Bromley
Your Guide to Independent Living, Support and Care Services 2019/20

Helping you to access information and support to stay well, remain independent and make the right choices about your care needs
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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](http://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 those who do not yet need statutory assistance from Bromley Council. 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 16 for more information about direct payments.

I hope that this Guide will provide the information that you need now and also 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 are able to and
- make their own 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. It can be used when discussing with family and friends how you would prefer to organise your future support and care in case an emergency arises, and decisions need to be made quickly.

Bromley Well

Bromley Council and Bromley Clinical Commissioning Group fund a service to provide advice, support and care to improve your health, wellbeing and independence and to support you with preventing 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, Community Links Bromley and a growing number of associate member organisations.

Bromley Well delivers a range of services, mostly free, including:

- information, advice and guidance to help adults of all ages remain independent in the community and plan for the future;
- information, practical and emotional support, training and social activities for carers of all ages;
Health and wellbeing

As a nation, we are living longer, but what can we do to make sure those extra years are healthy ones? Making better choices today can have a big impact on your health. Public Health England’s website, One You, 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 – One You can help you make small, practical changes that fit in with your life.

Why not take the One You ‘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/oneyou

Keeping healthy and fit

Staying active
Being active helps prevent diseases such as diabetes, heart disease and stroke as well as 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.

Some exercise and sports opportunities are aimed at specific groups and are available throughout the borough:

Bromley Well provides information and advice about leisure, exercise and sports activities for people with learning disabilities and physical disabilities and those aged 50+, call 0300 330 9039, email spa@bromleywell.org.uk or visit www.bromleywell.org.uk for details.

Mytime Active offers Primetime and community activities for the over 60s and people with learning disabilities, call 07535 647660, email primetime@mytimeactive.co.uk or visit www.mytimeactive.co.uk/primetime

FreshStart and HeartSmart programmes via referral from your GP for people with medical conditions who would benefit from increasing their level of physical activity.

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 will help you take action to reduce your risk of developing those conditions.

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

People between 60 to 74 years can be screened for bowel cancer. Individuals can still self-refer or request screening outside these ages.

**Vaccinations** available include the yearly flu vaccine for people aged 65+, those 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 those with certain long-term health conditions.

**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** for support or you can visit **www.london.stopsmokingportal.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** for details of drop-in sessions throughout Bromley.

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**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 issues such as depression and anxiety. The following resources and support are available for mild to moderate mental ill-health.

**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. The books are all endorsed by health experts, as well as by people living with the conditions covered and their relatives and carers. Books are available through Bromley Libraries or visit **www.reading-well.org.uk**

**Bromley Well** provides support for those finding it hard to cope, feeling anxious, stressed or low. Short-term support to realise and work towards personal goals.

For more information, visit **www.bromleywell.org.uk** email spa@bromleywell.org.uk or call **0300 330 9039**.

**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.

Refer yourself by calling **0300 003 3000** or visit **www.talktogetherbromley.co.uk** and complete the online self-referral form.

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

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**YOUNG AT HEART?**

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020 8460 6555
info@theheathers.co.uk
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

Getting around Bromley

Transport for London provide several schemes to assist people with disabilities and those aged 60+ to travel for free or at subsidised rates.

The Disabled Freedom Pass is for those 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 those 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 or visit www.tfl.gov.uk/modes/dial-a-ride

For local volunteer transport schemes, see ‘Unable to get out?’ on page 8.

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 below or you could contact an organisation you are interested in directly.

**Volunteer Centre Bromley:** call 020 8315 1905 or visit www.communitylinksbromley.org.uk/volunteer-centre-bromley
**Bromley Well:** call 0300 330 9039, email spa@bromleywell.org.uk or visit www.bromleywell.org.uk
**Bromley Friends:** visit www.bromley.gov.uk/BromleyFriends

Visit www.baec.ac.uk

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

Call 0300 330 9039 or email spa@bromleywell.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 variety of courses and activities which can be taken to gain qualifications, learn or improve skills or take part in exercise, music and drama. Supported Learning offers an entry level programme of courses for people with learning disabilities as well as courses specifically for people with physical disabilities.
Unable to get out?

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 below:

**Biggin Hill Community Care Association** provides weekly transport for people over 50 living in Biggin Hill to go shopping. Call 01959 577400 or visit [www.bigginhillcommunitycare.org](http://www.bigginhillcommunitycare.org)

**Careplus Bromley** provides help around the home, shopping and transport services and can also visit you at home. Call 07930 955398 or visit [www.careplusbromley.org.uk](http://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 0300 3309 039 or 020 8315 1850 or visit [www.ageuk.org.uk/bromleyandgreenwich](http://www.ageuk.org.uk/bromleyandgreenwich) for more details.

**RVS Bromley** offers assisted transport at a reduced cost for over 55s. Call 020 8462 2371 or 07736 924070.

**Contact the Elderly** organises monthly Sunday tea and cakes for small groups of people aged 75 and over, transport is also provided. Call 0800 716 543 or visit [www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)

**The Home Library Service** who will visit you monthly to help you access books, including talking books. Contact your local library for more information.

You could also try **Age UK: Call in Time**, **Independent Age** or **The Silver Line**.

For more information on local and national schemes, visit [www.bromley.gov.uk/befriending](http://www.bromley.gov.uk/befriending)

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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. Speaking to your local pharmacist is often a much quicker way to get advice on your health and whether you do need to speak to your GP.

Bromley now offers GP services from 8.00am to 8.00pm including weekends, either at your registered GP, or one of three GP Hubs in the borough. If your practice is unable to offer you an appointment, ask about the GP Hub appointments.

When your GP surgery is closed or you need medical advice, you can use the **111** service.

The South East London enhanced 111 Integrated Urgent Care service is a new Clinical Assessment Service comprised of GPs, pharmacists and nurses 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 a GP appointment, and, if necessary, refer people to emergency services.

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 want.

To help people manage everyday tasks, there is a wide range of equipment that you can buy. These include aids for:

- washing and dressing;
- bathing and using the toilet;
- 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
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.

Deaf Access provides information and advice on equipment as well as training in British Sign Language (BSL) and lip-reading. Call 020 8315 2550, Minicom 020 8315 2552, SMS Text 07732 449349 or email information@deaf-access.co.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.

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.

AskSARA is a national online self-help guide where you will find useful advice and information about products that can be used to make your life easier and help you maintain your independence at home.

Picking a topic on the site will take you through a series of questions about the kind of issues you may be having and make suggestions about possible solutions and equipment that may help. Visit www.askSARA.org.uk

Research Institute for Consumer Affairs (Rica) 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.rica.org.uk

Living made easy provides comprehensive, 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. Visit www.livingmadeeasy.org.uk

Royal College of Occupational Therapists can help you arrange a private occupational therapy assessment. Call 020 7357 6480 or visit www.rcot.co.uk

Residential Elderly & Dementia care, with a difference.
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HELPING TO MAKE YOUR GOLDEN YEARS SHINE

020 8460 6555
info@theheathers.co.uk
Making life easier at home

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

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

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

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

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

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

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

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

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

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

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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 13.

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 Adult Early Intervention Service.

Alternatively, you could contact an occupational therapist privately. Search online for occupational therapists near you.

**Adult Early Intervention Service**
Tel: **020 8461 7777**
Email: [adult.early.intervention@bromley.gov.uk](mailto:adult.early.intervention@bromley.gov.uk)

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

For more information, visit the health and wellbeing information and advice pages on www.ageuk.org.uk

A leaflet ‘Staying steady: Keep active and reduce your risk of falling’ is available from Age UK Bromley & Greenwich on 020 8315 1850.

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.

Bromley Council has joined with Checkatrade to ensure residents can easily find reputable traders in their area. Visit www.checkatrade.com to find a trader and advice on projects, small and large around your home.

Age UK London also has a similar service, visit www.aubdlondon.co.uk

Even when using these services, you should check qualifications and seek at least three quotes from several 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 those 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.

Scams are dishonest ways of tricking people out of their money or getting them to pass over private information. They come in many different forms including via post, internet and telephone.

Bromley Trading Standards works hard to prevent Bromley residents becoming victims of such crimes and will work with the police to prosecute offenders.

If you suspect you are the victim of rogue traders or scams call 0300 303 8657 or email trading.standards@bromley.gov.uk

The Bromley Trading Standards Rapid Response number is 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 different 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 avoiding preventable hospital admissions.
Others are for those 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 those with a particular need and are arranged before you leave hospital.

For further information about Bromley Healthcare services and how to access them, call **020 8315 8880** or visit [www.bromleyhealthcare.org.uk](http://www.bromleyhealthcare.org.uk)

**Reablement**
Following an accident, illness or a hospital stay, or because of a long-term disability or health condition, it may be harder for you to manage your home.

Reablement is an intensive short-term support programme to help people to re-learn daily skills and regain confidence to live independently.

Reablement takes place in your own home for up to six weeks. You will need a care assessment to get this service through Bromley Council. There is no charge for up to six weeks of reablement if you are eligible. You can also access this type of service directly with care providers.

For more information about reablement, visit [www.bromley.gov.uk/Reablement](http://www.bromley.gov.uk/Reablement)

**Coming out of hospital**
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.

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. Please note, 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.

For further information, contact the **Hospital Aftercare Team**. Call **020 8315 1850** or email services@ageukbandg.org.uk

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**Managing your increasing health and support needs**

**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 help from paid care workers to continue to live in your home.

This is something that you and your family may wish to organise yourselves with a service provider in Bromley. You can talk to providers about the type of help that you need.

If you arrange your support directly with one of these agencies you will need to pay for this service.
Home
There’s no place like it

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

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

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

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

- Care Quality Commission accredited
- Members of UK Home Care Association

Provident House, Burrell Row, Beckenham, Kent BR3 1AT

Email the Bluebird Care team: bromley@bluebirdcare.co.uk
or call Shireen on 020 8315 0236

Enjoy more years in your home
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Supported by our local office
Email the Bluebird Care team: bromley@bluebirdcare.co.uk
or call Shireen on 020 8315 0236
bluebirdcare.co.uk/bromley

My life
My home
My cuppa, just the way I like it

Live in care from Bluebird Care

Contact us for more information
020 8658 2535
karina.brown@homeinstead.co.uk

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These providers, often called domiciliary care agencies, are listed on pages 23 to 29, together with a useful checklist to refer to when deciding which provider to choose, see page 21.

You can also receive support in planning services to meet your needs through Bromley Well.

Alternatively, you may wish to have a care assessment from Bromley Council that 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 do not receive funding from the Council.

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

The CQC also awards quality ratings. If a provider 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 38 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 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 assessment. This must be undertaken before the Council can provide any help.

Care assessments and support planning

The care assessment will be undertaken by a trained professional, such as a social worker (also known as 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-term or long-term care needs.

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 – carry out daily living tasks such as getting washed and dressed, preparing and eating food and drink, keeping your home clean and safe, maintain personal relationships, take part in community activities, work or learning or travel 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, it will be discussed with you 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
public organisations (such as the Council and 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 assessment, call **020 8461 7777** or email **adult.early.intervention@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 choice and control over the services they receive. 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 those 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 38.

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 signed off in your support plan.

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

#### Why would I want a direct payment?

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

Another option for those 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, as long as 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 of 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 have commissioned **Vibrance** to help you with the process of employing and managing a personal assistant. For more information on personal assistants, see page 17;
- 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 will be able to 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 or email bdp@vibrance.org.uk

For more information about direct payments, visit www.bromley.gov.uk/directpayments

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 in order 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.

Vibrance provides training if you want to employ someone who does not have experience of social care to help them understand the role and responsibilities involved. 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.

If you think that having a personal assistant would make your life easier and help you to get the support you need, find out more from Vibrance at www.vibrance.org.uk or call 020 8290 6639.

Equipment, adaptations and telecare
To help you continue living independently at home it may be necessary to make major adaptations 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 adult.early.intervention@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...
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.

Using technology to keep you safe  
You can purchase assistive technology or telecare to support you to live independently in your own home. There is a range of solutions from 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 can maintain your independence for as long as possible. Information and advice can be found at the independent organisations listed on page 9.

Day centres and activities  
You can take part in organised activities outside the home to help you maintain regular contact with other people. In Bromley, there are four day centres providing opportunities for older people outside of the home whilst also providing a break for carers. 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. Services are also offered for people living with dementia. Contact each day centre for details of opening hours, services and fees.

Saxon Centre – Age Concern Orpington  
Tel: 01689 830055  
Web: www.saxondaycentre.org.uk

Bertha James Centre – Age Concern Ravensbourne  
Tel: 020 8464 5361  
Web: www.berthajames.org

The Garden Rooms, Chislehurst – Age UK Bromley and Greenwich  
Tel: 020 8467 7751  
Web: www.ageuk.org.uk/bromleyandgreenwich

Biggin Hill Community Care Association  
Tel: 01959 577400  
Web: www.bigginhillcommunitycare.org

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

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

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

Suitability

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

Usability

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

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 particular piece of equipment you are looking at? Consider these before making your purchase.  
Can you speak to someone who already uses it?  
Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.  
Is it durable? If you might drop it, is it likely to break?

Cost

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

Notes
At Kare Plus we will provide a Bespoke home care package that would suit your life style. As you are at the forefront of our services, we can assist you with:

- 24 hour live-in care support
- Personal care
- Companionship
- Domestic task
- Meal preparation, assistance with medication
- Hospital to home reablement service or home adaptations
- Visit to GP, local activities, shopping
- Dementia care

Give us a call and speak to our team on 02037 454465 or visit us www.kareplus.co.uk/bromley/

We are happy to help

As a local family run company with over 60 years' of experience in care, we have the knowledge and expertise to support you and your loved ones with all your home care needs. From a little extra help with the shopping, personal care or full time live-in care we can provide all the assistance you might need.

SilverBirch Healthcare

T: 01689 414 689
E: info@silverbirchhealthcare.co.uk
www.silverbirchhealthcare.co.uk

Putting your care first
Home care agency checklist

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

*See page 44.
Specialise in affordable Live-in Care

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

Abacus Homecare can provide you with:
- Domiciliary care services
- 24 hour live in care
- Respite care services
- Companionship and Night-sitting
- Social Service clients welcome
- Direct Payments welcome

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

Do you need a helping hand?

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

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

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

Care and Nursing at Home
For more information
www.helpinghands.co.uk
Looking for care?
0808 274 2935
For more information
www.helpinghands.co.uk

Personalised quality home care in Bromley Borough

Flexible community services to suit your needs:

- 30 minutes to 24-hour live-in care
- Trained Dementia and end of life care staff
- Complex care services including PEG feeding and epilepsy monitoring
- Supporting children with autism
- Respite care for children
- Assisting clients with accessing the community
- Assistance with personal care and medication

Call us for a free assessment and assistance with direct payments.

Call 01689 825305
bromley@caremark.co.uk
www.caremark.co.uk/bromley
Home care providers

Abacus Homecare (Bromley) Ltd
Locksbottom
Tel: 01689 853040
Advert page 22
OP D PD MH SI YA

Age UK Bromley & Greenwich
Bromley
Tel: 0208 325 1850
OP D PD LDA MH SI YA

Alina Homecare Bromley
Orpington
Tel: 01689 283222
Advert page 26
OP D PD LDA MH SI YA AD

Always Caring Bromley Ltd
Bromley
Tel: 0208 466 6133
OP YA

BeeAktive Care
London
Tel: 0208 676 5622
OP D PD MH YA

Berean Healthcare & Training,
Anerley Business Centre
London
Tel: 07448 240599
OP D PD LDA MH SI YA AD

Bethlem Royal Hospital, The
Beckenham
Tel: 0203 228 6000
OP D LDA MH YA AD

Bluebird Care Bromley
Bromley
Advert pages 14 and outside back cover
Tel: 0208 315 0236
D PD LDA MH SI

Bridges Healthcare
Bromley
Tel: 0208 854 8884
OP D PD LDA MH SI YA

Bromley Mencap
Bromley
Tel: 0208 466 0790
OP PD LDA MH SI YA

Bromley Mind – Mindcare
Beckenham
Tel: 01689 811222
D

Business Services Bromley
Beckenham
Tel: 0207 078 7383
OP D PD YA

Care Direct UK
London
Tel: 0208 676 5606
OP D PD MH SI YA

Care Outlook (West Wickham)
West Wickham
Tel: 0208 777 3840
OP YA

Caremark (Bromley)
Orpington
Advert page 22
Tel: 01689 825305
OP D PD MH YA

Carepoint Services (Beckenham)
Beckenham
Tel: 0208 698 3661
OP D PD LDA MH YA

Community Options Domiciliary Care Branch
Bromley
Tel: 0208 313 9725
OP MH YA AD

Compassion Home Care Ltd
Orpington
Tel: 01689 825155
OP D PD MH SI AD

Creative Support – Apsley Court
Orpington
Tel: 0161 236 0829
OP D PD MH YA AD

FOR INFORMATION AND ADVICE: WWW.BROMLEY.GOV.UK

Service User Bands
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs
Kentish Homecare Agency Limited, 1st Floor Offices, 106b Wickham Road, Beckenham BR3 6QH

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

• Established in Beckenham for over 30 years
• Homecare & Domestic Housekeeping Services within The London Borough of Bromley
  • Covering the Beckenham, Bromley, Orpington & surrounding areas
  • Owned and managed by an experienced qualified Nurse with years of community-based experience
• Services offered from 30 minutes duration through to full 24 hour coverage
  • FREE Initial assessment visit in your own home
  • NVQ2 / NVQ3 Qualified Carers

Fully registered by The Care Quality Commission
<table>
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<td>Bromley</td>
<td>0161 236 0829</td>
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<td>London</td>
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<td>Day to Day Care Ltd</td>
<td>Orpington</td>
<td>01689 897774</td>
<td>OP D PD LDA SI YA</td>
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<td>Diversity Healthcare</td>
<td>Bromley</td>
<td>0208 498 6800</td>
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<td>0207 998 6117</td>
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<td>Elite Care &amp; Support LLP</td>
<td>London</td>
<td>0208 676 5649</td>
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<td>Chislehurst</td>
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<td>Bromley</td>
<td>0208 313 4072</td>
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<td>Beckenham</td>
<td>0208 650 7264</td>
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<td>Home Instead Senior Care – Bromley, Chislehurst and Orpington</td>
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<td>0208 658 2535</td>
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<td>HomeCare Bromley</td>
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<td>0208 464 8844</td>
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<td>Impeccable Healthcare Services Ltd</td>
<td>Orpington</td>
<td>01689 885002</td>
<td>OP D PD LDA SI YA</td>
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<tr>
<td>JSR Healthcare Services Ltd</td>
<td>Orpington</td>
<td>01689 832250</td>
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<td>Kare Plus Bromley</td>
<td>Beckenham</td>
<td>0203 745 4465</td>
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For information and advice: [WWW.BROMLEY.GOV.UK](http://WWW.BROMLEY.GOV.UK)
Stay happy, stay safe, and stay in your own home.
Tailor made care packages for all your home care needs.
Call your local care manager to arrange your free consultation.
Tel: 0800 009 6926

ELMES
HOMECARE
www.elmeshomecare.com

River Garden Homecare provide high quality and affordable care services for older people. Our local care team are professional, friendly and respectful.

We offer a flexible service that is available from 30 minutes a day through to 24-hour and live-in care.

For more information
www.rivergardenhomecare.co.uk
Call us: 07538 117 554
Or pop into our office for a fresh brew and some biscuits to discuss how we can help
River Garden Care Ltd, Charles House, 35 Widmore Road, Bromley BR1 1RW.

Dementia Home Care Service in the Borough of Bromley

Our Services:
- Companionship
- Personal Care
- Specialised Dementia Services

Translucence Care
We pride ourselves in the delivery of High Quality and Excellent Care Services straight to the comfort of your home.

Our Services: • Personal care • Dementia care • Home help • Live in care • Companionship • Respite care • Sitting service • Escort to appointments • Community support Service • Help with Shopping

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E: info@translucencecare.com
www.translucencecare.com

"We are passionate about care"

Plum Care can provide help with personal care (like washing and dressing), household chores, preparing meals, medication, mobility, getting out or some extra company.

We are passionate about our professional and personalised Home Care Service and work hard to meet and exceed your expectations. Live your life your way!

Because Home is where the heart is

020 3915 2448
hello@plumcare.co.uk
www.plumcare.co.uk

We believe great care is best when it’s at home.
We're there when you need reassurance and to help you stay independent.
Our quality care is provided by our trained and compassionate carers.
Whether it's regular visits or a Live-in carer, we're here for you.
Call today: 01689 283222
alinahomecare.com

FOR INFORMATION AND ADVICE: WWW.BROMLEY.GOV.UK
Kentish Homecare Agency Ltd  
Beckenham  
Tel: 0208 658 4455

Lexwin Trading Ltd  
Orpington  
Tel: 07423 624528

Lifecome Care, Bromley  
Bromley  
Tel: 0203 393 7048

Link Care Nursing Agency Ltd, The  
Orpington  
Tel: 01689 898840

London Office  
– Apollo Home Healthcare Ltd  
Bromley  
Tel: 0203 700 8775

Mackley Homecare Ltd  
Bromley  
Tel: 0203 892 8700

MCCCH (Beckenham Road)  
Beckenham  
Tel: 01622 722400

Mears Care  
– Bromley  
Bromley  
Tel: 0208 462 1006

Nightingale Home Care  
Bromley  
Tel: 0208 466 9664

NursePlus UK  
Orpington  
Tel: 01689 857850

Option Care Ltd  
Chislehurst  
Tel: 07789 475993

P & E Care Ltd  
Bromley  
Tel: 0208 676 5676

Petts Wood Homecare Ltd  
Orpington  
Tel: 01689 897205

Plum Care  
Bromley  
Tel: 0203 915 2448

Right at Home Bromley  
Bromley  
Tel: 0208 150 6272

Right Choice Home Care  
Bromley  
Tel: 07944 554648

River Garden Care  
Bromley  
Tel: 07538 117554

Scodef Care  
(Scodef Ltd)  
Beckenham  
Tel: 07865 349520

YOU DESERVE CARE THAT MAKES A DIFFERENCE

Quality care you can trust, delivered in the comfort of your own home

Keeping you and your loved ones safe without the need for residential care

• Our care is person-centred - we go the extra mile
• All CareGivers are introduced to Clients in advance
• We do not wear uniforms, unless requested by Clients
• Our Care calls are never rushed
• 1 hr minimum up to 24/7 live-in care

Our services include:

• Companionship
• Transportation & errands
• Meal preparation
• Light housekeeping
• Help with washing & dressing
• Personal care
• Medical reminders
• Post-operative support
• Holiday & respite cover
• Specialist dementia care
• Hospital to home
• Live-in care

and much more...

Call us for a FREE care assessment

0208 150 6272
bromley@rightathomeuk.com
www.rightathomeuk.co.uk/bromley
Dementia support

Support and advice
The Bromley Dementia Support Hub was established by Bromley Council and Bromley Clinical Commissioning Group for people diagnosed with dementia and their carers. 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 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. These include:

Dementia Support Centres in Beckenham and St. Paul's Cray, Orpington help adults with dementia to remain living in their communities and homes. All care is tailored to the personal history and interests of the adult with dementia, with stimulating activities in indoor and outdoor environments.

Respite at Home provides family carers with a break from caring and engages people in activities to help them maintain everyday living skills.

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 Dementia Exercise and Wellbeing Café in Beckenham combines the opportunity to meet others with similar experiences of dementia and take part in a gentle exercise session. For more information call 020 8663 0499 or visit www.mindcare.org.uk

The Memory Lane Café in Bromley meets most Fridays and is a chance to make friends with other people from Bromley living with dementia, share and talk about interests and life experiences. For more information call 020 8315 1885 or visit www.bromleydementiasupporthub.org.uk

Contact Bromley Dementia Support Hub on 020 3328 0366 for an up-to-date listing of all dementia cafés in Bromley.

Mental health support

Bromley Council and Bromley Clinical Commissioning Group provide an integrated service for people who have serious mental health conditions, and their carers. 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 service users to live independently in the community. An assessment of need will take place following a referral and, if necessary, a care coordinator 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

Bromley, Lewisham & Greenwich Mind provides community mental health support to adults in recovery from mental health problems to enable them to take control of their own lives. For more information, call 020 8289 5020 or visit www.blgmind.org.uk/bromley

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.

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 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.

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**Asking for a carers’ assessment**
Bromley Council provides help for carers aged 18 and over, and those they care for. A carer can ask to have a carers’ assessment to discuss their needs and support options.

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 those 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 the cared for person and carer are willing to do so – this is known as a joint assessment.

If the carer does not want to talk in front of the person they care for, or the cared for person does not want the carer present, the carer 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 the carer 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 adult.early.intervention@bromley.gov.uk

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

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**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 a non-web format if needed. Call 020 8461 7630 or email iass@bromley.gov.uk

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Resource for 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 suffering. It can happen anywhere – at home, in a care home, hospital or day service, in the workplace or school or college, or in the street.

Forms of abuse could be:
• physical;
• sexual;
• financial;
• neglect;
• self-neglect;
• psychological or emotional;
• discriminatory;
• modern slavery;
• domestic violence or organisational 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, 8.30am to 5.30pm;
• complete the online form at www.bromley.gov.uk/AdultAtRiskReport or
• for emergencies 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.
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 individuals 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 and Assessments 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 for people who are unable to live safely and independently in their own homes, but do not need the level of care provided in a care home or care home with nursing. It allows people to remain secure in the knowledge that help is on hand should they need it. Some schemes specialise in supporting people with dementia to live fulfilled lives. There are a range of accommodation types, including bedsits, studios, and one- or two-bedroom apartments.

Extra Care Housing, provided by housing associations in Bromley, is allocated on the basis of 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 15) contact Bromley Council on 020 8461 7777 or email adult.early.intervention@bromley.gov.uk

For more information about the Extra Care Housing in Bromley, visit www.bromley.gov.uk/ExtraCareHousing

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

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

www.unicornprojects.co.uk

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

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

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

Residential Elderly & Dementia care, with a difference.

For over 30 years we have enjoyed a wonderful reputation, with positive recommendations from residents, families, social workers and those connected within the care sector. We aim to continue to build upon this reputation for many years to come.

To find out more about us please call
020 8460 6555
email: info@theheathers.co.uk
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](http://www.bromley.gov.uk/sharedlives)

### Other housing and support schemes

As well as Shared Lives, there are 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 adult.early.intervention@bromley.gov.uk

### 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. 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** or email adult.early.intervention@bromley.gov.uk

For more information about care homes in Bromley, visit [www.bromley.gov.uk/carehomes](http://www.bromley.gov.uk/carehomes)

Advice on paying for a care home can be found on page 38 and useful checklists to refer to when choosing a care home or residential dementia care can be found on pages 36 and 37 respectively.

Listings of care homes, care homes with nursing and dual-registered homes in Bromley start on page 47.

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](http://www.cqc.org.uk)
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

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

### Activities

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

### Life in the home

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

### Personal preferences

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

### Catering

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

### Fees

<table>
<thead>
<tr>
<th>Question</th>
<th>Rating</th>
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<tbody>
<tr>
<td>Do your fees cover all of the services and activities?</td>
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<td>Are fees likely to change regularly?</td>
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<tr>
<td>Is the notice period for cancellation of the contract reasonable?</td>
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<tr>
<td>Could you have a trial period?</td>
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<tr>
<td>Can you keep your room if you go into hospital?</td>
<td></td>
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<tr>
<td>Can you handle your own money?</td>
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*See page 44.
### Residential dementia care checklist

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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<tr>
<th>Home 2</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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<tr>
<th>Home 3</th>
<th>Fees per week</th>
<th>Quality rating*</th>
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We suggest that you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 36. You can download and print this checklist at [www.carechoices.co.uk/checklists](http://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?

#### 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?

#### Choices
- Do residents get choice in terms of what they wear each day? 
- Are residents encouraged to be independent? 
- Can residents decide what to do each day? 
- Can residents have a say in the décor of their room?

#### Activities
- Are residents able to join in with household tasks like folding washing? 
- Are there activities on each day? 
- Can residents walk around outside on their own? 
- Are residents sitting in front of the TV or are they active and engaged? 
- Are there rummage boxes around?

#### 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 44.
Paying for your care

After your care assessment (see page 15), 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 £257.40 per year. If the Council is contributing towards the cost of your support services, you will not be charged this fee.

For more information about topics in this section, 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 £257.40 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.

Paying for a care home

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 child under 18 for whom you or your former partner have responsibility.

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 twelve weeks through a ‘Property Disregard’. After this time, you will need to arrange a deferred payment agreement, and 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 39 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 reablement – 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 40);
- 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 be limited to those that accept Bromley Council’s funding level if the Council is contributing towards the cost of your care – see page 40.

If you choose a more expensive care home option, then you will need to arrange a ‘top-up’. You will not be allowed to pay this yourself if your capital and savings are below £23,250. See page 40 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 41.

If you are starting to run out of money
If your capital and savings are likely to reduce to £23,250, you must let the Council know well in advance as it may step in to help with your care fees – whether you are paying for a care home or care in your own home. The Council will conduct an assessment of your situation and may make a contribution if you are eligible.

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 taken into account. AA is payable to people over the age of 65 and PIP for those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need.

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 twelve weeks, provided it agrees that this type of care is needed.

Deferred payment agreements
If you are eligible, after the property disregard period, any financial help from Bromley Council will be charged against the value of your home and recovered once your house has been sold.

However, Bromley Council may limit how much it will pay, and it may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions.
The Council will charge an administration fee for any deferred payment agreements that are provided and interest on the deferred debt. To find out what the current fees are, visit www.bromley.gov.uk/payingforcare

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 £165.56 per week for the standard rate) towards the cost of your nursing care. This is paid directly to the home.

NHS Continuing Healthcare
NHS Continuing Healthcare (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 won’t be automatically entitled to this funding just because you are living with dementia or have an ongoing illness, for example. Eligibility for NHS 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 NHS 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.

Whatever your circumstances, remember:
• if your partner still lives at home, they will not be means-tested. If you have a private pension, only half will be considered when you are assessed and
• a care home with nursing will generally be more expensive than a care home offering personal care only.

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

Your Attendance Allowance or Personal Independence Payment (care component) will be stopped after the first 28 days in the home. You will continue to receive the mobility component of Personal Independence Payment if you were getting it before you entered the care home.

If you are a self-funder, your care manager will give you an information pack including a booklet called ‘Paying for your Care Home’.

Fees paid by Bromley Council
The fees shown below are standard rates for care homes from April 2019. These are the maximum amounts that Bromley Council will contribute towards your care fees, if, following your assessments, you are eligible for this type of care and a contribution from the Council.

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 maximum weekly fees paid by Bromley Council towards your care if you are assessed as eligible:
• Residential care homes: £635.00
• Residential dementia care: £657.00
• Care homes with nursing: £732.00

Third party payments
Some people want a wider choice of care homes than Bromley Council can offer at its standard fee rates. If Bromley Council is contributing towards your care costs, you can choose to go into a more expensive home as long as someone else, such as a relative, friend or charity, is willing and able to pay the difference between Bromley Council’s 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 Advice Service for free and impartial money advice on 0800 138 7777 or visit www.moneyadviseservice.org.uk

For a local independent financial adviser, accredited by the Society of Later Life Advisers (SOLLA), call 0333 2020 454 or visit www.societyoflaterlifeadvisers.co.uk/find-an-adviser

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.

Paying for care in a Residential or Nursing Home

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

Clarkson Wright & Jakes also offer FREE ‘Protecting your Family Assets’ seminars covering:

- Community Care
- Lasting Powers of Attorney
- Inheritance Tax Planning

These are held at 4pm on the second Thursday of every month, at our offices in Orpington: Valiant House, 12 Knoll Rise, Orpington, Kent, BR6 0PG

Please book as many places as you need for family and friends to come along with you.

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

www.cwj.co.uk
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. These people 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 03000 616161. Opening hours are Monday to Friday, 8.30am to 5.30pm.

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

If you are unable to resolve your complaint, you can contact the Local Government & Social Care Ombudsman (LGSCO) on 0300 061 0614 and ask for assistance. The LGSCO looks at complaints about Councils and some other authorities and organisations, including 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.

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/share-your-experience-finder, call 03000 616161 or email enquiries@cqc.org.uk to share your experience of care services.

Tell us what you think

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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. For more information visit www.bromleyccg.nhs.uk/complaints.htm

If you have been unable to resolve your complaint, you can contact the Parliamentary and Health Service Ombudsman (PHSO) on 0345 015 4033. 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 on page 32.

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 to prevent someone else from being abused. 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 taken into account 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 those 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

Advocates can give advice, support and information to people of any age. Advocates can also help you to voice your concerns and guide you through difficult or challenging times. You should consider using the services of an advocate if you feel unsure or concerned when you are faced with making an important decision about your care. Advocates can also support you to make a health or social care complaint. Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

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 sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service’s latest CQC inspection report and rating (see 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 (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

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

Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk
Write to: The Care Quality Commission,
Citygate,
Gallowgate,
Newcastle upon Tyne NE1 4PA
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 doctors and professionals, but this is not the case for ‘Advance Statements’ which are not legally binding.

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

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

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

To find out more, visit www.bromley.gov.uk/MentalCapacity

my family our needs

The lifestyle site for parents and carers of children with additional needs and those who support them.

www.myfamilyourneeds.co.uk

• Birth to adulthood
• Real life blogs
• Directory
• Ask the experts
• Monthly columnist

Ask questions
Get involved
Join the family

hello@myfamilyourneeds.co.uk  @WeAreMFON
Beechmore Court
Compassionate Residential Care for the Elderly

- Kind, supportive care with a Christian ethos
- High staff levels
- Extensive activities programme
- Consistently rated ‘Good’ across all areas by CQC

020 8468 7778
headofhome@cedarmoreha.com
admin@cedarmoreha.com

Beechmore Court, 267 Southlands Road,
Bromley BR1 2EG is owned and operated by
Cedarmore Housing Association Ltd,
a not-for-profit organisation

Elmstead, your local Bupa care home.

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

Call us for advice or to arrange a visit
020 8003 4665

Search for care in your area

www.carechoices.co.uk

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

Albemarle Road, 33
Beckenham BR3 5HL
Tel: 0208 663 6225
MH YA AD

Angelina Care
229 High Street, Penge, London SE20 7QP
Tel: 0208 676 0555
OP MH

Antokol
45 Holbrook Lane, Chislehurst BR7 6PE
Tel: 0208 467 8102
OP D LDA

Archers Point Residential Home
21 Bickley Road, Bromley BR1 2ND
Tel: 0208 468 7440
OP

Ashglade
178 Southborough Lane, Bromley BR2 8AL
Tel: 0208 467 0640 Advert inside front cover
OP

Beechmore Court
267 Southlands Road, Bromley BR1 2EG
Tel: 0208 468 7778 Advert page 46
OP D

Burrell Mead
47 Beckenham Road, West Wickham BR4 0QS
Tel: 0208 776 0455
OP D

Burrows House
12 Derwent Road, Penge, London SE20 8SW
Tel: 0208 778 2625
OP D

Cabrini House 1 (Diagrama Healthcare)
1 Healy Drive, Orpington BR6 9LB
Tel: 01689 891401
YA

Cabrini House 2 (Diagrama Healthcare)
2 Healy Drive, Orpington BR6 9LB
Tel: 01689 891401
PD LDA YA

Cabrini House 3 (Diagrama Healthcare)
3 Healy Drive, Orpington BR6 9LB
Tel: 01689 891401
YA

Cowden Road, 54
Orpington BR6 OTR
Tel: 01689 896591
OP LDA YA

Croydon Road, 78
London SE20 7AB
Tel: 0208 676 9965
MH YA AD

Elmstead Care Home
104 Elmstead Lane, Chislehurst BR7 5EL
Tel: 0208 108 5218 Advert page 46
OP D YA

Eversleigh Residential Care Home
13 Sundridge Avenue, Bromley BR1 2PU
Tel: 0208 464 2998
OP PD MH SI

Fairlight & Fallowfield
Ashfield Lane, Chislehurst BR7 6LQ
Tel: 0208 467 2781 Advert inside front cover
OP

Fairmount
Mottingham Lane, Mottingham, Bromley SE9 4RT
Tel: 0208 857 1064 Advert inside front cover
OP D PD LDA SI

Heathers Residential Care Home, The
35 Farnaby Road, Bromley BR1 4BL
Tel: 0208 460 6555 Advert pages 6, 9, 33 & 34 OP D

High Street, 56
Chislehurst BR7 5AQ
Tel: 0208 468 7016
OP MH YA

High View Care Services Ltd
154 Croydon Road, Penge, London SE20 7YZ
Tel: 0208 659 4568
D LDA MH YA AD

High View Care Services Ltd
– 161 Croydon Road
London SE20 7TY
Tel: 0208 659 9488
D LDA MH YA AD

FOR INFORMATION AND ADVICE: WWW.BROMLEY.GOV.UK
Family, Community, Love, Compassion

The Jawa Group has been providing top quality specialist dementia residential care in the borough of Bromley for over 20 years. Situated in South East London, with excellent transport and community links, and close to the beautiful historic Crystal Palace Park, our care village has a unique atmosphere in which residents, visitors and staff are all valued members of our wider family.

Aiming always to deliver the highest standards of client-centred care, care plans are personalised and detailed using our own ‘Care Vision’© technology. Comfort, support and satisfaction of our service user is at the heart of everything we do and we embrace new ideas and innovation for enhanced quality of life.

Many aspects of life in Oatlands, Oatleigh & Homelands Care Village make us that little bit more special:

- Namaste Care for clients with advanced dementia
- ‘Memory Bridge’ buddy sessions
- Poetry Club
- Toddler visits
- Residents’ parties, talks & singalongs
- Exercise and indoor sports classes
- Arts & Crafts
- Games & competitions
- Music recitals

We are internationally acclaimed for our pioneering work in the field of dementia and end of life care, in collaboration with leading academics Professor Joyce Simard and Dr Michael Verde

To view our home please contact us on:

020 8778 8545  
info@jawagroup.co.uk

The Jawa Group, 210-212 Anerley Road, Anerley, London SE20 8TJ
Bromley care homes continued

**Homelands**
212 Anerley Road, Anerley, London SE20 8TJ
Tel: 0208 778 8545 **Advert page 48**

**Maple House – Care Home Learning Disabilities**
10 Maple Road, Penge, London SE20 8HB
Tel: 0208 778 5321

**Nettlestead Care Home**
19 Sundridge Avenue, Bromley BR1 2PU
Tel: 0208 460 2279

**No 66 – High View Care Services**
66 Plaistow Lane, Bromley BR1 3JE
Tel: 0203 026 7800

**Oatlands Care Ltd**
210 Anerley Road, Anerley, London SE20 8TJ
Tel: 0208 778 8545 **Advert page 48**

**Oatleigh Care Ltd**
212 Anerley Road, Anerley, London SE20 8TJ
Tel: 0208 778 8545

**Queen Elizabeth House**
38 Southborough Road, Bickley, Bromley BR1 2EE
Tel: 0208 467 3994

**Repton Road, 73**
Orpington BR6 9HT
Tel: 01689 836661

**Rowena House Ltd**
28 Oakwood Avenue, Beckenham BR3 6PJ
Tel: 0208 650 3603

**Sandford Road, 4**
Bromley BR2 9AW
Tel: 0208 313 1017

**Springfield – Care Home Physical Disabilities**
69 Freeland Road, Bromley BR1 3HZ
Tel: 0208 466 8158

**Tanglewood**
66 Leaves Green Road, Keston, Bromley BR2 6DQ
Tel: 01689 850642

**Wheatfield Road, 19**
London SE20 7XQ
Tel: 0208 659 3337

**Widmore Road**
118 Widmore Road, Bromley BR1 3BE
Tel: 0208 772 6222

See page 38 for more information on paying for care homes in Bromley.

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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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Bromley care homes with nursing

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

Ashcroft – Bromley
48-50 London Lane, Bromley BR1 4HE
Tel: 0208 460 0424

Baycroft Grays Farm Road
Grays Farm Road, Orpington BR5 3AD
Tel: 0208 302 2567

Bromley Park Dementia Nursing Home
75 Bromley Road, Beckenham BR3 5PA
Tel: 0208 650 5504

Clairleigh Nursing Home
104 Plaistow Lane, Bromley BR1 3AS
Tel: 0208 460 1527

Coloma Court Care Home
Layhams Road, West Wickham BR4 9QJ
Tel: 0208 776 1129

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

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

Bethlem Royal Hospital, The
Monks Orchard Road, Beckenham BR3 3BX
Tel: 0203 228 6000

Baycroft Grays Farm Road is our inaugural luxury care home, providing expert 24-hour residential, nursing and dementia care.

We are creating homes that feel like home, where you can truly feel at ease. As much thought has been invested into the dining experience, the engaging social activities and the high quality facilities as the exemplary standards of care.

These elements combined create the comfortable and happy lifestyle you deserve.

We are dedicated to making a better every day for you and aligning our care and services to your needs.

BAYCROFT
Care Homes & Village

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<td>Tel: 0208 462 6609</td>
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<td>Tel: 0208 402 8224</td>
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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

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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Tell us what you think

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

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey
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• Additional information, photos and web links
• Brochure requests
“My life
My home
My favourite chair by the fire

Care in your own home from Bluebird Care

Find out more about our care at home service and the difference it can make to your life.

Email the Bluebird Care team bromley@bluebirdcare.co.uk or call Shireen on 020 8315 0236

bluebirdcare.co.uk/bromley

See how our customers judge our service in independent reports by visiting https://bit.ly/2H7M7dE
We offer a relaxed and happy environment, in which residents can retain their freedom of choice and individuality:

- Experienced professional, caring and dedicated staff
- Quality furnishings and decor
- Organised activities
- Delightfully maintained gardens
- Most bedrooms with en-suite facilities
- Home cooking, menu choices and special diets catered for
- Respite care

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