Birmingham
Care and Support Services Directory 2019
The essential guide to choosing and paying for care and support
How to Find a Care Home has successfully helped hundreds of families and with over 10 years’ experience in the industry we are here to make the process of finding a care home a lot easier. We have a vast knowledge of the care home sector and we offer a large portfolio of care homes to choose from. We will always match the care home to the needs of the client.

Our Advisors appreciate the need for confidentiality, sensitivity and reassurance at all times, and are available at a time to suit you, including evenings and weekends.

**The Service**
At How to Find a Care Home you will find that all our Advisors have a high level of experience and a great understanding of the problems you face when looking for a care home. The personalised support we provide will enable you to choose the right care home whether it is for yourself, your family or a friend.

**Funding Advice**
How to Find a Care Home work with self funding clients, and clients that are funded by Social Services and the NHS. Our Advisors are able to give information about the implications of these types of funding and what benefits are applicable, so that an informed choice can be made.

**Care Homes**
How to Find a Care Home works extensively with hundreds of care homes in Worcestershire, the West Midlands and also nationwide. Whether you are looking for Residential, Nursing or Dementia Care, we can help you.

Call the number below to speak to one of our Advisors

**0800 193 0443**

E: findacarehome@btinternet.com  www.howtofindacarehome.uk

We are here to make a difficult decision easier.
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All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and Care Choices Ltd cannot be held liable for any errors or omissions.

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 where there is a Browsealoud option for those requiring the information in spoken word.

Visit www.carechoices.co.uk for further assistance with your search for care 3
Introduction

Welcome to this edition of the independent Birmingham Care 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 42 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 21.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 31) or residential care. Comprehensive lists of care homes and care homes with nursing in Birmingham start on page 49.

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

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

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.

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. They 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 47), 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 ‘Browsealoud’ function. Visit www.carechoices.co.uk

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 (click on ‘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
Day care centres

Many people can feel lonely or isolated without an opportunity to fill their days with meaningful activities. Research has shown that one way to alleviate loneliness and promote wellbeing and independence is to provide regular social contact and a focus for activities.

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 clicking on ‘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
(click on ‘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 1)
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.

Visit www.carechoices.co.uk for further assistance with your search for care
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 (option 1)

Email: 1stresponseoccupationaltherapy@birmingham.gov.uk

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More information on staying independent and ideas to help you live at home can be found online at [www.carechoices.co.uk/independent-at-home/](http://www.carechoices.co.uk/independent-at-home/) There is also information on making larger adaptations to your 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 www.asksara.org.uk to learn more about possible solutions or see pages 7 to 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.

Search for care in your area

www.carechoices.co.uk

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

Visit www.carechoices.co.uk for further assistance with your search for care
How can Daily Living Aids keep you independent for longer in Birmingham?

Daily living aids allow you to perform a task easily and safely with little or no assistance. From making a hot drink to enabling easier access to your bath, we offer a wide range of products to help you everyday.

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.

To purchase equipment visit our partner stores:

**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

**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.

**Visit Our Showroom**

Unit B1-3 Matrix Point,
Mainstream Way, Nechells
Birmingham, B7 4SN
Mon - Fri: 8.30am - 5.00pm
0121 503 8850

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

**Manage At Home**

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

ORDER BY PHONE
Freephone: 0800 910 1313

FREE DELIVERY
When you spend over £50.00

SELF HELP GUIDE
Find solutions to your problems

Call us or visit our website to request a free catalogue

Shop online at: www.manageathome.co.uk

keeping people independent for longer
# 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 [www.asksara.org.uk](http://www.asksara.org.uk).

You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

## Suitability

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does the equipment support your specific needs?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you willing to use it?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will it fit into your everyday life and routine?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you tried a demo of the equipment?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you understand what the equipment is for?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you need to take it with you when you leave the house? Is it transportable?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Does the equipment have any limitations that would make it unsuitable for you?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will it work alongside any assistive technology you already have?</td>
<td></td>
<td></td>
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</tbody>
</table>

## Usability

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?</td>
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<tr>
<td>Does the equipment need a plug socket, and will its wire cause a trip hazard?</td>
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<td></td>
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<tr>
<td>Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you able to use it? Are there any aspects you don’t understand?</td>
<td></td>
<td></td>
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<tr>
<td>Is it portable?</td>
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</tbody>
</table>

## Reliability

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
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</thead>
<tbody>
<tr>
<td>Will it need to be installed by a professional?</td>
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<td></td>
</tr>
<tr>
<td>Can the retailer provide you with training in using the equipment?</td>
<td></td>
<td></td>
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<tr>
<td>Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.</td>
<td></td>
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<tr>
<td>Can you speak to someone who already uses it?</td>
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<tr>
<td>Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.</td>
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<td></td>
</tr>
<tr>
<td>Is it durable? If you might drop it, is it likely to break?</td>
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</tbody>
</table>

## Cost

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you know how much it costs?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Will you need to pay a monthly charge?</td>
<td></td>
<td></td>
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<tr>
<td>Are there alternative solutions that might be free?</td>
<td></td>
<td></td>
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<tr>
<td>Is there a cost associated with servicing the equipment?</td>
<td></td>
<td></td>
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</tbody>
</table>

## Notes

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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Support from the council

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 42 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:

- ‘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, 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 44 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.

[www.carechoices.co.uk/reader-survey](http://www.carechoices.co.uk/reader-survey)
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 carers’ 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 £64.60 per week but this may change over the life 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
(select ‘Birmingham’)

Route2wellbeing
Web: 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 21.

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 47), 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 ‘Browsealoud’ function.
Visit www.carechoices.co.uk for further assistance with your search for care

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 47.

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. GPs 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](http://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’ on page 66.

**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 66 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 40.
Home care agency checklist

About the agency
How long has the agency been operating? □□□
How long are staff allocated per visit? □□□
Can you contact the agency in an emergency or outside office hours? □□□
Does the agency have experience with your specific needs? □□□

Staff
Are you likely to be visited by different staff each day? □□□
Are all staff checked with the Disclosure and Barring Service? □□□
Will you be notified in advance if your care worker is on holiday or sick? □□□
Are staff matched to you specifically, based on your needs and preferences? □□□
Can you meet your care worker(s) before they start? □□□
Does the agency have both male and female staff? □□□

Accommodating your needs
Can the agency accommodate your needs if they increase? Ask about the process for this. □□□
Does the agency have a training scheme in place? □□□
Are all staff trained to a certain level? □□□
Are staff able to help with administering medication if required? □□□
Is there a way for staff to communicate with each other about the support they provide when they visit you? How? □□□

Regulation
Will your support plan be reviewed at regular intervals? □□□
Can you see the agency’s contract terms? □□□
Can you lodge a complaint easily? □□□
Are complaints dealt with quickly? □□□
Can you see a copy of the agency’s CQC registration certificate and quality rating? □□□

Notes

*See page 47.

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

The rates 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 42.
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<tr>
<th>Service User Bands</th>
<th>24-7 Care Services</th>
<th>Birmingham</th>
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<td>Audley Care Ltd – Audley Care St Georges Place</td>
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<td>Ave Maria Care (Edgbaston)</td>
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<td>BID Services</td>
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Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
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

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

Do you need a helping hand?

If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we’re here to help in Birmingham from 30 minutes per week to full-time live-in care.

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

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

BBA Care are committed to providing care of the highest quality to all our citizens to enable them to live independently and remain in their own homes. We work in a person centred way to meet individual needs.

We provide personal care to include washing, dressing, medication, toileting, food preparation and general household tasks.

Contact Information
www.bbacare.com
info@bbacare.com
0121 359 7757 - 07436537210

Birmingham Business Associate Limited
350 Summer Lane
Birmingham B19 3QL
<table>
<thead>
<tr>
<th>Home care providers continued</th>
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<tr>
<td><strong>Birmingham &amp; Solihull Domiciliary Care</strong>&lt;br&gt;Birmingham&lt;br&gt;Tel: 0121 226 5807</td>
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<td><strong>Birmingham Supported Living &amp; Community Based Services</strong>&lt;br&gt;Birmingham&lt;br&gt;Tel: 0121 200 3147</td>
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<td><strong>Bloomsbury Worcestershire</strong>&lt;br&gt;Birmingham&lt;br&gt;Tel: 0845 508 4512</td>
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<td><strong>Blue Diamonds Professional Services Ltd Office</strong>&lt;br&gt;Birmingham&lt;br&gt;Tel: 0121 726 2949</td>
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<td><strong>Bluebird Care (Birmingham North)</strong>&lt;br&gt;Birmingham&lt;br&gt;Tel: 0121 572 4199</td>
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<td><strong>Bournville Gardens Village</strong>&lt;br&gt;Birmingham&lt;br&gt;Tel: 0121 227 8019</td>
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<td><strong>Brain Injury Rehabilitation Trust – Bristol Road</strong>&lt;br&gt;Birmingham&lt;br&gt;Tel: 0121 478 1847</td>
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<td><strong>Breakthru Care Ltd</strong>&lt;br&gt;Birmingham&lt;br&gt;Tel: 07540 934580</td>
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<td><strong>Care2Home Ltd Known As Heritage Healthcare Solihull</strong>&lt;br&gt;Birmingham&lt;br&gt;Tel: 0121 271 0299</td>
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Service User Bands<br><br>OP Older people (65+)<br>D Dementia<br>PD Physical disability<br>YA Younger adults<br>MH Mental health<br>LDA Learning disability, autism<br>SI Sensory impairment<br>AD People who misuse alcohol or drugs
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<td>Carers Forward Head Office</td>
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<td>Carewatch (North Birmingham)</td>
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<td>Edgbaston Beaumont DCA</td>
<td>Birmingham</td>
<td>Tel: 0121 514 7543</td>
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<tr>
<td>Elegant Living Care Office</td>
<td>Birmingham</td>
<td>Tel: 0121 294 4391</td>
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</table>

Search for care at www.carechoices.co.uk to find support in your area
At EroHealthCare, we provide the highest level of care to our service users, working closely with those around them to promote choice and independence.

We deliver exactly what we promise and build trust with our clients at all times, going above and beyond wherever possible. Communication is key, and we always listen to the needs of each individual service user to ensure that the service provided is tailored to them.

T: 01213890114 / 07533890925
E: info@erohealthcare.com
W: erohealthcare.com
197- 201 Streetly Road,
Erdington, Birmingham,
B23 7AH
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 Sutton Coldfield
Sutton Coldfield
Tel: 0808 274 2935

Holistic Social Care Birmingham
Birmingham
Tel: 0121 661 6504

Home Care Services
Birmingham
Tel: 0121 789 8246

Home Instead Birmingham
Edgbaston
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 & Care 21 – Saxon Court
Northfield
Tel: 0370 192 4536

Housing & Care 21 – Westhall Court
Yardley
Tel: 0370 192 4695

Hunters Moor Neurorehabilitation Centre for the West Midlands – The Janet Barnes Unit
Birmingham
Tel: 0121 777 9343

iCare Living Ltd
Birmingham
Tel: 0800 107 3034

ICare Services
Birmingham
Tel: 0121 749 3832

IMPACT
Birmingham
Tel: 0121 679 4564

Interserve Healthcare – Birmingham
Birmingham
Tel: 0121 236 2476

Jaffray Domicillary Care Services
Birmingham
Tel: 0121 377 2420

Jakaranda Home Care Solutions Ltd
Birmingham
Tel: 07795 899296

Jubilee Citizens UK
Sutton Coldfield
Tel: 0121 362 3664

Just Call 4 Care Services
Birmingham
Tel: 0121 565 3005

Kalyan Ashram
Birmingham
Tel: 0121 256 1406

Home care providers continued
Advertisers are highlighted

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
<table>
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<th>Service</th>
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Visit www.carechoices.co.uk for further assistance with your search for care
## Home care providers continued

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<tr>
<td>Midway Care Midway Support Services</td>
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<tr>
<td>Morning Hope Homecare Provider</td>
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<td>Tel: 0121 728 0892</td>
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<td>Moseley Road, 278</td>
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<td>Tel: 0121 771 2459</td>
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<tr>
<td>My Homecare Birmingham East</td>
<td>Birmingham</td>
<td>Tel: 0330 041 5485</td>
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<tr>
<td>Nationwide Care Services Ltd (Birmingham and Solihull)</td>
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<td>Tel: 0121 448 0568</td>
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<td>North Home Care</td>
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<td>Norwood House</td>
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<td>Tel: 0121 411 2202</td>
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<tr>
<td>Nurse International Ltd, The</td>
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<td>Tel: 0121 270 9483</td>
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<td>Oceans Care Services Ltd</td>
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<td>Tel: 0121 439 5632</td>
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<td>Omnia Support Ltd</td>
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<td>Tel: 0121 622 4053</td>
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<tr>
<td>Packington Avenue, 306-308</td>
<td>Birmingham</td>
<td>Tel: 0121 749 3739</td>
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<td>Passion 4 Care</td>
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<td>Tel: 0121 384 3035</td>
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<tr>
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<td>Tel: 0121 270 5852</td>
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<td>Pharos Supported Services</td>
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<td>Pinner Court (Harborne) Ltd</td>
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<td>Pleasant Valley Care Ltd</td>
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<td>Precious Homes Birmingham</td>
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<tr>
<td>Primera Assisted Living Ltd</td>
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<tr>
<td>Priority Care Services and Housing Ltd</td>
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<td>Tel: 07557 269836</td>
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<tr>
<td>Priority Plus Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 706 1100</td>
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<tr>
<td>Proactive Life – Birmingham</td>
<td>Birmingham</td>
<td>Tel: 0121 554 0666</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

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
Proline Care Ltd  
– 4th Floor  
Birmingham  
Tel: 0121 687 8871

Sevacare – Birmingham Central  
Birmingham  
Tel: 0121 455 6655

Pulse Birmingham  
Birmingham  
Tel: 0333 577 3652

Sevacare – Hall Green  
Birmingham  
Tel: 0121 777 2763

Purestar Homecare Resources Ltd  
Birmingham  
Tel: 0121 501 1251

Sevacare – Kingstanding  
Birmingham  
Tel: 0121 386 1034

Rabiannah Care Birmingham  
Birmingham  
Tel: 0208 854 1194

Sevacare – Sutton Coldfield  
Birmingham  
Tel: 0121 386 1034

Rainbow Staffing Services Ltd  
– Birmingham / West Midlands  
Birmingham  
Tel: 0121 236 9766

Sisters Care Service Ltd  
Birmingham  
Tel: 0121 448 1973

Reliance Care Solutions Ltd  
Birmingham  
Tel: 0121 706 0032

Solitaire Homecare Services Ltd  
Birmingham  
Tel: 0121 605 0084

Right at Home West Midlands (South)  
Birmingham  
Tel: 0121 363 0046

Solution2care Services Ltd  
Birmingham  
Tel: 0121 667 2111

Right Trust Care Ltd  
Birmingham  
Tel: 0121 608 3048

South Birmingham Home Care  
Birmingham  
Tel: 0121 303 0900

Righthand Homecare  
Birmingham  
Tel: 07956 659030

Southside Business Centre  
Birmingham  
Tel: 07487 749996

RM Qualicare Ltd  
Birmingham  
Tel: 0121 573 0063

Sova Healthcare (Birmingham)  
Sutton Coldfield  
Tel: 0121 537 4645

Romie Care Services Ltd  
Birmingham  
Tel: 0121 354 8136

St Mary’s Hospice Ltd  
Birmingham  
Tel: 0121 472 1191

S&S Care  
Birmingham  
Tel: 0121 702 0184

Staffing Plus Ltd  
Birmingham  
Tel: 0121 296 8416

Saroia Staffing Services Ltd  
Birmingham  
Tel: 0121 454 4554

Stardust Healthcare Ltd  
Birmingham  
Tel: 0121 389 3500
### Home care providers continued

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<td><strong>Sugarman Health and Wellbeing – Birmingham</strong></td>
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<td>Birmingham Tel: 0121 306 9299 <strong>OP D PD MH SI YA</strong></td>
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<td><strong>Three Counties Care Services Ltd</strong></td>
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<td><strong>UK Central Group LLP</strong></td>
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<td>Birmingham Tel: 0800 001 6027 <strong>OP PD LDA SI YA</strong></td>
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<td><strong>Unity Care</strong></td>
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<td>Birmingham Tel: 0121 551 3079 <strong>LDA MH YA</strong></td>
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<td>Birmingham Tel: 0121 794 4038 <strong>OP LDA MH YA</strong></td>
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<td><strong>Your Life (Edgbaston)</strong></td>
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**Service** | **User Bands** | **Description** |
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<td>Physical disability</td>
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<td>YA</td>
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<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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</table>
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 or 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 further 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
Web: www.birmingham.gov.uk/info/20018/adult_social_care/1228/shared_lives_carers

**Person Shaped Support**
Working in partnership with Birmingham City Council to recruit care workers and organise those who require the service.
Tel: 0151 702 5555
Email: info@pss.org.uk
Web: www.psspeople.com
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.

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.

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 independent 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 31.

If your needs are such that you require support in a care home, this Directory contains a list of all

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

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

Extra Care Charitable Trust, The
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

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

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
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

**Scope**
Offers free, impartial and expert information, advice and support to disabled people and their families, 9.00am to 5.00pm, weekdays.
Tel: 0808 800 3333
Email: helpline@scope.org.uk
Web: www.scope.org.uk

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**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 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: bsmhft.customerrelations@nhs.net
Web: www.bsmhft.nhs.uk

**Birmingham Healthy Minds**
Offers guidance, knowledge and useful strategies for people aged 16 or 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

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**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 your care and support.

Tel: 0121 321 2377
Email: info@advocacymatters.co.uk
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](http://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 68 for details of organisations that may be able to help you plan for the end of your life or your funeral.
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
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 at home, 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 with nursing care is the best solution for you, a social worker will give you information to help you find a home which meets your requirements. The cost of the nursing care part of your fees may be paid by the NHS directly: the current amount is £158.16 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.

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.

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

For the best in Birmingham, look no further.

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

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

Bourn View
Bristol Road South
Bournville
Birmingham  |  B31 2FR
T. 0121 418 3185

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

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

See all of our homes on Facebook or Search ‘Avery Birmingham’
## Care homes 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>
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<table>
<thead>
<tr>
<th>Home 2</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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<tbody>
<tr>
<td></td>
<td>£</td>
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</table>

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

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://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?**

*See page 47.

### 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?**
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, see pages 46 and 34.

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 41.

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.

Tell us what you think

Share your feedback

Take our five minute survey

What have you found useful?

What could we do better?
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 39. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://www.carechoices.co.uk/checklists).

### Design

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

### Choices

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

### Activities

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

### Health

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

### Staff

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

### Approach to care

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

*See page 47.*
Paying for care

When a local authority provides or arranges services for you, 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 43.

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 44).

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 44 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 45 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 45 for suggested contacts.

Choosing care?

Free, specialist help is available

A free, independent service
We have been helping individuals and their families to arrange care in their own home and choose care homes for 20 years.

All the information you need
We 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 also arrange packages of care in your own home. We can help you if you are paying for your own care or have social services funding.

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

1. Discuss your individual needs.
2. Carry out a search for suitable homes or care services within your area.
3. Collect & accompany you on care home visits.
4. Provide advice and support throughout the entire process.

0121 362 8845
www.carehomeselection.co.uk
→ 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 twelve weeks of permanent care, provided it agrees that care is needed.

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 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.
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 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.

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

Citizens Advice
Web: www.citizensadvice.org.uk

Money Advice Service
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

Important information

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 47), 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 ‘Browsealoud’ function. Visit 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 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 47 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, 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

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

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 or 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. There are different types of abuse that can be caused by different people.
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 paid 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**
Textphone: 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 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:

- contact the Care Quality Commission (CQC) on **03000 616161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- 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 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.
Residential care in Birmingham

Home care providers begin on page 21.

Edgbaston care homes

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

- OP
- D
- PD
- MH
- SI

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

- OP
- D

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

- OP
- D

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

- OP
- D
- PD
- LDA
- MH
- SI

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

- OP
- D
- PD
- LDA

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

- OP
- D
- PD
- LDA
- MH
- SI
- YA

**Field House Residential Home Ltd**
110 Harborne Park Road B17 OBS
Tel: 0121 426 3157

- OP

**Gillott Respite Services**
80 Gillott Road, Edgbaston B16 OES
Tel: 0121 454 3081

- OP
- MH
- YA

**Greenlands View**
45 Kyles Way, Bartley Green B32 4JW
Tel: 0207 202 6300

- OP
- D
- PD
- LDA
- MH
- SI
- YA

**Harborne House**
8a Albert Road, Harborne B17 0AN
Tel: 0121 428 3410

- LDA

**Hawthorns, The**
29 Rotton Park Road, Edgbaston B16 9JH
Tel: 0121 455 9024

- OP

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

- LDA
- YA

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

- OP
- D
- YA

**Kenrick Centre**
Mill Farm Road, Harborne B17 0QX
Tel: 0121 675 0900

- OP
- D
- PD
- LDA
- SI
- YA

**Kerria Court**
64 Cregoe Street, Edgbaston B15 2DY
Tel: 0121 622 6845

- OP
- D

**Ludford Road Residential Care**
75 Ludford Road, Bartley Green B32 3PQ
Tel: 0121 683 8855

- MH
- YA

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

- LDA

**Meadow Lodge Care Home**
445-447 Hagley Road, Edgbaston B17 8BL
Tel: 0121 420 2004

- OP
- D
- YA

**Pebble Mill Care Home**
2 Mill Pool Way B5 7EG
Tel: 0121 667 4517
Advert page 50

- OP
- D
- YA

**Queen Alexandra College**
49 Court Oak Road B17 9TG
Tel: 0121 428 5025

- PD
- LDA
- MH
- SI
- YA

**Real Life Options – 21 Elvetham Road**
21 Elvetham Road, Edgbaston B15 2LY
Tel: 0121 440 8438

- OP
- D
- PD
- LDA
- MH
- SI
- YA

**Real Life Options – 21a Elvetham Road**
Middlemore, 21a Elvetham Road, Edgbaston B15 2LY
Tel: 0121 440 3179

- OP
- D
- PD
- LDA
- MH
- SI
- YA

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

Lines are open 9am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

We care for the people you love

Broadening Choices for Older People (BCOP) is a charity with a 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 tailored to the individual
- Dementia care
- Respite care
- Pet therapy
- Family and friends welcome at any time

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

Company Registration in England and Wales: 03685650 A company limited by guarantee
Housing Corporation: L4218 Registered charity: 1074954

Look in the listings for Amberley Court and Pebble Mill

Your local Bupa care homes in Birmingham.

Trevella House (Harborne)
Our residential home is situated in Harborne providing for individuals with severe and enduring mental illness aged 18-64 and 64+ and is within walking distance of local amenities and bus routes. The Home provides single occupancy ensuite bedrooms; communal living rooms and garden space for Resident’s use.

Please contact 0121 240 5306 for further information.

For care homes.
For Living

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

Sandon Road
71 Sandon Road, Edgbaston B17 8DT
Tel: 0121 434 5731

Sense
115 Gough Road, Edgbaston B15 2JG
Tel: 0121 446 6744
428-430 Gillott Road, Edgbaston B16 9LP
Tel: 0121 454 5323

Summerfield Crescent
121 Summerfield Crescent, Edgbaston B16 0EN
Tel: 0121 450 7986

Summerfield House
117 Gillott Road B16 0ET
Tel: 0121 454 3280

Trevella House
310 Court Oak Road, Harborne B32 2EB
Tel: 0121 240 5306 Advert page 50 OP MH YA

Triple S Care & Support Services
87-89 Stirling Road, Edgbaston B16 9BD
Tel: 0121 454 8864 PD LDA SI YA

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

Edgbaston care homes with nursing

Amberley Court Care Home
82-92 Edgbaston Road, Edgbaston B12 9QA
Tel: 0121 667 6932 Advert page 50 PD

Dorcas House
56 Fountain Road, Edgbaston B17 8NR
Tel: 0121 429 4643 OP D PD MH SI YA

Edgbaston Beaumont
32 St James Road, Edgbaston B15 2NX
Tel: 0121 514 7543 Advert page 52 OP D YA

Fountain Nursing and Care Home Ltd
11-17 Fountain Road, Edgbaston B17 8NJ
Tel: 0121 429 6559 OP D

Gracewell of Edgbaston
Speedwell Road, Edgbaston B5 7PR
Tel: 0121 796 0800 OP D PD SI YA

Melville House
68-70 Portland Road, Edgbaston B16 9QU
Tel: 0121 455 7003 OP D YA

Oakview Care Home
14-20 Overfield Road, Bartley Green B32 3BA
Tel: 0121 428 6800 OP D YA

Parkview Home
2 East Gate, Edgbaston B16 OYE
Tel: 0121 246 8071 LDA YA

St Joseph’s Home – Birmingham
71 Queens Park Road, Harborne B32 2LB
Tel: 0121 427 2486 OP

Sunrise of Edgbaston
5 Church Road, Edgbaston B15 3SH
Tel: 0121 455 1100 OP D

Willow House
229 Portland Road, Edgbaston B17 8LS
Tel: 0121 420 0210 OP LDA MH YA

Erdington care homes

Abbotts Road
31 Abbotts Road, Erdington B24 8HE
Tel: 0121 382 0217

Agnes House – Residential Care Home
11a-15 Arthur Road, Erdington B24 9EX
Tel: 0121 373 0058 OP D PD LDA MH SI YA AD

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

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

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

Beech House
21 Gravelly Hill North, Erdington B23 6BT
Tel: 0121 602 6511

Berwood Court Care Home
Berwood Park, off Cadbury Lane, Castle Vale B35 7EW
Tel: 0121 749 7887

Bethany House
434-440 Slade Road, Erdington B23 7LB
Tel: 0121 350 7944

CareTech Community Services Ltd
79 Slade Road, Erdington B23 7PN
Tel: 01707 601800

CareTech Community Services Ltd – 19 Wheelwright Road
Erdington B24 8PA
Tel: 0121 350 4383

Chesterberry
766 Chester Road, Erdington B24 OEA
Tel: 0121 386 2290

Digby Manor
908 Chester Road, Erdington B24 0BN
Tel: 0121 373 2333

Grange Road, 109
Erdington B24 0ES
Tel: 0121 382 9026

Hampton Road
20 Hampton Road, Erdington B23 7JJ
Tel: 0121 226 5800

Heathcotes (Erdington)
929 Chester Road, Erdington B24 0HJ
Tel: 0121 350 9790

Hollywood Rest Home Ltd
791 Chester Road, Erdington B24 0BX
Tel: 0121 350 6278

Katherine House
91-93 Sutton Road, Erdington B23 5XA
Tel: 0121 706 9902

Amazing people
...deserve amazing care

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

Nursing Care  •  Residential Care  •  Dementia Care  •  Assisted Living

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

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

Harper Fields  •  Call: 01676 591 876
724 Kenilworth Road, Balsall Common, CV7 7HD

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
<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

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

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

**Asprey Court Care Home**
Orphanage Road, Erdington B24 0BE
Tel: 0121 222 1387
**OP D PD MH SI YA**

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

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

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

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

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

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

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

Hall Green care homes

**Abbey Park House**
49–51 Park Road, Moseley B13 8AH
Tel: 0121 442 4376
**OP D**

**Ascot Lodge Care Home For Autism & LD**
17 Ascot Road, Moseley B13 9EN
Tel: 0121 449 0122
**LDA YA**

**Ascot Villa Care Home For Autism & LD**
13 Ascot Road, Moseley B13 9EN
Tel: 0121 449 9845
**LDA**

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

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

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

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

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

**Clifton House**
165 Clifton Road B12 8SL
Tel: 0121 440 2089
**OP D PD**

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

<table>
<thead>
<tr>
<th>Service</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
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<tbody>
<tr>
<td>User Bands</td>
<td>MH Mental health</td>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
<td>AD People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>
### Hall Green care homes continued

| **College Road** | 155 College Road, Moseley B13 9LJ | Tel: 0121 778 6020 |
| **Community Living & Support Services Ltd** | Prospect House, 40 Prospect Road, Moseley B13 9TB | Tel: 0121 442 2089 |
| **Dearman Road** | 1 Dearman Road, Sparkhill, Birmingham B11 1HH | Tel: 0121 772 4076 |
| **Evergreen** | 119 Wake Green Road, Moseley B13 9UT | Tel: 0121 449 1016 |
| **Fern House** | 320 Moseley Road B12 0BS | Tel: 0121 440 1032 |
| **Forest Grange Care Home** | 15 Forest Road, Moseley B13 9DL | Tel: 0121 449 2040 |
| **Janet Fay House** | 1 Strensham Hill, Moseley B13 8AG | Tel: 0121 450 7985 |
| **Keo Lodge** | 72 Park Hill, Moseley B13 8DS | Tel: 0121 449 5589 |
| **Maple Dene** | 10-14 St Agnes Road, Moseley B13 9PW | Tel: 0800 085 2656 |
| **Maycroft** | 791 Alcester Road South, Kings Heath B14 5HJ | Tel: 0121 474 5394 |
| **Real Life Options – Springfield Road** | 180 & 182 Springfield Road, Moseley B13 9NE | Tel: 0121 777 7020 |
| **Sandford Road** | 94 Sandford Road B13 9BT | Tel: 01902 672692 |
| **Sense** | 2 & 10 Grove Road, Kings Heath B14 6ST | Tel: 0121 441 2414 |
| **Showell Green Lane** | 121a Showell Green Lane, Sparkhill B11 4JD | Tel: 0121 633 2194 |
| **Southside** | 1653 Stratford Road, Hall Green B28 9JB | Tel: 0121 744 8811 |
| **St Alban’s** | 38 St Alban’s Road, Moseley B13 9AR | Tel: 0121 449 3615 |
| **Stennards Leisure Retirement Home (Mos)** | 133 Anderton Park Road, Moseley B13 9DQ | Tel: 0121 449 4544 |
| **Stratford Court** | 35 Highfield Road, Hall Green B28 0EU | Tel: 0121 778 3366 |
| **Strensham Hill Care Home** | 12 Strensham Hill, Moseley B13 8AG | Tel: 0121 449 4344 |
| **Swan Court** | Ashfield Avenue B14 7AT | Tel: 07550 188 005 |
| **Tandy Court** | Tandy Drive, Kings Heath B14 5DE | Tel: 0121 430 8366 |
| **Trafalgar Road** | 104b Trafalgar Road, Moseley B13 8BX | Tel: 0121 442 6846 |
| **Trevella (Kings Heath)** | 115 Vicarage Road, Kings Heath B14 7QY | Tel: 0121 649 3943 |

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

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

**Trittiford Road, 23**
Yardley Wood, Birmingham B13 0ES
Tel: 0121 222 2629

**Vicarage Road (A)**
264a Vicarage Road, Kings Heath B14 7NH
Tel: 0121 443 4347

**Vicarage Road (B)**
264b Vicarage Road, Kings Heath B14 7NH
Tel: 0121 633 2194

**Westholme**
29 Greenhill Road, Moseley B13 9SS
Tel: 0121 449 6383

**Willow House**
9 Ash Drive, Sparkhill B11 4EQ
Tel: 01902 672692

**A countywide list of home care providers starts on page 21.**

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**Hall Green care homes with nursing**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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</thead>
<tbody>
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<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

**BCOP – Anita Stone Court**
20 Moor Green Lane,
Birmingham B13 8ND
Tel: 0121 449 2756 [Advert page 50]

**Cole Valley**
326 Haunch Lane,
Kings Heath B13 0PN
Tel: 0121 444 8887

**Eden Lodge Health Care**
236 Alcester Road South B14 5DR
Tel: 0121 430 3990

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

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

**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

**Maypole Grove**
20 Maypole Grove B14 4LP
Tel: 0121 430 3094

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

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**Hodge Hill care homes**

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
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<tr>
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<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

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

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

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

**Grassmere Residential Care Home**
675-677 Washwood Heath Road, Ward End B8 2LJ
Tel: 0121 327 3140

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

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

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

See the checklist on page 39 for questions to ask when looking at care homes.
### Hodge Hill care homes with nursing

<table>
<thead>
<tr>
<th>Aran Court Care Home</th>
<th>Hodge Hill Grange</th>
</tr>
</thead>
<tbody>
<tr>
<td>Braymoor Road, Tile Cross B33 0LT</td>
<td>150 Coleshill Road, Hodge Hill B36 8AD</td>
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<tr>
<td>Tel: 0121 770 4322 Advert page 38</td>
<td>Tel: 0121 730 1999</td>
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<table>
<thead>
<tr>
<th>Bromford Lane Care Centre</th>
<th>Orchards, The</th>
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<tbody>
<tr>
<td>366 Bromford Lane, Washwood Heath B8 2RY</td>
<td>164 Shard End Crescent B34 7BP</td>
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<tr>
<td>Tel: 0121 322 0910 OP D PD LDA MH YA</td>
<td>Tel: 0121 730 2040 OP YA</td>
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<table>
<thead>
<tr>
<th>Herondale Kingfisher</th>
<th>St Giles Care Home</th>
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<tbody>
<tr>
<td>175 Yardley Green Road, Bordesley Green B9 5PU</td>
<td>122 Tile Cross Road, Tile Cross B33 0LT</td>
</tr>
<tr>
<td>Tel: 0121 753 0333 OP D</td>
<td>Tel: 0121 770 8531 Advert page 38</td>
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### Ladywood care homes

<table>
<thead>
<tr>
<th>Beeton Grange</th>
<th>Norman Power Centre</th>
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<tbody>
<tr>
<td>50-55 Beeton Road B18 4QD</td>
<td>Skipton Road, Ladywood B16 9JJ</td>
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<tr>
<td>Tel: 0121 554 5559 OP MH YA</td>
<td>Tel: 0121 675 7837 OP D PD LDA MH YA</td>
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<table>
<thead>
<tr>
<th>Charles Davies House Residential Care</th>
<th>Unity Care</th>
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<tbody>
<tr>
<td>388 Lodge Road, Hockley B18 5PW</td>
<td>29 Freer Road, Aston B6 6NE</td>
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<tr>
<td>Tel: 0121 523 8880 MH YA</td>
<td>Tel: 0121 551 3079 LDA MH YA</td>
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<thead>
<tr>
<th>Ferndale Crescent</th>
<th>Vicarage, The</th>
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<tr>
<td>10 Ferndale Crescent, Highgate B12 0HF</td>
<td>32 George Street West, Springhill B18 7HD</td>
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<tr>
<td>Tel: 0121 772 1885 PD LDA</td>
<td>Tel: 0121 551 0469 MH YA</td>
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### Ladywood care homes with nursing

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<th>Albion Court Care Centre</th>
<th>Hill House</th>
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<tr>
<td>Clinton Street, Winson Green B18 4BJ</td>
<td>17 Park Avenue, Hockley B18 5ND</td>
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<tr>
<td>Tel: 0121 554 7261 Advert page 38</td>
<td>Tel: 0121 523 3712 LDA MH</td>
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<td>8 Stanley Road, Nechells B7 5QS</td>
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<td>Tel: 0121 554 9101 Advert page 38</td>
<td>Tel: 0121 327 3136</td>
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### Northfield care homes

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<th>Beeches Residential Care Home, The</th>
<th>Bourn View</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frankley Beeches Road, Northfield B31 5NJ</td>
<td>47 Bristol Road South, Bournville B31 2FR</td>
</tr>
<tr>
<td>Tel: 0121 477 1813 OP D YA</td>
<td>Tel: 0121 418 3185 Advert page 38</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Blueberry House</th>
<th>Bournville Village Trust – 191 Redditch Road</th>
</tr>
</thead>
<tbody>
<tr>
<td>98 Derwent Road, Stirchley B30 2UT</td>
<td>Kings Norton B38 8RH</td>
</tr>
<tr>
<td>Tel: 07834 014568 LDA YA</td>
<td>Tel: 0121 451 3987 OP D PD LDA SI YA</td>
</tr>
</tbody>
</table>

### 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

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Northfield care homes continued

Bryony House
30 Bryony Road B29 4BX
Tel: 0121 475 2965

Bunbury Road
115 Bunbury Road, Northfield B31 2NB
Tel: 0121 475 1333

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

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

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

RNID Action on Hearing Loss – 11 Tarragon Gardens
Frankley, Northfield B31 5HU
Tel: 0121 411 2133

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

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

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

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

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### Northfield care homes continued

<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>D</td>
<td>Dementia</td>
</tr>
<tr>
<td>PD</td>
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<td>LDA</td>
<td>Learning disability, autism</td>
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<td>MH</td>
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<td>SI</td>
<td>Sensory impairment</td>
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<tr>
<td>YA</td>
<td>Younger adults</td>
</tr>
<tr>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Stennards Leisure Retirement Home (Frankly Beeches)</th>
<th>Tudor House</th>
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</thead>
<tbody>
<tr>
<td>123 Frankley Beeches Road, Northfield B31 5LN</td>
<td>159-161 Monyhull Hall Road, Kings Norton B30 3QN</td>
</tr>
<tr>
<td>Tel: 0121 477 5573</td>
<td>Tel: 0121 451 2529</td>
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<td>OP D PD MH SI</td>
<td>OP D</td>
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<table>
<thead>
<tr>
<th>Stennards Leisure Retirement Home (KN)</th>
<th>West Heath House</th>
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<tr>
<td>150-152 Middleton Hall Road, Kings Norton B30 1DN</td>
<td>54 Ivy House Road, West Heath B38 8JW</td>
</tr>
<tr>
<td>Tel: 0121 458 3311</td>
<td>Tel: 0121 459 0909</td>
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<tr>
<td>OP D PD MH SI</td>
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<tr>
<th>Trescott Road</th>
<th>Woodland House</th>
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</thead>
<tbody>
<tr>
<td>8 Trescott Road, Northfield B31 5QA</td>
<td>22 Woodland Road, Northfield B31 2HS</td>
</tr>
<tr>
<td>Tel: 0121 475 9585</td>
<td>Tel: 0121 243 9349</td>
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<tr>
<td>PD LDA</td>
<td>LDA YA</td>
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### Northfield care homes with nursing

<table>
<thead>
<tr>
<th>Austin Rose Care Home</th>
<th>Ivybank Care Home</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 Alvechurch Road, Birmingham B31 3QW</td>
<td>73-75 Middleton Hall Road B30 1AG</td>
</tr>
<tr>
<td>Tel: 0121 475 7871</td>
<td>Tel: 0121 624 3006</td>
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<td>OP D PD SI YA</td>
<td>OP D PD SI YA</td>
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<table>
<thead>
<tr>
<th>Green Nursing Home, The</th>
<th>Meadow Rose Nursing Home</th>
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<tbody>
<tr>
<td>74 Wharf Road, Kings Norton B30 3LN</td>
<td>96 The Roundabout B31 2TX</td>
</tr>
<tr>
<td>Tel: 0121 451 3002</td>
<td>Tel: 0121 476 9808</td>
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<td>OP D</td>
<td>OP D PD YA</td>
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### Perry Barr care homes

<table>
<thead>
<tr>
<th>Apna House</th>
<th>Endwood Court Road</th>
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</thead>
<tbody>
<tr>
<td>6 Park Avenue, Hockley B18 5NE</td>
<td>27 Endwood Court Road, Handsworth B20 2RX</td>
</tr>
<tr>
<td>Tel: 0121 551 5678</td>
<td>Tel: 0121 551 9183</td>
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<tr>
<td>LDA MH</td>
<td>MH YA</td>
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<thead>
<tr>
<th>Ashmill Residential Care Home</th>
<th>Florrie Robbins House</th>
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<tbody>
<tr>
<td>141 Millfield Road B20 1EA</td>
<td>Penhurst Avenue, Handsworth B20 3DG</td>
</tr>
<tr>
<td>Tel: 0121 358 6280</td>
<td>Tel: 0121 331 1817</td>
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<tr>
<td>OP D PD LDA MH SI YA AD</td>
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<table>
<thead>
<tr>
<th>Brook House</th>
<th>Hamilton Court</th>
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<tbody>
<tr>
<td>30 Berners Street, Lozells B19 2DR</td>
<td>2 Hinstock Road, Handsworth Wood B20 2ET</td>
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<tr>
<td>Tel: 0121 675 7079</td>
<td>Tel: 0121 515 4955</td>
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<tr>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<th>Charles House</th>
<th>Morning Stars</th>
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<tbody>
<tr>
<td>257 Birchfield Road, Perry Barr B20 3DG</td>
<td>40 Somerset Road, Handsworth B20 2JD</td>
</tr>
<tr>
<td>Tel: 0121 331 4972</td>
<td>Tel: 0121 551 0202</td>
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<tr>
<td>LDA</td>
<td>MH</td>
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<tr>
<th>Chestnut Lodge Care Home</th>
<th>Nevin House</th>
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<tbody>
<tr>
<td>135-137 Church Lane, Handsworth Wood B20 2HJ</td>
<td>21 Nevin Grove, Perry Barr B42 1PE</td>
</tr>
<tr>
<td>Tel: 0121 551 3035</td>
<td>Tel: 0121 241 7875</td>
</tr>
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<td>LDA</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
### Perry Barr care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
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</thead>
<tbody>
<tr>
<td>Petersfield Care Home</td>
<td>60 St Peters Road, Handsworth B20 3RP</td>
<td>0121 515 1654</td>
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<tr>
<td>Platinum Care Services – Learning Disability &amp; Autism</td>
<td>24 Raymond Avenue, Great Barr B42 1LX</td>
<td>0121 357 0667</td>
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<tr>
<td>Primrose Place</td>
<td>34 Somerset Road, Handsworth B20 2JD</td>
<td>0121 554 0440</td>
</tr>
<tr>
<td>Radnor House</td>
<td>29-31 Radnor Road, Handsworth B20 3SP</td>
<td>0121 523 6935</td>
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<tr>
<td>Royd, The</td>
<td>27 Selbourne Road B20 2DN</td>
<td>0121 523 6596</td>
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<tr>
<td>Selborne House</td>
<td>34 Selborne Road, Handsworth Wood B20 2DW</td>
<td>0121 515 3990</td>
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<tr>
<td>Sense – 88 Church Lane</td>
<td>Handsworth Wood B20 2ES</td>
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### Perry Barr care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Acorn Care Home</td>
<td>88 Handsworth Wood Road, Handsworth Wood B20 2PL</td>
<td>0121 507 1763</td>
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<tr>
<td>Dawson Road &amp; Whateley Road</td>
<td>5 Dawson Road, Handsworth B21 9HU</td>
<td>0121 554 4718</td>
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<tr>
<td>BCOP – Robert Harvey House</td>
<td>Hawthorn Park Road, Handsworth Wood B20 1AD</td>
<td>0121 554 8964</td>
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<tr>
<td>Perry Locks Care Home</td>
<td>398 Aldridge Road, Perry Barr B44 8BG</td>
<td>0121 356 0598</td>
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<tr>
<td>Church Rose Nursing Home</td>
<td>8 Payton Road, Handsworth B21 0HP</td>
<td>0121 554 6413</td>
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<tr>
<td>Willowbrook</td>
<td>363 Aldridge Road, Perry Barr B44 8BW</td>
<td>0121 344 4751</td>
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### Service User Bands

<table>
<thead>
<tr>
<th>Service</th>
<th>User Bands</th>
<th>OP</th>
<th>Older people (65+)</th>
<th>D</th>
<th>Dementia</th>
<th>PD</th>
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<th>Learning disability, autism</th>
<th>SI</th>
<th>Sensory impairment</th>
<th>YA</th>
<th>Younger adults</th>
<th>AD</th>
<th>People who misuse alcohol or drugs</th>
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<tbody>
<tr>
<td>Search for care at <a href="http://www.carechoices.co.uk">www.carechoices.co.uk</a> to find support in your area</td>
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**Advert page 50**
### Selly Oak care homes

<table>
<thead>
<tr>
<th>Home Name</th>
<th>Address</th>
<th>Contact</th>
<th>Service Bands</th>
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</thead>
<tbody>
<tr>
<td>Arthur House</td>
<td>7a Chamberlain Road, Birmingham B13 0QP</td>
<td>Tel: 0121 441 3684</td>
<td>PD LDA MH YA</td>
</tr>
<tr>
<td>Bells Court</td>
<td>231 Bells Lane, Druids Heath B14 5QH</td>
<td>Tel: 0121 451 2249</td>
<td>PD LDA SI</td>
</tr>
<tr>
<td>Bournbrook Manor Home Ltd</td>
<td>134a Bournbrook Road, Selly Park B29 7DD</td>
<td>Tel: 0121 472 3581</td>
<td>OP D</td>
</tr>
<tr>
<td>Bournville Grange Ltd</td>
<td>168 Oak Tree Lane, Bourneville B30 1TX</td>
<td>Tel: 0121 472 2213</td>
<td>OP</td>
</tr>
<tr>
<td>Brain Injury Rehabilitation Trust</td>
<td>Selly Oak B29 6LX</td>
<td>Tel: 0121 478 1847</td>
<td>OP D PD LDA MH SI YA AD</td>
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<tr>
<td>Cherry Lodge</td>
<td>6 Manningford Road, Druids Heath B14 5LD</td>
<td>Tel: 0121 430 5986</td>
<td>OP D PD MH SI</td>
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<tr>
<td>Lucton House</td>
<td>8 Long Wood, Bourneville B30 1HT</td>
<td>Tel: 0121 451 3451</td>
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<tr>
<td>Manningford</td>
<td>162 Manningford Road, Druids Heath B14 5TJ</td>
<td>Tel: 0121 474 6537</td>
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</tr>
<tr>
<td>Brain Injury Rehabilitation Trust – Bristol Road</td>
<td>Selly Oak B29 6LX</td>
<td>Tel: 0121 478 1847</td>
<td>OP D PD LDA MH SI YA AD</td>
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<tr>
<td>Oakfield House</td>
<td>6-10 Oakfield Road, Selly Park B29 7EJ</td>
<td>Tel: 0121 471 1913</td>
<td>LDA YA</td>
</tr>
<tr>
<td>Pershore Road Residential Care</td>
<td>807 Pershore Road, Selly Park B29 7LR</td>
<td>Tel: 0121 415 5684</td>
<td>MH YA</td>
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<tr>
<td>Pinetrees</td>
<td>36 Kensington Road, Selly Park B29 7LW</td>
<td>Tel: 0121 471 4399</td>
<td>LDA</td>
</tr>
<tr>
<td>Poplars</td>
<td>23 Serpentine Road, Selly Park B29 7HU</td>
<td>Tel: 0121 472 1722</td>
<td>LDA</td>
</tr>
<tr>
<td>Real Life Options</td>
<td>Bevis, 5 Newhomes, Monyhill Hall Road B30 3QF</td>
<td>Tel: 0121 444 2184</td>
<td>LDA</td>
</tr>
<tr>
<td>Lawrence House, 1 Newhomes, Monyhill Hall Road B30 3QF</td>
<td>Tel: 0121 443 2034</td>
<td>LDA</td>
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</tr>
<tr>
<td>Swan House, 6 Newhomes, Monyhill Hall Road B30 3QF</td>
<td>Tel: 0121 444 2710</td>
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<tr>
<td>Rosemary Lodge Rest Home</td>
<td>154 Alcester Road South B14 6AA</td>
<td>Tel: 0121 443 1166</td>
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<tr>
<td>Tulip Gardens</td>
<td>5 Court Farm Way, Selly Oak B29 5BW</td>
<td>Tel: 0121 478 3505</td>
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</table>

### Selly Oak care homes with nursing

<table>
<thead>
<tr>
<th>Home Name</th>
<th>Address</th>
<th>Contact</th>
<th>Service Bands</th>
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<tbody>
<tr>
<td>Andrew Cohen House</td>
<td>River Brook Drive, Stirchley B30 2SH</td>
<td>Tel: 0121 458 5000</td>
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<tr>
<td>BCOP – Neville Williams House</td>
<td>8-14 Greenland Road B29 7PP</td>
<td>Tel: 0121 472 4441 Advert page 50</td>
<td>OP</td>
</tr>
<tr>
<td>Harborne Lane Specialist Centre</td>
<td>247 Harborne Lane, Selly Oak B29 6TG</td>
<td>Tel: 0121 258 1445</td>
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<tr>
<td>Kingswood Drive</td>
<td>9/10 Kingswood Drive B30 3QX</td>
<td>Tel: 0121 466 6000</td>
<td>OP LDA</td>
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<tr>
<td>Otterburn</td>
<td>Brandwood Park Road B14 6QX</td>
<td>Tel: 0121 483 4440</td>
<td>OP PD MH YA</td>
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<tr>
<td>Selby 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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</tbody>
</table>

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Selly Oak care homes with nursing continued

Selly Wood House Nursing Home
161 Selly Wood Road, Bournville B30 1TJ
Tel: 0121 472 3721

St Paul’s Convent
The Infirmary, 94 Selly Park Road B29 7LL
Tel: 0121 415 6107

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

See page 42 for more information on paying for care homes in Birmingham.

Sutton Coldfield care homes

Ashleigh House
2 Stonehouse Road, Boldmere,
Sutton Coldfield B73 6LR
Tel: 0121 354 1409

Bloombury House
13 Anchorage Road, Sutton Coldfield B74 2PJ
Tel: 0121 355 3255

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

Bretby House
253 Boldmere Road, Sutton Coldfield B73 5LL
Tel: 0121 373 6562

Cedarwood Care Centre
107 Sutton Road B23 5XB
Tel: 0121 373 9784

Emscote House Adult Residential Services
Emscote House, Emscote Drive, Wylde Green,
Sutton Coldfield B73 5NE
Tel: 0121 382 1463

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

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

Green Lanes
219 Green Lanes, Sutton Coldfield B73 5LX
Tel: 0121 355 0908

Greville House
40 Streetly Lane, Sutton Coldfield B74 4TU
Tel: 0121 308 8304

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

Homecroft Residential Home
446 Lichfield Road,
Sutton Coldfield B74 4BL
Tel: 0121 308 6367

Lisieux House
50 Birmingham Road,
Sutton Coldfield B72 1QJ
Tel: 0121 355 1474

Lonsdale Midlands Ltd – Walmley Road
189d Walmley Road, Walmley,
Sutton Coldfield B76 1PX
Tel: 0121 313 0879

Mr Adrian Lyttle – Sutton Coldfield
61 Vesey Road, Wylde Green,
Sutton Coldfield B73 5NR
Tel: 0121 240 5286

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

St Catherines Residential Care Home
326-328 Boldmere Road, Boldmere,
Sutton Coldfield B73 5EU
Tel: 0121 377 8178

Search for care at www.carechoices.co.uk to find support in your area
St Davids Residential Home  
36 Somerville Road, Sutton Coldfield B73 6HH  
Tel: 0121 354 4183

Vermont House  
16 Anchorage Road, Sutton Coldfield B74 2PR  
Tel: 0121 354 8601

Sutton Coldfield care homes with nursing

Beech Hill Grange  
1 Beech Hill Road, Wylde Green, Sutton Coldfield B72 1DU  
Tel: 0121 373 0200

Gracewell of Sutton Coldfield  
134 Jockey Road, Sutton Coldfield B73 5PP  
Tel: 0121 796 8383

Greenacres – Care Home with Nursing Physical Disabilities  
39 Vesey Road, Sutton Coldfield B73 5NR  
Tel: 0121 354 7753

Hafod Nursing Home  
9-11 Anchorage Road, Sutton Coldfield B74 2PR  
Tel: 0121 354 5607

Highcroft House  
7 Crown Lane, Crown Lane, Four Oaks B74 4SU  
Tel: 0121 353 9392

Marian House Nursing Home  
32 Walmley Ash Road, Walmley, Sutton Coldfield B76 1JA  
Tel: 0121 240 8000

Mercia Grange  
538 Lichfield Road, Four Oaks B74 4EH  
Tel: 0121 314 8139

Orchard House Nursing Home  
126 Whitehouse Common Road, Sutton Coldfield B75 6DS  
Tel: 0121 378 0272

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

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

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

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

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Heartlands Care Home

From bistros to pubs, cinema rooms to spas - this may not be what you’d expect from a care home!
At Country Court Care we pride ourselves on providing family led, award winning care services which exceed industry standards.

Heartlands Nursing & Care Home, 50 Broadstone Road, Yardley, Birmingham B26 2BN

Get in touch to find out more...  0121 786 1212  countrycourtcare.com

Search for care in your area

www.carechoices.co.uk

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Yardley care homes continued

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

Bramley Grove
251 School Road, Yardley Wood B14 4ER
Tel: 0121 474 4101

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

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

Greswolde Park Road
4 Greswolde Park Road, Acocks Green B27 6QD
Tel: 0121 765 4630

Grey Gables Residential Home
39 Fox Hollies Road, Acocks Green B27 7TH
Tel: 0121 706 1684

Holly House
61 Westley Road B27 7UQ
Tel: 0121 707 8665

Lindale Residential Care Home
81-85 Wharfside Road, Tyseley B11 2DB
Tel: 0121 624 5334

Lonsdale Midlands Ltd – Yardley Fields
233 Yardley Fields Road, Stetchford B33 8RN
Tel: 01707 691800

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

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

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

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

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

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

Westbourne Care Homes
53-55 Stockfield Road, Acocks Green B27 6AR
Tel: 0121 764 4231

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

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

Yardley care homes with nursing

Bramley Court
251 School Road, Yardley Wood B14 4ER
Tel: 0121 430 7707

Heartlands Care Home
50 Broadstone Road, Yardley B26 2BN
Tel: 0121 786 1212

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

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

St Marthas Care Centre
55–63 Victoria Road, Stechford B33 8AL
Tel: 0121 789 7926

Yardley Grange Nursing Home
465 Church Road, Yardley B33 8NY
Tel: 0121 789 7188

See page 63 for Service User Bands key
Advertisers are highlighted

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

**Adults Social Care and Health Services**
Birmingham City Council 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
Email: info@advocacymatters.co.uk
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.

**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 (click on ‘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
Minicom: 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@deafculturalcentre.com
Web: www.deafculturalcentre.com

**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

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: swbccc.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: informationline@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 to 10.00pm)
Email: enquiries@al-anon.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;
Saturday and Sunday, 10.00am to 4.00pm.
Web: www.alzheimers.org.uk

Association of Charity Officers
A national umbrella body for benevolent charities.
Tel: 0207 255 4480
Email: info@aco.uk.net
Web: www.aco.uk.net

British Institute of Learning Disabilities (BILD)
Organisation committed to improving the overall quality of life for people living 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

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.

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 722 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
Web: www.citizensadvice.org.uk

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 6147
Web: www.deafplus.org

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.myfamilyoureeds.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 Choices
Web: www.nhs.uk

Search for care at www.carechoices.co.uk to find support in your area.
Registered Nursing Home Association (RNHA)
Campaigns for high standards in nursing home care.
Tel: 0121 451 1088
Email: frankursell@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 (RNIB)
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
SANEnline: 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

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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 do not recommend individual care homes but 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 also arrange packages of care in your own home. We can help you if you are paying for your own care and are looking for professional help and guidance, or we can also help if you are funded by social services.

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

For more information please contact us on...

0121 362 8845
carehomeselection.co.uk