Birmingham
Care and Support Services Directory 2020

The essential guide to choosing and paying for care and support

In association with

West Midlands Care Association
CHOOSING CARE?
Free specialist help is available

OUR SERVICE IS COMPLETELY FREE TO CLIENTS AND THEIR FAMILIES
Since 1995, we have been helping individuals and their families to arrange care in their own home and choose care homes.

ALL THE INFORMATION YOU NEED
We research and provide you with all the information you need to make an informed choice about the best care home for you or your relative.

We can arrange packages of care in your own home, live in carers and short or long-term respite solutions. We can also assist if you require support with your weekly shopping trips, attending appointments or with general housekeeping duties.

How our service works
You will be given your own dedicated adviser who will:

1. Discuss your needs
2. Carry out a search for suitable homes or care services within your area
3. Collect and accompany you on care home visits
4. Provide advice and support throughout the entire process. Liaising directly with providers to provide a comprehensive and stress free experience.

For more information please contact us on...

0121 362 8845
carehomeselection.co.uk
midlandsadmin@chshealthcare.co.uk
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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. The e-book is also Recite Me compatible for those requiring information in the spoken word.
Introduction

Welcome to this edition of the independent Birmingham Care and Support Services Directory, which contains information for adults looking for care or support within the county, whether they are paying for it themselves or receiving support from the council.

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to enable you to do this when remaining at home, moving into a housing with care scheme, or within a care home or care home with nursing.

If you feel you need support to remain independent, first look to your community. There's a host of organisations and voluntary services that could help you.

If you think you need more formal care and support, arrange an assessment with Adults Social Care and Health Services to establish your specific needs. This is free, irrespective of your income and available to all those who appear to need care and support. More details are provided on page 12.

The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a ‘self-funder’, with the means to pay for your care. This is discussed on page 20 for those paying for care at home and 44 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 5 and a list of local home care providers begins on page 23.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 34) or residential care. Comprehensive lists of care homes and care homes with nursing in Birmingham start on page 53.

There's also important information about care decisions, including finding care in another county, making a comment or complaint about a service and how solicitors can help you.

Birmingham City Council
– Adults Social Care and Health Services
Tel: 0121 303 1234
Textphone: 0121 303 6230
Email: acap@birmingham.gov.uk
Web: complete the online referral form at https://birmingham.mylifeportal.co.uk/form/adultcontact

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. The results can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 49), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Recite Me’ function. Visit www.carechoices.co.uk
West Midlands Care Association

West Midlands Care Association (WMCA) is pleased to be associated with this publication produced by Care Choices. The association hopes you find this Directory useful in your search for appropriate care in Birmingham.

WMCA is a not-for-profit organisation which represents the care industry in Birmingham, from small independent suppliers to national providers. WMCA also represents service providers in the voluntary sector. The association champions the principles of a fair fee for quality care.

WMCA prides itself on offering the crucial support care providers require to deliver sustainable excellence within community, nursing, special needs and residential care settings. The strength of the association lies in its membership, drawn from eight regions across the West Midlands, embracing learning disability, mental health, nursing care, supported living, dementia, residential care and physical disability. Membership continues to grow and represents a significant proportion of the care sector in each area. Members work together to help each other and share best practice, talking to the local authorities as a group to ensure each voice is heard.

The WMCA also run conferences for care and support providers to help share best practice and learn from one another, with an aim to improve the quality of care across the West Midlands. WMCA works closely with other associations around the country and nationally. This helps to spread the local message to the Government and national organisations. It also helps to gather best practice and learning from around the country.

Tel: 01384 637116 • Email: enquiries@wmca.care
Web: www.wmca.care
WMCA, Park Lane, Halesowen B63 2RA

Helping you to stay independent

Services developed in partnership with the voluntary sector

Adults Social Care and Health Services work with voluntary and community organisations to supply preventative care services. These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:

- day services, lunch clubs and social groups;
- befriending, visiting and telephone contact services;
- support schemes to help people being discharged from hospital;
- support for carers; and
- handyperson schemes.

**Birmingham Connect to Support**
An online resource supported by Birmingham City Council, designed to help residents search for services to enable them to remain living independently in their own homes.
Web: [www.connecttosupport.org](http://www.connecttosupport.org) (select ‘Birmingham’).

**Route2wellbeing**
An online portal providing a wealth of information about community-based health, wellbeing and social care services for residents of Birmingham.
Web: [www.r2wbirmingham.info](http://www.r2wbirmingham.info)

Day care centres

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful
Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There is a wide variety around the county, catering for older people, people living with mental health conditions, learning disabilities and dementia.

Centres can be as important for carers as those attending as the centres allow for a regular break from caring.

You can find local day opportunities by exploring Birmingham Connect to Support at www.connecttosupport.org and selecting ‘Birmingham’ or Route2wellbeing at www.r2wbirmingham.info

Meals on wheels

Some services can deliver frozen or freshly cooked meals to your home. Frozen meals can be delivered in bulk and kept in your freezer until required, while hot meals should be eaten immediately.

You may find a service by word of mouth or using the internet – your local library may be able to help here – or you can refer to one of the resources below.

Birmingham Connect to Support
Web: www.connecttosupport.org
(select ‘Birmingham’).

Route2wellbeing
Web: www.r2wbirmingham.info

Adapting your home

To remain in your own home for as long as you would like, you should ensure that it is safe, secure and warm. Some forward planning to ensure that the garden doesn’t become a burden is also sensible. If you are not planning to move, think about adaptations that would make life easier now and later on.

**Home Improvement Agencies (HIAs)**

HIAs are local organisations funded and supported by local and central government. HIAs work professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their homes to meet their changing needs.

Most HIAs provide three main services, including: information and advice on repairs or adaptations you may be considering – this usually entails a visit to your home and is often free; a handyperson service for small jobs and repairs – typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and a home adaptations service for more major works.

The HIA will work with you to specify the adaptations needed and will normally offer to get estimates from one or more of their regular contractors. Subject to your acceptance, the HIA will then offer to manage the works contract for you for an agreed fee.

HIAs may also be helpful if you are not sure whether you can afford the home repairs or adaptations you need.

HIAs can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information about, and contact details for, local HIAs, visit www.housingcare.org or contact the council using the details below.

**Adults and Communities Access Point (ACAP)**

Tel: 0121 303 1234 (option one).

Email: 1stresponseoccupationaltherapy@birmingham.gov.uk
Making life easier at home

If you’re having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.

Finding it difficult to get in and out of chairs? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise.

If you can’t reach your windows, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to keep warm/cool? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit www.gov.uk/winter-fuel-payment

If you have trouble using light switches, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there’s even technology available so that you can turn your lights on and off using speech.

Use subtitles if you can’t hear the TV, or buy wireless headphones. Do you need a hearing aid? Request an assessment from your council.

Do you forget to take your tablets? Try making a note of when you’ve taken them, or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, you can ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you reach everything in your cupboards? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having problems with preparing food, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is eating and drinking becoming difficult? Large handled cutlery could help, or non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.
If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it’s lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 16.

Clocks are available with large numbers or lights if you **can’t read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.

If it’s **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth.

You might like to buy a raised toilet seat, or a seat with a built in support frame if it’s **hard to use your toilet**. Flush lever extensions are also available.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip resistant bath mat, grab rails, a half step to help you get in and out of the bath or a bath or shower seat. Tap turners can also be used in the bathroom.

For more information on technology that could make your life easier, contact your council for an assessment. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

**Adults and Communities Access Point (ACAP)**
Tel: 0121 303 1234
Email: 1stresponseoccupationaltherapy@birmingham.gov.uk

[More information on staying independent and ideas to help you live at home can be found online at www.carechoices.co.uk/staying-independent-at-home/](http://www.carechoices.co.uk/staying-independent-at-home/) There is also information on making larger adaptations to your home.](http://www.carechoices.co.uk/staying-independent-at-home/)
Specialist equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools. These items are often referred to as ‘simple aids for daily living’.

The Disabled Living Foundation (DLF) provides a quick and easy to use online guided advice service called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

Visit [https://asksara.dlf.org.uk](https://asksara.dlf.org.uk) to learn more about possible solutions or see pages 7 and 8. Once you have identified equipment that might help with your support needs, use the checklist on page 11 to make sure it’s right for you.

Telecare

Telecare is equipment that can detect falls, inactivity, smoke, flooding, gas or extreme temperatures in the home. Sensors, when activated, will connect to a response centre where trained operators will contact the individual through their home unit. Operators will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission.

You can buy telecare and assistive technology from private companies and organisations or, the council may be able to provide you with the means to apply for telecare services yourself.

**Birmingham Connect to Support**
Web: [www.connecttosupport.org](http://www.connecttosupport.org) (select ‘Birmingham’).

**Careline Services**
A 24-hour emergency contact service operated by Birmingham City Council. Apply for a careline alarm by visiting the website below.
Tel: 0121 303 3826
Email: careline@birmingham.gov.uk
Web: [www.birmingham.gov.uk/info/20174/sheltered_housing/812/careline_emergency_alarm](http://www.birmingham.gov.uk/info/20174/sheltered_housing/812/careline_emergency_alarm)

**Route2wellbeing**
Web: [www.r2wbirmingham.info](http://www.r2wbirmingham.info)
Medequip work with Birmingham City Council and the NHS to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

**Return Recycle Reuse**

Help your Local Authority and NHS services help others by returning equipment

Contact Medequip now to request a collection

Call 0121 503 8850
Email birmingham@medequip-uk.com

Help your Local Authority and NHS services help others by returning equipment. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

**To purchase daily living aids privately, visit Medequip or our partner stores:**

- **Medequip**:
  - Unit B1-3 Matrix Point, Mainstream Way, Nechells
  - Birmingham, B7 4SN
  - Mon - Fri: 9.30am - 5.00pm
  - 0121 503 8850
  - www.medequip-uk.com

- **Mobility Assistance**
  - Mobility Assistance
  - 215 Streetly Road
  - Birmingham, B23 7AH
  - Mon - Fri: 9.00am - 5.00pm
  - Saturday: 10:00am - 1:00pm
  - 0121 605 1041
  - www.mobilitybirmingham.co.uk

- **Midshires Sutton Mobility**
  - Sutton Mobility Centre
  - 131 Chester Road, Streetly, Sutton
  - Coldfield, West Midlands, B74 2HE
  - Mon - Fri: 9.00am - 5.00pm
  - Saturday: 10:00am - 4:00pm
  - 0121 353 7975
  - www.suttonmobility.co.uk

Please note: prices and product ranges may vary at our partner stores.

**Manage@home**

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

- **ORDER BY PHONE**
  - Freephone: 0800 910 1313

- **FREE DELIVERY**
  - When you spend over £50.00

- **SELF HELP GUIDE**
  - Find solutions to your problems

Help & Advice from 8am to 5pm Monday to Friday

Call us or visit our website to request a free catalogue

www.manageathome.co.uk

www.medequip-uk.com
Assistive technology checklist

We suggest you consider the following questions before buying any assistive technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit https://asksara.dlf.org.uk

You can download and print this checklist at www.carechoices.co.uk/checklists

Suitability

Does the equipment support your specific needs? □
Are you willing to use it? □
Will it fit into your everyday life and routine? □
Have you tried a demo of the equipment? □
Do you understand what the equipment is for? □
Do you need to take it with you when you leave the house? Is it transportable? □
Does the equipment have any limitations that would make it unsuitable for you? □
Will it work alongside any assistive technology you already have? □

Usability

Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser? □
Does the equipment need a plug socket, and will its wire cause a trip hazard? □
Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? □
Are you able to use it? Are there any aspects you don’t understand? □
Is it portable? □

Reliability

Will it need to be installed by a professional? □
Can the retailer provide you with training in using the equipment? □

Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident? □
Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase. □
Can you speak to someone who already uses it? □
Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. □
Is it durable? If you might drop it, is it likely to break? □

Cost

Do you know how much it costs? □
Will you need to pay a monthly charge? □
Are there alternative solutions that might be free? □
Is there a cost associated with servicing the equipment? □

Notes

Visit www.carechoices.co.uk for further assistance with your search for care
The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe a number of ways in which eligible adults can receive a mixture of local authority and government money to pay for the care services they need without direct council involvement.

If you approach the council for social care support, your needs and finances will be assessed. If you have a carer, they can be involved and have their needs assessed too.

Your assessment

If you appear to have care or support needs, you have the legal right to an assessment of your care needs and finances. Councils are statutorily obliged to provide this to you, regardless of whether you access their services. The assessment (which is free) will consider:

- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;
- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You will need to contact Adults Social Care and Health Services to arrange an assessment. See page 4.

Once Adults Social Care and Health Services understand your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 20 if you are receiving home care and page 44 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget.

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

If you are eligible, a Personal Budget may be taken:

- in the form of a Direct Payment, held directly by you or, where you lack capacity, by a ‘suitable person’;
- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of the above.

Direct Payments can only be used to pay for the care and support agreed in your care and support plan. If you are eligible, and you choose a Direct Payment, the council are likely to provide you with a prepaid card to pay for your care and support.

Managing a Direct Payment

If you are eligible for a Direct Payment from Adults Social Care and Health Services, you can contact one of the organisations on page 13 to help you to manage this. These organisations can help you to organise, buy and manage the care and services you need, including building your own support plan and helping you to employ personal assistants.
Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers’ officers, mental health workers and housing officers.

Whatever services you need on discharge, Adults Social Care and Health Services will work with you, your family and carers to either restart services already in place prior to admission or to provide the appropriate services if you are eligible.

Sometimes interim care packages are set up to facilitate your discharge and you will be reassessed by a community social worker within four to six weeks.

Enablement

Enablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You may need to have an assessment of your care needs to decide whether you are eligible. If you are eligible, an enablement worker will support you for a limited period, usually up to six weeks. The actual length of the enablement depends on your needs and progress towards your goals.

Enablement helps people to learn or re-learn daily living skills. It is not about doing things for you, it’s about giving you the skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. For example, an enablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. Enablement workers may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

Speak to your GP, hospital staff or Adults Social Care and Health Services if you think you might benefit from enablement. These people can put you in touch with the right services if it is felt that enablement will help you.
Intermediate care

This aims to give recovery and rehabilitation support to help people regain their independence when they come out of hospital or, just as importantly, prevent them going unnecessarily into hospital.

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses. This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

Intermediate care, including any care home fees where relevant, is provided by the NHS and is free. It is usually limited to a maximum of six weeks. If, after this, you have ongoing care or support needs, the council will conduct an assessment and may help you to arrange any services you might need. There may be a charge for these services.

NHS Continuing Healthcare

NHS Continuing Healthcare is a package of continuing care that is arranged and funded solely by the NHS. This is free of charge, wherever it is delivered. NHS Continuing Healthcare support may be provided in a care home or care home with nursing or in a person’s own home.

People eligible for NHS Continuing Healthcare will have been assessed to have a ‘primary health need’ and are likely to have complex medical needs and substantial or intense ongoing care needs.

See page 45 for more information.

Personal health budgets

A personal health budget is an amount of money to support a person’s identified health needs. It is planned and agreed between the person and their local NHS team.

The aim is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the healthcare and support they receive.

Services for carers

Who is a carer?

Carers regularly look after, help or support someone who wouldn’t be able to manage everyday life without their help. A carer doesn’t have to be living with the person they care for, and the help the carer gives doesn’t have to be physical. The carer may be caring for a partner, another relative, a friend or a neighbour. For example, it may be someone who:

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;
- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

- personal care, such as washing and dressing;
- going to the toilet or dealing with incontinence;
- eating or taking medicines;
- getting about at home or outside;
- practical help at home and keeping someone company; or
- emotional support or communicating.
Having a carers’ assessment

Anyone who provides, or intends to provide, regular unpaid support to someone who could not manage without their support has the right to have their own needs assessed, even if the person they care for has refused support services or an assessment of their own needs.

A carers’ assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available.

The assessment is an essential first step for carers to get the support they may need. It looks at:
• the care the carer provides and how this affects their life;
• any support they are getting now and what else would help; and
• what they would like their support to achieve.

The assessment can also give lots of information about other services that might help, and other ideas for support. The carer’s assessment will show if the carer qualifies for support from Adults Social Care and Health Services.

Carers’ Personal Budgets

The carers’ Personal Budget is a single payment that can be used towards the cost of something specific that will support carers in their caring role. For example, it could be used for leisure activities, education or training, or just to take a short break from caring.

When Adults Social Care and Health Services considers a carer’s Personal Budget, it gives priority to situations where there is a significant risk of the carer not being able to continue to provide care if they do not get some support. The amount a carer could get depends on their needs identified by their carer’s assessment. The money is not taxed, and it will not affect any benefits.

Respite at home

Home-based respite services give carers a break from their caring responsibilities. A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

Respite at home is considered to be a service for the person who is being cared for. If the person being cared for has a Personal Budget for their own needs (see page 12), they could use that money to pay for it.

A financial assessment of the person being cared for will confirm whether they need to pay towards the cost of this service.

Benefits

Carers may want to explore whether they are entitled to Carer’s Allowance – currently £66.15 per week but this may change over the lifetime of this Directory.

Carers may also qualify for Carer’s Premium or Carer’s Credit depending on their eligibility. The Government’s website, www.gov.uk has more information on benefits, including carers’ benefits. Alternatively, contact a local carers’ organisation which may be able to help undertake a benefit check. You can find out more about the organisations supporting carers in Birmingham by exploring:

**Connect to Support Birmingham**
Web: [www.connecttosupport.org](http://www.connecttosupport.org) (select ‘Birmingham’).

**Route2wellbeing**
Web: [www.r2wbirmingham.info](http://www.r2wbirmingham.info)
Resource for those supporting disabled children

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

Care in your own home

Carefully chosen home care with a good quality provider is an excellent way to retain your freedom and independence, whilst getting the help you need to stay happy and safe. It can offer the opportunity to stay at home, in your own familiar surroundings, and to retain a quality of life you might have feared lost.

Why choose home care?

Reasons for choosing home care can vary. Sometimes after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they can no longer cope, and they need a bit of help.

After a stay in hospital someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you’d like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting Adults Social Care and Health Services is a good first step towards finding help.

How home care can help you

The level of home care provided can be tailored to meet your needs – from a visit once a day to a much greater amount of support.

Even those with quite significant and debilitating medical conditions can get skilled personal care that can enable them to stay in their own homes. Some agencies will provide live-in care, where a care worker will stay with you at home to support you throughout the day and night.

A list of all home care agencies operating in Birmingham starts on page 23.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you’re considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. The results can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 49), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Recite Me’ function.

Search for care at www.carechoices.co.uk to find support in your area
The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 49.

The United Kingdom Homecare Association (UKHCA) requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

Social care regulations do not apply to cleaners, handymen or gardeners. However, some home care agencies are increasingly providing staff who can help meet these needs too.

The benefits of using a regulated agency include:
- assessing your care needs and tailoring a plan to meet those needs;
- advertising, interviewing and screening suitability of workers;
- arranging necessary insurance cover;
- providing training and development for care workers;
- managing workers’ pay, including compliance with the National Minimum Wage;
- managing employment relationships, including sickness, absence and disciplinary matters; and
- managing health and safety issues.

Living with dementia at home

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP. They can undertake an initial examination and refer you to a memory clinic for further investigation if necessary.

The various types of support available to you and your carer are likely to involve NHS services, Adults Social Care and Health Services and voluntary agencies. Some examples of services and support to help people living with dementia include:
- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care;
- meals at home;
- community equipment;
- extra care sheltered housing; and
- carers’ support groups.

Family support

If you know someone who is worried about their memory, encourage them to visit their GP. The more support you can give someone, the better life with dementia can be, especially in the early years. Focus on what the person can do, not what they cannot do, help with little errands or with cooking, listen to the person living with dementia, and find out more about the condition.

When someone is living with dementia, they need:
- support to live their life;
- reassurance that they are still valued and that their feelings matter;
- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.
Dementia Friends

People living with dementia sometimes need a helping hand to go about their daily lives and feel included in their local community. Dementia Friends is giving people an understanding of dementia and the small things they can do that can make a difference to people living with dementia – from helping someone find the right bus to spreading the word about dementia. See www.dementiafriends.org.uk for further information.

Respite care

Spouses, partners and relatives who care for a person living with dementia may require a break from their caring responsibilities. This is known as ‘respite care’ and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can involve the person living with dementia attending a day centre or a care worker visiting the person’s home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services, see page 12 for information on assessments.

Care at home

It can often be best for a person living with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home. The person living with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

A good day care service will be able to offer a range of activities and support that will enable the person living with dementia to retain skills and remain part of their local community.

Specialist day centres for people living with dementia should be organised and run with their needs in mind, aiming to build on their strengths and abilities. Activities may include outings, entertainment, personal care, meals, hairdressing and support for carers.

Attendance at day centres can be offered from just a few hours a week to a number of days.

Contact the council or your local Alzheimer’s Society office for more details, see ‘Useful local contacts’ beginning on page 68.

Alzheimer’s Society

This leading charity works to improve the quality of life of people affected by dementia. If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 68 for contact details.

Alzheimer’s Society’s National Dementia Helpline is available on 0300 222 1122 and can provide information, support, guidance and signposting to other appropriate organisations. The Helpline is open from 9.00am to 8.00pm, Monday to Wednesday; 9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday.

For more information on care homes for people living with dementia, see page 42.
Home care agency checklist

Agency 1

Agency 2

Agency 3

We suggest that you have paper with you when speaking with home care agencies so you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

About the agency

How long has the agency been operating? [ ] [ ] [ ]

How long are staff allocated per visit? [ ] [ ] [ ]

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

Does the agency have experience with your specific needs? [ ] [ ] [ ]

Staff

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

Are all staff checked with the Disclosure and Barring Service? [ ] [ ] [ ]

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

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

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

Does the agency have both male and female staff? [ ] [ ] [ ]

Accommodating your needs

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

Does the agency have a training scheme in place? [ ] [ ] [ ]

Are all staff trained to a certain level? [ ] [ ] [ ]

Are staff able to help with administering medication if required? [ ] [ ] [ ]

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

Regulation

Will your support plan be reviewed at regular intervals? [ ] [ ] [ ]

Can you see the agency’s contract terms? [ ] [ ] [ ]

Can you lodge a complaint easily? [ ] [ ] [ ]

Are complaints dealt with quickly? [ ] [ ] [ ]

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

Notes

*See page 49.
Paying for care in your home

Councils provide upfront information on how much people can expect to pay for home care and how charges are worked out. This information must be made available when a needs assessment is carried out. Written confirmation of how the charge has been calculated must be provided after a financial assessment.

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell Adults Social Care and Health Services when your savings are likely to fall below this amount.

The council calculates charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

Your assessment looks at how much money you have coming in, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. Adults Social Care and Health Services can help you to identify these costs.

The department will also carry out a full benefit check and, if you want them to, assist you with claiming your full entitlement.

Figures mentioned here may change over the lifetime of this Directory.

Non-means-tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need 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. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need.

These can be found at www.gov.uk

Other ways to fund your care and support

It is important to seek independent financial advice if you are paying for your own care and support. There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. These advisers are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any recommended product.

The Money Advice Service
A free and impartial money advice service set up by the Government. • Tel: 0800 138 7777
Web: www.moneyadviseservice.org.uk

The Society of Later Life Advisers (SOLLA)
Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.
Web: www.societyoflaterlifeadvisers.co.uk

Further information on paying for care can be found beginning on page 44.
Search for care in your area

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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests
Gain Peace of Mind with our hourly Home Care in Birmingham & The West Midlands

You’ve done your best to make sure that your ageing parent or loved one is comfortable and safe at home, but it’s natural to worry about misfortunes and accidents when you can’t be there 24/7.

When it becomes clear that your loved one needs some extra assistance in managing daily activities, **M&N HEALTHCARE can help**. Our hourly care services help you balance the challenges of your own busy life with your rising concerns for your ageing loved one.

Our mission is to improve the quality of life for the elderly and those in need of care in the comfort and safety of their own homes.

**M&N HEALTHCARE** provides responsive, quality, and affordable in-home care to those who need help due to old age or recovering from surgery or illness. We are proud to provide hourly, live-in, overnight, and 24/7 care.

T: 0121 296 9496
E: enquiries@mandnhealthcare.com
W: www.mandnhealthcare.com
Facebook: @MANDNHEALTHCARE
Twitter: @MANDNHEALTHCARE
Suite 4 Avebury House, 55 Newhall Street
Birmingham B3 3RB
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<td>4 Seasons Healthcare Professionals Ltd</td>
<td>Birmingham</td>
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<tr>
<td>Tel: 0330 124 3750</td>
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<td>24-7 Care Services</td>
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<tr>
<td>Tel: 0121 783 3400</td>
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<td>3D Healthcare Solutions Ltd</td>
<td>Sutton Coldfield</td>
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<td>Tel: 0121 414 2019</td>
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<td>Activo Care</td>
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<td>Tel: 07771 144420</td>
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<td>Actual Care Services</td>
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<td>Tel: 0121 293 6067</td>
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<td>All Care In One Ltd</td>
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<td>Tel: 07479 531406</td>
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<tr>
<td>Alpine House</td>
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<tr>
<td>Tel: 0121 200 1170</td>
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<td>Aman Care Ltd</td>
<td>Birmingham</td>
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<tr>
<td>Tel: 0121 777 3772</td>
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<tr>
<td>Annix Care Ltd</td>
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<td>Tel: 0121 554 3909</td>
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<td>Antoine Care Ltd</td>
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<tr>
<td>Tel: 07999 019407</td>
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<td>APS Home Care Ltd</td>
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<tr>
<td>Tel: 0121 643 9752</td>
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<td>Aregon Care</td>
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<tr>
<td>Tel: 07440 092177</td>
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<td>Arthur House</td>
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<td>Tel: 0121 441 3684</td>
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<td>Ash Grove</td>
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<tr>
<td>Tel: 0345 111 0000</td>
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<tr>
<td>Ashmill Residential Care Home</td>
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<td>Tel: 0121 358 6280</td>
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<td>Aspects Care Ltd</td>
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<td>Tel: 0121 433 2500</td>
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<td>Audley Care Ltd – Audley Care St Georges Place</td>
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<tr>
<td>Tel: 0121 238 0252</td>
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<tr>
<td>Autism West Midlands – Outreach and Supported Living South Midlands</td>
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<tr>
<td>Tel: 0121 450 7582</td>
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<td>Ave Maria Care (Edgbaston)</td>
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<tr>
<td>Tel: 0121 452 5002</td>
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<td>Balm Care Services Ltd</td>
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<tr>
<td>Tel: 01384 671511</td>
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<td>Baobab Care UK Ltd</td>
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<td>Tel: 0121 622 3482</td>
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Service: OP Older people (65+)  D Dementia  PD Physical disability  LDA Learning disability, autism  MH Mental health  SI Sensory impairment  YA Younger adults  AD People who misuse alcohol or drugs
Care tailored to you
Audley Care St George’s Place

From companionship and general assistance to emergency, long-term and specialist care, our highly trained, discreet and friendly staff will help you with as little or as much as you want.

Contact us to find out more
0121 238 0252
info@audleycare.co.uk
www.audleycare.co.uk

“All the visiting carers have been lovely and have treated my father with great care. The whole team has been excellent and I would recommend them to anyone in our position.”

Andrew, son
Audley Care customer

Do you need a helping hand?

With care visits available from 30 minutes all the way up to full-time live-in care, we provide personalised home care packages to support you in Birmingham.

With over 30 years’ experience, we’ll support you with anything you need to live independently in the home you know and love, including:

✔ Personal care  ✔ Getting out and about
✔ Housekeeping  ✔ Short-term care

Looking for care? 0808 274 2935
For more information www.helpinghands.co.uk

Tell us what you think

Share your feedback
Take our five minute survey

What have you found useful?
What could we do better?

www.carechoices.co.uk/reader-survey
Benedon Healthcare Ltd
Birmingham
Tel: 0121 742 0865

Bespoke Life Choices Ltd
Birmingham
Tel: 0121 630 2907

Birmingham Business Associate Ltd
Birmingham
Tel: 0121 359 7757

Birmingham Multi-Care Support Services Ltd
Birmingham
Tel: 0121 472 8220

Birmingham Rathbone
Birmingham
Tel: 0121 449 1011

Birmingham Supported Living & Community Based Services
Birmingham
Tel: 0121 200 3147

Blue Diamonds Professional Services Ltd Office
Birmingham
Tel: 0121 726 2949

Bluebird Care (Birmingham North)
Birmingham
Tel: 0121 572 4199

Bournville Gardens Village
Birmingham
Tel: 0121 227 8019

Brain Injury Rehabilitation Trust – Bristol Road
Birmingham
Tel: 0121 478 1847

Breakthru Care Ltd
Birmingham
Tel: 07859 819787

Brightside Carers Ltd
Birmingham
Tel: 07956 088099

Brindley Medical Ltd
Birmingham
Tel: 0121 752 7550

Brindleys Quality Care Ltd
Birmingham
Tel: 07818 400608

Calvic Enterprises Ltd
Birmingham
Tel: 07903 026983

Care 4 U
Birmingham
Tel: 0121 356 5032

Care Affairs Solihull Ltd
Birmingham
Tel: 07340 091453

Care Assistance Respite Services Ltd
Birmingham
Tel: 0121 783 9963

Care Avenues Ltd
Birmingham
Tel: 0121 455 8008

Care Never Sleeps Ltd
Birmingham
Tel: 0121 572 5705

Care Packages UK Ltd
Birmingham
Tel: 0121 506 5136

Care Workshop, The
Birmingham
Tel: 0121 638 0740

Care2Home Ltd Known As Heritage Healthcare Solihull
Birmingham
Tel: 0121 271 0299

Care4Less Ltd
Birmingham
Tel: 07737 889628

Caremark South Birmingham
Birmingham
Tel: 0121 392 2407

Home care providers continued

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

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

Careplex Domiciliary Services
Birmingham
Tel: 0121 384 7288

Carers Forward Head Office
Birmingham
Tel: 0121 744 8061

Carewatch (North Birmingham)
Birmingham
Tel: 0121 382 3106

Caring Professionals Ltd
Birmingham
Tel: 07845 030259

Cayon Care Service
Birmingham
Tel: 0121 679 6580

CeeWe Care Ltd
Birmingham
Tel: 0121 386 3458

Central Carers Services
Birmingham
Tel: 07720 292141

Centric HomeCare
Birmingham
Tel: 0121 702 0172

Cherish Home Care Ltd
Sutton Coldfield
Tel: 0121 354 5500

Choices Care Ltd
Birmingham
Tel: 0121 663 1773

Clarence Care Ltd
Birmingham
Tel: 0121 458 2197

Clover Care
Birmingham
Tel: 07540 453470

Cmichaeals Healthcare
Birmingham
Tel: 0121 663 1104

Comfort Homes and Care Ltd
Birmingham
Tel: 0121 271 0085

Community Bridgers CIC
Birmingham
Tel: 0121 605 3629

Compassion 4 Care
Birmingham
Tel: 07412 560015

Diamond Care Partnership Ltd, The
Birmingham
Tel: 0121 448 8155

Diverse Care Services
Birmingham
Tel: 0121 448 8590

At Global Care we provide high quality domiciliary care services tailored to individual needs and preferences with friendly and well-trained staff. We help people to live a happier and more independent life in the comfort of their own home.

Services we offer:
• Personal care • Physical and Learning disability care • Elderly care • Day / night sitting • Sit in / companionship • Daily living assistance • Live in care and lots more

We are one of Birmingham’s leading and successful home care, personal care and dementia care specialists.

Our services provide care and support to vulnerable adults to enjoy the benefits of independent-living in their homes as a direct alternative to residential care. We also stock Mobility Aids, Beds and Recliner Chairs.

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

Search for care at www.carechoices.co.uk to find support in your area
**Home care providers continued**

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<td>Divine Intervention Home Care Ltd</td>
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<td>Tel: 0121 702 0180</td>
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<td>Dolphin Healthcare Services</td>
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<td>DT Care Services</td>
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<td>Edgbaston Beaumont DCA</td>
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<td>Elegant Living Care Office</td>
<td>Birmingham</td>
<td>Tel: 0121 294 4391</td>
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<td>Elite Care 24/7</td>
<td>Birmingham</td>
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<td>Embec Care Ltd</td>
<td>Sutton Coldfield</td>
<td>Tel: 0121 308 1700</td>
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<td>EPES Care Services Ltd</td>
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<td>EroHealthCare Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 389 0114</td>
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<td>ETE Home Care Services</td>
<td>Sutton Coldfield</td>
<td>Tel: 07787 422675</td>
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<tr>
<td>Evergreen Care Provider Ltd</td>
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<td>Excellence Healthcare</td>
<td>Birmingham</td>
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<td>Fairway Homecare Ltd</td>
<td>Sutton Coldfield</td>
<td>Tel: 0330 024 1370</td>
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<td>First Practice Healthcare Ltd</td>
<td>Birmingham</td>
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<td>Firstpoint Homecare Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 633 6180</td>
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<td>FMP Priority Care Services Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 243 4929</td>
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</tr>
<tr>
<td>Four Oaks Healthcare Ltd</td>
<td>Birmingham</td>
<td>Tel: 0333 772 0156</td>
<td>OP YA</td>
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<td>Future Care &amp; Support Service</td>
<td>Birmingham</td>
<td>Tel: 0121 265 2650</td>
<td>OP D MH YA</td>
</tr>
<tr>
<td>Ghulab Ashram</td>
<td>Birmingham</td>
<td>Tel: 0121 778 6208</td>
<td>OP D PD LDA MH SI AD</td>
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<tr>
<td>Global Excellence Services Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 389 4920</td>
<td>Advert page 26</td>
</tr>
<tr>
<td>Greenmount Care</td>
<td>Birmingham</td>
<td>Tel: 07990 327546</td>
<td>PD LDA SI</td>
</tr>
<tr>
<td>Guardian Supported Living Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 448 6130</td>
<td>D PD LDA MH SI YA</td>
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<tr>
<td>Hafod Care in the Community</td>
<td>Sutton Coldfield</td>
<td>Tel: 0121 354 5607</td>
<td>OP D PD SI AD</td>
</tr>
</tbody>
</table>

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Hagley House
Birmingham
Tel: 0116 254 9450

Hasbury Home Care Services Ltd
Birmingham
Tel: 0121 459 2234

Health Matters
Birmingham
Tel: 0121 246 8071

Hebe Healthcare Ltd
Birmingham
Tel: 0121 448 3835

Helping Hands Birmingham
Birmingham
Tel: 0808 274 2935

Helping Hands Sutton Coldfield
Sutton Coldfield
Tel: 0808 274 2935

Holistic Social Care Birmingham
Birmingham
Tel: 0121 661 6504

Home Instead Birmingham
Birmingham
Tel: 0121 456 5559

Home Instead Senior Care
Sutton Coldfield
Tel: 0121 323 4200

Homecare4u (Birmingham)
Birmingham
Tel: 0121 572 7953

Homecare4u (South Birmingham)
Birmingham
Tel: 0121 439 9962

Homesafe Care Ltd
Birmingham
Tel: 0121 373 2129

Housing 21 – Saxon Court
Northfield
Tel: 0370 192 4536

Housing 21 – Westhall Court
Yardley
Tel: 0370 192 4695

iCare Living Ltd
Birmingham
Tel: 0800 107 3034

Icare Services
Birmingham
Tel: 0121 749 3832

Iconic Care Ltd
Birmingham
Tel: 0121 293 1382

IMPACT
Birmingham
Tel: 0121 679 4564

Inn Care Ltd
Birmingham
Tel: 07411 428148

Inspire You Care Ltd
Birmingham
Tel: 07891 721615

Interserve Healthcare
– Birmingham
Birmingham
Tel: 0121 236 2476

Jaffray Domiciliary Care Services
Birmingham
Tel: 0121 377 2420

Jakaranda Home Care Solutions Ltd
Birmingham
Tel: 07795 899296

Jireh Homecare Ltd
Birmingham
Tel: 0121 459 2234

Jubilee Citizens UK
Sutton Coldfield
Tel: 0121 362 3664

Just Call 4 Care Services
Birmingham
Tel: 0121 565 3005

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

Search for care at www.carechoices.co.uk to find support in your area
Kalyan Ashram
Birmingham
Tel: 0121 256 1406

Kare Plus Birmingham
Birmingham
Tel: 0121 271 0078

Karva Care Services Ltd
Birmingham
Tel: 07963 516914

Kensington Community Care Birmingham
Birmingham
Tel: 0121 212 2229

KIDS (West Midlands)
Sutton Coldfield
Tel: 0121 355 2707

Laura Care Agency Ltd
Birmingham
Tel: 0121 459 9393

Leighton House
Birmingham
Tel: 0121 457 7541

Libra Domiciliary Care Ltd
Birmingham
Tel: 0121 794 7230

Limitless Home Care
Sutton Coldfield
Tel: 0121 351 1321

Linday Multi Services Ltd
Birmingham
Tel: 0330 122 7018

Linelife Care Ltd
Birmingham
Tel: 0121 516 4545

Littleton House
Birmingham
Tel: 0121 453 0500

Living Glory Social Care
Birmingham
Tel: 0121 679 6452

Living Hope Healthcare Ltd
Birmingham
Tel: 07763 704852

Livingwell Care – 301 Vicarage Road
Birmingham
Tel: 0121 444 6047

Longbridge Village
Birmingham
Tel: 0121 227 8020

Longhurst Group Ltd
Birmingham
Tel: 02746 848124

Luma Homecare
Birmingham
Tel: 07762 519649

M&N Healthcare
Birmingham
Tel: 0121 296 9496

Mach Care Solutions (Birmingham)
Birmingham
Tel: 0121 706 3945

Mapiyo Healthcare Services Ltd
Birmingham
Tel: 07060 664025

MB Health Ltd
Birmingham
Tel: 07715 664964

Mcare24 Ltd
Birmingham
Tel: 07713 849823

Midland Care (UK) Ltd
Birmingham
Tel: 0330 111 1327

Midland Care Service Ltd
Birmingham
Tel: 0121 743 2200

Midland Care Support & Enablement Ltd
Birmingham
Tel: 0121 280 3013

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

Midland Mencap
Birmingham
Tel: 0121 442 2944  OP D PD LDA MH SI AD

Midlands Medicare Agency Ltd
Birmingham
Tel: 0121 448 7377  OP D PD LDA MH SI YA

Midway Care Midway Support Services
Birmingham
Tel: 0121 706 9902  PD LDA MH SI YA

Morning Hope Homecare Provider
Birmingham
Tel: 0121 728 0892  OP D PD YA

Moseley Road, 278
Birmingham
Tel: 0121 771 2459  OP MH YA

Nationwide Care Services (Erdington)
Birmingham
Tel: 0121 707 0121  OP D PD MH SI YA

Nationwide Care Services Ltd
(Birmingham and Solihull)
Birmingham
Tel: 0121 707 0121  OP D PD LDA MH SI YA

NCP Consultancy Ltd
Birmingham
Tel: 0121 702 1420  OP PD YA

NDH Care Ltd
Birmingham
Tel: 0121 448 0568  OP D PD LDA MH SI AD

Network Healthcare – Birmingham
Birmingham
Tel: 0121 633 9045  OP D PD LDA MH SI YA

Nexus Care Services
Sutton Coldfield
Tel: 0121 308 2906

North Home Care
Birmingham
Tel: 0121 303 8800  OP D PD LDA SI YA

Norwood House
Birmingham
Tel: 0121 448 8616  OP MH YA

Nurse International Ltd, The
Birmingham
Tel: 0121 270 9483  OP D PD MH YA

Oceans Care Services Ltd
Birmingham
Tel: 0121 439 5632  OP D PD LDA MH YA

Olivet
Birmingham
Tel: 0121 683 8700  OP D PD MH YA

Omnia Support
Birmingham
Tel: 0121 622 4053  OP D PD MH SI YA

Omnia Support Ltd
Birmingham
Tel: 0121 622 4053  OP D PD LDA MH SI YA

One Touch Quality Care
Birmingham
Tel: 0121 604 0218  OP D PD

Otang Care Ltd
Birmingham
Tel: 02475 090384  OP D PD LDA MH YA

Packington Avenue, 306-308
Birmingham
Tel: 0121 749 3739  LDA MH YA

Passion 4 Care
Birmingham
Tel: 0121 384 3035  OP D PD LDA MH SI YA

PBL Care Ltd
Birmingham
Tel: 0121 270 5852  OP D PD LDA MH SI YA

Peacocks Care Services Ltd
Birmingham
Tel: 07961 826410

Pharos Supported Services
Birmingham
Tel: 0121 706 9902  LDA YA

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

Search for care at www.carechoices.co.uk to find support in your area
Phemacare
Birmingham
Tel: 0121 454 7727  OP  PD  LDA  MH  SI  YA  AD

Pinner Court (Harborne) Ltd
Birmingham
Tel: 0121 426 4554  OP  PD  MH  SI

Pleasant Valley Care Ltd
Birmingham
Tel: 0121 454 1124  OP  PD  LDA  MH  SI  YA  AD

Precious Homes Birmingham
Birmingham
Tel: 0121 726 7343  LDA  YA

Premium Community Care Ltd
Birmingham
Tel: 0121 643 9808  OP  PD  SI  AD

Primera Assisted Living Ltd
Birmingham
Tel: 0121 366 8855  YA

Priority Care Services and Housing Ltd
Birmingham
Tel: 07557 269836  OP  PD  YA

Priority Plus Ltd
Birmingham
Tel: 0121 706 1100  OP  PD  LDA  MH  SI  YA

Proactive Life – Birmingham
Birmingham
Tel: 0121 554 0666  OP  LDA  MH  YA

Progressive Support Services Ltd
Birmingham
Tel: 07720 85967  OP  LDA  MH  YA

Proline Care Ltd – 4th Floor
Birmingham
Tel: 0121 647 6450  OP  PD  LDA  MH  SI  YA

Purple Flower Care Ltd
Birmingham
Tel: 0121 728 5147  OP  LDA  MH  YA

Rabiannah Care Birmingham
Birmingham
Tel: 0203 489 3383  OP  PD  YA

Rainbow Staffing Services Ltd
– Birmingham / West Midlands
Birmingham
Tel: 0121 236 9766  OP  PD  MH  SI  YA

Reliance Care Solutions Ltd
Birmingham
Tel: 0121 706 0032  OP  PD  LDA  MH  YA  AD

Right at Home West Midlands (South)
Birmingham
Tel: 0121 363 0046  OP  PD  MH  SI  YA

Right Trust Care Ltd
Birmingham
Tel: 0121 608 3048  OP  PD  YA

Righthand Homecare
Birmingham
Tel: 07956 659030  OP  PD  YA

Romie Care Services Ltd
Birmingham
Tel: 0121 354 8136  OP  PD  LDA  SI

S&S Care
Birmingham
Tel: 0121 702 0184  OP  PD  MH  SI  YA

Sapphire Support Services Ltd
Birmingham
Tel: 07914 512819  OP  PD  LDA  MH  SI  YA

Saroia Staffing Services Ltd
Birmingham
Tel: 07496 303940  OP  PD  SI  YA

Sevacare
– Birmingham Central
Birmingham
Tel: 0121 455 6655  OP  PD  LDA  SI  YA

Sevacare
– Hall Green
Birmingham
Tel: 0121 777 2763  OP  PD  LDA  MH  SI  YA

Sevacare
– Kingstanding
Birmingham
Tel: 0121 386 1034  OP  PD  LDA  MH  SI  YA

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

Visit www.carechoices.co.uk for further assistance with your search for care
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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</thead>
<tbody>
<tr>
<td>OP</td>
<td>Older people (65+)</td>
</tr>
<tr>
<td>PD</td>
<td>Physical disability</td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
</tr>
<tr>
<td>MH</td>
<td>Mental health</td>
</tr>
<tr>
<td>SI</td>
<td>Sensory impairment</td>
</tr>
<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

**Search for care at www.carechoices.co.uk to find support in your area**

### Sevacare
- **Location:** Sutton Coldfield, Birmingham
- **Tel:** 0121 386 1034

### Sisters Care Service Ltd
- **Location:** Birmingham
- **Tel:** 0121 448 1973

### Solitaire Homecare Services Ltd
- **Location:** Birmingham
- **Tel:** 0121 605 0084

### Solution2care Services Ltd
- **Location:** Birmingham
- **Tel:** 0121 667 2111

### South Birmingham Home Care
- **Location:** Birmingham
- **Tel:** 0121 303 0900

### Sova Healthcare (Birmingham)
- **Location:** Sutton Coldfield
- **Tel:** 0121 537 4645

### St Mary’s Hospice Ltd
- **Location:** Birmingham
- **Tel:** 0121 472 1191

### Staffing Plus Ltd
- **Location:** Birmingham
- **Tel:** 0121 296 8416

### Stardust Healthcare Ltd
- **Location:** Birmingham
- **Tel:** 0121 389 3500

### Statelycare
- **Location:** Birmingham
- **Tel:** 07575 828348

### Studio 757 The Big Peg
- **Location:** Birmingham
- **Tel:** 07880 311679

### Sugarman Health and Wellbeing – Birmingham
- **Location:** Birmingham
- **Tel:** 0121 233 1424

### Sunny Medicare Ltd
- **Location:** Sutton Coldfield
- **Tel:** 0121 306 9299

### Support Asia Ltd
- **Location:** Birmingham
- **Tel:** 0121 523 6611

### Surecare Wolverhampton
- **Location:** Birmingham
- **Tel:** 01902 902059

### Sustain (UK) Ltd
- **Location:** Birmingham
- **Tel:** 0121 428 2221

### Team Locum Ltd
- **Location:** Birmingham
- **Tel:** 0121 451 2707

### Testimony Assembly Care Ltd
- **Location:** Birmingham
- **Tel:** 0121 554 6950

### Thamas Continental Home Care
- **Location:** Birmingham
- **Tel:** 0121 408 8313

### Thornton Homecare Ltd
- **Location:** Birmingham
- **Tel:** 0121 776 7245

### Three Counties Care Services Ltd
- **Location:** Birmingham
- **Tel:** 01905 829860

### TMR Care Ltd
- **Location:** Birmingham
- **Tel:** 0121 725 2777

### Total Quality Care Services Ltd Birmingham
- **Location:** Birmingham
- **Tel:** 0121 707 6252

### Trident Reach Domiciliary Care – Birmingham Branch
- **Location:** Birmingham
- **Tel:** 0121 226 5807

### Tripple Tee Ltd
- **Location:** Birmingham
- **Tel:** 07785 527840

### Trust Quality Care Ltd
- **Location:** Birmingham
- **Tel:** 0121 753 7777
<table>
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<tr>
<th>Home care providers continued</th>
<th>See page 32 for Service User Bands key</th>
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<tr>
<td><strong>Unity Care</strong></td>
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<td>Tel: 0121 551 3079</td>
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<td></td>
<td><strong>Wynter’s Care and Support Group Ltd</strong></td>
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<tr>
<td></td>
<td>Birmingham</td>
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<tr>
<td></td>
<td>Tel: 0121 794 4038</td>
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<td><strong>Universal Care Services</strong></td>
<td><strong>Yardley Great Trust Group, The</strong></td>
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<tr>
<td>Sutton Coldfield</td>
<td>Birmingham</td>
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<td>Tel: 0121 313 0612</td>
<td>Tel: 0121 789 8246</td>
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<td></td>
<td><strong>Your Care Services</strong></td>
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<td></td>
<td><strong>Brain Injury Specialists Ltd</strong></td>
</tr>
<tr>
<td></td>
<td>Birmingham</td>
</tr>
<tr>
<td></td>
<td>Tel: 0121 359 0297</td>
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<tr>
<td><strong>Vancouver House</strong></td>
<td><strong>Your Life</strong></td>
</tr>
<tr>
<td>Birmingham</td>
<td>(Edgbaston)</td>
</tr>
<tr>
<td>Tel: 0121 452 5047</td>
<td>Birmingham</td>
</tr>
<tr>
<td></td>
<td>Tel: 0121 455 7863</td>
</tr>
<tr>
<td></td>
<td><strong>Your Life</strong></td>
</tr>
<tr>
<td></td>
<td>(Sutton Coldfield)</td>
</tr>
<tr>
<td></td>
<td>Sutton Coldfield</td>
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<tr>
<td></td>
<td>Tel: 0121 355 2903</td>
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<tr>
<td><strong>Watra Care</strong></td>
<td><strong>Wistra Care Agency Ltd</strong></td>
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<tr>
<td>Birmingham</td>
<td>Sutton Coldfield</td>
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<td>Tel: 0121 389 2487</td>
<td>Tel: 07957 582683</td>
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<td>Tel: 0121 794 4038</td>
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<tr>
<td><strong>Watra Ltd</strong></td>
<td><strong>Your Life</strong></td>
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<tr>
<td>Birmingham</td>
<td>(Edgbaston)</td>
</tr>
<tr>
<td>Tel: 0121 233 9619</td>
<td>Birmingham</td>
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<tr>
<td></td>
<td>Tel: 0121 455 7863</td>
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<tr>
<td><strong>West Midlands Homecare Ltd</strong></td>
<td><strong>Your Life</strong></td>
</tr>
<tr>
<td>Birmingham</td>
<td>(Sutton Coldfield)</td>
</tr>
<tr>
<td>Tel: 0121 794 2424</td>
<td>Sutton Coldfield</td>
</tr>
<tr>
<td></td>
<td>Tel: 0121 355 2903</td>
</tr>
</tbody>
</table>

Search for care in your area

www.carechoices.co.uk

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

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests

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

Housing with care combines independent living in a home with security of tenure, along with care services arranged according to need. Schemes may be run by housing associations, the local authority, voluntary organisations or private companies.

Properties may be available for rent, mixed tenure or to purchase.

Supported Living

Supported Living is a term generally used to describe situations in which people (often adults with a learning disability or mental health condition) rent their home, and their personal care or support is arranged separately. This means they can change their support without having to move or move and take the same support with them. People have greater security of tenure and can claim a wider range of welfare benefits than in residential care.

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation, and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather than the amount of support. This will be tailored to individual need and can include access to support 24 hours a day if assessed as necessary, although many people do not require this – particularly with the use of assistive technology (discussed on page 9).

Shared Lives

Shared Lives is a care service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families. Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

Useful contacts

Birmingham Shared Lives Service
Tel: 0121 464 3164
Email: sharedlives@birmingham.gov.uk

Person Shaped Support
Offers Shared Lives in the Midlands, including a Shared Days service and a Shared Lives: Home from Hospital service. Contact the Midlands Service Manager using the details below for more information. • Tel: 01543 448380
Email: sharedlivesmidlands@pss.org.uk

Sheltered housing

Sheltered (or retirement) housing is provided by local authority housing departments and housing associations for older people who would like to remain independent but prefer the added security and reassurance of a scheme manager and an alarm call service.

A scheme manager is either based at the site or visits regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Useful contacts

Birmingham City Council Housing Register
Web: www.birminghamchoice.co.uk
Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities. In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24 hours a day.

Extra care allows you to retain your own tenancy and have care services delivered, ensuring that you can remain safely in your own self-contained accommodation.

Useful contacts

Birmingham City Council Housing Register
Web: www.birminghamchoice.co.uk

Support Services for Older People
Tel: 0121 303 3637
Textphone: 0121 303 1119
Email: housheltered@birmingham.gov.uk
Web: www.birmingham.gov.uk/info/20174/sheltered_housing/811/sheltered_housing

The Extra Care Charitable Trust
Offers an extensive range of extra care schemes available to buy, part-buy (shared ownership) and rent.
Tel: 02476 506011
Web: www.extracare.org.uk

Specialist services

Learning disability

If you are living with a learning disability in the Birmingham area, you should contact the council for support. The council might be able to signpost you to local services and assess your needs in case help is available to you.

The council aims to keep people living independently in their own homes wherever possible, but if you need to move somewhere with care and support, you might like to consider a housing with care scheme, see page 34.

If your needs are such that you require support in a care home, this Directory contains a list of all care homes in Birmingham. Any learning disability providers are denoted with LDA.

You may also find the organisations listed here useful.

Mencap
Supporting people with learning disabilities to feel valued equally, listened to and included.
Tel: 0808 808 1111 • Web: www.mencap.org.uk
Email: helpline@mencap.org.uk

Scope
Offers free, impartial and expert information, advice and support to disabled people and their families. • Tel: 0808 800 3333
Email: helpline@scope.org.uk
Web: www.scope.org.uk
Mental health

If you are worried about your mental health, it’s important to remember that you aren’t alone. Lots of people have issues with their mental health and there’s help and advice available across Birmingham to support you.

Your GP should be your first point of contact if you want confidential advice or services, or you can contact one of the organisations listed here for free help and support.

**Birmingham and Solihull Mental Health NHS Foundation Trust**
For existing service users and their carers who would like information and advice on any mental health issue, contact the Patient Advice and Liaison Service (PALS) using the details below.
Tel: 0800 953 0045 • Text: 07985 883509
Email: bshmft.customerrelations@nhs.net
Web: www.bsmhft.nhs.uk

**Birmingham Healthy Minds**
Offers guidance, knowledge and useful strategies for people aged 16 and over who are living with mental health conditions. • Tel: 0121 301 2525
Textphone: text ‘BHM’ to 60777 and you will be called back.
Web: www.bsmhft.nhs.uk/our-services/birmingham-healthy-minds

**Birmingham MIND**
Provides advice and support to empower anyone experiencing a mental health condition. Also campaigns to improve services, raise awareness and promote understanding. • Tel: 0121 608 8001
Email: info@birminghammind.org
Web: www.birminghammind.org

**Forward Thinking Birmingham**
Birmingham-based provider of mental health services for people up to the age of 25.
Helpline: 0300 300 0099
Web: www.forwardthinkingbirmingham.org.uk

Physical disability

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

Sensory services

Rehabilitation services offer guidance to help people with sensory impairments to do more things for themselves and have a better quality of life. Support for people with sight impairments may include help with:

- daily living;
- communicating with others; and
- getting around your home and community safely.

Services do not offer medical advice or treatment, hearing aids or glasses.

Rehabilitation services work with anyone with a visual impairment and those with multiple disabilities. Information can be given about mobility, communication, independent living skills, assessment and specialist equipment and adaptations.

Contact Adults Social Care and Health Services using the details on page 4. From here, you can be advised on any sensory services in your area.
Advocacy

Advocates can give advice, support and information to people of any age. Advocates help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care.

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions. Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

Advocacy Matters
Offering help and guidance to enable you to make important decisions about the care and support you receive yourself. • Tel: 0121 321 2377
Web: www.advocacymatters.org.uk

Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

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

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

You could use the Preferred Priorities for Care (PPC) document to help with outlining your wishes. The PPC document is designed to help you prepare for the future and gives you an opportunity to think about, talk about and write down your preferences and priorities for care at the end of life.

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

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

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. Your family may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included in ‘My Funeral Wishes’, a form produced by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org/page/my-funeral-wishes

You do not have to instruct a funeral director, but if you do, ensure that the director you choose is a member of either the National Association of Funeral Directors or The National Society of Allied and Independent Funeral Directors. These associations have strict guidelines that members must adhere to.

See page 70 for details of organisations that may be able to help you plan for the end of your life or your funeral.
Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC).

The CQC inspects every care home and home care agency, publishing a report along with a rating. CQC quality ratings must be displayed at the operator’s premises and on its website. You can also find inspection reports and ratings for all services on the CQC’s website (www.cqc.org.uk).

Types of care home

Care homes (personal care only)
If you need someone to look after you 24 hours a day, but don’t need nursing care, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs, see page 12 for more on assessments.

Care homes with nursing
A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, or in hospital if you’ve been ill, or in a care home. You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home providing nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £165.56 per week. This figure may change over the lifetime of this Directory, check with Adults Social Care and Health Services.

For help with finding care homes and care homes with nursing in your area, visit www.carechoices.co.uk

Activities in care homes

The word ‘activity’ can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life. Activities can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class.

Above all, activities provide a point of interest, fun and challenge to each day. Activities should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

Lots of care homes now employ a dedicated activity co-ordinator. The role of an activity co-ordinator varies from one home to another. Increasingly, activity co-ordinators are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

Ensure you speak to any potential providers about the activities provided in their care home.
Tell us what you think

☐ What have you found useful?

☐ What could we do better?

Share your feedback
Take our five minute survey

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

For the best in Birmingham, look no further.

Albion Court
Clinton Street
Winson Green
Birmingham | B18 4BJ
T. 0121 4184 056

Aran Court
Braymoor Road
Tile Cross
Birmingham | B33 0LT
T. 0121 4184 054

Bourn View
Bristol Road South
Bournville
Birmingham | B31 2FR
T. 0121 4183 185

Clare Court
Clinton Street
Winson Green
Birmingham | B18 4BJ
T. 0121 4184 052

St Giles
122 Tile Cross Road
Tile Cross
Birmingham | B33 0LT
T. 0121 4184 051

See all of our homes on Facebook or Search ‘Avery Birmingham’
Care homes checklist

Visitors of care homes so that you can make notes. You can download and print this checklist at www.carechoices.co.uk/checklists

Staff

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

Activities

Can you get involved in activities you enjoy?
Is there an activities co-ordinator?
Does the home organise any outings?
Are residents escorted to appointments?
Do the residents seem entertained?
Does the home have a varied activities schedule?

Life in the home

Is the home adapted to suit your needs?
Can you bring your own furniture?
Are there enough plug sockets in the rooms?
Are there restrictions on going out?
Is there public transport nearby?
Does the home provide any transport?
Can you make/receive calls privately?
Can you decide when to get up and go to bed?
Does the home allow pets?
Does the home use Digital Care Planning accessible to families?

Personal preferences

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

Catering

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

Fees

Do your fees cover all of the services and activities?
Are fees likely to change regularly?
Is the notice period for cancellation of the contract reasonable?
Could you have a trial period?
Can you keep your room if you go into hospital?
Can you handle your own money?

*See page 49.
Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people living with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person living with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and addresses their individual needs.

The person living with dementia must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities of Care. For more information on these last two topics, see pages 47 and 37 respectively.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for them.

Within the home, much is down to the attitude and skills of the manager and the staff. Does the home provide an environment that enables a person living with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home?

Further questions to consider are included in the residential dementia care checklist on page 43.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one’s way around the building and grounds are essential for minimising disorientation.

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people living with dementia. Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.
# Residential dementia care checklist

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
<td></td>
</tr>
<tr>
<td>Home 2</td>
<td>£</td>
<td></td>
</tr>
<tr>
<td>Home 3</td>
<td>£</td>
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</tr>
</tbody>
</table>

We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 41. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists)

<table>
<thead>
<tr>
<th><strong>Design</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there clear signs throughout the home?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Has the home been designed or adapted for people with dementia?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are the home and grounds secure?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are there prompts outside the residents’ rooms to help people identify their own?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Is the décor familiar to your loved one?</td>
<td>☐ ☐ ☐</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Choices</strong></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Do residents get choice in terms of what they wear each day?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are residents encouraged to be independent?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Can residents decide what to do each day?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Can residents have a say in the décor of their room?</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Activities</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are residents able to join in with household tasks like folding washing?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are there activities on each day?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Can residents walk around outside on their own?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are residents sitting in front of the TV or are they active and engaged?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are there rummage boxes around?</td>
<td>☐ ☐ ☐</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Health</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Can residents get help with eating and drinking?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>How often does the home review residents’ medication?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Does the home offer help if a resident needs assistance taking medication?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Do GPs visit the home regularly?</td>
<td>☐ ☐ ☐</td>
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</table>

<table>
<thead>
<tr>
<th><strong>Staff</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are staff trained to identify when a resident might be unwell?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Are staff trained to spot when someone needs to go to the toilet?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Do the staff have any dementia specific training/experience?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Will your loved one have a member of staff specifically responsible for their care?</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Approach to care</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the home follow a specific approach to dementia therapy, for example, validation therapy?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Will the home keep you informed about changes to your loved one’s care?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Does the home have a specific approach to end of life care?</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Does the home keep up to date with best practice in dementia care?</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

*See page 49.
When a local authority provides or arranges your care services, you may be asked to contribute towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, the council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

If you have capital and savings of less than £14,250, you may be asked to contribute part of your income and the local authority may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care, see page 45.

These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs. If the home you choose charges a fee in excess of the local authority’s funding limit, you will need to find someone else to meet the additional amount.

This is often referred to as a ‘third party payment’ or ‘top-up’ (explained further on page 45).

Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let the council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

If you become eligible for the council’s support with funding your care, and the home you are living in charges more than the council’s fee levels, you must find someone to help pay the difference. This is known as a ‘top-up’ or ‘third party payment’, see page 45 for more information.

If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care
is essential. There are a number of financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything.

See page 46 for more information.

Non-means-tested support

Some support may be available to you without the council needing to look into your finances.

Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits, however, they will not be paid if you are, or become, a permanent resident in a care home.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

NHS Continuing Healthcare

NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. 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.

Self-funding your care

Paying for care can be an expensive and long-term commitment, so councils strongly recommend that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 46 for suggested contacts.

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, the council may share the cost of the first 12 weeks of permanent care, provided it agrees that care is needed.

If you are entitled to the mobility component of Personal Independence Payment, this payment will not stop once you are in a care home and is not included in your financial assessment.

You may also want to consider applying for Universal Credit (if you are under pension age) or Pension Credit (if you are over pension age).

NHS Continuing Healthcare

NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health-related and are likely to be severe. If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. 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.

Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home during your lifetime. Any fees paid by the council will be charged against the value of your home and must be repaid once the house is sold or from your estate.

Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan.

The council may limit the amount of the loan, depending on the equity in your property.

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 Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

If you are eligible for the council’s support, you will be offered a choice of homes that meet the local

Visit www.carechoices.co.uk for further assistance with your search for care
authority’s funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the local authority the difference between its rate and the amount the home charges. This additional payment is called a ‘top-up’ or ‘third party payment’.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident that they can sustain the payments for as long as they are required. The responsible person will need to sign a contract with the council to confirm that they are able to do this. If the additional payments stop being paid for any reason, then you should seek help and advice from the council. You may have to move to a cheaper home within the local authority’s funding levels.

If you are already resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a later date, which would need to be agreed first with the local authority. This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a nicer room.

It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

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**Seeking financial advice**

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful in enabling you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any recommended product.

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

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk) or you can call 0333 202 0454.

There is also a number of organisations that will provide free advice about funding care and support. These organisations are a good place to start if you are looking for information and want to see what sort of options are available.

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**Age UK**
Tel: 0800 055 6112  
Web: [www.ageuk.org.uk/moneymatters](http://www.ageuk.org.uk/moneymatters)

**Citizens Advice**
Web: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Money Advice Service**
Tel: 0800 138 7777  
Web: [www.moneyadvice-service.org.uk](http://www.moneyadvice-service.org.uk)
### Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you’re considering? Care Choices, publisher of this Directory, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. The results can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see page 49), indicating the quality of care provided.

You can also view an electronic version of this Directory on the site and have it read to you by using the ‘Recite Me’ function. Visit [www.carechoices.co.uk](http://www.carechoices.co.uk).

### How solicitors can help

A solicitor can give you impartial advice about wills, gifts, estate planning and powers of attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about

---

**Concerned about paying for care?**

Call Amanda Piper in our Care Team: 0121 2367388 or email: amanda.piper@mfgsolicitors.com

**t:** 0845 55 55 321  
**w:** mfgsolicitors.com  
**@** mfgsolicitors

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable.

The Court of Protection can issue Orders directing the management of a person’s property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An ‘advance directive’ allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an ‘advance decision’, setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

Any proposed gift out of your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax liability.

If you don’t have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area.

**Comments, compliments and complaints**

You should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the 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 care home or care home with nursing. Care services are required under national essential standards of quality and safety to have a simple and easy to use complaints procedure.

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once the manager is made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. The owners have a duty to respond to any complaints made.

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see page 49 for more information about the CQC).

If your local authority has arranged and funded a place for you in a care home or has contributed to a home care service, another option is to speak to the council.

**Birmingham City Council**

Complaints Team, PO Box 16465,
Birmingham B2 2DG
Email: customercareteam@birmingham.gov.uk
Web: www.birmingham.gov.uk/info/20018/adult_social_care/116/provide_feedback_about_adult_social_care_services_in_birmingham

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on 0300 061 0614 and ask them to assist you. The Local Government and Social Care 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 and its job is to investigate complaints in a fair and independent way.
Inspecting and regulating care services

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

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

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC’s five key questions: Is the service safe? Effective? Caring? Responsive to people’s needs? Well-led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It’s always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC’s website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit www.cqc.org.uk/share

Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out-of-county care

You can choose a care home outside your home county. You may want to be closer to friends, family members or you may want to relocate to another part of the country.

If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority’s terms and conditions.

You should seek further advice before making your decision.

For help finding care providers in Birmingham and other regions, visit www.carechoices.co.uk with details of your requirements.

Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. 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 from being exploited.

What is adult abuse?

Abuse is mistreatment 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 – at home, in a care home or a care home with nursing, a hospital, in the workplace, at a day centre or educational establishment, in supported housing or in the street.

Forms of abuse could be physical, sexual, psychological, emotional or financial. It could also cover the issues of modern slavery, self-neglect and institutional abuse – where the abuse affects more
than one person within an organisation and is not addressed by the service’s management.

Who might be causing the abuse?  
The person who is responsible for the abuse may be known to the person abused and could be:

- a care worker or a volunteer;
- a health worker, social care or other worker;
- a relative, friend or 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 someone is being abused, contact the council.

**Birmingham City Council**  
Tel: **0121 303 1234**  
Text Relay: dial **18001** followed by the full national phone number.

Email: **ACAP@birmingham.gov.uk**  
Web: [www.birmingham.gov.uk/info/20018/adult_social_care_and_health/111/report_possible_abuse_or_neglect_of_an_adult_with_care_and_support_needs](http://www.birmingham.gov.uk/info/20018/adult_social_care_and_health/111/report_possible_abuse_or_neglect_of_an_adult_with_care_and_support_needs)

Alternatively, call the [police](http://www.gov.uk/dbs) on **101**, or **999** if it is an emergency.

If the abuse is also a crime such as assault, racial harassment, rape or theft you should involve the police to prevent someone else from being abused. If the police are involved, Adults Social Care and Health Services will work with the police and with you to provide support.

If you are worried about contacting the police you can contact Adults Social Care and Health Services on **0121 303 1234** to talk things over first. If immediate action is required, dial **999**.

You can also:

- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. These people have responsibilities under the county’s adult protection procedure and can advise you about what to do next.

**The Disclosure and Barring Service (DBS)**  
There is a barring system for all those intending to work or currently working with children and vulnerable adults.

This service combines the criminal records checking and barring functions. For disclosure information and services, visit [www.gov.uk/dbs](http://www.gov.uk/dbs)

Care home owners, home care agencies and employment agencies that supply care workers are required to request checks as part of a range of pre-employment checks, including disclosures from the DBS.

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult. People who know they are confirmed on the list but seek employment in care positions will face criminal charges including possible imprisonment.

It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.
Since 1999, Gold Care Homes has transformed the care industry by creating exceptional living environments. Two of our leading homes are in Birmingham and can offer you as much or little support as you need, whether that’s a few days respite or a long-term solution. Both our homes offer respite, residential and dementia care services.

**Lucton House**

With a CQC rating of Good, this home offers:

- Tailor-made interactive activities for all residents
- Self-contained apartments to promote maximum independence
- Communal dining space for socialising

**Manor House**

With a CQC rating of Outstanding, this home offers:

- Recently refurbished rooms, lounge and dining area, to a modern standard
- Private kitchenette and ensuite for every room
- Innovative dementia activities to ensure resident stimulation

Book in a **FREE** taster day at either home by calling your preferred home and quote ‘Care Choices Trial’

**www.goldcarehomes.com**
Your local Bupa care homes in Birmingham.

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

Call us for advice or to arrange a visit
0121 667 2948

Look in the listings for Amberley Court and Pebble Mill

Search for care in your area
www.carechoices.co.uk

• Find care providers quickly and easily
• Search by location and care need

Call us for advice or to arrange a visit
0121 240 5306 for further information.

We care for the people you love

BCOP is a charity with heritage and a heart. We have been meeting the needs of older people in Birmingham for over 70 years.

Come and see what makes our nursing homes so special:

• Care and support tailored to the individual
• Dementia care
• Respite care
• On-site pet farms for Animal Assisted Therapy
• 1950s Sensory Street at Robert Harvey House
• Forget-Me-Not pub at Neville Williams House

Contact us to arrange a visit
T: 0121 459 7670
E: general@bcop.org.uk
W: www.bcop.org.uk

This Directory is divided into the geographical areas listed on this map.

Home care providers can be found beginning on page 23.

Edgbaston care homes

Ashleigh Court Rest Home
20 Fountain Road, Edgbaston B17 8NL
Tel: 0121 420 1118

Bartley Green Lodge Residential Care Home
Field Lane, Bartley Green B32 4ER
Tel: 0121 475 9076

Bournedale House
441 Hagley Road B17 8BL
Tel: 0121 420 4580

Care Home for Special Needs
22 Hallewell Road, Edgbaston B16 0LR
Tel: 0121 455 8269

Cherry Blossom
49 Rotton Park Road B16 0SG
Tel: 07552 218855

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

Edenwood
14 Rotton Park Road B16 9JJ
Tel: 0121 428 2455

Field House Residential Home Ltd
110 Harborne Park Road B17 0BS
Tel: 0121 426 3157

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

**Gillott Respite Services**  
80 Gillott Road, Edgbaston B16 0ES  
Tel: 0121 454 3081  
**Service** OP MH YA  
**User Bands** LDA SI YA

**Greenlands View**  
45 Kyles Way, Bartley Green B32 4JW  
Tel: 0121 476 0326  
**Service** PD LDA MH YA  
**User Bands** YA

**Harborne House**  
8a Albert Road, Harborne B17 0AN  
Tel: 0121 428 3410  
**Service** LDA YA  
**User Bands** SI

**Hawthorns, The**  
29 Rotton Park Road, Edgbaston B16 9JH  
Tel: 0121 455 9024  
**Service** OP  
**User Bands** D PD LDA

**Hightrees**  
8b Albert Road, Harborne B17 0AN  
Tel: 0121 428 3423  
**Service** LDA YA  
**User Bands** LDA

**Holmpark**  
212 Hagley Road, Edgbaston B16 9PH  
Tel: 0121 456 3738  
**Service** OP DYA  
**User Bands** D PD LDA SI

**Kenrick Centre**  
Mill Farm Road, Harborne B17 0QX  
Tel: 0121 675 0900  
**Service** OP D PD LDA SI YA  
**User Bands** LDA SI YA

**Kerria Court**  
64 Cregoe Street, Edgbaston B15 2DY  
Tel: 0121 622 6845  
**Service** OP DYA  
**User Bands** D PD LDA SI

**Ludford Road Residential Care**  
75 Ludford Road, Bartley Green B32 3PQ  
Tel: 0121 683 8855  
**Service** MH YA  
**User Bands** LDA

**Martins Care – The Angels**  
38 County Close, Woodgate B32 3SZ  
Tel: 07881 731931  
**Service** LDA  
**User Bands** LDA

**Meadow Lodge Care Home**  
445-447 Hagley Road, Edgbaston B17 8BL  
Tel: 0121 420 2004  
**Service** OP DYA  
**User Bands** MH YA

**Queen Alexandra College**  
49 Court Oak Road B17 9TG  
Tel: 0121 428 5025  
**Service** PD LDA MH SIYA  
**User Bands** YA

**Real Life Options – 21 Elvetham Road**  
21 Elvetham Road, Edgbaston B15 2LY  
Tel: 0121 440 8438  
**Service** OP D PD LDA SI YA  
**User Bands** YA

**Real Life Options – 21a Elvetham Road**  
Middlemore, 21a Elvetham Road, Edgbaston B15 2LY  
Tel: 0121 440 3179  
**Service** OP D PD LDA SI YA  
**User Bands** YA

**Sense**  
115 Gough Road, Edgbaston B15 2JG  
Tel: 0121 446 6744  
**Service** LDA SI  
**User Bands** SI

**Summerfield Crescent**  
121 Summerfield Crescent, Edgbaston B16 0EN  
Tel: 0121 450 7986  
**Service** MH YA  
**User Bands** H

**Summerfield House**  
117 Gillott Road B16 OET  
Tel: 0121 454 3280  
**Service** LDA  
**User Bands** LDA

**Trevella House**  
310 Court Oak Road, Harborne B32 2EB  
Tel: 0121 240 5306  
**Service** OP MH YA  
**User Bands** MH

**Triple S Care & Support Services**  
87-89 Stirling Road, Edgbaston B16 9BD  
Tel: 0121 454 8864  
**Service** PD LDA MH SIYA  
**User Bands** PD LDA MH SI

**Ulysses House**  
28 Fountain Road, Edgbaston B17 8NR  
Tel: 0121 429 9555  
**Service** LDA  
**User Bands** LDA

---

### Edgbaston care homes with nursing

**Amberley Court Bupa Care Home**  
82-92 Edgbaston Road, Edgbaston B12 9QA  
Tel: 0121 667 6932  
**Service** PDYA  
**User Bands** PD YA

**Dorcas House**  
56 Fountain Road, Edgbaston B17 8NR  
Tel: 0121 429 4643  
**Service** OP D PD MH SIYA  
**User Bands** OP D PD MH SI

---

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

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<tr>
<th>Edgbaston Beaumont</th>
<th>32 St James Road, Edgbaston B15 2NX</th>
<th>OP</th>
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<tr>
<td>Fountain Nursing and Care Home Ltd</td>
<td>11-17 Fountain Road, Edgbaston B17 8NJ</td>
<td>OP</td>
<td>Tel: 0121 429 6559</td>
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<td>Gracemere Edgbaston</td>
<td>Speedwell Road, Edgbaston B5 7PR</td>
<td>OP</td>
<td>Tel: 0121 796 0800</td>
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<td>Oakview Care Home</td>
<td>14-20 Overfield Road, Bartley Green B32 3BA</td>
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<td>Tel: 0121 428 6800</td>
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### Erdington care homes

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<thead>
<tr>
<th>Abbots Road</th>
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<th>LDA</th>
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<tbody>
<tr>
<td>Agnes House – Residential Care Home</td>
<td>11a-15 Arthur Road, Erdington B24 9EX</td>
<td>OP</td>
<td>Tel: 0121 373 0058</td>
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<tr>
<td>Beech House</td>
<td>21 Gravelly Hill North, Erdington B23 6BT</td>
<td>OP</td>
<td>Tel: 0121 382 6163</td>
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<td>Berwood Court Care Home</td>
<td>Berwood Park, off Cadbury Lane, Castle Vale B35 7EW</td>
<td>OP</td>
<td>Tel: 0121 749 7887</td>
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<tr>
<td>Bethany House</td>
<td>434-440 Slade Road, Erdington B23 7LB</td>
<td>OP</td>
<td>Tel: 0121 350 7944</td>
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<tr>
<td>CareTech Community Services Ltd – 19 Wheelwright Road</td>
<td>Erdington B24 8PA</td>
<td>OP</td>
<td>Tel: 0121 350 4383</td>
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<tr>
<td>Chesterberry</td>
<td>766 Chester Road, Erdington B24 0EA</td>
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<td>Tel: 0121 386 2290</td>
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### Advertisers are highlighted

| Parkview Home | 2 East Gate, Edgbaston B16 0EY | LDA | Tel: 0121 246 8071 |
| St Joseph’s Home – Birmingham | 71 Queens Park Road, Harborne B32 2LB | OP | Tel: 0121 427 2468 |
| Sunrise of Edgbaston | 5 Church Road, Edgbaston B15 3SH | OP | Tel: 0121 455 1100 |
| Willow House | 229 Portland Road, Edgbaston B17 8LS | OP | Tel: 0121 420 0210 |

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Loretta House  
4 Hunton Hill, Erdington B23 7NA  
Tel: 0121 384 5123  

Manor House  
1 Amblescote Avenue, Kingstanding B44 9AL  
Tel: 0121 360 0680  Advert page 51  

Marian House  
803 Chester Road, Erdington B24 0BX  
Tel: 0121 373 6140  

Minstead House  
54 Oval Road, Erdington B24 8PL  
Tel: 0121 373 3849  

Mr Adrian Lyttle  – Erdington  
76/78 Wheelwright Road,  
Erdington B24 8PD  
Tel: 0121 686 6601  

Oakwood Rest Home  
78-82 Kingsbury Road, Erdington B24 8QJ  
Tel: 0121 373 8476  

Orchard House  
95-97 Holly Lane, Erdington B24 9JP  
Tel: 0121 377 7551  

Perry Tree Centre  
Dovedale Road, Perry Common,  
Kingstanding B23 5BX  
Tel: 0121 675 5571  

Ridings Care Home, The  
Farnborough Road B35 7NR  
Tel: 0121 748 8770  

Rivendell and Lorien (Marsh Lane)  
57 & 59 Marsh Lane, Erdington B23 6HX  
Tel: 0121 377 2800  

Sense  
35 Hawthorn Road, Erdington B44 8QS  
Tel: 0121 384 2228  

SignHealth Polestar  
Fairlie House, Trident Close, Erdington B23 5TD  
Tel: 0121 350 0592  

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

Silver Birch Care Home  
31-33 Silver Birch Road, Erdington B24 0AR  
Tel: 0121 382 4505  

Silver Birch Road  
7 Silverbirch Road, Erdington B24 0AR  
Tel: 0121 765 4630  

St Anthony’s Residential Home (Erdington) Ltd  
124-126 Sutton Road, Erdington B23 5TJ  
Tel: 0121 373 7900  

St Joseph  
46 Silverbirch Road, Erdington B24 0AS  
Tel: 0121 373 0043  

Sutton House  
79 Sutton Road, Erdington B23 5XA  
Tel: 0121 377 8900  

Sycamore Lodge Residential Care  
501-503 Slade Road, Erdington B23 7JG  
Tel: 0121 377 6280  

Thoughts of Others Ltd  
77 Shortheath Road, Erdington B23 6LH  
Tel: 0121 384 5436  

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

Tudor Rose Rest Home  
671 Chester Road, Erdington B23 5TH  
Tel: 0121 384 8922  

Unity Care  
90 Gravelly Hill, Erdington B23 7PF  
Tel: 0121 686 4406  

Warren Farm Lodge  
123 Warren Farm Road, Kingstanding B44 0PU  
Tel: 0800 085 2952  

Erdington care homes continued
Erdington care homes with nursing

**Abbey Rose Care Home**  
2 Ivyfield Road, Erdington B23 7HH  
Tel: 0121 377 6707  
*OP* *PD* *SI* *YA*

**Abbey Rose Nursing Home**  
38 Orchard Road, Erdington B24 9JA  
Tel: 0121 377 6707  
*OP* *PD* *LDA* *SI* *YA*

**Asprey Court Care Home**  
Orphanage Road, Erdington B24 OBE  
Tel: 0121 306 4980  
*OP* *PD* *MH* *SI* *YA*

**Berwood Court Care Home**  
Berwood Park, off Cadbury Lane,  
Castle Vale B35 7EW  
Tel: 0121 749 7887  
*OP* *PD* *LDA* *MH* *SI* *YA*

**Boldmere Court Care Home**  
350 Gravelly Lane B23 5SB  
Tel: 0121 353 0003  
*OP* *PD* *LDA* *SI* *YA*

**Cedar Lodge Nursing Home**  
58–62 Kingsbury Road, Erdington B24 8QU  
Tel: 0121 350 3553  
*OP* *PD* *LDA* *SI* *YA*

**Hurstway Care Home**  
142 The Hurstway, Erdington B23 5XN  
Tel: 0121 350 0191  
*OP* *PD* *SI* *YA*

**Lime Court**  
19-31 Jaffray Crescent, Erdington B24 8BG  
Tel: 0121 382 1383  
*OP* *PD* *LDA* *MI* *SI* *YA*

**Orchard House**  
95-97 Holly Lane B24 9JP  
Tel: 0121 377 7551  
*OP* *MH* *SI* *YA*

**Priestley Rose Nursing Home**  
114 Bromford Lane, Erdington B24 8BZ  
Tel: 0121 373 0134  
*OP* *PD* *LDA* *YA*

**Ridings Care Home, The**  
Farnborough Road B35 7NR  
Tel: 0121 748 8770  
*OP* *D* *YA*

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If you are considering a care home with nursing, see the checklist on page 41 for useful suggestions of questions to ask.

---

**Hall Green care homes**

**Ash House**  
7 Ash Drive, Sparkhill B11 4EQ  
Tel: 01902 672692  
*DP* *LDA* *MH* *SI* *YA*

**Ashley Lodge RH Ltd**  
1-3 Colmore Crescent, Moseley B13 9SJ  
Tel: 0121 449 1503  
*OP* *PD* *LDA* *MH* *SI* *YA*

**Barkat House Residential Home**  
254 Alcester Road, Moseley B13 8EY  
Tel: 0121 449 0584  
*OP* *MH* *YA* *LDA* *MI* *SI* *YA*

**Cateswell Court**  
27-29 Cateswell Road,  
Hall Green B28 8NB  
Tel: 0121 777 1347  
*OP* *MH* *YA* *LDA* *MI* *SI* *YA*

**Chesterwood**  
64 Chesterwood Road,  
Kings Heath B13 0QE  
Tel: 0121 444 3736  
*OP* *PD* *LDA* *MI* *SI* *YA*

**Clifton House**  
165 Clifton Road B12 8SL  
Tel: 0121 440 2089  
*OP* *PD* *LDA* *MI* *SI* *YA*

**Cole Bank Road**  
16 Cole Bank Road, Hall Green B28 8EX  
Tel: 07834 977180  
*OP* *PD* *LDA* *MI* *SI* *YA*

**Community Living & Support Services Ltd**  
Prospect House, 40 Prospect Road,  
Moseley B13 9TB  
Tel: 0121 442 2089  
*OP* *PD* *LDA* *MI* *SI* *YA*

**Evergreen**  
119 Wake Green Road,  
Moseley B13 9UT  
Tel: 0121 449 1016  
*OP* *PD* *LDA* *MI* *SI* *YA*

**Fern House**  
320 Moseley Road B12 0BS  
Tel: 0121 440 1032  
*OP* *PD* *LDA* *MI* *SI* *YA*

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

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<th>Service</th>
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<th>Dementia</th>
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<td>Older people (65+)</td>
<td>LDA YA</td>
<td>Hall Green Care Home</td>
<td>15 Forest Road, Moseley B13 9DL</td>
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<td>72 Park Hill, Moseley B13 8DS</td>
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<td>10-14 St Agnes Road, Moseley B13 9PW</td>
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<td>Maycroft</td>
<td>791 Alcester Road South, Kings Heath B14 5HJ</td>
<td>0121 474 5394</td>
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<td>Real Life Options – Springfield Road</td>
<td>180 &amp; 182 Springfield Road, Moseley B13 9NE</td>
<td>0121 777 7020</td>
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<td>2 &amp; 10 Grove Road, Kings Heath B14 6ST</td>
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<td>Learning disability, autism</td>
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<td>Vicarage Road (B)</td>
<td>264b Vicarage Road, Kings Heath B14 7NH</td>
<td>0121 633 2194</td>
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<tr>
<td>Mental health</td>
<td></td>
<td>Westholme</td>
<td>29 Greenhill Road, Moseley B13 9SS</td>
<td>0121 449 6383</td>
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<tr>
<td>Younger adults</td>
<td>LDA YA</td>
<td>Willow House</td>
<td>9 Ash Drive, Sparkhill B11 4EQ</td>
<td>01902 672692</td>
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<tr>
<td>Learning disability, autism</td>
<td>LDA SI</td>
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</table>

**Service**
- OP: Older people (65+)
- D: Dementia
- PD: Physical disability
- LDA: Learning disability, autism

**User Bands**
- MH: Mental health
- SI: Sensory impairment
- YA: Younger adults
- AD: People who misuse alcohol or drugs
Hall Green care homes with nursing

Anita Stone Court (BCOP)
20 Moor Green Lane,
Birmingham B13 8ND
Tel: 0121 449 2756 Advert page 52 OP D PD SI

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

Eden Lodge Health Care
236 Alcester Road South B14 6DR
Tel: 0121 605 2293 MH YA

Firs Nursing Home Ltd, The
745 Alcester Road South B14 5EY
Tel: 0121 430 3990 OP MH YA

Highbury Nursing Home
199-203 Alcester Road, Moseley B13 8PX
Tel: 0121 442 4885 OP D

Hunters Moor Neurorehabilitation Centre for the
West Midlands – The Janet Barnes Unit
Whisley Brook Lane, off Shaftmoor Lane,
Hall Green B28 8SR
Tel: 0121 777 9343 OP PD MH SI YA

Maypole Grove
20 Maypole Grove B14 4LP
Tel: 0121 430 3094 OP D PD MH YA

Wilson Lodge
16 Augusta Road East, Moseley B13 8AJ
Tel: 0121 449 1841 MH

Hodge Hill care homes

Arshad Mahmood – 56-58 Carlton Road
Small Heath B9 5EB
Tel: 0121 772 4078 LDA

Arshad Mahmood – 112-114 Carlton Road
Small Heath B9 5EA
Tel: 0121 773 3165 LDA

Briarscroft Residential Care Home
27 Packington Avenue B34 7PB
Tel: 0121 748 0040 OP D

Grassmere Residential Care Home
675-677 Washwood Heath Road, Ward End B8 2LJ
Tel: 0121 327 3140 OP D PD MH SI YA

Greswold House
76 Middle Leafield,
Shard End B34 6HA
Tel: 0121 783 1816 OP D PD

Knightwell House
734 Washwood Heath Road,
Ward End B8 2JD
Tel: 0121 327 3623 LDA

Packington Avenue, 306-308
308 Packington Avenue,
Shard End B34 7RT
Tel: 0121 749 3739 LDA MH YA

Hodge Hill care homes with nursing

Aran Court Care Home
Braymoor Road, Tile Cross B33 0LR
Tel: 0121 418 4054 Advert page 40 OP D PD MH SI YA

Bromford Lane Care Centre
366 Bromford Lane, Washwood Heath B8 2RY
Tel: 0121 322 0910 OP D PD LDA MH YA

Herondale Kingfisher
175 Yardley Green Road, Bordesley Green B9 5PU
Tel: 0121 753 0333 OP D

Hodge Hill Grange
150 Coleshill Road, Hodge Hill B36 8AD
Tel: 0121 730 1999 OP D

Orchards, The
164 Shard End Crescent B34 7BP
Tel: 0121 730 2040 OP YA

St Giles Care Home
122 Tile Cross Road, Tile Cross B33 0LT
Tel: 0121 418 4051 Advert page 40 OP D PD MH SI YA

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

<table>
<thead>
<tr>
<th>Service</th>
<th>OP: Older people (65+)</th>
<th>D: Dementia</th>
<th>PD: Physical disability</th>
<th>MH: Mental health</th>
<th>SI: Sensory impairment</th>
<th>YA: Younger adults</th>
<th>AD: People who misuse alcohol or drugs</th>
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<tbody>
<tr>
<td><strong>Beeton Grange</strong></td>
<td>OP MH YA</td>
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<td>50-55 Beeton Road B18 4QD</td>
<td>Tel: 0121 554 5559</td>
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<td><strong>Charles Davies House Residential Care</strong></td>
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<tr>
<td>388 Lodge Road, Hockley B18 5PW</td>
<td>Tel: 0121 523 8880</td>
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<td><strong>Ferndale Crescent</strong></td>
<td>PD LDA</td>
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<tr>
<td>10 Ferndale Crescent, Highgate B12 0HF</td>
<td>Tel: 0121 772 1885</td>
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</tr>
</tbody>
</table>

For information on different types of care homes, see page 38.

## Albion Court Care Centre

**Albion Court Care Centre**

Clinton Street, Winson Green B18 4BJ
Tel: 0121 418 4056

**Clare Court Care Home**

Clinton Street, Winson Green B18 4BJ
Tel: 0121 418 4052

**St Clements Nursing Home**

8 Stanley Road, Nechells B7 5QS
Tel: 0121 327 3136

## Northfield care homes

<table>
<thead>
<tr>
<th>Service</th>
<th>OP: Older people (65+)</th>
<th>D: Dementia</th>
<th>PD: Physical disability</th>
<th>MH: Mental health</th>
<th>SI: Sensory impairment</th>
<th>YA: Younger adults</th>
<th>AD: People who misuse alcohol or drugs</th>
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</thead>
<tbody>
<tr>
<td><strong>Beeches Residential Care Home, The</strong></td>
<td>OP D YA</td>
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<tr>
<td>Frankley Beeches Road, Northfield B31 5NJ</td>
<td>Tel: 0121 477 1813</td>
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<tr>
<td><strong>Blueberry House</strong></td>
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<tr>
<td>98 Derwent Road, Stirchley B30 2UT</td>
<td>Tel: 07834 014568</td>
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<tr>
<td><strong>Bourn View</strong></td>
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<tr>
<td>47 Bristol Road South, Bournville B31 2FR</td>
<td>Tel: 0121 418 3185</td>
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</table>

For information on different types of care homes, see page 38.

## Cotteridge House

Bournville Village Trust

– 191 Redditch Road
Kings Norton B38 8RH
Tel: 0121 451 3987

**Bryony House**

30 Bryony Road B29 4BX
Tel: 0121 475 2965

## Castlecroft Residential Care Home

Castle Road, Weoley Castle B29 5HF
Tel: 0121 471 1700

## Coney Green Residential Home

18-20 Coneygreen Drive, Northfield B31 4DT
Tel: 0121 478 1076

## Coriander Close

8 Coriander Close, Rubery, Rednal B45 0PD
Tel: 0121 453 7292

## Cotteridge House

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

**Elliott House**

81 Walkers Heath Road B38 0AN
Tel: 0121 605 2608

For information on different types of care homes, see page 38.

60 Search for care at www.carechoices.co.uk to find support in your area
Northfield care homes continued

Fordrough Cottage
312-314 Alvechurch Road B31 3PU
Tel: 07719 952577

Haddon House
145 West Heath Road, West Heath B31 3HD
Tel: 0121 475 1681

Hasbury Care Home
154 Middleton Hall Road, Kings Norton B30 1DN
Tel: 0121 459 2234

Kingsleigh House
37 Harbinger Road, Kings Norton B38 0AD
Tel: 0121 459 9995

Limes Care Home, The
50 Ivy House Road, West Heath B38 8JZ
Tel: 0121 458 1831 Advert below

Lonsdale Midlands Ltd – Bushwood Road
18 Bushwood Road, Weoley Castle B29 5AR
Tel: 0121 471 3871

Manor Park
24 Manor Park Grove, Northfield B31 5ER
Tel: 0121 476 7529

Morris House
Grange Farm Drive, Kings Norton B38 8EJ
Tel: 0121 459 1303

Natalie House
14 Eachway Lane, Rednal B45 9LG
Tel: 0121 457 9592

Primrose Hill Farm
The Farm House, Primrose Hill Farm, Meadowsweet Avenue B38 9QW
Tel: 0121 433 5666

Real Life Options – Earlswood House
3a & 3b Earlswood Road, Kings Norton B30 3QZ
Tel: 0121 441 5746

Redhill Court Residential Care Home
77 Nearhill Street, Kings Norton B38 8JU
Tel: 0121 486 4941

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

Sense
11 Station Road, Kings Norton B38 8SN
Tel: 0121 458 1410

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

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

Stennards Leisure Retirement Home
(Frankly Beeches)
123 Frankly Beeches Road, Northfield B31 5LN
Tel: 0121 477 5573

Stennards Leisure Retirement Home (KN)
150-152 Middleton Hall Road, Kings Norton B30 1DN
Tel: 0121 458 3311

Trecott Road
8 Trecott Road, Northfield B31 5QA
Tel: 0121 475 9585

Tudor House
159-161 Monynull Hall Road, Kings Norton B30 3QN
Tel: 0121 451 2529

West Heath House
54 Ivy House Road, West Heath B38 8JW
Tel: 0121 459 0909

Woodland House
22 Woodland Road, Northfield B31 2HS
Tel: 0121 243 9349

The Limes Care Home
50 Ivyhouse Road, West Heath, Birmingham, West Midlands, B38 8JZ
Tel: 0121 458 1831

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Advert below

The Limes Care Home
50 Ivyhouse Road, West Heath, Birmingham, West Midlands, B38 8JZ
Tel: 0121 458 1831
jennie@limesch.com
www.limesch.com

At The Limes, we are committed to providing the highest possible standard of care.
Residents are treated as individuals and cared for with respect and dignity within a safe, comfortable and homely environment which provides stimulation and encourages independence.

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

**Austin Rose Care Home**
90 Alvechurch Road, Birmingham B31 3QW
Tel: 0121 475 7871

**Ivybank Care Home**
73-75 Middleton Hall Road B30 1AG
Tel: 0121 624 3006

**Meadow Rose Nursing Home**
96 The Roundabout B31 2TX
Tel: 0121 476 9808

**Oakleaf Nursing Home**
74 Wharf Road, Kings Norton B30 3LN
Tel: 0121 451 3002

Perry Barr care homes

**Apna House**
6 Park Avenue, Hockley B18 5NE
Tel: 0121 551 5678

**Ashmill Residential Care Home**
141 Millfield Road B20 1EA
Tel: 0121 358 6280

**Charles House**
257 Birchfield Road, Perry Barr B20 3DG
Tel: 0121 331 4972

**Chestnut Lodge Care Home**
135-137 Church Lane, Handsworth Wood B20 2HJ
Tel: 0121 551 3035

**Florrie Robbins House**
Penhurst Avenue, Handsworth B20 3DG
Tel: 0121 331 1817

**Hamilton Court**
2 Hinstock Road, Handsworth Wood B20 2ET
Tel: 0121 515 4955

**Morning Stars**
40 Somerset Road, Handsworth B20 2JD
Tel: 0121 551 0205

**Nevin House**
21 Nevin Grove, Perry Barr B42 1PE
Tel: 0121 241 7875

**Petersfield Care Home**
60 St Peters Road, Handsworth B20 3RP
Tel: 0121 515 1654

**Platinum Care Services**
– Learning Disability & Autism
24 Raymond Avenue, Great Barr B42 1LX
Tel: 0121 357 0667

**Primrose Place**
34 Somerset Road, Handsworth B20 2JD
Tel: 0121 554 0440

**Radnor House**
29-31 Radnor Road, Handsworth Wood B20 3SP
Tel: 0121 523 6935

**Royd, The**
27 Selbourne Road B20 2DN
Tel: 0121 523 6595

**Selborne House**
34 Selborne Road, Handsworth Wood B20 2D
Tel: 0121 515 3990

**Sense**
– 88 Church Lane
Handsworth Wood B20 2ES
Tel: 0121 554 7710

**Sharmway Private & Residential Home**
113 Handsworthwood Road,
Handsworth Wood B20 2PH
Tel: 0121 554 6061

**Silverbirch Home**
14-16 Beauchamp Avenue,
Handsworth Wood B20 1DR
Tel: 0121 241 2376

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

**Step-forward support services**
129 Millfield Road B20 1EA
Tel: 07411 381412

**Primrose Place**
34 Somerset Road, Handsworth B20 2JD
Tel: 0121 554 0440

**Radnor House**
29-31 Radnor Road, Handsworth Wood B20 3SP
Tel: 0121 523 6935

**Royd, The**
27 Selbourne Road B20 2DN
Tel: 0121 523 6595

**Selborne House**
34 Selborne Road, Handsworth Wood B20 2D
Tel: 0121 515 3990

**Sense**
– 88 Church Lane
Handsworth Wood B20 2ES
Tel: 0121 554 7710

**Sharmway Private & Residential Home**
113 Handsworthwood Road,
Handsworth Wood B20 2PH
Tel: 0121 554 6061

**Silverbirch Home**
14-16 Beauchamp Avenue,
Handsworth Wood B20 1DR
Tel: 0121 241 2376

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

**Step-forward support services**
129 Millfield Road B20 1EA
Tel: 07411 381412

**Primrose Place**
34 Somerset Road, Handsworth B20 2JD
Tel: 0121 554 0440

**Radnor House**
29-31 Radnor Road, Handsworth Wood B20 3SP
Tel: 0121 523 6935

**Royd, The**
27 Selbourne Road B20 2DN
Tel: 0121 523 6595

**Selborne House**
34 Selborne Road, Handsworth Wood B20 2D
Tel: 0121 515 3990

**Sense**
– 88 Church Lane
Handsworth Wood B20 2ES
Tel: 0121 554 7710

**Sharmway Private & Residential Home**
113 Handsworthwood Road,
Handsworth Wood B20 2PH
Tel: 0121 554 6061

**Silverbirch Home**
14-16 Beauchamp Avenue,
Handsworth Wood B20 1DR
Tel: 0121 241 2376

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

**Step-forward support services**
129 Millfield Road B20 1EA
Tel: 07411 381412
Perry Barr care homes with nursing

Acorn Care Home
88 Handsworth Wood Road, Handsworth Wood B20 2PL
Tel: 0121 507 1763

Church Rose Nursing Home
8 Payton Road, Handsworth B21 0HP
Tel: 0121 554 6413

Dartmouth House
70-72 Handsworth Wood Road, Handsworth Wood B20 2DT
Tel: 0121 523 5573

Dawson Road & Whateley Road
5 Dawson Road, Handsworth B21 9HU
Tel: 0121 554 4718

Perry Locks Care Home
398 Aldridge Road, Perry Barr B44 8BG
Tel: 0121 356 0598

Robert Harvey House (BCOP)
Hawthorn Park Road, Handsworth Wood B20 1AD
Tel: 0121 554 8964

Willowbrook
363 Aldridge Road, Perry Barr B44 8BW
Tel: 0121 344 4751

Selly Oak care homes

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

Bells Court
231 Bells Lane, Druids Heath B14 5QH
Tel: 0121 451 2249

Bournbrook Manor Home Ltd
134a Bournbrook Road, Selly Park B29 7DD
Tel: 0121 472 3581

Bournville Grange Ltd
168 Oak Tree Lane, Bournville B30 1TX
Tel: 0121 472 2213

Brain Injury Rehabilitation Trust – Bristol Road
Selly Oak B29 6LX
Tel: 0121 478 1847

Cherry Lodge
6 Manningford Road, Druids Heath B14 5LD
Tel: 0121 430 5986

Lucton House
8 Long Wood, Bourneville B30 1HT
Tel: 0121 451 3451

Manningford
162 Manningford Road, Druids Heath B14 5TJ
Tel: 0121 474 6537

Oakfield House
6-10 Oakfield Road, Selly Park B29 7EJ
Tel: 0121 471 1913

Pershore Road Residential Care
807 Pershore Road, Selly Park B29 7LR
Tel: 0121 415 5684

Pine trees
36 Kensington Road, Selly Park B29 7LU
Tel: 0121 471 7212

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

Real Life Options
Bevis, 5 Newhomes, Monyhull Hall Road B30 3QF
Tel: 0121 444 2184

Lawrence House, 1 Newhomes,
Monyhull Hall Road B30 3QF
Tel: 0121 443 2034

Swan House, 6 Newhomes,
Monyhull Hall Road B30 3QF
Tel: 0121 444 2710

Rosemary Lodge Rest Home
154 Alcester Road South B14 6AA
Tel: 0121 443 1166

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

<table>
<thead>
<tr>
<th>Tulip Gardens</th>
<th>5 Court Farm Way, Selly Oak B29 5BW</th>
<th>Tel: 0121 478 3505</th>
<th>PD LDA SI YA</th>
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</thead>
</table>

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

### Selly Oak care homes with nursing

<table>
<thead>
<tr>
<th>Andrew Cohen House</th>
<th>River Brook Drive, Stirchley B30 2SH</th>
<th>Tel: 0121 458 5000</th>
<th>OP D PD SI</th>
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</thead>
<tbody>
<tr>
<td>Harborne Lane Specialist Centre</td>
<td>247 Harborne Lane, Selly Oak B29 6TG</td>
<td>Tel: 0121 258 1445</td>
<td>OP D PD LDA YA</td>
</tr>
<tr>
<td>Kingswood Drive</td>
<td>9/10 Kingswood Drive B30 3QX</td>
<td>Tel: 0121 466 6000</td>
<td>OP LDA</td>
</tr>
<tr>
<td>Neville Williams House (BCOP)</td>
<td>8-14 Greenland Road, Selly Park B29 7PP</td>
<td>Tel: 0121 472 4441</td>
<td>Advert page 52</td>
</tr>
<tr>
<td>Otterburn</td>
<td>Brandwood Park Road B14 6QX</td>
<td>Tel: 0121 483 4440</td>
<td>OP PD MH YA</td>
</tr>
<tr>
<td>Pebble Mill Bupa Care Home</td>
<td>2 Mill Pool Way B5 7EG</td>
<td>Tel: 0121 667 4517</td>
<td>Advert page 52</td>
</tr>
<tr>
<td>Selly Park</td>
<td>95a Oakfield Road, Selly Park B29 7HW</td>
<td>Tel: 0121 471 4244</td>
<td>OP D PD</td>
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<tr>
<td>Selly Wood House Nursing Home</td>
<td>161 Selly Wood Road, Bournville B30 1TJ</td>
<td>Tel: 0121 472 3721</td>
<td>OP D</td>
</tr>
<tr>
<td>St Paul’s Convent</td>
<td>The Infirmary, 94 Selly Park Road B29 7LL</td>
<td>Tel: 0121 415 6107</td>
<td>OP D PD SI YA</td>
</tr>
<tr>
<td>Uplands Nursing Home</td>
<td>43 Uplands Road, Selly Park B29 7JS</td>
<td>Tel: 0121 471 3816</td>
<td>OP D PD YA</td>
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</tbody>
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### Sutton Coldfield care homes

<table>
<thead>
<tr>
<th>Abbeyfield House</th>
<th>42 Anchorage Road, Sutton Coldfield B74 2PL</th>
<th>Tel: 0121 240 9358</th>
<th>PD LDA MH SI YA</th>
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</thead>
<tbody>
<tr>
<td>Ashleigh House</td>
<td>2 Stonehouse Road, Boldmere, Sutton Coldfield B73 6LR</td>
<td>Tel: 0121 354 1409</td>
<td>OP D PD SI</td>
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<tr>
<td>Bloomsbury House</td>
<td>13 Anchorage Road, Sutton Coldfield B74 2PJ</td>
<td>Tel: 0121 355 3255</td>
<td>OP D PD SI</td>
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<tr>
<td>Boldmere Drive</td>
<td>3 Boldmere Drive, Sutton Coldfield B73 5ES</td>
<td>Tel: 0121 386 1384</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td>Bretby House</td>
<td>253 Boldmere Road, Sutton Coldfield B73 5LL</td>
<td>Tel: 0121 373 6562</td>
<td>OP D PD MH</td>
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<tr>
<td>Cedarwood Care Centre</td>
<td>107 Sutton Road B23 5XB</td>
<td>Tel: 0121 373 9784</td>
<td>OP D MH YA</td>
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<tr>
<td>Emscote House Adult</td>
<td>Residential Services</td>
<td>Emscote House, Emscote Drive, Wylde Green, Sutton Coldfield B73 5NE</td>
<td>Tel: 0121 382 1463</td>
</tr>
<tr>
<td>Francis House</td>
<td>1c Cofield Road, Boldmere, Sutton Coldfield B73 5SD</td>
<td>Tel: 0121 354 7772</td>
<td>LDA</td>
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<tr>
<td>Gables, The</td>
<td>29-31 Ashurst Road, Walmley, Sutton Coldfield B76 1JE</td>
<td>Tel: 0121 351 6614</td>
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### Service and User Bands

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<td>PD</td>
<td>PD Physical disability</td>
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<td>LDA Learning disability, autism</td>
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<td>MH Mental health</td>
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<tr>
<td>SI</td>
<td>SI Sensory impairment</td>
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<tr>
<td>YA</td>
<td>YA Younger adults</td>
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<tr>
<td>AD</td>
<td>AD People who misuse alcohol or drugs</td>
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Search for care at www.carechoices.co.uk to find support in your area.
### Sutton Coldfield care homes continued

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Telephone</th>
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<tr>
<td>OP Older people</td>
<td>MH Mental health</td>
<td>219 Green Lanes, Sutton Coldfield B73 5LX</td>
<td>0121 355 0908</td>
</tr>
<tr>
<td></td>
<td>SI Sensory impairment</td>
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<tr>
<td></td>
<td>YA Younger adults</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>AD People who misuse alcohol or drugs</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Green Lanes</strong></td>
<td></td>
<td>40 Streetly Lane, Sutton Coldfield B74 4TU</td>
<td>0121 308 8304</td>
</tr>
<tr>
<td><strong>Greville House</strong></td>
<td>PD Physical disability</td>
<td>446 Lichfield Road, Sutton Coldfield B74 4BL</td>
<td>0121 308 6367</td>
</tr>
<tr>
<td><strong>Hafod Residential Home</strong></td>
<td>D Dementia</td>
<td>34 Florence Road, Sutton Coldfield B73 5NG</td>
<td>0121 350 0243</td>
</tr>
<tr>
<td><strong>Homecroft Residential Home</strong></td>
<td>OP Older people</td>
<td>326-328 Boldmere Road, Boldmere, Sutton Coldfield B73 5EU</td>
<td>0121 377 8178</td>
</tr>
<tr>
<td><strong>Lisieux House</strong></td>
<td>LDA Learning disability, autism</td>
<td>32 Walmley Ash Road, Walmley, Sutton Coldfield B76 1JA</td>
<td>0121 240 8000</td>
</tr>
<tr>
<td><strong>Lonsdale Midlands Ltd – Walmley Road</strong></td>
<td>PD Physical disability</td>
<td>189d Walmley Road, Walmley, Sutton Coldfield B76 1PX</td>
<td>0121 313 0879</td>
</tr>
<tr>
<td><strong>Mr Adrian Lyttle – Sutton Coldfield</strong></td>
<td>OP Older people</td>
<td>39 Vesey Road, Sutton Coldfield B73 5NR</td>
<td>0121 354 7753</td>
</tr>
<tr>
<td><strong>Nightingales</strong></td>
<td></td>
<td>16 Anchorage Road, Sutton Coldfield B74 2PR</td>
<td>0121 354 8601</td>
</tr>
<tr>
<td><strong>St Catherines Residential Care Home</strong></td>
<td>OP Older people</td>
<td>2 Beech Hill Road, Wylde Green, Sutton Coldfield B72 1DU</td>
<td>0121 373 0200</td>
</tr>
<tr>
<td><strong>St Davids Residential Home</strong></td>
<td></td>
<td>134 Jockey Road, Sutton Coldfield B73 5PP</td>
<td>0121 378 0272</td>
</tr>
<tr>
<td><strong>Vermont House</strong></td>
<td></td>
<td>126 Whitehouse Common Road, Sutton Coldfield B75 6DS</td>
<td>0121 378 0272</td>
</tr>
<tr>
<td><strong>Greenacres</strong></td>
<td>LDA Learning disability, autism</td>
<td>300 Birmingham Road, Sutton Coldfield B72 1QJ</td>
<td>0121 355 1474</td>
</tr>
<tr>
<td><strong>Highcroft House</strong></td>
<td></td>
<td>7 Crown Lane, Crown Lane, Four Oaks B74 4SU</td>
<td>0121 353 9392</td>
</tr>
<tr>
<td><strong>Gracewell of Sutton Coldfield</strong></td>
<td>PD Physical disability</td>
<td>36 Somerville Road, Sutton Coldfield B76 1JH</td>
<td>0121 354 4183</td>
</tr>
<tr>
<td><strong>Marian House Nursing Home</strong></td>
<td></td>
<td>6 Anchorage Road, Sutton Coldfield B74 2PR</td>
<td>0121 354 8601</td>
</tr>
<tr>
<td><strong>Mercia Grange</strong></td>
<td>MH Mental health</td>
<td>2 Beech Hill Road, Wylde Green, Sutton Coldfield B72 1DU</td>
<td>0121 373 0200</td>
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<tr>
<td><strong>Orchard House Nursing Home</strong></td>
<td></td>
<td>134 Jockey Road, Sutton Coldfield B73 5PP</td>
<td>0121 378 0272</td>
</tr>
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<tr>
<td><strong>Vermont House</strong></td>
<td></td>
<td>16 Anchorage Road, Sutton Coldfield B74 2PR</td>
<td>0121 354 8601</td>
</tr>
<tr>
<td><strong>Maran House Nursing Home</strong></td>
<td></td>
<td>2 Beech Hill Road, Wylde Green, Sutton Coldfield B72 1DU</td>
<td>0121 373 0200</td>
</tr>
<tr>
<td><strong>Mercia Grange</strong></td>
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<td>0121 378 0272</td>
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<tr>
<td><strong>Orchard House Nursing Home</strong></td>
<td></td>
<td>16 Anchorage Road, Sutton Coldfield B74 2PR</td>
<td>0121 354 8601</td>
</tr>
</tbody>
</table>

### Sutton Coldfield care homes with nursing

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>Address</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP Older people</td>
<td>MH Mental health</td>
<td>219 Green Lanes, Sutton Coldfield B73 5LX</td>
<td>0121 355 0908</td>
</tr>
<tr>
<td></td>
<td>SI Sensory impairment</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>YA Younger adults</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>AD People who misuse alcohol or drugs</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Beech Hill Grange</strong></td>
<td></td>
<td>40 Streetly Lane, Sutton Coldfield B74 4TU</td>
<td>0121 308 8304</td>
</tr>
<tr>
<td><strong>Gracewell of Sutton Coldfield</strong></td>
<td>PD Physical disability</td>
<td>446 Lichfield Road, Sutton Coldfield B74 4BL</td>
<td>0121 308 6367</td>
</tr>
<tr>
<td><strong>Greenacres</strong></td>
<td>LDA Learning disability, autism</td>
<td>34 Florence Road, Sutton Coldfield B73 5NG</td>
<td>0121 350 0243</td>
</tr>
<tr>
<td><strong>Highcroft House</strong></td>
<td></td>
<td>326-328 Boldmere Road, Boldmere, Sutton Coldfield B73 5EU</td>
<td>0121 377 8178</td>
</tr>
<tr>
<td><strong>Marian House Nursing Home</strong></td>
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<tr>
<td><strong>Vermont House</strong></td>
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<td>16 Anchorage Road, Sutton Coldfield B74 2PR</td>
<td>0121 354 8601</td>
</tr>
<tr>
<td><strong>Greenacres</strong></td>
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<td>32 Walmley Ash Road, Walmley, Sutton Coldfield B76 1JA</td>
<td>0121 240 8000</td>
</tr>
<tr>
<td><strong>Highcroft House</strong></td>
<td></td>
<td>7 Crown Lane, Crown Lane, Four Oaks B74 4SU</td>
<td>0121 353 9392</td>
</tr>
<tr>
<td><strong>Gracewell of Sutton Coldfield</strong></td>
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<td>0121 378 0272</td>
</tr>
<tr>
<td><strong>Hafod Nursing Home</strong></td>
<td></td>
<td>9-11 Anchorage Road, Sutton Coldfield B74 2PR</td>
<td>0121 354 5607</td>
</tr>
<tr>
<td><strong>Mercia Grange</strong></td>
<td>MH Mental health</td>
<td>32 Walmley Ash Road, Walmley, Sutton Coldfield B76 1JA</td>
<td>0121 354 5607</td>
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<tr>
<td><strong>Orchard House Nursing Home</strong></td>
<td></td>
<td>9-11 Anchorage Road, Sutton Coldfield B74 2PR</td>
<td>0121 354 5607</td>
</tr>
</tbody>
</table>

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Visit www.carechoices.co.uk for further assistance with your search for care
Sutton Coldfield care homes with nursing continued

**Roxton Nursing Home**
154 Birmingham Road, Sutton Coldfield B72 1LY
Tel: 0121 354 2621

**St Martin’s Nursing Home**
51 Vesey Road, Wylde Green, Sutton Coldfield B73 5NR
Tel: 0121 321 1789

**St Martin’s Nursing Home**
51 Vesey Road, Wylde Green, Sutton Coldfield B73 5NR
Tel: 0121 321 1789

**Wyndley Grange Nursing Home**
2 Somerville Road, Sutton Coldfield B73 6JA
Tel: 0121 354 1619

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

Yardley care homes

**Accord Housing Association Ltd**
– 53a Ipstones Avenue
Stetchford B33 9DZ
Tel: 0121 784 6054

**Ann Marie Howes Centre**
20 Platt Brook Way, Sheldon B26 2DU
Tel: 0121 675 2015

**Arden Lodge Residential Care Home for Elder Adults**
946 Warwick Road, Acocks Green B27 6QG
Tel: 0121 706 7958

**Avalon House**
48 Sherbourne Road, Acocks Green B27 6EA
Tel: 0121 707 8317

**Bell Lane**
34 Bell Lane,
Kitts Green B33 0HT
Tel: 0121 706 9902

**Bilton Grange Road**
55 Bilton Grange Road B26 2JU
Tel: 0121 783 9392

**Dudley Court Care Ltd**
16 Dudley Park Road B27 6QR
Tel: 0121 706 3087

**Evergreen Care Home**
526 Church Road, Yardley B33 8HT
Tel: 0121 783 2080

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**Wyndley Grange Nursing Home**

Wyndley Grange Nursing Home is located within a beautiful lakeside setting on the edge of Sutton Park Nature Reserve. We are a successful family run home, with a genuine passion and commitment to providing the highest standard of person centred care. We offer a range of caring services for all our residents including nursing, dementia, respite and end of life care. All care is delivered by appropriately trained staff, and is responsive to residents individual needs. Our ratio of staff to residents also ensures that all staff have “Time to Care”.

Our 64 bedded nursing home is rated Good in all 5 areas by the CQC, and we offer a range of room styles and en-suite facilities to suit individual requirements and budgets. We also provide a number of pleasant communal areas where residents may relax and read, watch TV, receive guests as they would in their own home, or take part in a varied programme of individualised or group activities. Our roof top terrace and lawned area with summer house, provide stunning views of Wyndley Pool, and a tranquil setting to enjoy nature at its best.

We take pride in offering our residents a welcoming and caring “forever” home.

2 Somerville Road, Sutton Coldfield, West Midlands B73 6JA
info@homecroftcare.co.uk
0121 354 1619

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

**Flint Green House**  
4 Sherbourne Road, Acocks Green B27 6AE  
Tel: 0121 708 2131  
**MH YA**

**Greswolde Park Road**  
4 Greswolde Park Road, Acocks Green B27 6QD  
Tel: 0121 765 4630  
**PD LDA SI YA**

**Grey Gables Residential Home**  
39 Fox Hollies Road, Acocks Green B27 7TH  
Tel: 0121 706 1684  
**OP D PD LDA MH SI**

**Holly House Care Home**  
61 Westley Road B27 7UQ  
Tel: 0121 707 8665  
**D MH YA**

**Lindale Residential Care Home**  
81-85 Wharf Dale Road, Tyseley B11 2DB  
Tel: 0121 624 5334  
**LDA**

**Lonsdale Midlands Ltd – Yardley Fields**  
233 Yardley Fields Road, Stechford B33 8RN  
Tel: 01707 601800  
**LDA**

**Madeleine House**  
60 Manor Road, Stechford B33 8EJ  
Tel: 0121 786 1479  
**OP D**

**Millwater**  
164-168 Waterloo Road, Yardley B25 8LD  
Tel: 0121 706 3707  
**OP MH YA**

**Sherbourne Grange**  
18-20 Sherbourne Road, Acocks Green B27 6AE  
Tel: 0121 706 4411  
**PD LDA**

**Sycamore House**  
2a-2b Havelock Road, Tyseley B11 3RG  
Tel: 0121 707 4622  
**MH**

**Victoria Lodge Care Home**  
11 Victoria Road, Acocks Green B27 7XZ  
Tel: 0121 707 7921  
**OP D**

**Victoria Road**  
16 Victoria Road, Acocks Green, Solihull B27 7YA  
Tel: 0121 708 2637  
**PD LDA SI YA**

**Westley Brook Close**  
5, 12, 14 Westley Brook Close, Sheldon B26 3TW  
Tel: 0121 743 2436  
**LDA**

**Woodlands**  
435 Shirley Road, Acocks Green B27 7NX  
Tel: 0121 778 5718  
**MH**

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**Yardley care homes with nursing**

**Bramley Court Care Home**  
251 School Road, Yardley Wood B14 4ER  
Tel: 0121 430 7707  
**OP D**

**Bramley Grove Care Home**  
251 School Road, Yardley Wood B14 4ER  
Tel: 0121 474 4101  
**OP D**

**Heartlands**  
50 Broadstone Road, Yardley B26 2BN  
Tel: 0121 786 1212  
**OP D**

**Newday Nursing Home**  
45 Wynford Road, Acocks Green B27 6JH  
Tel: 0121 707 8525  
**OP D PD**

**Olivet**  
Sherbourne Road, Acocks Green B27 6AD  
Tel: 0121 683 8700  
**OP D PD MH YA**

**St Marthas Care Centre**  
55-63 Victoria Road, Stechford B33 8AL  
Tel: 0121 789 7926  
**OP D YA**

**Yardley Grange Nursing Home**  
465 Church Road, Yardley B33 8NY  
Tel: 0121 789 7188  
**OP D PD MH SI**

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**Evergreen Care Home**

- Quality Residential Care
- Respite / Short Breaks
- Luxury en Suite Bedrooms
- Person Centred Day Care

526 Church Road, Yardley, Birmingham B33 8HT  
Tel: 0121 783 2080  
info@evergreencarehome.co.uk

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**Service**  
**OP** Older people (65+)

**User Bands**  
**MH** Mental health

**Op D** Older people (65+)

**D** Dementia

**PD** Physical disability

**LDA** Learning disability, autism

**SI** Sensory impairment

**YA** Younger adults

**AD** People who misuse alcohol or drugs
Useful local contacts

**Adults Social Care and Health Services**
Birmingham City Council’s Adult Social Care department. • Tel: 0121 303 1234
Textphone: 0121 303 6230
Email: acap@birmingham.gov.uk
Web: complete the online referral form at https://birmingham.mylifeportal.co.uk/form/adultcontact

**Advocacy Matters**
Offering help and guidance to enable you to make important decisions about the care and support you receive yourself. • Tel: 0121 321 2377
Web: www.advocacymatters.org.uk

**Age UK Birmingham**
A local charity working to provide community support for older people living in Birmingham.
Tel: 0121 437 0033
Email: info@ageukbirmingham.org.uk
Web: www.ageuk.org.uk/birmingham

**Alzheimer’s Society Birmingham and Solihull Local Office**
Providing guidance and practical and emotional support for people living with dementia and their carers. • Tel: 0121 706 4052
Email: birminghamandsolihull@alzheimers.org.uk

**Birmingham and Solihull Clinical Commissioning Group**
Formed as a merger between Birmingham Cross City, Birmingham South Central and Solihull Clinical Commissioning Groups to improve health services for local people. • Tel: 0121 203 3300
Email: bsol.comms@nhs.net
Web: www.birminghamandsolihullccg.nhs.uk

**Birmingham and Solihull Mental Health NHS Foundation Trust**
Provides a variety of support services for those living with mental health conditions in Birmingham and Solihull.
Tel: 0800 953 0045
Text: 07985 883509
Email: bshmft.customerrelations@nhs.net
Web: www.bshmft.nhs.uk

**Birmingham Connect to Support**
An online resource supported by Birmingham City Council, designed to help residents search for services to enable them to remain living independently in their own homes.
Web: www.connecttosupport.org (select ‘Birmingham’).

**Birmingham Institute for the Deaf (BID Services)**
A charity supporting people who are deaf, hard of hearing, visually impaired or have a dual sensory loss. • Tel: 0121 246 6100
Textphone: 0121 246 6101
Email: info@bid.org.uk
Web: www.bid.org.uk

**Birmingham Voluntary Services Council (BVSC)**
BVSC supports volunteers, their groups and other civil societies operating in Birmingham.
Tel: 0121 643 4343 • Email: admin@bvsc.org
Web: www.bvsc.org

**Deaf Cultural Centre**
The sister organisation of BID Services, providing a centre for community activities and useful working spaces. • Tel: 0121 246 6100
Minicom: 0121 246 6101
Email: info@bid.org.uk
Web: www.bid.org.uk/about-us-menu-deaf-cultural-centre/deaf-cultural-centre-intro

**Focus Birmingham**
Offering support and training opportunities for blind, visually impaired and disabled people of all ages across Birmingham.
Tel: 0121 478 5222
Email: info@focusbirmingham.org.uk
Web: www.focusbirmingham.org.uk

**Healthwatch Birmingham**
An independent organisation using people’s experiences of health and social care to instigate improvement in local services.
Tel: 0800 652 5278
Email: info@healthwatchbirmingham.co.uk
Web: www.healthwatchbirmingham.co.uk

Search for care at www.carechoices.co.uk to find support in your area
Midland Mencap
A charity that strives for accessibility, inclusivity and a better quality of life for people living with a learning disability.
Tel: 0121 442 2944
Email: info@midlandmencap.org.uk
Web: www.midlandmencap.blogspot.com

Route2wellbeing
An online portal providing a wealth of information about community-based health, wellbeing and social care services for residents of Birmingham.
Web: www.r2wbirmingham.info

Sandwell and West Birmingham Clinical Commissioning Group
An organisation comprising 85 GP practices serving over 500,000 patients across the Sandwell and West Birmingham area.
Tel: 0121 612 1702
Email: swbccg.time2talk@nhs.net
Web: www.sandwellandwestbhamccg.nhs.uk

Useful national contacts

Action on Elder Abuse (AEA)
Works to protect, and prevent the abuse of, vulnerable older adults. • Helpline: 0808 808 8141
Email: enquiries@elderabuse.org.uk
Web: www.elderabuse.org.uk

Action on Hearing Loss
The largest charity supporting people living with hearing loss in the UK. • Tel: 0808 808 0123
Textphone: 0808 808 9000
SMS: 07800 000360
Email: information@hearingloss.org.uk
Web: www.actiononhearingloss.org.uk

Age UK
Tel: 0800 055 6112
Web: www.ageuk.org.uk

Al-Anon Family Groups
Worried about someone’s drinking? Help and hope for families and friends of alcoholics.
Helpline: 0800 008 6811 (10.00am – 10.00pm).
Email: enquiries@al-anonuk.org.uk
Web: www.al-anonuk.org.uk

Alzheimer’s Society
National Helpline: 0300 222 1122
Monday to Wednesday, 9.00am to 8.00pm; Thursday and Friday, 9.00am to 5.00pm; and Saturday and Sunday, 10.00am to 4.00pm.
Web: www.alzheimers.org.uk

Association of Charity Officers
A national umbrella body for benevolent charities.

British Institute of Learning Disabilities (BILD)
Committed to improving the quality of life for people with a learning disability.
Tel: 0121 415 6960 • Email: enquiries@bild.org.uk
Web: www.bild.org.uk

Care Choices
Free, independent assistance with finding care providers. Searchable website.
Web: www.carechoices.co.uk

Care Quality Commission
Independent regulator of care services in England.
Tel: 03000 616161 • Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

Carers Trust
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, older, disabled or has mental health or addiction issues. • Tel: 0300 772 9600
Email: info@carers.org • Web: www.carers.org

Carers UK
The voice of carers. • Tel: 0808 808 7777
Email: info@carersuk.org • Web: www.carersuk.org

Citizens Advice
Practical, reliable, up-to-date information on a wide range of topics. • Tel: 03444 111444

Visit www.carechoices.co.uk for further assistance with your search for care
Search for care at www.carechoices.co.uk to find support in your area

Deafblind UK
A national charity supporting people living with sight and hearing loss in the UK.
Tel: 01733 358100 • Email: info@deafblind.org.uk
Web: www.deafblind.org.uk

Deafplus
A national charity providing support to allow deaf people to engage fully in today’s society.
Tel: 0207 790 8478 • Web: www.deafplus.org

Dementia Adventure
Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.
Tel: 01245 237548
Email: info@dementiaadventure.co.uk
Web: www.dementiaadventure.co.uk

Elderly Accommodation Counsel
Help older people make informed choices about meeting their housing and care needs.
Web: www.housingcare.org

Friends of the Elderly
A charity that supports older people who have a range of practical needs. • Tel: 0207 730 8263
Email: enquiries@fote.org.uk
Web: www.fote.org.uk

Independent Age
Produce a wide range of guides and factsheets for older people, their families and carers.
Tel: 0800 319 6789
Email: advice@independentage.org
Web: www.independentage.org

My Family, Our Needs
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs. • Web: www.myfamilyourneeds.co.uk

Multiple Sclerosis Society
Support and advice for those diagnosed with the condition, as well as professionals and carers.
Tel: 0808 800 8000
Email: helpline@mssociety.org.uk
Web: www.mssociety.org.uk

National Association for Providers of Activities for Older People (NAPA)
Promotes the importance of activities for older persons. • Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk

National Association of Funeral Directors
Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors
Web: www.saif.org.uk

NHS 111
You should call NHS 111 if you:
• need medical help fast, but it is not a 999 emergency;
• do not know who to call for medical help or you do not have a GP to call; or
• require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via ‘Typetalk’ 18001 111.

NHS website, The
Web: www.nhs.uk

Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Tel: 0121 451 1088 • Email: info@rnha.co.uk
Web: www.rnha.co.uk

Relatives and Residents Association, The
Exists for older people needing, or living in, residential care and the families and friends left behind. • Tel: 0207 359 8136
Email: info@relres.org • Web: www.relres.org

Royal National Institute for the Blind
One of the UK’s prominent sight loss charities, recognising unique experiences of blindness and partial sight. • Tel: 0303 123 9999
Email: helpline@rnib.org.uk
Web: www.rnib.org.uk

SANE
SANELine: for advice on mental health conditions.
Tel: 0300 304 7000, every day between 4.30pm and 10.30pm. • Web: www.sane.org.uk

Sense
A national charity supporting people living with complex disabilities, including those who are deafblind, in the UK. • Tel: 0300 330 9256
Email: info@sense.org.uk
Web: www.sense.org.uk

Signhealth
A national charity working to improve the health and wellbeing of people who are deaf in the UK.
Tel: 0203 947 2600 • Email: info@signhealth.org.uk
Web: www.signhealth.org.uk

Silver Line, The
A 24-hour telephone befriending and advice line.
Tel: 0800 470 8090
Web: www.thesilverline.org.uk

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.
Tel: 0208 661 8188
Email: helpline@ukhca.co.uk
Web: www.ukhca.co.uk

Veterans’ Gateway
The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.
Tel: 0808 802 1212
Web: veteransgateway.org.uk

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Acorn Care Home
Activo Care
Actual Care Services
Aden Care Ltd
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