response in an emergency and provides regular contact by telephone. This is known as telecare.

The service can also provide an integrated system that includes detectors and monitors for movements, falls, fire and gas, which will trigger a warning in the monitoring centre. Using telecare means that you will be safer, more secure and will be able to maintain your independence for as long as possible.

How to purchase telecare services

It is possible to purchase telecare services without going through the Council. Age UK Bromley and Greenwich offers a ‘just-in-case’ 24-hour personal alarm service which will connect you with an operator when you push it.

For further information phone 0208 315 1850, email info@ageukbandg.org.uk or have a look at the website www.ageuk.org.uk/bromleyandgreenwich

Support from the Council

You can be considered for support from the Council by asking for a care assessment yourself, which includes a telecare assessment, or this can be done on your behalf by a concerned family member, friend or care professional such as your doctor.

For further advice or information, or to arrange for someone to come to talk to you about telecare, please contact Bromley Council on 0208 461 7777 or email adult.early.intervention@bromley.gov.uk

If you are assessed as eligible for services, the equipment itself is free and there is no charge for installation or removal of the equipment. There is a small weekly charge payable to Carelink, who monitor the telecare service.

Find out more at http://bromley.mylifeportal.co.uk/assistivetech

Helping you to get back on your feet

Having a fall, illness or other life-changing event can mean a person needs extra help and support to get back on their feet. There is a range of different services and support available to help people manage in their own home for as long as possible. Details of these are set out within this section.

Coming out of hospital

Home from hospital services provide extra support to people who have been discharged home following surgery, illness or an accident. These are short-term services to help you to regain your confidence and re-adjust to being at home and offer flexible, short-term, practical help to assist with most daily living tasks.

More information about support for coming out of hospital can be found at http://bromley.mylifeportal/homefromhospital

Age UK Bromley and Greenwich

Most services only last for a few weeks and may also be provided by a range of organisations – such as Age UK Bromley and Greenwich – who will provide short-term support (but not personal care) and practical help to assist people aged 60 and over, who live alone, are Bromley residents and are being discharged from hospital.

For a lot of people, returning home after a stay in hospital, particularly if you live alone, can be a daunting prospect. Age UK accepts referrals from health and social care professionals, friends and relatives, and from the older person directly.

Age UK Bromley and Greenwich also operates a ‘Take Home and Settle’ from Accident and Emergency service, but referrals for this service are only taken from hospital staff.

For further information, contact the Hospital Aftercare Team. Call 0208 315 1850 or email services@ageukbandg.org.uk

Bromley Healthcare

Bromley Healthcare’s services for older people aim to keep you safe, healthy and out of hospital. Some services are available to everyone, whilst others are targeted at those with a particular need.

For further information about the Bromley Healthcare services, please call 01689 866544 or visit www.bromleyhealthcare.org.uk

Carers Bromley

Carers Bromley can provide a hospital link worker who is able to support carers while the person they care for is being treated in Princess Royal University Hospital (PRUH) and/or is going through the hospital discharge process.
Following an accident, illness or a hospital stay, or because of a long-term disability or health condition, it may be harder for you to manage in your own home.

Reablement is an intensive short-term support programme to help people to re-learn daily skills and regain confidence to live independently. It may mean that you will require less help in the future.

Daily skills could include:
- preparing meals;
- washing;
- dressing; or
- support with toileting.

Reablement takes place in your own home. The team do not do things for you – they help you to do things for yourself. Reablement can take between three and six weeks, but could take less time, depending on your personal needs and how quickly you are progressing. The team will check your progress regularly and amend the goals if necessary.

The reablement team will talk to you about:
- what you want to be able to do in the future;
- what goals you need to work on, for example: - getting in and out of the bath;
- walking to the shops; and
- how they are going to help you with those goals.

As part of your assessment, you will have a chance to talk to a care assessor about your needs. If the care assessor agrees that reablement could help, they will arrange it for you.

There is no charge for up to six weeks of reablement. There may be a charge for any ongoing support depending on your circumstances and Bromley Council will talk about this with you when you contact them.

After a period of reablement, you may not need help any more, but if you do need ongoing support a care assessor will talk to you about your needs and the options that are available. Depending on your needs you may get more help from social care, or you may have to organise it for yourself. There is a wide range of information about care service providers available on Bromley MyLife.

If you are not eligible for support from social care, you will need to arrange and pay for reablement for yourself. There is a range of companies who have care workers that can give this service.

For further information, visit http://bromley.mylifeportal.co.uk/reablement/ Alternatively, call Bromley Council on 0208 461 7777 or email adult.early.intervention@bromley.gov.uk

The reablement service

>> Link workers can help with:
- assisting with the completing of a carer’s assessment to ensure that their needs are being addressed within the discharge process;
- liaising with the hospital ward and the hospital-based care manager to ensure that all practical support is in place; and
- providing information and advice to help carers in their role and signpost them to other organisations and groups that may be of benefit.

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- liaising with the hospital ward and the hospital-based care manager to ensure that all practical support is in place; and
- providing information and advice to help carers in their role and signpost them to other organisations and groups that may be of benefit.

For more information, please contact Carers Bromley on freephone 0800 015 7700 or visit www.carersbromley.org.uk

Care in your own home

This Directory contains a list of agencies that provide home care – often referred to as domiciliary care – within the Borough (see page 28).

These organisations can arrange for someone to talk to you about the type of help that you want or may need. If you arrange your support directly with one of these organisations you will need to pay them for their service.

Alternatively, you may want to contact Age UK Bromley and Greenwich on 0208 315 1878 who provide a single point of entry to joined-up, quality preventative services, activities and support that promote opportunities, independence and choice to older people. These include general information, advice and advocacy, as well as shopping services, hospital aftercare and assistance in finding reputable tradesmen and care workers.

For people who are unable to organise their own support due to infirmity, lack of capacity, having no-one to support them or low income, it may be more appropriate to contact Bromley Social Services Direct on 0208 461 7777. They will help to determine whether an assessment is needed to see if you are entitled to support from the Council.
Home care services

The aim of these services is to help people who are trying to cope in their own homes with everyday tasks such as getting in and out of bed, dressing, and going to the toilet. They can also help people to find help with tasks like laundry, shopping and getting hot meals. If an individual has particular needs, then specially trained staff will provide support.

Home care services can be provided by:
• an independent agency;
• voluntary agencies; or
• individuals (funded from a Direct Payment or with your own money).

The Council recommends that you view the most recent inspection report from the Care Quality Commission (CQC) before contacting a home care provider. These reports can be found on the CQC website at www.cqc.org.uk. The CQC has also started awarding quality ratings and hope to have rated every adult social care provider by April 2016. If a provider has received a quality rating they must display it in every premises where a regulated activity is being delivered, in their main place of business and on their website where people will be sure to see it.

Getting help from the Council

If you are assessed by the Council as needing personal care, see page 6 for more information, your service will be provided by personal care workers from private agencies, who work under contract to the Council.

If you do not meet the criteria for needing personal care from the Council, you will be required to arrange the support yourself. Home care providers operating in Bromley start on page 28.

Paying for home care

If, following a care assessment, the Council agrees that your needs meet the eligibility criteria for home care services, you will be financially assessed to decide whether your circumstances require that you contribute to the cost of the services.

If you have capital or savings of more that £23,250 you will have to pay for any care services that you require.

If your capital and savings is less than £14,250, your contribution will be assessed only on your income and the local authority will meet the shortfall, subject to local funding limits. Between these two figures, a sliding scale operates, whereby you pay £1 per week for each £250 you have above the lower figure.

Note, the value of your home will not be considered as part of your capital when calculating any financial contribution towards home care.

Personal assistants in Bromley

If you have a Direct Payment, see page 9 for more information and choose to arrange your own care you may decide to employ a personal assistant.

The Council has commissioned Vibrance to build a register of people interested in this work in order to help people with recruitment.

What could a personal assistant do for me?

Personal assistants can carry out a varied range of tasks such as:

• personal care;
• helping to get dressed;
• cooking;
• taking you out and about;
• assisting with medical appointments; and
• cleaning and housework.

Personal assistants do not take control, they help you to be independent and to remain in control of your everyday life.

A personal assistant does not need to have experience >>
Support at home for people who value their independence

We have been helping clients throughout Bromley for over ten years.

Our experienced, highly trained staff, with a natural caring personality, and ability to demonstrate compassion, empathy and respect, have real passion and dedication to helping others.

We can help with:

- Housework, cleaning and tidying
- Personal care routines; washing, dressing, personal appearance
- Getting out and about; social events, coffee mornings, places of worship
- Long term support for conditions such as dementia and Alzheimer’s
- Short term support for when you come home from hospital
- Respite care for loved ones already supporting you

To find out more about how we help, please contact us for a chat or to arrange your free home care assessment

0203 137 8841

www.daytodaycare.co.uk
Personal assistants in Bromley continued

>> of social care; Vibrance provides training if necessary to help them understand the roles and responsibilities. Service users report that the best personal assistant is someone who listens and uses common sense, as well as respecting and working in the way that the service user chooses to live.

Vibrance will undertake referencing, check with the Disclosure and Barring Service, check eligibility to work, job descriptions and salaries. Suitable days and times are discussed with the person needing the support.

If you think that having a personal assistant would make your life better and help you to get the support you need, you can find more details about Vibrance on the Bromley MyLife website at [http://bromley.mylifeportal.co.uk/supportplanning](http://bromley.mylifeportal.co.uk/supportplanning) or by visiting the website [www.vibrance.org.uk](http://www.vibrance.org.uk)

Home care agency checklist
© Care Choices Ltd 2015

These questions may be useful when considering using the services of a home care (domiciliary) provider to help you build up a picture of how your care needs will be met in your own home.

For care packages which have been arranged by Bromley Council, contracts and care plans will have been completed by your care manager and the agencies used will have been accredited to work for Bromley Council.

People arranging and funding their own care either privately or through a Direct Payment or a Personal Budget are able to choose their own worker or care agency.

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<th>Agencies</th>
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<tr>
<td>• What experience does the agency have in your particular field of need? Can they supply references for you to check?</td>
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<tr>
<td>• Home care agencies providing personal care, must be registered and inspected by the Care Quality Commission. Ask to see a copy of their registration certificate.</td>
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<tr>
<td>• How long has the agency been operating?</td>
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<tr>
<td>• How many care workers would the agency assign to care for you and would you see the same one every day? If not, how does the staff rota operate and what happens if your care worker goes on holiday or is sick, will you be notified in advance that a different care worker will be attending?</td>
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<tr>
<td>• How can you contact the agency in an emergency or outside office hours?</td>
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<tr>
<td>• How hard or easy would it be to make a complaint and how are things then put right?</td>
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<tr>
<td>• If this is a private contract ask for a copy of the agency’s contract terms and read these carefully with someone you trust. Get as much help as you can going over it and ask any questions you may have before signing anything. The Citizens Advice Bureau or Bromley Age UK could help with this.</td>
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<td>• You should expect your personal preferences, dignity and privacy to be respected. Discuss this with the agency and ask how the most suitable care workers for your particular care are chosen.</td>
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<td>• Can you talk to them before deciding?</td>
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<td>• Care workers should be fully trained or be in ongoing training. Ask the agency about their policies on this.</td>
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<tr>
<td>• You will have a care plan drawn up by the agency which the care workers will work to. Ask how often this plan will be reviewed by the agency.</td>
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<tr>
<td>• Care workers must be checked with the Disclosure and Barring Service (DBS) and have a criminal records disclosure – make sure this is the case.</td>
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<td>If your care needs do not meet the Council’s eligibility criteria and your care is being privately arranged, you should carefully check the fee rates charged and exactly what the payment you are making covers.</td>
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For information and advice: [HTTP://BROMLEY.MYLIFEPORTAL.CO.UK](http://BROMLEY.MYLIFEPORTAL.CO.UK)

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<th>Service User Bands</th>
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<td>OP Older people (65+)</td>
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</table>
CARE AND SUPPORT IN YOUR OWN HOME

We provide fully trained, carefully vetted and thoroughly assessed staff for your safety and security. In whichever way we support you, you can be sure that we will respect your dignity and privacy at all times. You tell us how you would like to be supported and we will do the rest.

CAREMARK OFFER A PERSONALISED FLEXIBLE CARE AND SUPPORT SERVICE TO PEOPLE WITHIN THEIR OWN HOMES.

Support and Assistance with the following:

- All aspects of personal care
- Assistance with daily routine
- Meal preparation and help with daily nutrition
- 24 hour Live-in Care and Overnight Support
- Social companionship
- Respite care
- Support to maintain your safety and security
- Complex Care
- Palliative Care
- Hospital to Home

Who we can help

Adults and younger people with:
- Physical disabilities
- Learning disabilities
- Mental health needs
- Dementia and Parkinson
- Sensory losses
- Young people making the transition to independence

We provide fully trained, carefully vetted and thoroughly assessed staff for your safety and security. In whichever way we support you, you can be sure that we will respect your dignity and privacy at all times. You tell us how you would like to be supported and we will do the rest.
We are a family run, well established Domiciliary Care Agency and have been helping people since 2002.

We are dedicated to providing the highest quality service, to our customers and their families that require care in their own homes.

Our management staff and carers have all worked in the Home Care marketplace for a large number of years and are fully conversant with the operation of a Home Care Agency.

They have, over the years, developed close working relationships with other professional services such as Social Services, District Nurses and other departments of the Local and Health Authorities.

All carers are trained, have a wide range of experience dealing with many types of illnesses and disabilities. Most of our carers have worked for the agency since 2002.

Whether you are a Private Client or you are supported by Social Services we examine your requirements and agree a care plan in advance. Direct Payment clients welcome.

The initial visit is FREE there is no obligation to purchase a service from us, we are happy to discuss your requirements without charge and will conduct our visit in the strictest confidence.

Our pricing structure is both fair and easy to understand. There are no hidden charges. We promise you will receive value for money whether you need one call a day or four, at times to suit your usual routine.

Our intention is to offer a wide range of services as possible so that our clients are able to entrust one company with all matters relating to their personal care and their property maintenance.

- Personal Care
- Domestic Cleaning
- Night Care
- Well Being Visits
- Getting up/Going to bed
- Cooking
- Bathing
- Shopping
- Companionship
- Live in
- Social Care

You have the right to expect:

That your dignity will be respected at all times.

That your needs will be assessed on a regular basis with special attention paid to your requirements irrespective of the length or the timing of calls.

A care plan and record book will be provided.

That you will be kept fully advised about our services, costs or any charges that might have to be made. We will wherever possible assist with information on other services that could be of benefit to your well-being.

That we will always endeavour to find a carer/s you are happy with and feel comfortable in the presence of whilst appreciating that continuity of carer is essential to your peace of mind.

That all information about you will be kept confidential at all times and will only be disclosed in the event of an emergency.

That a full and detailed complaints procedure exists and that information on how to register a complaint will be given to you.

That you will not be discriminated against on any grounds including race, colour or religion, we are an equal opportunity employer.
**Home care provider listings continued**

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<thead>
<tr>
<th>Service Provider</th>
<th>Location</th>
<th>Advert Page</th>
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<tr>
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<td><strong>KRISLIGHT LTD</strong></td>
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<td><strong>SMITHFIELD HEALTH &amp; SOCIAL CARE LIMITED T/A VERILIFE</strong></td>
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<td><strong>ST CHRISTOPHER’S PERSONAL CARE SERVICES LTD</strong></td>
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<td><strong>SUPPORT PLUS</strong></td>
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<td><strong>WESTMINSTER HOMECARE LIMITED (CRYSTAL PALACE)</strong></td>
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<td>Tel: 0208 289 2817</td>
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<td><strong>YOUTH GRACES UK LIMITED</strong></td>
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<td>Tel: 0208 768 8636</td>
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<td>Tel: 0208 466 9664</td>
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<td><strong>NURSE PLUS AND CARER PLUS (UK) LTD</strong></td>
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<td>Tel: 0208 462 0630</td>
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<td><strong>PETTS WOOD HOMECARE LIMITED</strong></td>
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<td>Tel: 01689 897205</td>
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- OP Older people (65+)
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- YA Younger adults
- AD People who misuse alcohol and drugs

For information and advice: [HTTP://BROMLEY.MYLIFEPORTAL.CO.UK](http://BROMLEY.MYLIFEPORTAL.CO.UK)
EXCELLENT AND AFFORDABLE 24/7 CARE

LifeCome Care provides flexible and dependable elderly and adult care at home. We are here to help you or your loved one maintain independence, dignity and a good quality of life.

www.lifecomecare.co.uk

Call and talk to one of our helpful staff on:
020 3393 7048
Email: service@lifecomecare.co.uk

LifeCome Care, Excel House, 133 Homesdale Road, Bromley, Kent, BR2 9LE

OUR SERVICES

No task is too small or too big:
• Personal care
• Shopping and Cooking
• Domestics
• Social visits
• Companionship
• Administering medication
• Live-in Care
• Respite Care
• Dementia Care

Home

There’s no place like it

Being able to live at home can be one of the most important comforts in an older person’s life, and because family and friends can’t always be there Home Instead Senior Care are here to help.

From an hour a day, to full time care, our service is available 24 hours a day, seven days a week to provide:

• Companionship
• Light Housekeeping
• Local Transportation and Errands
• Meal Preparation
• Personal Care
• Respite Support
• Convalescence Support
• Specialist Dementia and Alzheimer’s Care
• Shopping

Home Instead Senior Care areas covered:
Bromley, Chislehurst and Orpington

Call us on 020 8658 2535
www.homeinstead.co.uk/bromley-chislehurst-orpington

Home Instead in Bromley, Chislehurst and Orpington is part of a national organisation with a reputation as one of the UK’s leading care companies.

• Care Quality Commission accredited
• Members of UK Home Care Association
• Homecare & Domestic Housekeeping Services within The London Borough of Bromley
  • Established in Beckenham for over 30 years
  • Covering the Beckenham, Bromley, Orpington & surrounding areas
  • Owned and managed by a fully qualified Nurse
• Services offered from 30 minutes duration through to full 24 hour coverage
  • FREE Initial assessment visit in your own home
  • NVQ2 / NVQ3 Qualified Carers
• Direct Payments accepted

Tel: 020 8658 4455
mail@kentishhomecare.co.uk
www.kentishhomecare.co.uk

Fully registered by The Care Quality Commission
Looking for help or assistance at home?

We offer a truly flexible and highly personalised service from simply helping with housekeeping to the most complex of care cases. Verilife are different, we adapt and tailor our services around you and your needs.

We provide a bespoke service, giving help in whatever way we can. All of this at an extremely competitive price.

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, or the smallest act of caring, all of which have the potential to turn a life around.” Leo F. Buscaglia

www.verilife.co.uk

Verilife can…

✓ offer a free consultation to find out your needs
✓ assist with day to day tasks and domestic assistance, personal care, help on hospital discharge
✓ prepare meals, do the shopping, offer companionship and assistance with outings
✓ assist those with learning disabilities, and mental health conditions
✓ offer more specialist requirements such as dementia care, palliative care
✓ assist those with physical disabilities
✓ guarantee all our care staff are fully qualified and having undertaken rigorous criminal records checks
✓ customise a solution to suit your needs.

For more information and a free quote without obligation, just call 020 3141 9290 or visit www.verilife.co.uk
Personal Care from HomeCare Bromley

Providing care of exceptional quality for over a decade to:

- The elderly
- Young adults with disabilities
- Children with special needs
- Persons with dementia
- Hospital discharges
- End of life care
- Getting up and ready for the day
- Dressing and appearance
- Retiring for the evening
- Day & Night Sittings
- Live-in Care
- Bathing and washing
- Assisting with managing medication
- Respite Care
- Live-in Care

Helping Hands Service from HomeCare Bromley

Even if you don’t have a need for personal care:

- Making or changing beds
- Light housework
- Shopping
- Laundry and ironing
- Washing up
- Assisting with correspondence
- Accompanying to: a religious service, shopping, collect a pension, visit a bank or a medical appointment or a social event.

Tel: 020 8464 8811 • Chatterton Works, Chantry Lane, Bromley, Kent BR2 9QL
Email: bromleyhomecare.co.uk • Web: www.bromleyhomecare.co.uk
St Peter Recruitment Agency Ltd  
Caring with a Tender Touch…

Specialising in care services
• Nurses (RGN, RMN)
• Social workers
• Support workers
• Health care assistants (NVQ2)
• Senior health care assistants
• Domestic workers
• Cooks

Brockley Business Centre, Unit 6, 96 Endwell Road, Brockley, London SE4 2PD  
Tel: 020 7635 3641 Fax: 020 7635 3642 Mobile: 07903 186 942  
E-mail: admin@stpeterrecruitment.co.uk Web: www.stpeterrecruitment.co.uk

Dare Healthcare

Being able to live at home can be one of the most important comforts in an older person’s life. Because family members cannot always be there we take great pride in making sure our caregivers are there to help. From a couple of hours a week to 24 hours a day, our caregivers provide a ready smile whilst offering these services:
• Companionship
• Light Housekeeping
• Personal Care
• Medication Reminders
• Respite Care
• Meal Preparation
• Convalescence Support
• Shopping & Errand

To discover the difference between Counting the Years and Living Them, please call us on 020 8676 5680 or visit www.darehealthcare.co.uk

The Link Care Nursing Agency

Providing personal care for you in your home

For further information please contact our office.  
T: 01689 898840 / F: 01689 838429  
equities@linkcare.co.uk  
28 Chislehurst Road, Orpington, Kent BR6 0DG  
www.linkcare.co.uk

ABACUS Homecare (Bromley) Limited

Dedicated care professionals serving throughout the Borough of Bromley & Biggin Hill areas

Our care services are available to:
✓ Older people
✓ Adults recovering from illness
✓ Adults with mild mental health problems
✓ Adults with mild learning difficulties
✓ Adults with terminal illness
✓ Adults with physical disabilities

Abacus Homecare can provide you with
✓ Domiciliary care services
✓ 24 hour live in care
✓ Respite care services
✓ Companionship
✓ Shopping services
✓ Direct Payments welcome

T: 01689 853040  
F: 01689 768358 E: info@abacushomecarebromley.co.uk  
Office A Willow Walk Business Centre, 8-11 Willow Walk,  
Starts Hill Road, Locksbottom, Kent BR6 7AA  
www.abacushomecarebromley.co.uk

ABACUS Homecare (Bromley) Limited

Specialist, tailored dementia support from a local charity for adults with dementia and their carers

• Over 25 years experience in dementia care
• Dementia support for all ages
• Qualified and experienced staff
• Excellent staffing for individual attention
• Stimulating activities
• Centres in Beckenham and Orpington

Contact us today to book a visit to one of our centres and discuss your needs  
Tel: 020 8663 0499  
www.mindcare.org.uk mindcare@mindcare.org.uk
Over 50s
Personal Accident Cover

Accidents happen but a cash lump sum could ease the pain

- Guaranteed Acceptance for UK residents aged 50-79
- £20,000 if you die in an accident
- Pays out up to £6,000 for fractures, up to £5,000 for burns and up to £4,000 for dislocations
- Injuries caused by sickness or disease aren’t covered. That includes fractures which are caused by unhealthy bones.

CALL 0800 033 4193 OR VISIT www.NowSure.co.uk/50

Terms and conditions apply. Cover ends at age 85. NowSure is a trading name of Union Income Benefit Holdings Ltd (UIB), who are authorised and regulated by the Financial Conduct Authority, register number 307575. NowSure 50+ Personal Accident Cover is arranged by UIB and underwritten by CIGNA Europe Insurance Company S.A.N.V.

UP TO £6,000 FOR BROKEN BONES FOR LESS THAN 45p PER DAY

CARE & SUPPORT AT HOME

You or a family member may require care & support during the day, night or at weekends for short or long term assistance. Our experienced Care Assistants are on hand to offer support with personal care, getting up and going to bed, palliative care, companion care and support and more, for the elderly, people with a learning or physical disability or extra help following an hospital stay.

For added peace of mind, we operate an out of office hours on-call service.

For an informal chat call your local office - 0208 4620630 www.nurseplusuk.com

Registered with the Care Quality Commission (CQC)

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

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

CALL CARE SELECT FOR MORE INFORMATION:
0800 389 2077

FOR INFORMATION AND ADVICE: HTTP://BROMLEY.MYLIFEPORITAL.CO.UK
There is a range of support and services available across the Borough to ensure the provision of meals, from help with shopping through to the delivery of hot meals.

Help with shopping
• CarePlus Bromley is a local charity that provides a free volunteer support service to older people (65+) in the London Borough of Bromley. A team of volunteers provides help with everyday tasks like shopping;
• most supermarkets now offer online ordering and home delivery – check with individual supermarkets; and
• milk&more will deliver as early as the next morning, with no delivery charge.

More information about organisations that provide help with shopping can be found at [http://bromley.mylifeportal.co.uk/helpwithshopping](http://bromley.mylifeportal.co.uk/helpwithshopping)

Meals delivered to your door
If you have difficulty preparing meals, you may want to use a ‘meals at home’ service. The following are specialist providers of frozen ready meals or hot meals:
• Oakhouse foods can deliver to you on a weekly or one-off basis and offer groceries and frozen meals;
• Wiltshire farm foods can deliver frozen meals on a weekly or one-off basis;
• apetito are part of Wiltshire Farm Foods, but instead of frozen delivery, they deliver the meals hot, cooked en-route to the customer’s home; and
• Sussex Farmhouse Foods Ltd can deliver frozen meals on a weekly or one-off basis.

Alternatively most supermarkets now offer online ordering and home delivery, including a selection of frozen ready meals. Check with individual supermarkets. More information about meals delivered to your door can be found at [http://bromley.mylifeportal.co.uk/mealsdelivery](http://bromley.mylifeportal.co.uk/mealsdelivery)

Providing meals

Day opportunities and activities

Day centre facilities for older people
In Bromley, there are five day centres providing opportunities for older people to take part in activities outside of the home whilst also providing a break for carers:
• Age Concern Orpington – Saxon Centre
  Tel: 01689 830055
• Age Concern Penge and Anerley – Melvin Hall Day Centre
  Tel: 0208 778 2800
• Age Concern Ravensbourne – Bertha James Centre
  Tel: 0208 464 5361
• Age UK Bromley and Greenwich – Chislehurst
  Tel: 0208 467 7751
• Biggin Hill Community Care Association
  Tel: 01959 577400

Day opportunities and activities

Many people who choose to continue living in their own home use a range of different activities to keep themselves active, in touch with friends and to help them get out of the home.

This section will provide details of a range of these sources including:
• day opportunities and activities - often referred to as day centres;
• ways to keep healthy and active; and
• lunch clubs.

Taking part in different activities can be a key way of preventing people becoming socially isolated. There are many reasons for social isolation. It may be due to bereavement or it may be that you have had to move home and are unsure of what is available in the new area.

Most of these take people who are paying for their own care, so you will need to contact the centres directly to access their services.

Specialist day opportunities for adults with dementia
There is a range of day opportunities and activities available in Bromley that provide specialist services for people with dementia and their carers. These include:

MindCare Dementia Support
MindCare Dementia Support has two centres in the Borough to help adults with dementia stay in their communities and homes.

The centres provide support during the day for up to six days a week. All care is tailored to the personal history and interests of the adult with dementia, with stimulating activities in indoor and outdoor environments. Centres are located in Beckenham and St. Paul’s Cray, Orpington.
Day opportunities and activities continued

Call 0208 663 0499 or visit www.mindcare.org.uk for more information.

Alzheimer’s Society – White Gables
Alzheimer’s Society – White Gables offers regular day care support with trained staff in a safe and secure environment.

For further information call 0208 460 9245 or email bromley@alzheimers.org.uk

The Garden Room Dementia Café
The Garden Room Dementia Café is a relaxed and informal meeting place for people suffering from or closely affected by dementia.

For more information contact Age UK Bromley and Greenwich on 0208 315 1850.

Support from the Council
Bromley Council will support access to day services for people who meet the eligibility criteria for older people, to either:

• reduce social isolation – for people who live alone and have no other social networks and who are likely to be at risk of a breakdown of independence;

or

• provide support for carers – where clients live with family carers and where the carer’s ability to continue in their caring role is likely to be seriously compromised without regular breaks.

You can find more information about day opportunities and activities by visiting http://bromley.mylifeportal.co.uk/dayopportunities

Keeping healthy and active

Keeping healthy and active is an important way of keeping busy. There is a range of options that you can try:

• you could join a local club, take up an interest or hobby;

• you could join a class at the local adult education centre; or

• you could join a gym or go swimming.

Organisations and groups

Age UK Bromley and Greenwich
Age UK Bromley and Greenwich runs a ‘Fit for Life!’ programme. This is a 12-week programme that covers exercise, healthy eating, learning and leisure, sexual health, social interaction, staying well, spirituality and wellbeing.

They are also running ‘Chair-based exercise classes’ at Community House, South Street, Bromley BR1 1RH.

To find out the dates of the next ‘Fit for Life!’ 12-week programme contact Age UK Bromley and Greenwich on 0208 315 1850 or email info@ageukbandg.org.uk

Bromley Mencap
Bromley Mencap offers a range of activities including the outdoors activity club, discos, workshops and keep fit classes. Activities are open to people with disabilities and their carers.

Details are published in its bulletin and on its website and sent to members. Visit www.bromleymencap.org.uk to find out more.

Walking
Walking is great fun and is an easy way to keep active. It helps with weight management and prevents illnesses including type 2 diabetes, some cancers and coronary heart disease. It can also promote positive mental wellbeing and benefits quality of life.

Walking groups are available across the Borough. They provide opportunities to be sociable and a chance to meet new people. Walking in groups can also help you feel safer and more confident.

For more information on where you can join a local walk visit the Walking for Health website at www.walkingforhealth.org.uk/walkfinder/london/bromley-walk-for-life

More information
Visit http://bromley.mylifeportal.co.uk/exercise for more ideas.

Lunch clubs
Another popular way of keeping in touch with friends or meeting new people is by attending a lunch club.

There are a number of lunch clubs across the Borough. To find the latest list, visit http://bromley.mylifeportal.co.uk/lunchclubs
Helping you to move into more suitable accommodation

For many people staying in their own home is no longer possible due to their own increasing needs or the limits of their current property. This means that they have to find new accommodation.

Where this is the case, there are a number of options available, including:

- supported housing schemes – such as sheltered housing, Extra Care Housing and Bromley Shared Lives;
- care homes – including care homes with nursing care.

Supported housing schemes

Sheltered housing
Standard sheltered housing allows individuals to live an independent life in the community with domiciliary care support.

There are sheltered schemes throughout the Borough of Bromley, operated by housing associations and consisting of groups of flats, houses or bungalows. In most schemes, a home is rented from a housing association, although there are leasehold properties available through some schemes, where a property can be bought. Some schemes have communal facilities such as on-site launderettes.

Support is given to residents by housing association staff who generally live off-site and are known as ‘floating wardens’ or ‘scheme managers’. The level of rent and service charge varies between schemes and depends on the standard of accommodation and the facilities provided. Sheltered housing wardens do not provide personal care.

If you receive housing benefit, this will help to meet the cost of your rent, but you should check what other costs can be met through the benefits service.

Most housing associations will take direct applications for sheltered housing. You can find out more about the sheltered housing options in the Borough by visiting http://bromley.mylifeportal.co.uk/housingforolderpeople

Support from the Council

You can contact the Housing Options and Assessments Team by email at housing.options@bromley.gov.uk or call 0208 313 4098 or visit http://bromley.mylifeportal.co.uk/housingforolderpeople

Extra Care Housing

Extra Care Housing is for people who are unable to live safely and independently in their own homes, but do not need the level of care provided in a care or nursing home. Extra Care Housing allows individuals to remain secure in the knowledge that help is on hand should they need it. Some Extra Care schemes specialise in supporting people with dementia to live fulfilled lives.

Extra Care Housing provides a range of accommodation types, including bedsits, studios, and one or two-bedroom apartments.

Most providers of Extra Care Housing schemes will take direct applications from people who are funding their own care. You can find out more about the sheltered housing options in the Borough by visiting http://bromley.mylifeportal.co.uk/housingforolderpeople

Support from the Council

Extra Care Housing funded by the Council is allocated on the basis of an applicant’s need. If you think that Extra Care Housing may be right for you and feel that you meet the Council’s eligibility criteria – see page 6 – contact Bromley Council on 0208 461 7777 or email adult.early.intervention@bromley.gov.uk

Further information can be found on Bromley MyLife at http://bromley.mylifeportal.co.uk/housingforolderpeople

Bromley Shared Lives

Shared Lives provides care and support to vulnerable adults. The scheme recruits, trains and assesses individuals and families who can provide support within their own homes to people with special needs.

The Shared Lives Service is for people over the age of 16 who:

- have a learning disability;
- have a mental health condition;
- have physical/sensory disabilities; and
- are older adults;

who also:

- live in the Borough of Bromley;
- meet the eligibility criteria to access services; and
- need support to live independently.

For information on becoming a Shared Lives carer, visit www.bromley.gov.uk/sharedlives

FOR INFORMATION AND ADVICE: HTTP://BROMLEY.MYLIFEPORTAL.CO.UK
Supported housing schemes continued

If you think the service might be suitable for you or someone you care about, call 0208 461 7020 and talk to a member of the team.

Care homes

Care homes provide long-term care for people who can no longer remain safely at home.

There are three types of care home:
- residential homes that provide accommodation, meals and 24-hour personal care and attention, but do not provide nursing care;
- nursing homes that provide all of the services above and also provide regular nursing care, which can only be provided by a qualified nurse or under the direct supervision of a qualified nurse; and
- care homes that provide both residential and nursing care, which means a wide range of services can be given.

There is a range of care homes in Bromley to support a wide range of people, including:
- older people;
- adults with learning difficulties or disabilities;
- adults with physical disability or sensory impairment;
- adults with a mental health condition; and
- adults and older people with dementia.

Care homes with nursing must have a registered nurse on duty at all times.

Some people may choose a care home that provides both residential and nursing care, so that if their health deteriorates, they will not need to move.

Couples with differing care needs can also live together in a dual registered care home.

Listings of care homes, care homes with nursing and dual registered care homes in Bromley start on page 55.

The Council recommends that you view the most recent inspection report from the Care Quality Commission (CQC) before contacting a care home. These reports can be found on the CQC website at www.cqc.org.uk. The CQC has also started awarding quality ratings and hopes to have rated every adult social care provider by April 2016. If a provider has received a quality rating they must display it in every premises where a regulated activity is being delivered, in their main place of business and on their website where people will be sure to see it.

Celebrating 25 Years of Providing...

An elegant and luxurious residential home with a family atmosphere set in its own secluded gardens

- Attractive and spacious lounges and dining rooms
- Single en-suite bedrooms available
- Special hoists to assist the less agile
- Luxury passenger lift
- Emergency call system throughout the home
- Care provided by experienced Managers and Care Staff
- Home cooked, balanced menu
- Free in-house laundry service
- Programme of activities for residents
- Visiting entertainers
- Regular visits from chiropodists
- Weekly visits from a qualified hairdresser
- Supported by local GP surgeries and district nurse teams
- Individual care plans tailored to the needs of residents
- Relatives and friends welcome
- Extensive car parking facilities
- The highest standard of care ensured
- All rooms include Wi-Fi

21 Bickley Road, Bickley, Bromley, Kent BR1 2ND
Tel: 020 8468 7440 Fax: 020 8467 3478
Email: info@archerspoint.co.uk
Website: www.archerspoint.co.uk

A warm and pleasant atmosphere creates an environment in which each resident is encouraged to continue a normal and independent lifestyle.

...Care Without Compromise

FOR INFORMATION AND ADVICE: HTTP://BROMLEY.MYLIFEPORTAL.CO.UK
## First impressions
- Were you met by someone when you first arrived at the care home?
- Do staff seem warm, friendly and polite?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?

## Fees
- How much are the fees? (insert fees above right)
- Do the fees cover all the services available?
- Under what circumstances will the fees alter – eg annually or according to increasing needs?
- Is the notice to terminate the contract reasonable?
- Can you see a table of the fees charged?

## Transport
- Is the home easy to get to for relatives and friends?
- Does the home provide its own transport? Can you see what sort?

## Accommodation
- Are bedrooms single or shared? Is there a choice?
- Can you decorate and re-arrange your room to suit yourself?
- Can you bring your own furniture and TV?
- Is there a call system for emergencies?
- Are there enough electric sockets in your room?
- Can you control the heating in your room?
- Can you lock your room and is there a secure place for valuables?
- Is there a separate dining room? Bar?
- Are there toilet facilities within easy reach of the communal facilities?
- Are there both showers and baths?
- Are bathrooms adapted to help people in and out of the bath?

## Accessibility
- Does the home have the right adaptations and equipment to meet your needs?
- Are all areas accessible for wheelchair users?
- Does the home have extra wheelchairs and walking aids?
- Is there adequate provision for people with sight or hearing difficulties? What evidence is available that shows this?

## Life within the home
- Are there any rules and restrictions (eg going out, time of return etc)? Can you see a copy of any literature pointing these out?
- Can you choose when to get up and retire every day?
- How are residents involved in decisions about life in the home?
- Is there a telephone where you can make and take calls in private and comfort?
- Will someone post a letter for you? Or is there a post box nearby?

## Visitors
- Are visitors welcome at all times?
- Is there somewhere to see them in private?
- May your visitors join you at meals?
- Can your visitors stay overnight?

## Catering
- How much choice do you get about meals?
- Is the food varied and interesting?
- Can the home cater for your dietary needs?
- Ask to see a current menu to answer these questions.
- Can you choose when to eat your meals?
- Can you eat in your room?

## Activities
- Can you continue to pursue your hobbies and interests?
- What sorts of activities and entertainment are organised?
- Can you see a copy of the home’s current activities diary?
- Are outings and holidays arranged?
- How much do they cost? £ £ £
- Are escorts available if necessary?
- Is a library service available?
- Can you have your own flower bed or help in the garden?
- Can you stay in your own room if you want to?

## Gardens
- Are the grounds/gardens attractive?
- Are all areas safe and accessible?
- Is there somewhere to sit?
- Are they quiet?

## Contract Terms
- Can you retain your own room if away?
- Can you have a short-stay or trial period?
- Ask to be given a statement of terms and conditions used by the home.
- Are all procedures, such as complaints, clearly spelt-out? Where? Ask to see a copy.

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**Care homes checklist**

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<th>Home 1</th>
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<td><strong>£</strong></td>
<td><strong>p/w</strong></td>
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Will I have to pay for my care if I move into a care home?

Do you have more than £23,250 in capital or savings? The value of your home is included when assessing capital unless:
• your partner;
• a relative over 60 or incapacitated; or
• a child under 16 for who you or your former partner have responsibility.

Yes, I do have more than £23,250 in capital or savings. You can arrange for a care assessment with Bromley Council to decide what level of care you need. Whichever homes you consider must be able to meet your assessed care needs.

If you do not meet the above criteria, and apart from your property, your savings are less than £23,250, Bromley Council can help with your care costs for the first 12 weeks by way of a ‘Property Disregard’. After this time, any money provided by the Council will be regarded as a loan and will need to be repaid once your house is sold.

No, I do not have more than £23,250 in capital or savings. Bromley Council will contribute financially towards your care.

How much?
To work out how much you will have to pay, you must arrange a care assessment. This will set out exactly what your care needs are and how they will be best met and look at your financial situation. Whichever homes you consider must be able to meet your assessed needs.

Your choice of care home will be limited to those that accept Bromley Council’s funding level.

If you decide on a more expensive care home option, then you will need to arrange a ‘third party top-up’. You will not be allowed to pay this top-up fee yourself if your capital is below £23,250. If your capital is less than £14,250 and the care home you choose charges fees that are within the Bromley Council’s funding rate, your contribution will be assessed only on your income. For more information on top-ups, see page 46.

If you have more than £23,250 in capital and savings and you do not meet the above conditions, you will have to pay for the full cost of the care home yourself. These figures are subject to change in April 2016, when the second phase of the Care Act is implemented.

Regardless of whether you choose Extra Care Housing, sheltered accommodation, a residential care home or a nursing care home, if you are eligible for support from the Council, then you will be assessed to determine the level of contribution that you must pay. Most people have to pay towards the cost of living in a care home.

There are only a few groups of people who are fully funded and do not have to pay anything toward the cost of their care home fees:
• if you receive ‘intermediate care’ – a short stay of up to six weeks in a nursing or residential care home for rehabilitation to help you keep your independence;
• if your care is paid for by the NHS under NHS Continuing Care – you will qualify for full Continuing Care if your primary need is health-related;
• if you are one of the very few war pensioners who qualify for help from the Veterans Agency under the War Pensions scheme; and
• if your stay in a care home is due to ‘section 117 aftercare’ following a compulsory stay in hospital for mental health treatment under certain sections of the Mental Health Act.

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Wolfe House
RESIDENTIAL REST HOME

Tel: 01883 716627
Wolf’s Row,
Limpfield, Oxted,
Surrey RH8 0EB

• Excellent 24 hour care • Respite care • All good size single rooms
• Small caring home registered for 13 residents
• Visiting physiotherapist, chiropodist and hairdresser

Set on the edge of beautiful woodlands, Wolfe House offers personal care and attention to its residents. Recently refurbished it provides a “home from home” environment and a relaxing and peaceful atmosphere, and has a high reputation locally.

Close to Bromley & Biggin Hill

FOR INFORMATION AND ADVICE: HTTP://BROMLEY.MYLIFEPORTAL.CO.UK
Will I have to pay for my care if I move into a care home? continued

**Can I get help to pay for my care home?**

You will qualify for financial help from the Council if:
- a care manager assesses you as needing care in a care home; and
- you have less than £23,250 in savings or capital; and
- your weekly income is less than the weekly cost of the care home you have chosen; and
- you are a resident of the Borough of Bromley.

What will I have to pay for my care?

With capital between £14,250 and £23,250 you will be expected to contribute £1.00 for every £250 you have above £14,250.

**Benefit update**

In April 2013, Disability Living Allowance for disabled

**Steps can be taken to protect assets, such as giving your property away, but do not delay and always obtain proper independent legal advice. One misconception is that you must not move into care within seven years of a gift - this relates to inheritance tax and other rules apply to community care.**

Spouses should also give serious thought to the way their Wills are prepared. If a couple simply left their assets to each other, all their assets would be used to pay for the survivor’s residential or nursing home care. Compare this scenario with one where on the first death, the survivor had the right to occupy the deceased’s half of the house - if the survivor subsequently needed care one half of the house would be protected from care costs.

**Paying for care in a Residential or Nursing Home**

There is so much confusion concerning the community care rules. Briefly the rules provide that:
- you pay for your care from your income
- your capital is used if and/or when your income is insufficient
- the local authority contributes to your care costs only when your capital drops to £23,250
- once your capital has dropped to £14,250, your contribution is based only on your income and the local authority meets the shortfall subject to local funding limits.

Steps can be taken to protect assets, such as giving your property away, but do not delay and always obtain proper independent legal advice. One misconception is that you must not move into care within seven years of a gift - this relates to inheritance tax and other rules apply to community care.

Spouses should also give serious thought to the way their Wills are prepared. If a couple simply left their assets to each other, all their assets would be used to pay for the survivor’s residential or nursing home care. Compare this scenario with one where on the first death, the survivor had the right to occupy the deceased’s half of the house - if the survivor subsequently needed care one half of the house would be protected from care costs.

It is also important to be aware of your rights to claim continuing care funding should you need to move into a nursing home. If you have a primary health need, it will be the responsibility of the NHS to fund your care and therefore your assets would not be used to pay your care costs.

Clarkson Wright & Jakes also offer FREE ‘Protecting your Family Assets’ seminars covering:
- Community Care
- Lasting Powers of Attorney
- Inheritance Tax Planning

These are held at 5pm on the second Thursday of every month, at our offices:
Valiant House, 12 Knoll Rise, Orpington, Kent, BR6 0PG.

Please feel free to bring along your relatives or friends.

For further information about this article or to book a place on a seminar please contact Jeremy Groeger-Wilson on 01689 887847 or book online at www.cwj.co.uk/seminars

**Whatever your circumstances, remember:**

- if your partner still lives at home, they will not be means-tested. If you have a private pension, only half will be considered when you are assessed;
- your assessment will be made up of two parts: care assessment and financial assessment; and
- a nursing home will generally be more expensive than a residential home offering personal care only.

You should consider claiming:
Income support and/or Pension Credit.

You should definitely claim:
Attendance Allowance, the amount of which is decided on the level of your care needs.

If you are moving directly to a nursing home then you will be eligible for the NHS Care Contribution, the amount of which is decided by your care needs.
Will I have to pay for my care if I move into a care home? continued

people aged 16 to 64 was replaced by a new Personal Independence Payment. How much you’ll get depends on how your health condition or disability affects you. For further information, visit www.gov.uk/pip

Non-means tested care and support
If you are in need of care or support you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are non-means tested benefits. This means that when you apply for this type of benefit your financial circumstances are not taken into account. AA is payable to people over the age of 65 and PIP for those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need.

Always seek advice:
Independent help is available to guide you through the financial options. There may be a number of solutions to retaining your capital whilst paying for your care. Visit the Paying for care page on the Bromley MyLife website to find out how to get financial advice on how to fund your long-term care, http://bromley.mylifeportal.co.uk/payingforcare

The PayingForCare website, www.payingforcare.org.uk is an independent advice service, which will be able to guide you through the process of arranging your care funding.

You can contact the Money Advice Service for free and impartial money advice on 0300 500 5000 or visit www.moneyadviseservice.org.uk

A list of independent financial advisers who are accredited by the Society of Later Life Advisers (SOLLA) can be found on the SOLLA website at www.societyoflaterlifeadvisers.co.uk/find-an-adviser

What’s changing in April 2016?

Major reforms to the way that social care is funded will be effective from April 2016, including:

• A ‘cap’ on the total cost of care to an individual (£72,000).
• An increase in the financial thresholds for people eligible for State support.

Visit http://bromley.mylifeportal.co.uk/careact2014 for more information.

Please note, all figures mentioned in this Directory may change over the lifetime of the publication.

Charges for care homes

There are national regulations for the financial assessment of residents who require the support of the local authority to fund their care.

You will be assessed on your income, savings and investments. Depending on your family circumstances, the value of your former home may be included in the assessment of your contribution towards the care home fees.

If the Council is helping you to pay for your care fees your Attendance Allowance or Disability Living Allowance/Personal Independence Payment (care component) will be stopped after the first 28 days in the home. You will continue to receive Disability Living Allowance/Personal Independence Payment (mobility component) if you were getting it before you entered the care home.

If you have more than £23,250 in savings or other capital you will have to pay the full cost of your care home. Your care manager will give you an information pack which tells you more about this in a booklet called ‘Paying for your Care Home’. You can also get a copy from Bromley Council on 0208 461 7777 or visit http://bromley.mylifeportal.co.uk/payingforcare
The fees shown below apply to older people entering care homes from April 2015. These are the maximum weekly fees contribution that Bromley Council will pay towards your care, if, following an assessment, you are eligible for care. The rates include the NHS-funded nursing care payment element (where appropriate) and the resident’s assessed contribution in all cases.

### Third party top-up payments

Some people want a wider choice of care homes than Bromley Council can offer at their standard fee rates. You can choose to go into a more expensive home if someone else like a relative, friend or charity is willing to pay the difference between the Council’s rate and your chosen home’s fees. This is called a third party top-up arrangement. The person making the additional top-up payment will have a separate legal agreement with the Council and must understand that:

- they must be able to keep up the payments or you could be asked to move into a cheaper home;
- they must be prepared to meet the cost of future increases in the payment when fees are reviewed; and
- the Council reserves the right to terminate the contract if the care home breaches the terms and conditions of the contract.

The charging regulations do not allow you to make this additional payment from your own money except in very limited circumstances, because the council has already assessed your contribution according to the rules as the maximum you can pay. See ‘Paying for your care home’ available from your care manager, Bromley Council on 0208 461 7777, or visit [http://bromley.mylifeportal.co.uk/payingforcare](http://bromley.mylifeportal.co.uk/payingforcare)

The rules surrounding top-ups will be changing in April 2016. Please visit [http://bromley.mylifeportal.co.uk/careact2014](http://bromley.mylifeportal.co.uk/careact2014) for more information.
Helping you to give your views

It is important that people who use social care services feel that they are able to share their views and to give their feedback and comments, both good and bad, about the service that they have received. This section sets out a range of different ways that people can do this. From making a complaint to giving your views in a consultation, there are a number of different options available across the Borough.

Complaints about care services

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

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive whether in your own home or in a residential or nursing care home. Care services are required under national standards of quality and safety to have a simple and easy to use complaints procedure.

If you are concerned about the care you are receiving then speak to the manager of the service about your concerns before taking any further action. The problem may be resolved quite easily once the managers of the service are made aware of it. However, if you need to make a formal complaint, you should contact the registered owners of the service. They have a duty to provide a timely response to any complaints made.

If the complaint is about a crime such as assault, racial or sexual harassment, rape or theft you should also involve the police to prevent someone else from being abused. If immediate action is needed then dial 999. Alternatively, call your local police by dialling 101.

If your complaint is about a breach of regulations, contact the Care Quality Commission on 03000 616161. Opening hours are Monday to Friday 8:30am to 5:30pm.

If Bromley Council has arranged and funded a place for you in a care home or has contributed to your home care service, another option is to contact your care manager or the Education, Care and Health Services Complaints Team, visit http://bromley.mylifeportal.co.uk/complaints call 0208 313 4491, or email socialcarecomplaints@bromley.gov.uk

If you have been unable to resolve your complaint you can contact the Local Government Ombudsman on 0300 061 0614 and ask them to assist you. The Local Government Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service. Its job is to investigate complaints in a fair and independent way.

Care Quality Commission

In addition to inspecting, regulating and rating care services and dealing with breaches of regulations, the Care Quality Commission is also keen to hear feedback, both good and bad, from people who are using health and social care services.

You can share your experience with the Care Quality Commission by visiting www.cqc.org.uk/share-your-experience-finder by calling 03000 616161 or by emailing enquiries@cqc.org.uk

Advocacy

Advocacy can help you access information and services, like benefit entitlement, and explore choices and options. Advocacy is completely independent from the organisations that provide social care services. Advocates act only according to the wishes of the person they are speaking for. The advocate will not take a view of what is best, or try to influence the person to make a different choice.

There are a number of local organisations that can act as independent advocates and their contact details can be found at http://bromley.mylifeportal.co.uk/legalmattersadvocacy
Healthwatch Bromley

Every local authority area has Healthwatch to act as the local consumer champion across health and social care.

Healthwatch Bromley:
- listens to local people’s views about their needs and experiences and makes sure that these views are heard by those setting up and delivering services;
- makes recommendations based on feedback to influence the way services are designed and delivered;
- identifies properties that are relevant to Bromley and looks at which groups and communities are not being heard and finds ways for them to be represented;
- provides an information and signposting service about choices for local health and care services and how to access them; and
- passes information and recommendations to other local Healthwatch services, Healthwatch England and the Care Quality Commission.

Healthwatch Bromley gives people a stronger voice to influence and challenge how health and social care services are provided.

For further information about Healthwatch, please visit www.healthwatchbromley.co.uk

Patient Opinion

The Patient Opinion website is an independent site where you can share your experiences of health and social care services. Patient Opinion will then share your story with the right people in the relevant organisations to make a difference.

Find out more by visiting www.patientopinion.org.uk or call 0800 122 3135.

Voiceability

Voiceability provides the NHS Complaints Advocacy Service. It is a free, independent and confidential service that can help you to make a complaint about services provided by the NHS.

More information can be found on the Voiceability website www.nhscomplaintsadvocacy.org or you can call 0300 330 5454 or email nhscomplaints@voiceability.org

Sharing your views through consultations

From time to time services in Bromley need people to tell them what they think about a particular service or issue.

To find out what consultations or surveys are currently underway, visit http://bromley.mylifeportal.co.uk/consultations

Useful information

This Directory’s free helpline

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

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

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

All care providers must be registered under a system which brings adult social care, independent healthcare and the NHS under a single set of essential standards of quality and safety.

The Care Quality Commission (CQC) registers, inspects and reviews all adult social care and healthcare services in England in the public, private and voluntary sectors. This includes care homes, care homes with nursing, home care agencies and NHS services, amongst others.

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

Inspection teams are led by an experienced CQC manager and often include experts in their field. The team may also include professional or clinical staff; Experts by Experience; people who use services and carers.

Following an inspection, each care home and home care agency is given a report of how it rates against national essential standards of quality and safety. CQC has also started rating services as ‘Outstanding’, ‘Good’, ‘Requires Improvement’ and ‘Inadequate’. By March 2016, CQC expects to have rated every adult social care service in England.

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

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

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

When considering care services, it’s always a good idea to check a service’s inspection report on the Care Quality Commission’s website, www.cqc.org.uk

Mental capacity

Everyone is assumed to have the capacity to make their own decisions unless there is evidence that they may be unable to do so and, as such, individuals can prepare for a time when they may lose capacity to make some decisions. The law allows a person to appoint someone, a friend, family member or solicitor, to make decisions for them should they lose their ability to do so for themselves. This is called a Lasting Power of Attorney, and can cover financial matters or health and welfare matters. The Council encourages all adults to consider organising an appropriate Lasting Power of Attorney in order to avoid costly legal procedures for families in the event of loss of capacity of a loved one.

Should a person with no-one to act for them lose their mental capacity they can leave instructions in advance regarding their care and treatment either in an ‘Advance Decision’, in which they can refuse medical treatments, or in an ‘Advance Statement’, in which they can detail their wishes about future care options. ‘Advance Decisions’ are legally binding and must be complied with by doctors and professionals, but this is not the case for ‘Advance Statements’ which are not legally binding.

In 2005, the Mental Capacity Act was introduced to assist people who might find making decisions difficult.

This might be because of:
• a learning disability;
• dementia;
• a mental health condition;
• an acquired brain injury; or
• other temporary pressures or illness.

The Mental Capacity Act 2005 exists to protect people aged over 16 who might lose their capacity to make their own decisions independently. The law provides a checklist to be followed by decision-makers, who have to act in the best interests of the individual who lacks mental capacity to make a particular decision, and have to take into account the views of family and friends. The Government has also issued a Code of Practice to support the Mental Capacity Act 2005 which must be followed by professional staff, and which families and informal carers ought to become familiar with.

To found out more, visit http://bromley.mylifeportal.co.uk/mentalcapacity
Queen Mary House

Queen Mary House is a purpose-built retirement home for women, committed to ensuring the highest standards of care.

Administered by the Schoolmistresses and Governesses Benevolent Institution; a charity founded in 1843 and incorporated by Royal Charter, the Home provides spacious accommodation in pleasant surroundings.

Situated in the picturesque village of Chislehurst, Kent and surrounded by well cared for landscaped gardens, the home is registered with the London Borough of Bromley and comprises 36 bedrooms, most of them with en-suite facilities.

An in-house shop and library are available, plus weekly visits from a hairdresser and a beauty/massage therapist. The activities organiser arranges regular visits by local entertainers, and a variety of activities to suit all.

For further information please feel free to contact us or visit our website for more information.

Tel: 0208 4673112
Manor Park Road, Chislehurst, Kent BR7 5PY
www.queenmaryhouse.org

Useful contacts

Advocacy First
Advocacy First offers support to empower people to make their own decisions and keep control over their own lives by enabling their voice to be heard. They advocate for adults over 19 years, with physical disabilities and for Older People within the local community, Care Home and local Hospitals.
Tel: 0208 460 6712
Web: www.advocacyfirst.org.uk

Advocacy for All
Advocacy for All is a registered charity working in and around South East and South West London and Kent. They advocate for people aged 14 to 19 with a learning disability in Bexley or Bromley. They also advocate for adults with a learning disability or autism and Asperger’s syndrome in Bexley and Bromley, and for adults with a learning disability in Kent.
Tel: 0208 300 9666
Email: info@advocacyforall.org.uk
Web: www.advocacyforall.org.uk

Age UK Bromley and Greenwich
Age UK Bromley and Greenwich provide preventative services, activities and support that promote opportunities, independence and choice to older people.
Tel: 0208 315 1878
Email: info@ageukbandg.org.uk
Web: www.ageuk.org/bromleyandgreenwich

Alzheimer’s Society
Working to improve the quality of life of people affected by dementia. Day Opportunities Centre – White Gables.
Tel: 0208 460 9245
Email: bromley@alzheimers.org.uk
Web: www.alzheimers.org.uk

Biggin Hill Community Care Association
Provides information and assistance to the local community, including three day opportunities projects.
Tel: 01959 577400
Email: bigghinhillcommunitycare@gmail.com
Web: www.bigginhillcommunitycare.org

Blue Badge Scheme
Provides a range of parking concessions for people with severe mobility problems who have difficulty using public transport.
Tel: 0300 303 8661
Email: LDS.parking@bromley.gov.uk
Web: www.bromley.gov.uk or www.gov.uk/apply-blue-badge

Bromley and Lewisham Mind
Providing services for adults with mental health conditions.
Tel: 01689 811222
Web: www.blmind.org.uk
Bromley Asian Community Association (BACA)
BACA runs a weekly session for Asian older people and their carers. The service is delivered wholly by volunteers, and supports older members of the Asian community by providing information and advice, health/welfare checks, and an exercise/yoga class on alternate weeks.
c/o United Reform Church, 20 Widmore Road, Bromley BR1 1RY
Email: Tochisehmi@hotmail.com

Bromley Experts by Experience (X by X)
Speak up for the rights of deaf and disabled people and their carers to promote choice and control over the services they use.
Tel: 0208 650 2102
Web: www.xbyxbromley.com

Bromley Gypsy/Traveller Project
Advice, support and information for travellers in the Borough of Bromley.
Tel: 01689 839052
Email: thebgtp@yahoo.co.uk

Bromley Healthcare
Bromley Healthcare is a community health care provider that offers a wide range of services to people of all ages.
Tel: 0208 315 8880
Email: contact@bromleyhealthcare-cic.nhs.uk
Web: www.bromleyhealthcare.org.uk

Bromley Mencap (incorporating Bromley Scope)
Bromley Mencap works with disabled people, their families and carers, offering support and information about benefits, education and independent living. Bromley Mencap also operates a supported employment agency, JobMatch.
Tel: 0208 466 0790
Email: enquiries@bromleymencap.org
Web: www.bromleymencap.org.uk

Bromley MindCare Dementia Service
Providing specialist services for people with dementia.
Tel: 0208 663 0499
Email: mindcare@bromleymind.org.uk
Web: www.mindcare.org.uk/bromley-services/

Bromley MyLife
Bromley Council’s health and social care website will help you make informed choices about your life. It can help you learn how to find extra support to help with your care needs by helping you – or the person you care for – see more clearly what services are available in the local area and how to access them. It pulls together support and services from birth up to old age, across social care, health, education and wider support within the community.
Email: mylife@bromley.gov.uk
Web: http://bromley.mylifeportal.co.uk

Bromley Somali Community Association
Provides information and advice to the Somali community.
Tel: 0208 778 5539

Burgess Autistic Trust
Provides a range of services which meet the varying needs for support of adults with autism – across the spectrum.
Tel: 0208 464 2897
Email: info@brugessautistictrust.org.uk
Web: www.burgessautistictrust.org.uk

Careplus Bromley
A registered charity which provides volunteer support to mostly older people in the Bromley area.
Tel: 0208 290 4992
Email: info@careplusbromley.org.uk
Web: www.careplusbromley.org.uk

Care Quality Commission (CQC)
Inspectors and regulators of all care and health services.
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

Carers Bromley
Information, advice and support for adult and young carers. Respite scheme and sitters service. Information on benefits and help with letter writing and form filling.
Tel: Carers Helpline: 0800 015 7700 (Monday to Friday 9:00am to 5:00pm)
General Enquiries: 01689 898289
Email: help@carersbromley.org.uk
Web: www.carersbromley.org.uk

Carers Direct helpline
A free online interactive learning programme which is available to carers who want help with caring and looking after themselves.
Tel: 0300 123 1053
Web: www.nhs.uk/carersdirect

Citizens Advice Bureau
The Citizens Advice service offers practical, up-to-date information and advice on a wide range of topics, including: debt, benefits, housing, legal, discrimination, employment, immigration, consumer
and other problems.
Tel: 0208 315 1940
Web: www.citizensadvice.org.uk/bromleycab

Community Links Bromley
Advice and support for local voluntary organisations and community groups.
Tel: 0208 315 1900
Email: suel@communitylinksbromley.org.uk
Web: www.communitylinksbromley.org.uk

Community Options
Focuses on supporting people to achieving sustained mental health.
Tel: 0208 313 9725
Email: enquiry@community-options.org.uk
Web: www.community-options.org.uk

Deaf Access
Helps deaf and hard of hearing people to improve and maintain their independence by providing information, support and services.
Tel: 0208 315 2550  Minicom: 0208 315 2552
SMS Text: 07732 449349
Email: information@deaf-access.co.uk
Web: www.deaf-access.co.uk

Elderly Accommodation Counsel and First Stop Advice
Information, advice and guidance on any aspect of care, support or housing for older people.
Tel: 0800 377 7070
Email: info@firststopadvice.org.uk
Web: www.eac.org.uk

Headway - South East London/North West Kent
Headway offers a variety of services to survivors of acquired brain injury and stroke, their families and carers.
Tel: 0208 185 7775
Email: bdm@headwayselnwk.co.uk
Web: www.headway.org.uk

I-Care Day Centre Trust Ltd
The Centre provides a wide range of ongoing, effective rehabilitative care therapies for people who have suffered strokes. They also offer information, advice and counselling service to their carers, and support and respite for their families.
Tel: 01689 862883
Email: icare01@hotmail.co.uk
Web: www.icaredaycentretrust.org

Kent Association for the Blind
Aim to provide a quality service sensitive to the individual needs of those who are sight impaired, helping them to attain the highest level of independence.
Tel: 0208 464 8406
Email: rehab.bromley@kab.org.uk
Web: www.kab.org.uk

KeyRing
KeyRing’s vision is for vulnerable people to be at the heart of their community, sharing their skills and talents for everyone’s benefit.
Tel: 0207 324 0750
Email: enquiries@keyring.org
Web: www.keyring.org

King’s College Hospital NHS Foundation Trust
King’s College Hospital NHS Foundation Trust run the Princess Royal University Hospital (PRUH) in Bromley, as well as Orpington Hospital, Queen Mary’s Hospital and Beckenham Beacon Hospital.
Princess Royal University Hospital Tel: 01689 836000
Orpington Hospital Tel: 01689 863000
Beckenham Beacon Tel: 01689 863000
Queen Mary’s Hospital Tel: 0208 302 2678
King’s College Hospital Tel: 0203 299 9000
Web: www.kch.nhs.uk

King’s College Hospital NHS Foundation Trust - Patient Advice and Liaison Service (PALS)
Tel: 0203 299 3601
Email: kch-tr.PALS@nhs.net
Web: www.kch.nhs.uk

London Taxicard Scheme
Taxicard is a scheme that provides subsidised transport for people who have serious mobility impairment and difficulty in using public transport. Taxicard holders make journeys in licensed London taxis and private hires vehicles, and the subsidy applies directly to each trip.
Useful contacts continued

Tel: 0208 461 7777
Email: adult.early.intervention@bromley.gov.uk
Web: www.londoncouncils.gov.uk/taxicard

Money Advice Service
A free and impartial money advice service, which was set up by the Government to provide advice and guides to help improve your finances, and tools and calculators to help you keep track and plan ahead.
Tel: 0300 500 5000
Web: www.moneyadviceservice.org.uk
Webchat: www.moneyadviceservice.org.uk

Mytime Active
Mytime Active runs lifestyle preventative health services across the UK and a number of leisure centres in the London Borough of Bromley.
Tel: 0208 313 9911
Email: pavilion@mytimeactive.co.uk
Web: www.mytimeactive.co.uk

NHS Choices
A helping hand that can guide you to the health advice that best suits your needs, from webchat to walk-in centres. You can also find your local GP, dentist, pharmacy or A&E.
Tel: 111
Web: www.nhs.uk

Oxleas NHS Foundation Trust
Oxleas is in South East London and provides mental health and learning disability services in Bexley, Bromley and Greenwich Boroughs.
Tel: 01322 625700
Email: foundation.trust@oxleas.nhs.uk
Web: www.oxleas.nhs.uk

PayingForCare
A national information and advice service to help individuals make more informed decisions about the arrangements and funding for their long-term care. The site is equally useful for Powers of Attorney and family members and friends.
Web: www.payingforcare.org

Pineapple Club
The club provides social support and stimulation to older vulnerable people from the African and Caribbean communities.
Tel: 0208 676 8280
Email: pineappleplc@yahoo.co.uk

Rethink
Rethink provides a range of services nationally, including advocacy, carer support, crisis services and more. Rethink cannot deal with emergency or crisis issues – see website for further emergency contacts.
Tel: 0300 5000 927
(Monday to Friday 10:00am to 2:00pm)
Email: advice@rethink.org
Web: www.rethink.org

Royal Voluntary Service – Community Transport
Royal Voluntary Service (RVS) Community Transport is a friendly, community, door-to-door scheme designed to help you get out and about. RVS are not just providing the transport, they are offering a service of ‘care’, by collecting the user from their doorstep to ensuring safe arrival at their destination, (especially useful in dementia cases) ensuring that each journey taken with them is a friendly, personal service.
Tel: 0203 002 2190
Email: londonhub@royalvoluntaryservice.org.uk
Web: www.royalvoluntaryservice.org.uk

The Silver Line
A free confidential helpline providing information, friendship and advice to older people, open 24-hours a day, every day of the year.
Tel: 0800 470 8090
Mobile: 0300 470 8090
Email: info@thesilverline.org.uk
Web: www.thesilverline.org.uk

WHAT ARE THE CARE OPTIONS?
WHAT IF MUM DOESN’T AGREE?
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A choice of elderly care options in Bromley

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Tel 020 8857 1064  info@fairmount-of-mottingham.co.uk
Mottingham Lane, Mottingham, London, SE9 4RT

Like us on Facebook www.facebook.com/dementiacareuk or visit our website  www.fairmount-of-mottingham.co.uk

With so many providers to choose from, where do you start? www.carechoices.co.uk can help.

- search care providers quickly and easily
- search by postcode/town and care type
- information on standards of care
- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

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

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Call 0333 220 4756 †

Look for Elmstead in the listings section.

NEED HELP IN YOUR SEARCH FOR CARE?
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W.G GRACE 1848 - 1915 CRICKETER LIVED HERE
## Bromley care homes

### ANGELINA CARE
229 High Street, Penge, London SE20 7QP
Tel: 0208 676 0555

### ANGELINA CARE
45 Hollbrook Lane, Chislehurst, Kent BR7 6PE
Tel: 0208 467 8102

### ARCHERS POINT RESIDENTIAL HOME
21 Bickley Road, Bromley, Kent BR1 2ND
Tel: 0208 468 7440 **Advert page 41**

### ASHGLADE
178 Southborough Lane, Bromley, Kent BR2 8AL
Tel: 0208 467 0640

### ASHLING LODGE
20 Station Road, Orpington, Kent BR6 0SA
Tel: 01689 877946

### BEECHMORE COURT
267 Southlands Road, Bromley, Kent BR1 2EG
Tel: 0208 468 7778

### BURRELL MEAD
47 Beckenham Road, West Wickham, Kent BR4 0QS
Tel: 0208 776 0455

### BURROWS HOUSE
12 Derwent Road, Penge, London SE20 8SW
Tel: 0208 778 2625

### CABRINI CHILDREN’S SOCIETY - 1 HEALY DRIVE
1 Healy Drive, Orpington, Kent BR6 9LB
Tel: 01689 870216

### CABRINI CHILDREN’S SOCIETY - 3 HEALY DRIVE
3 Healy Drive, Orpington, Kent BR6 9LB
Tel: 01689 897235

### COMMUNITY OPTIONS LIMITED
56 High Street, Chislehurst, Kent BR7 5AQ
Tel: 0208 468 7016

### COMMUNITY OPTIONS LIMITED
78 Croydon Road, Penge, London SE20 7AB
Tel: 0208 676 9965

### COMMUNITY OPTIONS LIMITED
19 Wheathill Road, Penge, London SE20 7XQ
Tel: 0208 659 3337

### COMMUNITY OPTIONS LIMITED
73 Repton Road, Orpington, Kent BR6 9HT
Tel: 01689 836661

### COMMUNITY OPTIONS LIMITED
Orpington, Kent BR6 0TR
Tel: 01689 896591

### COMMUNITY OPTIONS LIMITED
3 Healy Drive, Orpington, Kent BR6 9LB
Tel: 01689 891401

### COMMUNITY OPTIONS LIMITED
1 Healy Drive, Chislehurst, Kent BR7 5EL
Tel: 0203 627 7888 **Advert page 54**

### COMMUNITY OPTIONS LIMITED
13 Sundridge Avenue, Bromley, Kent BR1 2PU
Tel: 0208 464 2998

### COMMUNITY OPTIONS LIMITED
Ashfield Lane, Chislehurst, Kent BR7 6LQ
Tel: 0208 467 2781

### COMMUNITY OPTIONS LIMITED
Mottingham Lane, Mottingham, London SE9 4RT
Tel: 0208 857 1064 **Advert page 54**

### COMMUNITY OPTIONS LIMITED
58 Sherwood Way, West Wickham, Kent BR4 9PD
Tel: 0208 777 3218

### COMMUNITY OPTIONS LIMITED
1 Healy Drive, Orpington, Kent BR6 9LB
Tel: 01689 891401

### COMMUNITY OPTIONS LIMITED
4 Sandford Road, Bromley, Kent BR2 9AW
Tel: 0208 313 1017

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<th>MH</th>
<th>D</th>
<th>PD</th>
<th>LDA</th>
<th>YA</th>
<th>AD</th>
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<tr>
<td>OP  Older people (65+)</td>
<td>D  Dementia</td>
<td>PD  Physical disability</td>
<td>LDA  Learning disability, autism</td>
<td>YA  Younger adults</td>
<td>AD  People who misuse alcohol and drugs</td>
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FOR INFORMATION AND ADVICE: HTTP://BROMLEY.MYLIFEPORTAL.CO.UK

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Oatlands & Oatleigh Care Village has a unique atmosphere, which emulates an extension of your own home. We are situated in south east London, with excellent transport and community links (close to the beautiful and historic Crystal Palace park). Our home-from-home ambience makes us stand out from the chains of care homes, where individual needs can often get lost behind company bureaucracy.

We are a small, family-run business, with years of experience in the care industry behind us. Our company has been providing top quality specialist dementia residential care here in the borough of Bromley for over 20 years.

Our aim has always been to offer the highest standards in healthcare with great attention to detail and the more personal aspects of care. The comfort, support and satisfaction of our service users are paramount and care is tailored to individual needs and preferences.

At Oatlands & Oatleigh Care Village we are committed to:

• Offering a safe and stable environment for our service users
• Providing a bespoke service in a smaller group setting
• Enhancing service user quality of life
• Respecting and maintaining service user rights at all times
• Ensuring that all staff are effectively trained and supported
• Providing professional care, sensitive to service user needs and wishes
• Promoting choice, dignity and independence

A vital resource to complement our care team are our dedicated Activity Coordinators, who create and develop activities in consultation with the service users. Their role is integral in providing an environment that is not only relaxed, but at the same time stimulating. We offer a variety of leisure activities to interest all our service users with different levels of need, including board games, bingo, musical afternoons, gentle exercise and indoor sports. In 2015 we have introduced Namaste care for residents with more advanced needs, who may no longer be able take an active part in the communal life of the home. Namaste – meaning “honouring the spirit within” - uses sensory stimulation, especially touch, to engage and occupy residents in the later stages of dementia.

For further information please contact us on:

020 8778 8545      020 8778 6379    info@jawagroup.co.uk

Oatlands & Oatleigh Care Village, 210-212 Anerley Road, London, SE20 8TJ
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<tr>
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<td>58</td>
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<td>D Dementia</td>
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<td>PD Physical disability</td>
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<tr>
<td>AD People who misuse alcohol and drugs</td>
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</tr>
</tbody>
</table>

**Bromley care homes continued**

**HEATHERS RESIDENTIAL HOME FOR THE ELDERLY, THE**
35 Farnaby Road, Bromley, Kent BR1 4BL
Tel: 0208 460 6555

**HEATHERWOOD**
33 Station Road, Orpington, Kent BR6 0RZ
Tel: 01689 813041

**HIGH VIEW CARE SERVICES LIMITED - 161 CROYDON ROAD**
161 Croydon Road, London SE20 7TY
Tel: 0208 778 5211

**HOMELANDS**
212 Anerley Road, London SE20 8TJ
Tel: 0208 778 8545

**MAPLE HOUSE - CARE HOME LEARNING DISABILITIES**
10 Maple Road, Penge, London SE20 8HB
Tel: 0208 778 5321

**NETTLESTEAD CARE HOME**
19 Sundridge Avenue, Bromley, Kent BR1 2PU
Tel: 0208 460 2279

**OATLANDS CARE LIMITED**
210-212 Anerley Road, Anerley, London SE20 8TJ
Tel: 0208 778 8545

**OATLEIGH CARE LIMITED**
210-212 Anerley Road, Anerley, London SE20 8TJ
Tel: 0208 778 8545

**OLD MANSE, THE**
243 Main Road, Biggin Hill, Westerham, Kent TN16 3JY
Tel: 01959 571695

**PARKSIDE - CARE HOME LEARNING DISABILITIES**
79 Thicket Road, Penge, London SE20 8DS
Tel: 0208 776 9569

**QUEEN ELIZABETH HOUSE**
38 Southborough Road, Bickley, Bromley, Kent BR1 2EE
Tel: 0208 467 3994

**QUEEN MARY HOUSE**
Manor Park Road, Chislehurst, Kent BR7 5PY
Tel: 0208 467 3112

**ROSECROFT RESIDENTIAL CARE HOME**
66 Plaistow Lane, Bromley, Kent BR1 3JE
Tel: 0208 464 4788

**ROWENA HOUSE LIMITED**
28 Oakwood Avenue, Beckenham, Kent BR3 6PJ
Tel: 0208 650 3603

**SPRINGFIELD - CARE HOME PHYSICAL DISABILITIES**
69 Freeland Road, Bromley, Kent BR1 3HZ
Tel: 0208 466 8158

**TANGLEWOOD**
66 Leaves Green Road, Kent, Bromley, Kent BR2 6DQ
Tel: 01689 850642

**WHITEHOUSE RESIDENTIAL HOME**
120 Leesons Hill, Orpington, Kent BR5 2NH
Tel: 01689 876267

**WIDMORE ROAD, 118**
Bromley, Kent BR1 3BE
Tel: 0208 464 3920

**WOODHAM HOUSE NEWLANDS**
33 Newlands Park, Sydenham, London SE26 5PN
Tel: 0208 778 1850

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- links to the latest inspection reports
- extra information, photos and direct website links for hundreds of providers
- request a brochure
- checklists to take with you when you visit

Alternatively, call our friendly helpline team on 0800 389 2077 to talk to someone directly.
Bromley care homes with nursing

ANTOKOL
45 Holbrook Lane, Chislehurst, Kent BR7 6PE
Tel: 0208 467 8102

ASHCROFT
48-50 London Lane, Bromley, Kent BR1 4HE
Tel: 0208 460 0424

BENEDICT HOUSE NURSING HOME
63 Copers Cope Road, Beckenham, Kent BR3 1NJ
Tel: 0208 663 3954

BETHLEM ROYAL HOSPITAL, THE
Monks Orchard Road, Beckenham, Kent BR3 3BX
Tel: 0203 228 6000

BLYTH HOUSE
16 Blyth Road, Bromley BR1 3RX
Tel: 0208 460 3070

BROMLEY PARK CARE CENTRE
75 Bromley Road, Beckenham, Kent BR3 5PA
Tel: 0208 650 5504

CLAIRLEIGH NURSING HOME
104 Plaistow Lane, Bromley, Kent BR1 3AS
Tel: 0208 460 1527

COLOMA COURT CARE HOME
Layhams Road, West Wickham, Kent BR4 9QJ
Tel: 0208 776 1129

ELMWOOD
42 Southborough Road, Bickley, Bromley, Kent BR1 2EN
Tel: 0208 249 1904

FAIRLIGHT & FALLOWFIELD
Ashfield Lane, Chislehurst, Kent BR7 6LQ
Tel: 0208 467 2781

FLORENCE NURSING HOME
47 Park Avenue, Bromley, Kent BR1 4EG
Tel: 0208 460 5695

GLEBE COURT NURSING HOME
Glebe Way, West Wickham, Kent BR4 0RZ
Tel: 0208 462 6609

GREENHILL
5 Oaklands Road, Bromley, Kent BR1 3SJ
Tel: 0208 290 9130

FOR INFORMATION AND ADVICE: HTTP://BROMLEY.MYLIFEPORTAL.CO.UK

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 and drugs

Advertisers are highlighted
Coloma Court Care Home

Layhams Road • West Wickham • Kent • BR4 9QJ  Tel: 020 8776 1129  Fax: 020 8776 1927
Email: matron@colomacourt.org  Web: www.hmt-uk.org/coloma_court

Coloma Court Care Home is just five minutes from West Wickham shopping centre. Built in 2006, this purpose-designed 62 bed home is set in grounds owned by the Daughters of Mary and Joseph overlooking fields, woods and gardens.

24 hour nursing and personal care is provided by our team of highly-trained staff. Residents can enjoy a warm and friendly atmosphere and are encouraged to participate in a range of activities and events should they wish.

While all denominations are welcome, The Daughters of Mary and Joseph support the Home’s Christian ethos and provide pastoral care. There is a small chapel on site and Mass is celebrated daily.

‘Coloma Court has a friendly, homely atmosphere throughout the Home and is always manned with regular members of staff, which gives a feeling of familiarity to the residents and relatives. The emphasis of the Home is on good quality care and the religious ethos upheld in the Home plays an important part in residents’ and relatives’ choice. Our objective is to help residents to keep their independence and to live a normal and happy life for as long as possible.’

Registered in England No: 1932882  Registered Charity No 292880

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

VISIT THE NEW CARE SELECT WEBSITE WWW.CARESELECT.CO.UK
Bromley care homes with nursing continued

HOMEFIELD
1 Lime Close, Bickley, Kent BR1 2WP
Tel: 0208 289 7932
OP D

JANSONDEAN NURSING HOME
56 Oakwood Avenue, Beckenham, Kent BR3 6PJ
Tel: 0208 650 7810

LAURISTON HOUSE
Lauriston House Nursing Home, Bickley Park Road, Bromley, Kent BR1 2AZ
Tel: 0208 295 3000
OP D PD YA

OATLEIGH CARE LIMITED
201-212 Anerley Road, Anerley, London SE20 8TJ
Tel: 0208 778 8545 Advert page 56 OP D

PARK AVENUE CARE CENTRE
69 Park Avenue, Bromley, Kent BR1 4EW
Tel: 0208 466 5267
OP D

PRINCE GEORGE DUKE OF KENT COURT
Shepherds Green, Chislehurst, Kent BR7 6PA
Tel: 0208 467 0081
OP D

SLOANE NURSING HOME, THE
28 Southend Road, Beckenham, Kent BR3 5AA
Tel: 0208 650 3410
OP

ST CECILIA’S - CARE HOME WITH NURSING PHYSICAL DISABILITIES
32 Sundridge Avenue, Bromley, Kent BR1 2PZ
Tel: 0208 460 8377
PD YA

ST RAPHAELS
32 Orchard Road, Bromley, Kent BR1 2PS
Tel: 0208 313 1377
OP

SUNDRI GE COUR T NURSING HOME
19 Edward Road, Bromley, Kent BR1 3NG
Tel: 0208 466 6553
OP

WHITEOAK COURT NURSING HOME
15 Selby Close, Chislehurst, Kent BR7 5RU
Tel: 0208 467 0954
OP D SI

WILLETT HOUSE
10 Kemnal Road, Chislehurst, Kent BR7 6LT
Tel: 0208 402 8224
OP D

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 and drugs

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