



Bromley

Your Guide to Independent Living, Support and Care Services **2023/24**

Helping you to access information and support to stay well, remain independent and make the right choices about your care needs

Live well in later life



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Source: Carehome.co.uk review

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This Guide is about finding information to help you to maintain your independence in your own home, find out more about home care services, care homes and how to pay for care. If you need help with translation into other languages, including British Sign Language, or you need this information in large print, Braille or on audio tape, please contact **Bromley Council** on **020 8461 7777**. Bromley Council's distribution of this publication does not constitute their support or recommendation of any of the products or services advertised within. All the listings in this publication are supplied by the Care Quality Commission and neither Bromley Council nor Care Choices can be held responsible for any errors or omissions.

To obtain extra copies of this Guide, free of charge, call **Bromley Council** on **020 8461 7777**.

Alternative formats

This Guide is available electronically at www.carechoices.co.uk/ The e-book is also Recite Me compatible for those requiring information in the spoken word.



Welcome

This Guide is intended to provide essential information to help you stay as healthy, independent and safe as possible in your own home. This information aims to help you feel that you are in control of your life, especially when your health and support needs increase, so that you make informed decisions about receiving the right care in the right place at the right time.

The Bromley Well service has been established to help people when they need information, advice and guidance about staying well and low-level support for people who do not yet need statutory assistance from Bromley Council and health providers. This helps people to manage their own needs and stay independent. See below for more information about Bromley Well services.

If you are eligible for services provided by Bromley Council, you can remain in control of how your support is provided by taking a direct payment and organising services to meet your needs, this can include employing your own staff. See page 18 for more information about direct payments.

I hope that this Guide will provide the information that you need now and help you plan for the future. Finally, our thanks go to Care Choices who produced this Guide at no cost to the London Borough of Bromley.



Kim Carey
Director, Adult Social Care

Finding the right information, advice and support

Studies show that most people would prefer to:

- stay living in their own home and remain independent for as long as they can and
- make informed decisions about what level of support they need and how it is delivered.

However, people are not always clear about what options are available to them and how they can find the right information and advice as well as

the types of support available to them. This Guide outlines where to go if you need information, advice or support. You may also use this Guide to consider any future support needs.

If an emergency arises, and decisions need to be made quickly, it will help if you have already had discussions with family and friends about how you would prefer to organise your future support and care.

Bromley Well



The One Bromley Local Care Partnership funds Bromley Well to provide advice, support and care to improve your health, wellbeing and independence and to prevent crises. Bromley Well brings together services provided by a range of trusted local organisations, including Age

UK Bromley & Greenwich, Bromley, Lewisham & Greenwich Mind, Bromley Mencap, Citizens Advice Bromley and a growing number of associate member organisations. These services are co-ordinated through a single point of contact, which enables people to access a wide range of resources and interventions. Bromley Well delivers a range of services, mostly free, including:

- information, advice and guidance to help all adults remain independent in the community and plan for the future;
- information, advice and guidance for people who pay for their own care;
- information, practical and emotional support, training and social activities for carers of all ages;
- support for adults with long-term health conditions;
- support for people who are elderly or frail;
- practical support, planning for the future and leisure and sports activities for adults with learning and physical disabilities;
- support for people experiencing loneliness and isolation;
- individual and group support to maintain and improve emotional wellbeing;
- help to find volunteering, training and paid employment opportunities and
- information and advice for people living with dementia and their carers.

For more information, visit

www.bromleywell.org.uk, email **spa@bromleywell.org.uk** or call freephone **0808 278 7898**. The following guides and websites can also help you to make informed choices.

NHS website: www.nhs.uk/conditions/social-care-and-support-guide

Care Quality Commission: www.cqc.org.uk

Which? Later Life Care:

www.which.co.uk/late-life-care

Care Choices: www.carechoices.co.uk

Health and wellbeing

As a nation, we are living longer, but how can we make sure those extra years are healthy ones? Making better choices today can have a big impact on your health. The NHS website, Better Health, contains free tips and support which can help you become healthier and feel better. Whether it's moving about more, eating more healthily or checking yourself – Better Health can help you make small, practical changes that fit in with your life.

Take the '**How Are You?**' quiz and, based on your results, get personalised recommendations and actions to take where they're most needed. Visit www.nhs.uk/better-health/how-are-you-quiz

Having good mental health helps us relax, achieve and enjoy our lives more. The NHS website, Better Health – Every Mind Matters, has expert advice and practical tips to help you look after your mental health and wellbeing.

Take the '**Your Mind Plan**' quiz and receive tips to help with stress and anxiety, improve sleep and feel more in control. Visit www.nhs.uk/every-mind-matters/mental-wellbeing-tips/your-mind-plan-quiz

Experiencing feelings of loneliness can impact negatively on your physical and emotional wellbeing. Feeling lonely is something that you may experience at any age and may be caused by several different life events from becoming a new parent, moving home or job, experiencing separation or bereavement or becoming an unpaid carer for a family member.

You can overcome feeling lonely by becoming more involved in your community. There are many groups and activities in Bromley for people of all interests as well as volunteering opportunities. Visit <https://bromley.simplyconnect.uk> to see what is happening in your neighbourhood. For more information about getting around Bromley, how to volunteer and getting regular home visits or phone calls, see the 'Getting out and about' section on page 8.

Visit www.nhs.uk/every-mind-matters/lifes-challenges/loneliness for more information about loneliness, its causes, tips to deal with loneliness and help and support. To find out how Bromley is tackling loneliness, visit www.bromley.gov.uk/loneliness

Keeping healthy and fit

Staying active

Being active helps prevent diseases such as diabetes, heart disease and stroke as well as maintaining strength, reducing the risk of falls, improving emotional wellbeing and maintaining a healthy weight. There are many opportunities in Bromley to be active in local parks, sports clubs and leisure centres or gyms as well as exercise classes held in village and church halls. Visit

www.bromley.gov.uk/BeActive

The following exercise and sports opportunities are aimed at specific groups and are available throughout the Borough. Some of these opportunities are free or discounted if you meet specific requirements.

Bromley Well provides information and advice about leisure, exercise and sports activities for people with learning and physical disabilities, long-term health conditions and people aged 50+. Freephone **0808 278 7898**, email **spa@bromleywell.org.uk** or visit **www.bromleywell.org.uk** for details.

Mytime Active offers exercise and leisure activities for all ages, including Primetime and community activities for over 60s, people living with dementia and people with learning disabilities. Call **07535 647660**, email **primetime@mytimeactive.co.uk** or visit **www.mytimeactive.co.uk/primetime** and **www.mytimeactive.co.uk/health-wellbeing-services**

The **Escape Pain** programme is a 12-week group exercise and education programme for people with knee and/or hip pain due to osteoarthritis. Visit **www.mytimeactive.co.uk/activities/escape-pain**

FreshStart and **HeartSmart** programmes are available via referral from your GP. FreshStart is aimed at people who do not meet the recommended level of physical activity and are recovering from illness or living with certain long-term medical conditions. HeartSmart is an exercise programme designed to improve the health and wellbeing of people living with a heart condition.

NHS Health Checks, screenings and vaccinations

NHS Health Checks are for people aged between 40 and 74 who have not already been diagnosed with heart disease, type 2 diabetes, kidney disease or stroke. If this is you, you will receive an invitation to have an NHS Health Check every five years. The Health Check will give you a clearer picture of your health and provide advice to reduce your risk of developing those conditions.

Screenings for women include cervical screening between 25 to 64 years and breast screening between 50 to 70 years.

People between 60 to 74 years can be screened for bowel cancer. Individuals can self-refer or request screening outside these ages. The programme is being extended to those aged 50 to 59 years by 2025.



Vaccinations include the yearly flu vaccine for people aged 65+, people with certain medical conditions and people who provide unpaid care. The shingles vaccination is available for most people aged 70 and the pneumonia vaccine for people aged 65+ or people with certain long-term health conditions. There will be a regular COVID-19 vaccination programme moving forwards. For the latest information, visit www.nhs.uk/conditions/coronavirus-covid-19

Stop smoking

Some GP surgeries in Bromley provide support to help you stop smoking or you can call the **Stop Smoking London** helpline on **0300 123 1044** or visit www.stopsmokinglondon.com

Alcohol and drug misuse

For flexible, confidential treatment and support for adults with alcohol or drug misuse issues living in Bromley, call **020 8289 1999**. Substance misuse affects both individuals as well as family, friends and children. The service provides free and confidential support to family members and carers of anyone who has been affected by drugs or alcohol.

Emotional wellbeing

Emotional wellbeing describes your mental state – how you are feeling and how you cope with day-to-day life. One in four of us will experience mental ill-health each year and this can lead to conditions such as depression and anxiety. The following resources and support are available for mild to moderate mental ill-health.

NHS Free Your Mind provides tips and resources to help your emotional wellbeing as well as services in South East London. Visit www.nhsfreeyourmind.co.uk

Reading Well – Books on Prescription offers a selection of books to help you to understand and manage your mental health and wellbeing using self-help reading. Books are available through Bromley Libraries or visit www.reading-well.org.uk

Bromley Well provides support to adults and their families and carers who may be experiencing mild concerns relating to their emotional and mental wellbeing through information, advice and peer

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support. For more information, visit www.bromleywell.org.uk, email spa@bromleywell.org.uk or freephone **0808 278 7898**.

Talk together Bromley is a free NHS evidence-based talking therapy service for people aged 18 years and over, who are anxious, stressed, have low mood or suffer from depression. A range of treatment programmes are available, including one-to-one therapy, counselling and group work. Call **0300 003 3000** or visit www.talktogetherbromley.co.uk and complete the online self-referral form.

Bromley Mindful Mums provides emotional support and wellbeing activities during pregnancy and the first year of birth. The service also provides support to mothers who have had multiple births. For more information, visit www.blgmind.org.uk/bromley-mental-health/bromley-mindful-mums

For more information about health and wellbeing in Bromley, visit www.bromley.gov.uk/healthandwellbeing

Getting out and about

Keeping active in the community, taking part in groups and activities, volunteering, learning and working are all good ways to keep well physically and emotionally. Bromley has many opportunities to suit all interests. For more information about local activities, visit

www.bromley.gov.uk/localorganisations



Simply Connect Bromley

This website can help you find local community services and activities whether you're looking to meet new people or get involved in something new: there are currently over 1,400 activities listed. It provides information about exercise or social clubs and how to get involved in local organisations. It includes specialist support on a range of topics, such as alcohol and substance abuse and helping to manage your finances or housing issues. For more information, visit

<https://bromley.simplyconnect.uk>

Getting around Bromley

Transport for London provides several schemes to assist people with disabilities and people aged 60+ to travel for free or at subsidised rates, including Freedom Passes and the 60+ London Oyster pass.

The **Disabled Freedom Pass** is for people under 60 with a range of disabilities. For more information and to apply online, visit

www.bromley.gov.uk/FreedomPass

The **Taxicard scheme** is for people who may find it difficult to use public transport. For more information, call **020 7934 9791** or visit **www.londoncouncils.gov.uk/services/taxicard**

Dial-a-Ride is a free, bookable door-to-door service using accessible minibuses. For more information and an application form, call **0343 222 7777** (charges apply) or visit **tfl.gov.uk/modes/dial-a-ride/**

Other schemes provided regionally or nationally can help with travel.

The **Older Person's Freedom Pass** allows free travel across London and free local bus journeys nationally for people who have reached the state pension age and whose sole residence is in London. For more information, visit

www.londoncouncils.gov.uk/services/freedom-pass/older-persons-freedom-pass or contact your local library.

The **60+ London Oyster Photocard** is for people aged 60+ who live in London who do not qualify for the Older Person's Freedom Pass. It allows free travel on most TfL services and National Rail services in London. For more information, visit

tfl.gov.uk/fares/free-and-discounted-travel/60-plus-oyster-photocard

The **Blue Badge Scheme** allows people with disabilities or health conditions to park closer to their destination. Some people will qualify automatically, whilst others may need to be assessed. For more information, visit **www.gov.uk/government/publications/blue-badge-can-i-get-one** and **www.bromley.gov.uk/BlueBadge**

The **Guide to Accessible Transport in Bromley** provides local information on travelling in Bromley and London. For more information, visit **www.bromley.gov.uk/helpwithtransport**

For local volunteer transport schemes, see 'Unable to get out and about?' on page 10.



Volunteering, learning and work

Volunteering

Volunteering is a great way to meet people, learn new skills or use existing skills to help others or organisations you support. It can be as simple as visiting a neighbour who may be lonely and isolated or using your professional skills. Some of the ways to volunteer are listed as follows or you could contact an organisation you are interested in directly.

Community Links Bromley: call **020 8315 1900**

or visit

www.communitylinksbromley.org.uk/volunteer

Bromley Well: freephone **0808 278 7898**,

email **spa@bromleywell.org.uk** or visit

www.bromleywell.org.uk

Bromley Friends: visit

www.bromley.gov.uk/BromleyFriends

For information about mentoring young people, visit **www.bromleyebp.org.uk**

Life-long learning

Life-long learning helps to keep your mind active and provides new skills and qualifications to help you into work.

Bromley Adult Education College

offers a diverse range of courses and activities for adults over 19 years with special educational needs. Rated 'Good' by Ofsted, individuals with learning difficulties and disabilities are empowered by courses fostering independence, employment,



improved communication and confidence as well as English, maths and digital skills.

Courses on offer include art and craft, cookery, dance and drama, gardening, computing and digital media and music. Courses are provided by a dedicated team of specialist tutors and classroom support assistants to enable students to reach their full potential. Courses are taught in a safe and nurturing environment to promote learning and growth, tailoring teaching methods for the individual needs of learners.

Courses are held at the **Poverest Centre** in Orpington, call **01689 822886**, and the **Kentwood Centre** in Penge, call **020 8659 7976**. Call or email **enquiries@baec.ac.uk** for more information.

Visit **www.baec.ac.uk** or **www.baec.ac.uk/index.php/special-educational-needs**

There are branches of the **University of the Third Age** for retired people in Beckenham, Bromley and Orpington with a wide range of open and study groups.

Visit **www.u3a.org.uk** for your nearest group.

Work

Bromley Well provides education and employment support to people with learning and physical disabilities as well as people with long-term health conditions to prepare for and find work.

Freephone **0808 278 7898** or email **spa@bromleywell.org.uk**



Unable to get out and about?

If you find it difficult to get out of your home by yourself and do not have family or friends living locally to help you, you could become lonely and feel cut off from your community. There are several organisations that have volunteers to take you out, visit you in your home or maintain regular telephone contact with you. Some of these organisations are listed as follows.

Biggin Hill Community Care Association provides weekly transport for people 50+ living in Biggin Hill to go shopping. Call **01959 577400** or visit **www.bigginhillcommunitycare.org**

Careplus Bromley provides shopping and transport services to and from medical appointments as well as befriending. Call **07930 955398**, email **info@careplusbromley.org.uk** or visit **www.careplusbromley.org.uk**

Age UK Bromley & Greenwich provides help

with getting out and about, visits to your home or weekly calls for a chat. Call **020 8315 1850**, email **befriending@bromleywell.org.uk** or visit **www.ageuk.org.uk/bromleyandgreenwich**

Re-engage has a Call Companion Scheme which provides regular chats on the phone for people aged 75+. Call **0800 716543** or visit **www.reengage.org.uk**

The Home Library Service provides monthly visits to help you access books, including talking books. Call **020 3002 2190, 07929 742252** or email **bromley.hls@royalvoluntaryservice.org.uk**

You could also try **Age UK: telephone friendship**, **Independent Age** or **The Silver Line**.

For more information on local and national schemes, visit

<https://bromley.simplyconnect.uk> or **www.bromley.gov.uk/befriending**

Staying independent at home

Health advice

Sometimes when you are feeling unwell or under the weather, you are unsure whether you should visit your GP. Speak to your local pharmacist to get advice on your health and whether you do need to speak to your GP. Whether you feel ill or not, it is essential that you register with a GP local to you. Registering means you have convenient access to a GP surgery should you need it.

Bromley now offers GP services from 8.00am to 8.00pm on weekdays and during the day on Saturdays, either at your registered GP, or one of five GP Hubs in the Borough. If your practice is unable to offer you an appointment, ask about Enhanced Access appointments.

When your GP surgery is closed or you need medical

advice, you can use the **111 service**. Visit **111.nhs.uk** to check out your symptoms and seek further advice. If you have an urgent medical problem and your GP is closed, call **111** for advice. The NHS 111 telephone service is staffed by health advisers who will assess your symptoms and, if necessary, pass you to the Clinical Assessment Service comprised of GPs, pharmacists, nurses and paramedics who will provide clinical consultations to residents across South East London.

The service can provide patient information, issue prescriptions to a pharmacy of choice, book appointments with GP services and, if necessary, refer to emergency services. You should only visit the Accident and Emergency Department in a critical or life-threatening situation.

Simple aids for everyday living

Often, people who have a disability, illness or increasing frailty find everyday tasks difficult to

manage which means that they struggle to live in their homes for as long as they would like.

To help manage everyday tasks, there is a wide range of equipment that you can buy to aid:

- washing and dressing;
- bathing and using the toilet;
- making it easier to get in and out of chairs and bed;
- kitchen and meal preparation;
- getting around the home and
- remembering to take medication.

Suppliers of equipment

There are many suppliers who sell these simple aids, and they can provide advice on the best product to meet your needs. Suppliers can be found on the high street, such as pharmacies, mobility or DIY shops, through mail-order catalogues or on the internet.

Specialist advice

The One Bromley Local Care Partnership

commissions several organisations to provide specialist advice about aids and equipment. The providers of these services may change as services are re-commissioned. Visit **www.bromley.gov.uk/Disabilities** for more information.

Kent Association for the Blind's Sight Centre in Bromley has a Resource Room with a wide range of equipment and trained staff to demonstrate equipment and provide advice on how to meet your needs. Call **020 8464 8406** or email **rehab.bromley@kab.org.uk** for further information.

deafPLUS provides information and advice on equipment as well as training in British Sign Language (BSL) and lip-reading. Call **020 8315 2550**, SMS text **07732 449349** or email **information@deafplus.org**

Bromley Council can assess people with hearing loss to identify equipment for living both independently and safely. Call **020 8461 7777** or email **adultsocialcare@bromley.gov.uk**

The Independent Living Centre in Beckenham has a range of equipment and aids to help you to maintain your independence in your own home for as long as possible. Book an appointment for advice and demonstrations of equipment, call **020 8650 2102** or email **info@xbyxbromley.com**

The Wheelchair and Specialist Seating Service

supports adults with a long-term disability (more than six months) or a terminal illness to get the right kind of wheelchair for your needs, support you on an ongoing basis and be there to help when you need advice or repairs. Access to the service is through your GP or other healthcare professional.

Get advice, support and purchase equipment online

There are several independent websites which can provide advice on how your needs can be met with equipment and where you can explore the range of products available.

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

The process takes you through a series of questions about the kind of issues you may be having and makes suggestions about possible solutions and equipment that may help on a variety of topics. Visit **www.livingmadeeasy.org.uk** or **<https://asksara.livingmadeeasy.org.uk>**

The **Community Equipment Service** is delivered by **NRS Healthcare**. If your equipment is on loan to you from either Medequip, the previous supplier, or NRS Healthcare, it must not be sold or disposed of. When you no longer require it, contact NRS Healthcare on **0300 100 0253**, leaving your name and contact details, and you will be contacted to arrange free collection. Equipment should be returned clean, with accessories such as batteries and chargers, and labelled with the name and address of the person it was loaned to.

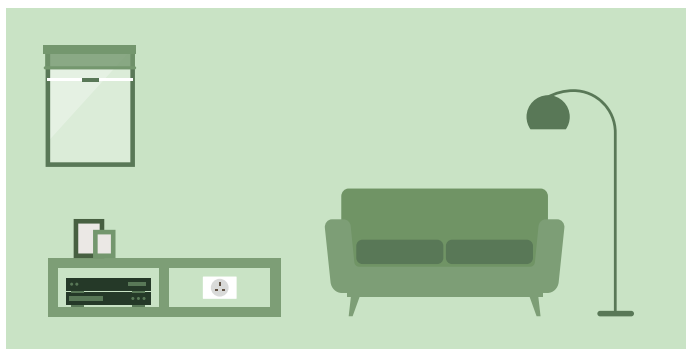
Research Institute for Disabled Consumers (RiDC)

is a UK charity providing independent research and information. The consumer guides are aimed at older and disabled people but are useful for everyone. Based on independent research and the experiences of consumers and experts, its information is completely unbiased. Visit **www.ridc.org.uk**

Royal College of Occupational Therapists can help you arrange a private Occupational Therapy assessment. Call **020 3141 4600** or visit **<https://rcotss-ip.org.uk>**

Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



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 to improve your mobility.

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 that turns your lights on and off using your 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**? Make a note of when you've taken them or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, 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, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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 further help or information, contact the Initial Response Service.

Initial Response Service

Tel: **020 8461 7777**

Email: **adultsocialcare@bromley.gov.uk**

Alternatively, you could contact the **Royal College of Occupational Therapists** for a private assessment. See page 11.



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Staying steady on your feet

Having a fall can often lead to a loss of independence and ongoing health problems. Age UK offers advice on ways to reduce the risk of falling such as:

- staying active;
- taking care of your eyesight and hearing;
- managing your medicines and your bone health;
- choosing the right shoes and
- decluttering and making your home fall-proof.

If you are worried about falling or have had a fall and want advice and help, you can be referred to the Falls and Fracture Prevention Service by your GP. See page 15 for more information on extra support and help available to regain your independence.

For more information, visit **Age UK's** health and wellbeing information and advice pages at **www.ageuk.org.uk**

Home fire safety

London Fire Brigade provides a free online Home Fire Safety Checker to assess your level of risk of fire and provide advice specific to your home. You may be recommended a Home Fire Safety Visit if you are at higher risk. During the visit you will receive advice about preventing fires suited to your individual

needs and home. The service can also fit free smoke alarms including specialist alarms for people with visual and hearing impairments.

For more information, visit **www.london-fire.gov.uk** (search 'Home Fire Safety Checker').

Looking after your home

Ensuring that your home is well maintained and safe to live in is important. However, people worry about employing reliable companies to carry out work in their home.

Recommendations from people who have used a company is usually a good starting point. Ask traders for references, check them and ask if they are members of any approved trader schemes or professional associations. You should also make sure you check their membership is current.

Bromley Trading Standards Checked is a new fair trader directory for the home maintenance sector in partnership with Kent County Council. Thorough checks are carried out using information that no other scheme in Bromley uses. More traders will be included over time. For more information, visit **<https://tschecked.bromley.gov.uk>**

Even when using these services, you should check qualifications and seek at least three quotes from different companies, especially for larger projects.

Rogue traders and scams

People who are vulnerable because of their age or disability are often the victims of rogue traders and scams.

Rogue traders are generally people who cold call, knock on your door without invitation and exploit people by convincing them to pay for shoddy or incomplete repair work, charging overpriced fees for their services or threatening residents who do not comply. Do not give these people any money without first making the checks outlined in the

previous section of this Guide.

Increasingly, these rogue traders are using professionally created leaflets and flyers to encourage residents to engage with them – be careful and make sure you carry out the checks mentioned above before using anyone who advertises through leaflets posted through your door.

Scams are dishonest ways of tricking people out of their money or private information.

Scams come in many different forms including via post, internet and telephone.

Bromley Trading Standards works hard to prevent Bromley residents from becoming victims of such crimes and will work with the police to prosecute offenders. You can also see and sign up for regular Trading Standards Alerts about emerging scams at www.bromley.gov.uk/trading-standards/trading-standards-alerts

If you suspect you are the victim of a scam, call the **Citizens Advice Consumer Service** on **0808 223 1133** or email trading.standards@bromley.gov.uk

To urgently report a rogue trader, call the **Bromley Trading Standards Rapid Response number** on **07903 852090**. For more information, visit www.bromley.gov.uk/RogueTraders



Helping you get back on your feet

Having a fall, illness or other life-changing event can mean a person needs extra help and support to get back on their feet. There is a range of services and support available to help people stay independent for as long as possible. Some services focus on helping you to remain at home while receiving healthcare or support to stay independent and avoid preventable hospital admissions. Others are for people who have had to stay in hospital, helping you continue your recovery out of hospital and regain your independence.

Community Health Services

Bromley Healthcare provides services for people with long-term conditions, such as diabetes, chronic lung disease or bowel and bladder problems. Bromley Healthcare also provides health services to keep you safe, healthy and out of hospital or help with your recovery following discharge from hospital. Some services are available to everyone, whilst others are targeted at people with a particular need and are arranged before you leave hospital.

For further information, call the **Care Coordination Centre** on **0300 330 5777** or visit www.bromleyhealthcare.org.uk

Enablement

Following an accident, illness or a hospital stay, or if you are beginning to find it difficult to manage daily

activities, a period of enablement may support you to regain and maintain your confidence and independence.

Enablement is an intensive short-term support programme to help people to re-learn daily skills and regain confidence to live as independently as possible. Enablement takes place in your own home until your agreed goals have been met, which, on average, takes two to three weeks, but could be for a maximum of six weeks.

If you are in hospital, enablement is arranged through the hospital-based social services team. Enablement may also be suggested for people already receiving support who have had a sudden decline in their abilities and would benefit from the service to regain these skills.

If you think you would benefit from **enablement**, call **020 8461 7777**, email adultsocialcare@bromley.gov.uk or visit www.bromley.gov.uk/reablement for further advice and guidance.

Coming out of hospital

Once you are medically ready to leave hospital, you can be helped to return to your home more quickly with the support of a multi-disciplinary team of health and social care professionals. Once home, the team will discuss with you how you can remain independent in your home. →

➔ For a lot of people, returning home after a stay in hospital, particularly if you live alone, can be a daunting prospect. Hospital Aftercare accepts referrals from health and social care professionals, friends and relatives, and from the person directly. The service provides short-term support and practical help for people aged 50+ living in Bromley but does not offer personal care or domestic support.

The service supports older people to regain their confidence and independence in their own home and can include:

- emotional support and companionship;
- practical tasks, help with shopping and other errands;
- going out for short walks where appropriate and

- providing access to information and other help available to older people.

For further information, contact the **Hospital Aftercare Team**. Call **07494 972778** or email **services@bromleywell.org.uk**

The **Take Home and Settle** service is for people aged 50+ who live in Bromley who are being discharged from the Princess Royal University Hospital or Orpington Hospital. Referrals for this service are only taken from hospital staff.

The **Handyperson Scheme** can undertake minor home adaptations, through a referral from a health or social care professional. The service is also available under an hourly pay-as-you-go service. Call **07985 434262** or email **handy.person@bromleywell.org.uk**

Managing your increasing health and support needs

As your health and support needs increase, there are several options, as well as receiving personal care at home or moving to a care home, that might be right for you.

- Would you benefit from organised day activities? See page 21.

- Would you feel safer with a Carelink alarm or other technology to keep you safe? See page 21.
- Would moving to your own home in Extra Care Housing or using the Shared Lives Service help you stay independent for longer? See the information beginning on page 38.

Home care

If you find you are unable to carry out day-to-day tasks such as washing and dressing, using the toilet, getting out of bed, moving around your home and preparing and eating meals, even with simple aids for everyday living and the support of family and friends, you may need additional equipment or help from paid care workers to continue to be independent in your home.

This is something that you and your family may wish to organise yourselves with a private organisation in Bromley. You can talk to organisations about the type of help that you need. If you arrange your support directly with one of these organisations, you will need to pay for this service. These organisations, often

called domiciliary care agencies, are listed on pages 31 to 37. There is a useful checklist to refer to when deciding which organisation to choose on page 29.

You can also receive support in planning services to meet your needs through Bromley Well. Alternatively, you may wish to have a Care Act assessment from Bromley Council which, if you meet eligibility criteria, can arrange services for you.

It is important to note that most people who receive care and support services in their own home or in a care home arrange this privately. If the Council arranges care for you, you may need to contribute financially towards the cost.

The Council recommends that you view the most recent inspection report from the **Care Quality Commission (CQC)** before contacting a home care agency. These reports can be found at www.cqc.org.uk

The CQC also awards quality ratings. If an organisation has received a quality rating, they

must display it in all premises where a regulated activity is being delivered, in their main place of business and on their website where people will be sure to see it.

For information on whether you may be eligible for financial support from the Council, see page 43 for both home care and residential care.

What you can expect from the Council

Anyone who appears to have care and support needs is entitled to a Care Act assessment. If you feel that you have needs that cannot be met by family, friends or through the voluntary sector, you can ask Bromley Council to complete a Care Act assessment. This must be undertaken before the Council can provide any help.

To help understand your needs before a full assessment is carried out, the Adult Social Care Initial Information Form should be completed. You can complete this form yourself or it can be completed by a trusted relative or friend. To access the form, visit www.bromley.gov.uk/careeligibility

Care Act assessments and support planning

The Care Act assessment will be undertaken by a trained assessor, such as a social worker (also known as a care manager) or occupational therapist, who will work with you to understand:

- your own strengths and capabilities and what support might be available from your family, friends or within the community to help you;
- your own needs and the outcomes that matter to you – how to achieve as much independence as possible in the way you want to do so and
- the right support for your short- or long-term care needs.



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➔ The purpose of the assessment is to get a complete picture of you, your needs and goals. Following this, Bromley Council will decide if any of the needs identified mean you are eligible for support. Deciding if you are eligible for support is based on national criteria. To qualify:

- your needs must be due to a physical or mental impairment or illness;
- you are unable to achieve two or more of the following – getting washed and dressed, preparing and eating food and drink, keeping your home clean and safe, maintaining personal relationships, taking part in community activities, working or learning or travelling safely and
- this will have a significant impact on your wellbeing.

Your needs are only eligible if you meet all three of these conditions. For more information about eligibility criteria, visit

www.bromley.gov.uk/careeligibility

If the Council has identified your care needs and established that you are eligible for support, you

will discuss what support you require to meet your identified needs and a support plan will be drawn up outlining how this will be achieved. The amount of money to meet your eligible needs becomes your personal budget.

Bromley Council has a legal duty to provide any services you have been assessed as requiring, but this does not necessarily mean that you will not have to contribute towards the cost of your care. The amount the Council might pay and the amount you will pay will be determined by a financial assessment.

If your care needs are not eligible to be met by the Council or the NHS, you will be offered advice and information about how you can help yourself and will be redirected to other sources of support and practical help wherever possible.

Requesting a care assessment

If you think you or someone you care for needs a Care Act assessment, call **020 8461 7777** or email **adultsocialcare@bromley.gov.uk** to get further advice and guidance.

Personal budgets and direct payments

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

Personal budgets

Personal budgets are a way of allocating money to individuals who are eligible for social care and ensures that people using care services have choice and control over the services they receive.

How do personal budgets work?

To assess whether you are eligible for Council-funded support to meet your identified care needs, you will be asked to complete a financial assessment. More information about the financial assessment can be found on page 43. The financial assessment will identify if:

- you are eligible for Council-funded support and
- if you are eligible, whether you need to make a financial contribution towards your personal budget (depending on your financial circumstances).

Your personal budget will set out how much the Council might pay towards your identified care needs. You can choose to take this personal budget as a direct payment if you are eligible for a contribution from the Council. Your support needs and financial contribution will be reviewed at least once a year, or more frequently if you have a low level of need, or when a change happens to your situation.

A direct payment means that the portion of your personal budget that the Council is paying will be given to you to arrange and pay for your care and support instead of Bromley Council arranging the service for you.

Direct payments

Once your direct payment is agreed, the Council will talk to you about what you want to achieve and the different ways that your personal budget, including your direct payment, can be used to support your needs. This will be agreed in your support plan. Also, if you are caring for someone else, you will be entitled to your own assessment and could receive

a direct payment to help you in your caring role or to provide other support so that you can have some time for yourself.

Why would I want a direct payment?

- direct payments allow you to have more control over the decisions that affect your life and
- they allow you more flexibility and choice, as you can buy appropriate support that matches your needs.

Another option for people who are eligible for care and support is to arrange some of the care and support you need through services commissioned by Bromley Council and for you to have the remainder of the direct payment to use as you wish if the service you buy supports your assessed needs.

It is important that any care or support that you purchase with your direct payment meets all your assessed needs in the best way for you, and that the money is used lawfully.

What can I use it for?

If you receive a direct payment, you may choose to:

- employ someone directly – a personal assistant to help you in your everyday life. Bromley Council has commissioned Vibrance to help you with the process of employing and managing a personal assistant. For more information on personal assistants, see page 20;
- buy services from an independent or voluntary sector provider or
- purchase equipment to help you live more independently.



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

Getting help managing your personal budget or direct payment

If you are offered a personal budget or direct payment, you may be concerned about how to manage this and how to go about planning your own support.

Bromley Council works with a partner agency called **Vibrance**, which can give you specialist advice on managing your personal budget or direct payment and guidance and assistance in planning your support. Visit **www.vibrance.org.uk**, email **bdp@vibrance.org.uk** or call **020 8290 6639**.

Prepaid cards are the preferred method for using your direct payment. Your personal budget, including your own assessed contribution, if any, is paid into your prepaid card account. The card is used like a debit card to pay for the support to meet your agreed needs. For more information about direct payments, visit **www.bromley.gov.uk/directpayments**

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Personal assistants in Bromley

If you have a direct payment you may decide to employ a personal assistant. Bromley Council has commissioned Vibrance to keep a register of people interested in this work to help people with recruitment.

What could a personal assistant do for me?
Personal assistants can help with a range of tasks, such as:

- personal care;
- getting dressed;
- cooking;
- taking you out;
- assisting with medical appointments and
- cleaning and housework.

Personal assistants do not take control, they help you to be independent and to remain in control of your everyday life. If you want to employ someone who does not have experience of social care, Vibrance can give advice about appropriate training.

People report that the best personal assistant is someone who listens and uses common sense, as well as respecting and working in the way that someone chooses to live. Vibrance will undertake referencing, check with the Disclosure and Barring Service, check eligibility to work, job descriptions and salaries. Suitable days and times are discussed with the person needing the support.

For more information, visit **www.bromley.gov.uk/directpayments** (select 'Personal assistants').

Equipment, adaptations and telecare

To help you continue living independently at home, it may be necessary to make adaptations to your home or use more specialised equipment.

Assessment of your equipment needs

Equipment may be recommended, or provided on loan, to maintain your safety and independence within the home. A referral can be made to the **Occupational Therapy Service** by calling **020 8461 7777** or emailing **adultsocialcare@bromley.gov.uk**. An occupational therapist may give you advice over the phone or, when necessary, undertake a home assessment visit. For short-term conditions and rehabilitation, NHS occupational therapists may loan equipment via a GP referral.

You can also find a private occupational therapist through the **Royal College of Occupational Therapists**. Call **020 3141 4630** or visit **<https://rcotss-ip.org.uk>**

Assessment of your needs for home adaptations

If your needs cannot be met by simple aids for everyday living, it may be necessary to make adaptations to your home such as ramps for external access, installing a stairlift or creating a wet room. These may be either self-funded or via grant funding from Bromley Council.

The Disabled Facilities Grant (DFG) is a means-tested grant (criteria is set nationally) that will pay for property adaptations to support independence. Homeowners, tenants in housing association properties or people with private landlords (with their permission) can apply.

You will have to be assessed by an occupational therapist to be considered for a DFG. Please note that grants cannot be awarded retrospectively once building works have commenced, so it is important to contact the Council prior to starting work.

To request an assessment, contact **Bromley Council** on **020 8461 7777** or email **adultsocialcare@bromley.gov.uk**

For more information, visit **www.gov.uk/disabled-facilities-grants**



Using technology to keep you safe

Assistive technology can support people to live in their own homes with greater independence. This technology is also sometimes known as telecare. There is a wide range of alarms, devices, sensors and assistive technology that can support you with getting help, improve security and allow peace of mind 24 hours a day.

Bromley Council provides this service through CareLink, which offers assistive technology (some of which is free if you are eligible) to promote independence, wellbeing and remain safe in your own home. Certain assistive technology can generate and provide alerts that can be sent to a chosen individual and/or the CareLink Call Centre, should an incident occur.

CareLink also offers a 24-hour monitoring and full response service. Mobile day officers will visit your address to ensure you are safe in case of

an alarm being triggered. Assistive technology can provide reassurance for family members as well as increasing your confidence should you find yourself in a crisis at home. There is a range of solutions, from pill dispensers to remind you to take medication and alarm systems which can be triggered by an individual in an emergency, such as a fall, to detectors and monitors which automatically measure movements, falls, fire and gas and can trigger a warning.

Using telecare means that you can be safer, more secure and maintain your independence for as long as possible. Information and advice can be obtained from the independent organisations listed on page 10.

For further information and advice, visit **www.bromley.gov.uk/carelink** or contact **Bromley Council Carelink** on **020 8466 0046**.

Day activities

You can take part in organised activities outside the home to help you maintain regular contact with other people. In Bromley, there are two day centres providing opportunities for older people outside of the home whilst also providing a break for carers. Services are also offered for people living with dementia.

The day centres may also offer a range of services such as lunch and refreshments, hairdressers, nail-cutting and assisted bathing facilities. Some offer emergency respite, drop-ins and general access to certain services.

ICARE is a specialist day centre for people who have experienced a stroke, which offers rehabilitation and support as well as social activities.

Contact each day centre for details of opening hours, services and fees.

Biggin Hill Community Care Association

Tel: **01959 577400**

Email:

bigginhillcommunitycare@goolemail.com

Web: **www.bigginhillcommunitycare.org**

Saxon Centre – Age Concern Orpington

Tel: **01689 830055**

Email: **ageconcernorpington@live.co.uk**

Web: **www.saxondaycentre.org.uk**

ICARE Day Centre

Tel: **01689 862883**

Email: **admin@icarecentre.org.uk**

Web: **www.icarecentre.org.uk**

Day centres are available to people who are organising their own care and support or as part of a care package arranged through Bromley Council.

As well as day centres, there are many community groups and voluntary organisations in the Borough which offer opportunities for people to meet, take part in activities and socialise.

Bromley Council is working with the voluntary sector to increase the range of activities on offer throughout the borough; visit **<https://bromley.simplyconnect.uk>** to find current activities. See page 8 for further information.

Dementia support

Support and advice

The Bromley Dementia Support Hub was established by the One Bromley Local Care Partnership for people diagnosed with dementia and their carers, including people with early onset dementia. The hub is a local partnership consisting of MindCare Dementia Support (part of Bromley, Lewisham & Greenwich Mind), Age UK Bromley & Greenwich and Oxleas NHS Foundation Trust. It provides a range of support services, including:

- personalised information, advice and support to help people live well with dementia;
- one-to-one and group training for carers;
- access to local dementia groups and activities and
- a network of volunteer befrienders to support people with dementia to remain living in their own homes and local communities.

To contact the **Bromley Dementia Support Hub**, call **020 3328 0366**, email **bromley@dementiahub.org.uk** or visit **www.bromleydementiasupporthub.org.uk**

Community activities

There are many day opportunities and activities available in Bromley that provide specialist services for people with dementia and their carers; some are provided in person or online.

Respite at home provides family carers with a break from caring and engages people in activities to help them maintain everyday living skills. Call **020 8249 7282** or visit **www.blgmind.org.uk/bromley-dementia**

Dementia cafés are opportunities for people with dementia and their family or friends to meet informally with others in similar situations whilst taking part in a variety of activities. These may be organised by voluntary organisations, local faith groups or libraries and can be found throughout the Borough. The following are run by local voluntary organisations.

The Memory Lane Café in Bromley is aimed at people aged 65 and over. It is a chance to make friends with other people from Bromley living with dementia, share and talk about interests and life experiences.

For people aged under 65 living with young onset dementia there is a weekly **peer-to-peer support and social group**.

Contact **Bromley Dementia Support Hub** on **020 3328 0366** or visit **www.bromleydementiasupporthub.org.uk** for an up-to-date list of all dementia cafés in Bromley.

Other organisations provide community activities for people living with dementia and their carers.

Mytime Active provides dementia-friendly activities such as social events, exercise groups and golf sessions. For more information, call **07535 647660**, email **ann.wilbourn@mytimeactive.co.uk** or visit **www.mytimeactive.co.uk/dementia-support**

Bromley FC Community Sports Trust hosts a Sporting Memories Club to reminisce and take part in social and physical activities. For more information visit **www.bromleyfc.org/sporting-memories-2**

Mental health support

The **One Bromley Local Care Partnership** provides an integrated service for people who have serious mental health conditions, and their carers. This includes carrying out the delegated responsibility to undertake Care Act assessments and adult safeguarding. Oxleas NHS Foundation Trust provides services in the community and in hospital locally.

Community Mental Health Teams have a range of professionals working together including psychiatrists, nurses, occupational therapists, psychologists, support workers and social workers to enable individuals to live independently in the community.

An assessment of need will take place following a referral and, if necessary, a care co-ordinator will be

identified to support and monitor care. Referrals to the teams can be made through your GP. Most in-patient treatment or assessment, when necessary, will take place at Green Parks House, Princess Royal University Hospital.

For more information about services provided by **Oxleas NHS Foundation Trust**, visit www.oxleas.nhs.uk

If you need urgent help, phone **111** or the **Oxleas 24-hour Mental Health Urgent Advice Line** on **0800 330 8590**. Call **999** if you are worried about immediate risk of harm to self or others.

Hestia Flexible Support provides community mental health support to adults in recovery from mental ill-health to enable them to take control of their own lives. Referrals are made by Community Mental Health Teams. Visit www.hestia.org/mental-health-flexible-support-service

Carers' support services

Do you regularly provide unpaid care for a relative, friend or disabled child who, because of frailty, disability, vulnerability, illness or a mental health condition, cannot manage at home without help? If you have answered 'yes' to this question, you are a carer and may be entitled to help and support to carry out your caring role.

Carers provide invaluable support for people and often enable them to stay in their own home and live independently. However, carers can often have their own needs due to their caring responsibilities or their own ill-health or disabilities. Bromley Well offers the following support and services for carers including support to access benefits and grants for carers.

Adult carers

Support for adult carers aged 19 and over, including practical, emotional and planning support to maintain their caring roles, increase their resilience and plan for the future, including emergency situations.

Carers for people with mental ill-health

The service supports these carers to manage

Bromley, Lewisham & Greenwich Mind Recovery Works offers a range of free opportunities to help people living in the community to recover from mental health conditions. This includes courses to help manage your mental health, help with finding employment and support from peer support groups. For more information, call **020 8289 5020** or visit www.blgmind.org.uk/bromley-mental-health/bromley-recovery-works



their caring relationships and to think about the practical, emotional and social impact of the caring role. Telephone support, peer support, a skills and information group and a drop-in surgery are available.

Mutual carers

Specialist support for mutual carers aged 55 and over with a disabled adult son, daughter, sibling or other relative living with them at home. The specialist support enables mutual carers to remain living independently in their own homes.

Young carers

The service supports young carers aged 4 to 19 to manage caring relationships whilst enjoying their childhood and teenage years.

For more information, freephone **0808 278 7898**, email spa@bromleywell.org.uk or visit www.bromleywell.org.uk

For further information and advice for carers, including information about the benefits you or the person you care for may be entitled to visit www.carersuk.org

Asking for a carers' assessment

Bromley Council provides help for carers aged 18 and over, and people they care for. Carers can ask to have a carers' assessment to discuss their needs and support options. You can also complete a self-assessment, so the Council has some information about you and your support needs before carrying out a carers' assessment. For more information, visit **www.bromley.gov.uk/carers**

The carer's assessment is totally confidential and will provide the opportunity to talk about:

- the carer's needs;
- their experience of caring;
- any difficulties that they may have;
- how the caring role is affecting the carer and people around them;
- what support could be made available to make the carer's life easier;
- what information and advice is available and
- the carer's feelings and fears about the future.

This assessment can be carried out at the same

time as a care assessment for the cared for person, if both are willing to do so – this is known as a joint assessment. If you do not want to talk in front of the person you care for, or the cared for person does not want their carer present, you can have an independent carers' assessment.

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

If the person being cared for is under 65 years old and has a mental health condition, please contact the local **Community Mental Health Team** by visiting **www.oxleas.nhs.uk**

To request a carers' assessment, call **020 8461 7777** or email **adultsocialcare@bromley.gov.uk**

For more information about the support available for carers in Bromley, visit **www.bromley.gov.uk/carers**

Supporting children with additional needs

A range of information on local services and support is available for families, including children and young people aged 0 to 25 years with special educational needs or disabilities (SEND); visit the **Bromley SEND Local Offer** at **www.bromley.gov.uk/localoffer**

You can also contact the **Information, Advice and Support Service (IASS)** for free, impartial information, advice and support for parents and carers of children with SEND. Support is also offered to children and young people with SEND. The team can provide information in paper format if needed. Call **020 8461 7630**, email **iass@bromley.gov.uk** or

visit **www.bromleyiass.org.uk**

Resource for people supporting children with additional needs

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**

Keeping vulnerable adults safe

Bromley Safeguarding Adults Board brings together many organisations and services to make Bromley a safer place to live and work for vulnerable adults. The Board is a partnership of Bromley

Council, emergency services, health services, providers of care and voluntary organisations. The Board promotes awareness and understanding of abuse and neglect, agreeing how agencies will work

together effectively to safeguard and promote the safety and wellbeing of adults at risk and/or in vulnerable situations.

Some groups of people are more at risk of being subject to abuse than others. Vulnerable people may be unable to tell others easily that they have been harmed or abused. Someone may be vulnerable due to their age, physical or learning disability, mental health needs or other conditions that limit their communication.

What is adult abuse?

Abuse is mistreatment by any other person or persons. It can vary from treating someone with disrespect in a way which significantly affects the person's quality of life to causing actual physical harm. It can happen anywhere – at home, in a care home, hospital or day service, in the workplace, at school or college, or in the street. Forms of abuse could be:

- physical;
- sexual;
- sexual exploitation;
- financial;
- neglect;
- self-neglect;
- psychological or emotional;
- discriminatory;
- modern slavery;
- domestic abuse;
- organisational abuse or
- online/digital abuse.

Who might be causing the abuse?

The person who is responsible for the abuse is often well-known to the person being abused and could be:

- a friend, a relative or a neighbour;
- a health worker, social care worker or other worker, either paid or a volunteer;
- another person with care and support needs;
- a stranger who is visiting the place where someone lives or receives support or care or
- someone who deliberately seeks out and exploits vulnerable people.

If you think you or someone you know is being abused:

- call **Bromley Council** on **020 8461 7777**, Monday to Friday, 9.00am to 5.00pm;
- complete the online form at **www.bromley.gov.uk/adultatriskreport** or
- out of normal business hours, contact the **Emergency Duty Social Team** on **0300 303 8671**.

Your concerns will be taken seriously, and you will receive prompt attention. If the abuse is a crime, such as assault, racial or sexual harassment, rape or theft, you should also inform the police to prevent someone else from being abused. If immediate action is needed, dial **999**. Alternatively, call your local police on **101**.

If you suspect abuse in a care home, please call **Bromley Council** on **020 8461 7777**.

If you have concerns about the standards of care or the application of the regulations covering a care home, you should contact the **Care Quality Commission** on **0300 061 6161** or email **enquiries@cqc.org.uk**

For more information, visit the **Bromley Safeguarding Adults Board** website at **www.bromleysafeguardingadults.org** or Twitter account at **www.twitter.com/bromleysab**



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It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit <https://asksara.livingmadeeasy.org.uk>

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

Do you need to take it with you when you leave the house? Is it transportable? ☐

Does the equipment have any limitations that would make it unsuitable for you? ☐

Will it work alongside any assistive technology you already have? ☐

Usability

Is a simpler piece of equipment available (e.g. a pill case rather than an automated pill dispenser)? ☐

Does the equipment need a plug socket and will any wires cause a trip hazard? ☐

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? ☐

Are you able to use it? Are there any aspects you don't understand? ☐

Notes

Will it need to be installed by a professional? ☐

Can the retailer provide you with training in using the equipment? ☐

Reliability

Will it work if you have pets or live with other people (e.g. could someone else set off a sensor alarm by accident)? ☐

Have you read reviews of the equipment you are looking at? Consider these before making your purchase. ☐

Can you speak to someone who already uses it? ☐

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. ☐

Is it durable? If you drop it, is it likely to break? ☐

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

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Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

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

Staff

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

Accommodating your needs

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

Regulation

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

Notes

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*See page 49.

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Aegys Smart Care

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Bromley

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Aviela Care Ltd

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London

Tel: 0208 676 5623

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Bluebird Care Bromley

Bromley

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Tel: 0208 088 2001

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Bridges Healthcare & Nursing Ltd – Head Office

Bromley

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Caremark

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

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Business Services Bromley

Beckenham
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Care Direct UK

London
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Care Outlook (West Wickham)

West Wickham
Tel: 0208 777 3840

Caremark (Bromley)

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Caremax Ltd

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Carepoint Services (Beckenham)

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Cecile Healthcare UK

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Chislehurst Healthcare Ltd

Chislehurst
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Orpington
Tel: 07484 734525

Compassion Home Care Ltd

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Creative Support – Regency Court

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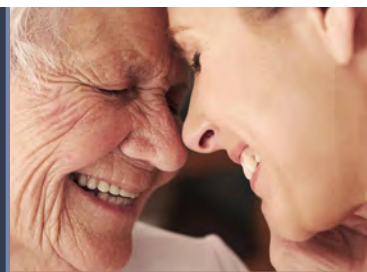
- Light housework
- Preparing meals
- Shopping
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- Helping you with your mail and paying household bills
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Darethealthcare UK Ltd

London

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Diversity Healthcare

Bromley

Tel: 0208 498 6800

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Bromley

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Elmes Homecare

Beckenham

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Nightingale Home Care

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Norton Court

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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

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Right at Home Bromley

Bromley

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Sunnyside Domiciliary Support Services Ltd

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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

Housing options

For some people, continuing to live in their own home is no longer possible due to their own increasing needs or the limits of their current property. This means that they have to find new accommodation. There are a variety of options to consider, including:

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

Supported housing schemes

In supported housing, you may own or rent your home. Additional support is available either on-site or via a contact system with communal facilities and activities.

Sheltered or retirement housing

Sheltered or retirement housing allows people to live an independent life in the community with some support if required. There are sheltered schemes throughout Bromley, operated by housing associations, consisting of groups of flats, houses or bungalows.

A number of retirement living schemes are now

available, with leasehold properties available through some schemes, where a property can be bought. Some schemes have communal facilities such as on-site launderettes.

In housing association schemes, support is given to residents by staff who generally live off-site and are known as wardens or managers. The level of rent and service charge varies between schemes and depends on the standard of accommodation and the facilities provided.

Sheltered housing wardens do not provide personal care. If you receive housing benefit, this will help to meet the cost of your rent, but you should check what other costs can be met through the benefits service.

Most housing associations will take direct applications for sheltered housing. However, you can also contact the **Bromley Housing Options Team** by calling **020 8461 7721** or emailing **housing.options@bromley.gov.uk**

For more information about Bromley's sheltered housing schemes, visit **www.bromley.gov.uk/ShelteredHousing**

You can find out more about sheltered and retirement housing options available nationally by visiting **www.housingcare.org**

Extra Care Housing

Extra Care Housing is an ideal solution for people who have a range of care needs who wish to remain safe and independent in their own home, but do not need the level of care provided in a care home. It can offer the best of both worlds – care and support when you need it, along with having your own front door and tenancy.

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Extra Care Housing is for everyone, whether you have owned or rented your home previously.

Extra Care Housing allows couples to remain together, secure in the knowledge that support is on hand should they need it. The amount of care provided can be flexible to meet changing needs, reducing the likelihood of having to move again. Some schemes specialise in supporting people with dementia to live fulfilled lives.

Living in Extra Care Housing means having access to social and communal activities and developing new friendships, as well as still having contact with family and friends, which can help to maintain your independence and wellbeing.

Extra Care Housing, provided by housing associations in Bromley, is allocated based on an applicant's care needs. If you think that Extra Care Housing may be right for you, and you meet the Council's eligibility criteria (see page 17) contact **Bromley Council** on **020 8461 7777** or email **adultsocialcare@bromley.gov.uk**

For more information, visit
www.bromley.gov.uk/extracarehousing

Care homes

Care homes provide long-term care for people who can no longer remain safely at home, even with support. There are two types of care home:

- care homes that provide accommodation, meals and 24-hour personal care and attention, but do not provide nursing care and
- care homes with nursing that provide all of the services above and also provide nursing care, which can only be provided by a qualified nurse or under the direct supervision of a qualified nurse.

Care homes in Bromley support many adults, including older people, people with learning disabilities, physical disabilities, mental ill-health and dementia. Some people may choose a care home that provides both residential and nursing care, so that if their health deteriorates, they will not need to move.

Shared Lives

Shared Lives provides care and support to vulnerable adults. The scheme recruits, trains and assesses individuals and families who can provide support within their own homes to people needing support or assistance. The Shared Lives Service is for people who live in Bromley, meet the eligibility criteria and need support to live independently. This includes:

- people with learning disabilities;
- people with mental ill-health or
- people with general or complex disabilities.

If you think the service might be suitable for you or someone you care about, call **020 8461 7020** and talk to a member of the team. For more information, visit
www.bromley.gov.uk/sharedlives

Other housing and support schemes

As well as Shared Lives, there is a variety of schemes for people with learning disabilities and mental ill-health where people are supported to live independently in the community. For more information, call **020 8461 7777** or email **adultsocialcare@bromley.gov.uk**

Couples with differing care needs can also live together in a dual-registered care home. Residence in a care home can be organised directly with the home or through Bromley Council following an assessment of need.

For more information, call **020 8461 7777**, email **adultsocialcare@bromley.gov.uk** or visit
www.bromley.gov.uk/carehomes

Advice on paying for a care home can be found on page 44 and useful checklists to refer to when choosing a care home or residential dementia care can be found on pages 41 and 42. Listings of care homes, care homes with nursing and dual-registered homes in Bromley start on page 51.

Bromley Council recommends that you view the most recent inspection report and quality rating from the **Care Quality Commission (CQC)** before contacting a care home; visit **www.cqc.org.uk**



Search for care in your area

www.carechoices.co.uk 

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

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

 CareChoices

THE HEATHERS

RESIDENTIAL CARE HOME



DIGNITY

A small Care Home with a BIG heart.
family run - home cooking - caring staff

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LEE@THEHEATHERS.CO.UK
33-35 Farnaby Road, Shortlands, Bromley. BR1 4BL



Have you considered all housing options? See the information beginning on page 38.

See page 42 for a residential dementia care checklist.



Your care matters with Barchester

Luxury New Care Home – Opening 2024 –

Pittsmead Grange will be a place where care is uncompromising and every individual is valued as a true one off. Each menu will be an experience and the wide range of activities will bring joy and happiness to the people we care for.



PITTSMEAD GRANGE

BARCHESTER HEALTHCARE

barchester.com/Bromley

34 West Common Road, Hayes, Bromley, BR2 7BX

Residential • Dementia • Respite

Call Pittsmead Grange on 020 8053 0367 to find out more

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

Can you get involved in activities you enjoy? ☐ ☐ ☐

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

Does the home use Digital Care Planning accessible to families? ☐ ☐ ☐

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

Catering

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Does the menu change regularly? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

*See page 49.

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐

Are there rummage boxes around? ☐ ☐ ☐

Health

Can residents get help with eating and drinking? ☐ ☐ ☐

How often does the home review residents' medication? ☐ ☐ ☐

Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐

Do GPs visit the home regularly? ☐ ☐ ☐

Staff

Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐

Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐

Do the staff have any dementia-specific training/experience? ☐ ☐ ☐

Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐

Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐

Does the home have a specific approach to end of life care? ☐ ☐ ☐

Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 49.

Paying for your care

After your care assessment (see page 17), Bromley Council will carry out a financial assessment to establish how much, if anything, you should contribute towards the cost of any services you might need. Most people have to pay towards the cost of their care.

This applies whether your care is provided at home or in a care home. How much you have to pay depends on your income, your savings and your capital. The value of your main or only home will not be included as part of your capital if you are receiving care at home.

You may have asked Bromley Council to arrange your care and support services even though you are paying for them yourself. If you do ask Bromley Council to arrange your care and support services, the Council will charge an arrangement fee.

The current fee is £287.56 per year. If the Council is contributing towards the cost of your support services, you will not be charged this fee.

For more information, visit
www.bromley.gov.uk/payingforcare

Paying for care at home

If you have capital and savings, not including your home, of more than £23,250, you will have to pay the full cost for any care services that you require as well as the arrangement fee of £287.56 a year if you ask the Council to arrange your support services on your behalf.

If your capital and savings are less than £14,250, not including your home, your contribution will

be assessed only on your income and the local authority may meet the shortfall, subject to local funding limits.

If your capital and savings are between these two figures, a sliding scale operates, whereby you pay £1 per week for each £250 you have above the lower figure in addition to your assessed contribution from your income. This is called a tariff income.



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

- 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

Paying for a care home

Paying for a care home can be complex and the following is only a summary of information. For more information, visit www.bromley.gov.uk/carehomes and download the 'Paying for your care home' booklet. A copy can also be obtained from your care manager. If you are moving into a care home, the value of your home is included when assessing capital unless one of the following people still lives there:

- your partner;
- a relative who is over 60 or incapacitated or
- a dependent child under 18.

If you have more than £23,250 in capital and savings, you will have to pay for the full cost of the care home yourself.

If your savings, apart from your property, are less than £23,250, Bromley Council may be able to help with your care costs for the first 12 weeks through a 'Property Disregard.'

After this time, you will need to enter a contract with the home or arrange a Deferred Payment Agreement with Bromley Council.

Any money provided by the Council will be regarded as a loan against your house and will need to be repaid once your house is sold. See page 45 for more information.

If you have less than £23,250 in capital and savings, Bromley Council may contribute financially towards your care. If you have between £14,250 and £23,250, you pay £1 per week for each £250 you have above the lower figure, in addition to your assessed contribution from your income.

If you have less than £14,250 in capital and savings and the care home you choose charges fees that are within Bromley Council's funding rate, your contribution will be assessed only on your income. There are only a few groups of people who are fully funded and do not have to pay anything toward the cost of their care home fees. This only applies if:

- you are receiving 'intermediate care' or enablement – a short stay of up to six weeks, which may be in a care home or care home with nursing, for rehabilitation to help you keep your independence;
- your care is paid for by the NHS under NHS Continuing Healthcare – you may qualify for this if your primary need is health related (see page 46);
- you are a war pensioner who qualifies for help from the Veterans Agency under the War Pensions scheme or
- your stay in a care home is due to 'section 117 aftercare' following a compulsory stay in hospital for mental health treatment under certain sections of the Mental Health Act.

Any homes you consider must be able to meet your assessed needs. Your choice of care home will usually be limited to those that accept Bromley Council's guide rates if the Council is contributing towards the cost of your care – see page 46.

If you choose a more expensive care home option, then you will need to arrange a 'top-up', also called a third-party agreement. You will not be allowed to pay this yourself if your capital and savings are below £23,250. See page 46 for more on top-ups.

Understanding your rights before moving into a care home is essential. There are various financial products and specialist companies who may be able to help. It is important to seek advice before committing yourself. For more information on organisations that can help, see page 47.

If you are starting to run out of money

You should contact the Council at least 12 weeks in advance if your capital and savings are expected to drop below £23,250, whether you are paying for a care home or care in your own home.

The Council will assess your needs and, if you are eligible for support, will provide funding for your care in line with the Council's guide rates. If you are in a care home with fees above this rate and your family is unable to 'top-up' the fees, you may have to move to a different care home. See page 46 for more information.

Financial assistance and support

Benefits

If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payment (PIP). These are non-means-tested benefits. This means that when you apply for this type of benefit your financial circumstances are not considered. AA is payable to people who have reached State Pension age and PIP for people aged 16 to State Pension age. Visit www.gov.uk/state-pension-age to check your State Pension age.

There are different rates that can be awarded, dependent on the level and type of help you need. Moving into a care home may mean that you no longer qualify for some benefits. You should also consider claiming Universal Credit or Pension Credit.

Twelve-week property disregard

If your 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, Bromley Council may help with the cost of permanent care during the first 12 weeks, provided it agrees that this type of care is needed.

Deferred Payment Agreements

During the twelve-week property disregard period, you will be informed of your paying for care options; this includes the Deferred Payment Agreement. This may allow you to delay selling your former home during your lifetime.

A financial assessment, based on your income and savings, will determine your contribution to your care home fees. Fees above this amount will be charged against the value of your home as well as interest on this loan and fees to cover legal and administrative costs. These amounts must be repaid once the house is sold. More detailed information can be found in 'Paying for your care home', available to download at www.bromley.gov.uk/carehomes →

Paying for care in a Residential or Nursing Home



Clarkson Wright & Jakes
Solicitors and Notaries

There is so much confusion concerning the community care rules. Briefly the rules provide that:

- you pay for your care from your income,
- your capital is used if and/or when your income is insufficient,
- the local authority contributes to your care costs only when your capital drops to £23,250,
- once your capital has dropped to £14,250, your contribution is based only on your income and the local authority meets the shortfall subject to local funding limits.

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

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

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

COME ALONG TO ONE OF OUR TALKS

Our Wills and Estate Administration team host a seminar on the 2nd Thursday of every month on either the topic of protecting your family assets or planning for the cost of long term care. The seminars start at 4pm and last for one hour with an opportunity to join us afterwards for refreshments and ask our team questions relating to your individual circumstances.

To register your place, please visit:

www.cwj.co.uk/site/seminars



For further information on how we can help you protect your assets, please contact **Jeremy Wilson** on **01689 887847** or email jeremy.wilson@cwj.co.uk

www.cwj.co.uk

➔ **NHS Nursing Care Contribution**

If you live in a care home that provides nursing care, on a temporary or permanent basis, you may be entitled to a non-means-tested NHS Nursing Care Contribution (currently £219.71 per week for the standard rate but may change during the lifetime of this Guide) towards the cost of your nursing care. This is subject to an NHS Continuing Healthcare (CHC) checklist assessment or full NHS CHC assessment and is paid directly to the home.

NHS Continuing Healthcare (CHC)

NHS CHC is fully funded care and support, provided and paid for by the NHS. There are strict eligibility criteria; to meet them you are likely to have severe issues surrounding your health. You will need to be assessed for CHC and if you are eligible, you will be reassessed annually for your ongoing eligibility.

You won't be automatically entitled to this funding just because you are living with dementia or have an ongoing illness. Eligibility for CHC depends on an assessment of the nature, intensity, complexity and unpredictability of the actual care that is required to manage your needs.

If you are eligible for CHC, you can receive the services in any setting, including your own home or 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 at home. For more information, visit

www.england.nhs.uk/healthcare

Fees paid by Bromley Council

If you are assessed by Bromley Council as needing residential care, there are a series of guide rates to cover the cost of that care. These rates include any contribution you need to pay following your financial assessment. If you choose a home where the fees are higher, you must find someone to help pay the difference – called a 'third party payment' – see below. Single room weekly guide rates paid by Bromley Council from April 2023 are:

- Residential care homes: £711.00
- Residential dementia care: £737.00
- Care homes with nursing: £822.00

Third party payments

Some people want a wider choice of care homes than Bromley Council can offer at its guide rates. If Bromley Council is contributing towards your care costs, you can choose to go into a more expensive home if someone else, such as a relative, friend or charity, is willing and able to pay the difference between Bromley Council's guide rate and your chosen home's fees. This is called a third-party payment or top-up.

The person making the additional payment will have a separate legal agreement with Bromley Council and must understand that:

- they will need to complete a questionnaire so that Bromley Council can assess whether the third party will be able to afford the top-up payment;
- they must be able to keep up the payments or you could be asked to move into a cheaper home;
- they must be prepared to meet the cost of future increases in the payment when fees are reviewed and
- Bromley Council reserves the right to terminate the contract if the care home breaches the terms and conditions of the contract.

The charging regulations do not allow you to make this additional payment from your own money, except in very limited circumstances. This is because Bromley Council will have already assessed your contribution as the maximum amount you can pay.



Always seek advice

Independent help is available to guide you through your financial options. There may be a number of solutions to retaining your capital whilst paying for your care. Bromley Council encourages everybody 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 follow a code of conduct and ethics and take shared responsibility for the suitability of any

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

You can contact the **Money Helper** for free and impartial money advice on **0800 138 7777** or visit **www.moneyhelper.org.uk**

For a local independent financial adviser, accredited by the **Society of Later Life Advisers (SOLLA)**, call **0333 202 0454** or visit **<https://societyoflaterlifeadvisers.co.uk/find-an-adviser>**

Helping you to give your views

It is important that people who use health and care services feel that they can share their views and give their feedback and comments, both good and bad, about the service that they have received. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a comment or complaint should be easy and should not affect the standard of care that you receive. Health and care services are required under

national standards of quality and safety to have a simple and easy-to-use complaints procedure.

If you are concerned about the health and care you are receiving, speak to the manager of the service about your concerns before taking any further action. The problem may be resolved quite easily once the manager of the service is made aware of it. If your concerns are not resolved, you may wish to make a formal complaint. This section sets out different ways that people can do this.

Comments and complaints about care services

If you need to make a formal complaint, you should contact the registered owners of the home care service or care home. They have a duty to provide a timely response to any complaints made. If your complaint is about a breach of regulations, contact the **Care Quality Commission** on **0300 061 6161**. Opening hours are Monday to Friday, 8.30am to 5.30pm.

If Bromley Council has arranged and funded a place for you in a care home or has contributed to your home care service, you can contact your care manager or Bromley Council's **Customer Engagement and Complaints Service**; visit **www.bromley.gov.uk/complaints**, call **020 8461 7706**, or email **complaints@bromley.gov.uk**

If the complaint cannot be resolved to your

satisfaction by the Council, you can contact the **Local Government and Social Care Ombudsman** or LGSCO. The LGSCO looks at complaints about Councils and adult social care providers, such as care homes and home care providers. The role of the LGSCO is to investigate complaints in a fair and independent way and you will not be charged for any services provided. Call **0300 061 0614** or visit **www.lgo.org.uk/make-a-complaint**

In addition to inspecting, regulating and rating care services and dealing with breaches of regulations, the Care Quality Commission is also eager to hear feedback, both good and bad, from people who are using health and social care services. Visit **www.cqc.org.uk/give-feedback-on-care**, call **0300 061 6161** or email **enquiries@cqc.org.uk** to share your experience of care services.

Comments and complaints about health services

If you need to make a formal complaint, you will need to do so with the organisation providing the care, such as the hospital or community services provider. Complaints about a GP, dentist, pharmacy or optician should be made to **NHS England** via email to **england.contactus@nhs.net** or call **0300 311 2233**. For more information, visit **www.selondonics.org/icb/contact-us**

If the complaint cannot be resolved to your satisfaction by the NHS, you can contact the **Parliamentary and Health Service Ombudsman (PHSO)** on **0345 015 4033** or visit **www.ombudsman.org.uk/make-a-complaint/** The PHSO makes the final decision on complaints that

have not been resolved by the NHS in England. The PHSO is a free service and operates independently.

Reporting abuse

If you have concerns that someone who is receiving services is being abused, you should report this. More information is available starting on page 24.

When to involve the police

If the complaint is about a crime, such as assault, racial or sexual harassment, rape or theft, you should also involve the police. If immediate action is needed, dial **999**.

Alternatively, call your local police by dialling **101**.

Sharing your views through consultations

Bromley Council administers the Adult Social Care Survey each year as well as the Carers' Survey every two years, giving you the opportunity to tell the Council about the services you receive.

At other times, you may be asked about a particular care or health service that you receive. Your views are listened to and considered as services are commissioned.

Healthwatch Bromley

Healthwatch Bromley is part of a national network of independent bodies which help people get the best out of their local health and social care services. The role of Healthwatch is to:

- listen to local people's views about their needs and experiences and make sure that these views are heard by people setting up and delivering services;
- make recommendations based on feedback to influence the way services are designed and delivered;
- look at which groups and communities are not

being heard and find ways for these groups to be represented;

- provide an information and signposting service about choices for local health and care services and how to access them and
- pass information and recommendations to other local Healthwatch services, Healthwatch England and the Care Quality Commission.

For further information about **Healthwatch Bromley**, visit **www.healthwatchbromley.co.uk** or call **020 3886 0752**.

Advocacy

Advocacy means getting support from another person to help express your views and wishes so your voice is heard in a variety of circumstances. Someone who helps in this way is called an advocate. Advocates are not there to tell you what to do or to make decisions for you, but to help

express your views and make your own decisions. Where this is not possible, an advocate is assigned to represent and present your wishes on your behalf.

People eligible for support include people with learning disabilities, autism/asperger's, mental

ill-health, children and young people, people raising concerns or making complaints about local health services as well as people who need help with assessments and reviews being carried out by their social workers. An advocate can help you to:

- understand the care and support process;
- talk about how you feel about your care;
- have your voice heard or represented during meetings or processes that involve decisions about you;

- challenge Council or Health decisions about your care, support or treatment if you do not agree with them;
- understand your rights and
- establish outcomes with each person specific to their individual needs.

Contact **Advocacy for All** by calling **0345 310 1812**, emailing **info@advocacyforall.org.uk** or visiting **www.advocacyforall.org.uk**

Useful 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 Guide, 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 emailed to you.

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 below), indicating the quality of care provided.

You can also view an electronic version of this Guide on the site and have it read to you by using the 'Recite Me' function. Visit **www.carechoices.co.uk**

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 at **www.cqc.org.uk/** Care providers must also display their latest rating at their premises and on their website.

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

Tel: **0300 061 6161** • Email: **enquiries@cqc.org.uk**
Web: **www.cqc.org.uk**
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Mental capacity

Everyone is assumed to have the capacity to make their own decisions unless there is evidence that they may be unable to do so. As such, individuals can prepare for a time when they may lose capacity to make some decisions. The law allows a person to appoint someone, a friend, family member or solicitor, to make decisions for them should they lose their ability to do so for themselves. This is called a Lasting Power of Attorney and can cover financial matters or health and welfare matters.

The Council encourages all adults to consider organising an appropriate Lasting Power of Attorney to avoid costly legal procedures for families in the event of loss of capacity of a loved one.

Should a person with no-one to act for them lose their mental capacity, they can leave instructions in advance regarding their care and treatment either in an 'Advance Decision', in which they can refuse medical treatments, or in an 'Advance Statement', in which they can detail their wishes about future care options.

'Advance Decisions' are legally binding and must be complied with by doctors and professionals, but this is not the case for 'Advance Statements' which are

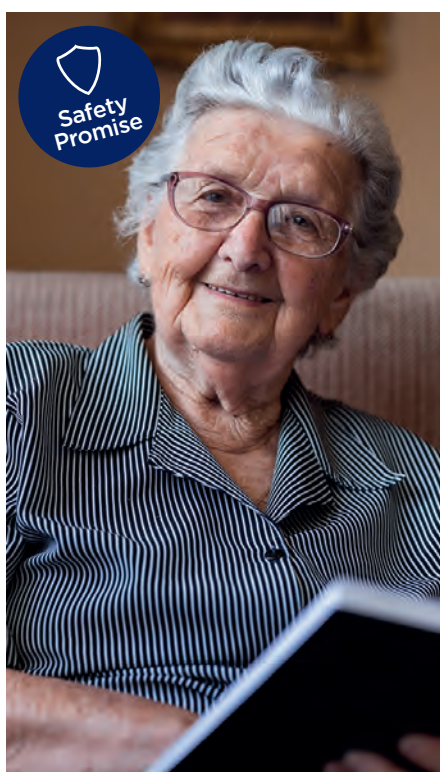
not legally binding. In 2005, the Mental Capacity Act was introduced to assist people who might find making decisions difficult because of:

- a learning disability;
- dementia;
- a mental health condition;
- an acquired brain injury or
- other temporary pressures or illness.

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

To find out more, visit

www.bromley.gov.uk/MentalCapacity



Welcoming new residents at Elmstead

With care, safety and friendship

We're here to help make your search for a care home easier. In our home, you can expect a safe, welcoming environment, where we encourage independence while offering a helping hand. We get to know everyone, offer a range of sociable activities, and most of all, a place to call home.

Dementia residential | Residential | Short stay care



Call for advice on care today

020 3918 6588

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sundays and bank holidays. Calls are charged at no more than local rate and count towards any inclusive minutes from mobiles. We may record or monitor our calls.

Elmstead Care Home, 1104 Elmstead Lane, Chislehurst BR7 5EL



We follow strict UK infection control standards. Roll out available vaccines. Carry out regular tests and make sure our team always have PPE.
That's our Safety Promise you can rely on.



All types of funding welcome



No health insurance needed

Q122057 MAR22 CS 02469

Care home listings

Bromley care homes

Advertisers are highlighted

Albemarle Road, 33

– Ambient Support Ltd

Beckenham BR3 5HL

Tel: 0208 663 6225

MH YA AD

Angelina Care

229 High Street, Penge, London SE20 7QP

Tel: 0208 676 0555

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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



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Care Village



Our Care Village has a unique atmosphere built on a foundation of love, where residents, carers and visitors are all part of our wider family. Roy and Sherine worked as nurses for NHS and opened one of the first homes in the borough where the family lived together with the people they were supporting.

Our Care Village, located close to Bromley, Beckenham and Dulwich, is a warm, safe and happy community. Our residents can enjoy fantastic spaces and activities - with regular exercise, art, poetry and gardening, parties, music recitals and lots more. Everyone is an individual and we care for everyone in an individual way.

We cover the entire spectrum of care, from people that are independent, to those requiring extra help. We are also specialists in dementia and the Namaste care programme.

Our exceptional carers are hand-picked, never from agencies. We train in-house to the highest standard. We are proud **Investors in People**. Our standard of care and attention to detail are uncompromising. After all, it's all the little things that make the biggest difference.

No one knows your loved ones better than you, that's why we are always listening and striving to improve. We set the tone when it comes to care innovation, we've developed a leading care management system - Care Vision, that other homes are following. We've developed a leading care management system accredited with NHS which is being used by Care services all over the UK.

The safety and outstanding care of your loved ones is paramount - we value the trust you put in us and we are privileged to care for the wonderful people around us. **Our compassion comes from the heart.**

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D

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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

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Set within two acres on Bickley Park Road, KYN BICKLEY takes inspiration from elegant, classical British architecture. Offering a warm and welcoming space with superbly comfortable private bedrooms; elegant shared rooms for dining and reclining; and inviting outdoor terraces overlooking landscaped gardens bordered by woodland.

Whether our residents simply require the friendship, comforts and conveniences of a care home or have more complex nursing needs, the KYN team is committed to ensuring the most

enjoyable days for the best quality of life. We honour the unique character and experiences of every resident, and respectfully provide as much privacy or sociability as requested, offering a wide range of shared or solo activities inside and outside our home. Our ethos is informed by the KYN team's own personal experiences with their families' quest for care.

Every detail of what we do has been carefully considered to create an uplifting and enjoyable environment where family and friends

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genuinely look forward to spending precious time together.

Working in partnership with world-renowned, interior designer Nina Campbell, we have meticulously considered every aspect of our home to provide a safe, beautiful and welcoming environment for our residents.

We would love to welcome you to KYN BICKLEY to view the home and gardens and experience our warm hospitality.

Book your private tour.



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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

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