Somerset
Social Care and Support for Adults 2020/21

The essential guide to choosing and paying for care and support
Everyday is a new day at Notaro Homes

Life is often about the little moments; enjoying coffee and cake in the morning, pottering about in the garden in the warm afternoon sunshine, visiting the animals in one of our farms, singing and dancing or having a natter with friends.

A happy day is a day well spent. That’s precisely what we aim to provide at Notaro Care Homes. You have the choice to plan your day the way you want to. Take some time alone, or share in a social activity; we provide a range of personalised activities to suit everyone’s interests.

Moreover, with care and support tailored to suit your needs, provided in a way you choose; all you need to think about is how you wish to enjoy your day.

Notaro Care Homes... so much more than exceptional care.

Care Homes & Locations
Immacolata House Care Home, Langport
The Lodge Care Home, Langport
La Fontana Care Home, Martock
Casa di Lusso Care Home, Bridgwater
Cedar Lodge and The Limes Care Home, Taunton
Aspen Court Care Home, Taunton
Clarence Park Care Home, Weston-super-Mare
Stuart House Care Home, Weston-super-Mare

Alcohol Related Brain Damage (ARBD) Homes
Vane Hill ARBD, Torquay
Serenita ARBD, Weston-super-Mare
Campania ARBD, Weston-super-Mare
www.arbdcare.co.uk

Care at Home
Live in Care (National)
0845 5190800
www.liveincare.com

enquiry@notarohomes.co.uk | notarohomes.co.uk | 01934 422822
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To obtain extra copies of this Directory, free of charge, call Somerset County Council on: 0300 123 2224.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Welcome to the 2020/21 edition of the Somerset Care and Support Directory.

Somerset County Council is committed to helping people maintain their independence and quality of life in their own home, wherever possible, and assisting people in achieving their ambitions.

Making sure that the most vulnerable members of our communities are safe and well cared for remains our highest priority. We know that deciding what care and support is best for you or someone you care for can be difficult.

Caring for your loved ones can at times be difficult and you may need support. One in ten people in the UK cares for friends or family members. We support unpaid carers in various ways. For example, by providing training, links to support groups and by contributing towards short breaks (often called respite). Please see page 9 for more information about carer support.

We also have Talking Cafés across Somerset where you can have a conversation about your options and different ways to support your family and friends. For more information, visit: www.somersetcc.org.uk/talking-cafe

We work closely with colleagues in our health services, registered care providers and the Care Quality Commission (the independent health and social care regulator) to monitor and raise the standards of care and support in Somerset. We are proud that a higher than average proportion of regulated services in our county are judged to be Good or Outstanding than in other regions.

If you would like to tell us about your experience of using any of the services listed in this Directory, please phone us on: 0300 123 2224.

National and local policies about social care change every year, so please double check with us, or talk with an independent financial adviser before making any decisions that have financial implications for you or your family.

You can contact us on: 0300 123 2224 for information, advice and support or visit: www.somersetcommunityconnect.org.uk

I hope you will find this Directory to be a valuable resource. Whether you pay for your care and support services yourself or the local authority contributes towards the cost (see page 50), this Directory will help you to find the advice, care and support that you need.

Mel Lock
Director of Adult Social Services
Lead Commissioner Adults and Health
Customer Contact: 0300 123 2224
Email: adults@somerset.gov.uk
Web: www.somerset.gov.uk

All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Somerset County Council nor Care Choices can be held liable for any errors or omissions. The information contained in this Directory was correct at the time of going to print. The inclusion of advertisements for homes and agencies in this Directory does not act as an endorsement or recommendation by Somerset County Council.

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

Search for care at www.carechoices.co.uk to find support in your area.
Regions covered by this Directory

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We are aware that West Somerset and Taunton Deane councils have merged but, for the purpose of this publication, we will continue to show these areas as distinct from one another.

How can this Directory help?

If you need advice about support that is available to help you remain independent, or about care services or support for carers, this Directory is for you.

There is a wide range of services available to people across the county. Many of these can help make life easier and support you to stay healthy, active and independent.

The information in this Directory is designed so that you can find solutions for yourself, but you can ask us for help and advice if you need it (see page 45).

The role of Adult Social Care

The first thing many people want to know is, 'can the council help me pay for care?' Generally, we cannot help if you have over £23,250 in capital and savings; if you have less than this, and you meet the national eligibility criteria for care, we may be able to. This is explained in much more detail starting on page 50.

We know that many people and their carers, with a little support provided at the right time, can successfully live at home and enjoy their lives to the full, often without our help.

With this in mind, we have moved from being a social care system where people expected an assessment to lead to a service, to being part of a joined-up, community-based ‘system of support’, focusing on exploring community-based options and solutions that help people get on with their lives. We want people to remain in control of their lives, to remain independent and to have the opportunity to make their own choices about their care and support arrangements.

To achieve this, we are linking closely with a wide range of community and voluntary groups and people who work to support people locally.

We have also set up local, friendly Community Connect Talking Cafés at venues across the county, where you can pop-in for a cup of tea and discover the range of groups available that may be able to provide advice and support to help you continue to live independently. You can find your local Talking Café here: [www.somersetccc.org.uk/talking-cafe](http://www.somersetccc.org.uk/talking-cafe)

People who, in the past, may have contacted social care directly for advice, can now contact relevant groups and people that could help them develop new and different approaches to achieve the
things they want. These are often more flexible and
more suitable than traditional care.

Accessing this type of support early on, when you
first need it, could help you to remain independent
for longer. This community way of working may also
help reduce social isolation, help people create new
friendships and perhaps even healthier communities.

Furthermore, it will mean that our reduced
resources are still available to support those with
care needs that significantly affect their wellbeing
and whose needs are over and above what individual
networks and community support can help with.

Tel: 0300 123 2224
Web: www.somersetccc.org.uk/talking-cafe

This Directory covers some of these services, called
’support in the community’, before moving onto
personal care services, such as home care and care
homes. The Directory doesn’t list all the community
support available in Somerset, but it may provide
you with ideas so that when you develop your
support plan, you can also find out what else is
available locally.

What is the difference between care and support?

In this Directory, ‘care’ is used to describe any
service that helps with your personal care, for
example, helping you to get up, washed and
dressed in the morning.

‘Support’ is anything provided to you that doesn’t
include personal care, for example, domestic
cleaning, shopping and attending community
groups. Of course, some people need a mixture of
both things.

It may be that you arrange what you need yourself,
or that you ask us to help you.

The important thing is that you have the right
information to make your own choices.

Where do I start?

The best way to identify what care and support you
need is by writing a list of the things you are finding
difficult. To help you do this, on page 8 there is a
blank ‘support plan’ that you can complete.

Firstly, write down the things you are finding
difficult, then, while reading the Directory, start to
come up with solutions that you can write in the
boxes: things you can do for yourself, things you can
ask others to help you with and things you would like
to talk to us about.

Although this Directory has been laid out so that it’s
easy to follow, the things you need may be built up
from each section, so that you end up with support
that is tailored to you.

Help and advice

**Somerset Community Connect website**
This website is about your care, health and
wellbeing. It has been developed to help create
awareness of what is available in the community for
the people in Somerset.

The website (www.somersetcommunityconnect.
.org.uk/information-advice), hosts:

- information and advice:
- a Community Directory of providers, local groups
  and activities; and
- information about drop-ins, where adult
  residents in Somerset can find information,
  advice and services to manage their own care and
  wellbeing.

To access the Community Directory on the Somerset
Community Connect website, visit:
www.somersetcommunityconnect.org.uk and select ‘Community Directory’. On this page, you can search for providers and groups using the search facility or filters. There is also a map display so you can easily find what is happening in your local area.

What’s relevant to me?

Visit: www.somersetcommunityconnect.org.uk and select ‘What’s relevant to me?’ This is a handy tool that quickly helps you to find what you are looking for. Simply fill in the short tick-box form letting us know what areas you need some guidance on, and we will provide you with a list of results that you can browse or email to yourself for later. You can also visit our website: www.somerset.gov.uk

Alternatively, phone us on: 0300 123 2224 for information or to request an assessment of your needs. Phone lines are open from 8.00 am to 6.00 pm, Monday to Friday; and from 9.00 am to 4.00 pm on Saturdays.

Village and Community Agents

Providing Somerset’s rural communities with easier access to information and services. The Somerset Village and Community Agent service covers the whole of Somerset. The team of agents has expanded and diversified greatly since launching in 2012 and there are now over 50 agents working directly in Somerset’s communities, as well as 20 Talking Cafés.

The project uses paid, highly-trained individuals living in the parish ‘clusters’ they support. The agents help to bridge the gap between isolated, excluded, vulnerable and lonely individuals and statutory and/or voluntary organisations which offer specific solutions to identified needs.

Agents work with people of all ages, dealing with a variety of issues, although a considerable number of clients are older with social care issues. Agents also help to shape services by feeding back information about gaps in service to the appropriate body. For example, transport provision. Agents can also motivate and support a community to respond to a local need by working together to address issues, such as by helping residents to set up a coffee morning for a group of lonely people or to start a volunteer car scheme.

For more information, phone: 01823 331222 or visit: www.somersetagents.org/somerset-village-agents

Independent advice and support

Advocacy

Advocacy is an independent service to help people understand what they are being told and to support their opinions to be heard.

Understanding the care and support system can often be daunting, especially if you have no one to talk things through with. An advocate will explain how some of the complex processes work and what the possibilities are for you. An advocate can help you tell other people what you need and wishes are. They will support you to speak for yourself whenever possible, but they can speak for you if you want them to.

If we think you would benefit from the support of an advocate and you have no one else available who can do this, such as a family member or friend, with your permission we will ask an advocate to become involved.

In Somerset, our independent advocacy service is provided by Swan Advocacy, which provides several specialist advocacy services for adults. Hi-point, Thomas Street, Taunton TA2 6HB
Tel: 0333 344 7928
Email: somerset@swanadvocacy.org.uk
Web: www.swanadvocacy.org.uk
→ Seeking financial advice
Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful for you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take 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 find a list of independent financial advisers who are accredited by the Society of Later Life Advisers at: www.societyoflaterlifeadvisers.co.uk or you can call: 0333 202 0454.

Remember, any financial adviser who recommends investing your money against specific financial products must be regulated by the Financial Conduct Authority (FCA). Visit: www.fca.org.uk for more information.

There are also several organisations that will provide free advice about funding your care.

These are a good place to start if you are looking for information and want to see what sort of options are available.

**Citizens Advice**
Web: www.citizensadvice.org.uk

**Money Advice Service**
Offers information on paying for care or the option to speak to an online adviser.
Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

**Society of Later Life Advisers**
Can help you find advice about financial planning for care. Use the website to search for a regulated financial adviser in your area.
Tel: 0333 202 0454
Web: www.societyoflaterlifeadvisers.co.uk

**NHS website, The**
Lots of information on funding care and support.
Web: www.nhs.uk/conditions/social-care-and-support-guide

**Age UK**
Advice for older people and those planning for their later years.
Tel: 0800 055 6112
Web: www.ageuk.org.uk

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**Writing your support plan**
Completing your support plan may help you to identify what you need. Then, browsing this Directory, and researching what's available where you live, may help you find solutions. It is very similar to what we would use during an assessment.

**Things you would like to achieve**
1. List the things you are finding more difficult to do or feel you would like more support to do. This could be one thing, or lots of things – try to list all the things that are important to you.

**Solutions. Using the list you've written**
2. Write down anything you already have in place to help you. For example, family or other support networks, or other solutions that you arrange for yourself.

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Search for care at www.carechoices.co.uk to find support in your area
3. Write down the help and support that others could provide for you that you could arrange yourself. For example, a friend or family member, a local community group or a simple piece of equipment.

4. If there are still things you would like to achieve that you have no solution for, write down the things that you would like to talk to us about.

If there is something you’ve written down that you can’t find a solution for, please contact us on: 0300 123 2224.

Help for carers

A carer is anyone who helps another person, usually a relative or friend, in their day-to-day life. This is not the same as someone who provides care professionally or through a voluntary organisation. Carers are a valued part of the community. Many carers do not think of themselves as carers; they see caring as an extension of their role as partners, parents, children, relatives and friends of the person they look after. Many don’t know that there is information, advice and support available.

The Somerset Carers Service is a universal service available to all unpaid carers, whether they care for a few hours a week or provide a substantial amount of support. It is provided by the Community Council for Somerset. It can provide quality local information, emotional support and practical advice to help people in their caring role and can point carers in the right direction to get help or information. The service also works closely with other specialist carer support networks.

This service is to support carers; it does not replace assessed care and support provided by the local authority.

Somerset Carers Service
Tel: 0800 316 8600
Text: ‘Carer’ to 78070
Email: carers@somersetcc.org.uk
Web: www.somersetcarers.org

For information about carers’ assessments, see page 49.
Carers’ information, support and counselling

There’s a list of information sheets for carers at: www.somerset.gov.uk/carers which can be viewed online, saved or printed. They help to explain who a carer is and some of the things carers might have to deal with in their caring role, as well as giving advice about what support is available and the services we can provide for carers in Somerset. If you would like us to send you copies of these publications, please phone us on: 0300 123 2224.

There are many learning and training opportunities available to carers. These can be designed to help with their caring situation. For example, basic first aid, maintaining personal wellbeing, and other opportunities that offer personal development. Phone us on: 0300 123 2224 to find out more.

Supporting someone with a mental health condition

Carers’ assessment workers are based in community mental health teams. They specialise in assessing the needs of carers who support someone with mental health issues and can advise carers about:

- inpatient services;
- outpatient services;
- day services;
- residential care and short breaks; and
- contacting social workers and community psychiatric nurses.

Carers’ champions

Most GP surgeries in Somerset have a member of staff who is a carers’ champion. They can add you to the Carers Register. This will alert a GP that you are a carer when you attend an appointment and may also help you access preferential appointment times and carer health checks.

The carers’ champion can provide information about where to go to find out more about carers’ services.

Breaks for carers

There are different ways of getting a break from caring. The break could be anything from a few hours to a few weeks.

Contact the carers’ support service for the most up-to-date information. Carers UK provides advice for carers. Visit: www.carersuk.org or phone: 0808 808 7777.

Young carers

We have young carers’ co-ordinators who:

- assess the needs of young carers;
- support young people (18 years old and under) who have caring responsibilities;
- promote recognition and awareness of the young carer’s needs and achievements; and
- work alongside other agencies to develop schemes and services that support young carers.

Young carers’ co-ordinators provide information, advice and support, including:

- answering questions and giving advice;
- speaking up for young carers so that ideas and needs are heard;
- introducing young carers to one another; and
- organising groups and activities to have fun and a break away from home.

You can find out more about the young carer’s co-ordinators by phoning: 0300 123 2224.
Health and wellbeing

We can all make small changes to diet and lifestyle which can help improve physical and mental health. For example, you can reduce your risk of long-term health conditions, such as heart disease, stroke, cancer or diabetes, by making healthier choices.

Things that can influence health and wellbeing include:

- spotting the signs and symptoms of illnesses;
- staying active;
- maintaining a healthy weight;
- getting out and about;
- spending time with others;
- keeping your mind stimulated;
- staying warm;
- having an adequate income;
- having a healthy diet; and
- staying safe from falls.

Further information is available on the Somerset Community Connect website: www.somersetcommunityconnect.org.uk and services are in place across Somerset.

Keeping active

Keeping active as we get older is really important for physical and mental health.

Visit the Somerset Activity & Sports Partnership (www.sasp.co.uk/activities/activities) and Healthy Somerset (www.healthysomerset.co.uk) websites.

These websites offer information about activity opportunities across Somerset, including activities for people who are less mobile.

Emotional and mental health

As with our physical health, there are things we can do to help improve our mental health. What is good for our bodies is also good for our minds. Here are some steps we can all take:

1. **Connect** – Connect with the people around you – family, friends, colleagues and neighbours.
3. **Take notice** – Be aware of the world around you and what you are feeling. Remark on the unusual. Notice the changing seasons. Reflecting on your experiences will help you appreciate what matters to you.
4. **Keep learning** – Learning new things will make you more confident, as well as being fun. Try something new. Rediscover an old interest. Learn to play a musical instrument or how to cook something new.
5. **Give** – Seeing yourself, and your happiness linked to the wider community can be rewarding and creates connections with the people around you. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in.

There will be times when you are worried about your own, or someone else's mental health. On these occasions, you may want to visit your GP to talk about the situation; they will be able to advise on what to do next and will talk with you about what help is available.

The GP might recommend:

- Support for your emotional and mental wellbeing through the wide range of community organisations in Somerset. These are often delivered in local communities by voluntary and non-profit organisations. You can find more information on the Somerset Community Connect website: www.somersetcommunityconnect.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
Talking therapies are provided by Somerset Partnership NHS Foundation Trust and are free and confidential. A range of therapies is available, including cognitive behavioural therapy. As well as your GP referring you, you can contact talking therapies yourself by phoning:

0300 323 0033 or using their online form: www.somersettalkingtherapies.nhs.uk

Specialist mental health services provided by Somerset Partnership NHS Foundation Trust, which your GP can discuss with you.

Support in the community

As we get older, staying involved with families, friends and local communities supports emotional and mental wellbeing, which is just as important as looking after physical health. Loneliness and isolation affect many people in later life; this affects quality of life and is shown to be harmful to health.

There are lots of clubs and groups in local communities across Somerset helping to keep people connected. These include:

- groups that meet to provide companionship — it may even be arranged for someone to collect you to take you to group meetings;

- pubs that provide meals, often at great value, where you can meet up with friends;

- befriending schemes, where volunteers can come and visit you at home or accompany you if you would like to go out; and

- organisations that can help you with some domestic tasks, such as cleaning, shopping, gardening, or simple repairs to your property.

You can visit our information and services website to explore lots more community support available in your area: www.somersetcommunityconnect.org.uk

There are also regular Community Connect Talking Cafés held in a venue near you. See page 6 for more information about Community Connect.

Help at home (micro-providers)

Micro-providers are providers of very small, community-based care and support services. Over the last five years, we have supported the development of over 500 independent enterprises that offer flexible, local support for people to access the community, manage their homes and gardens and have their personal care needs met.

Somerset’s micro-providers, who have joined the Micro-enterprise Development Programme, have all committed to Somerset’s ‘Doing it Right Quality Standards’.

To search for an accredited micro-provider in your local area, visit the Micro-Provider Directory on the Somerset Community Connect website: www.somersetcommunityconnect.org.uk/micro-providers

There are also regular drop-in Community Connect events held in a venue near you. See page 5 for more information on Community Connect.

The Silver Line

The Silver Line is a free, confidential helpline for older people, open 24 hours a day, every day of the year.

Specially trained helpline staff can:

- offer information, friendship and advice;

- link callers to local groups and services; and

- offer regular befriending calls.

Tel: 0800 470 8090
Web: www.thesilverline.org.uk

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

Somerset libraries offer a range of services, including reading for everyone, basic computer skills training, free computer use and Wi-Fi in a network of 34 libraries across the county. Talking books are available in many libraries and may be accessed free of charge by people who are blind, partially-sighted, dyslexic or unable to hold printed books.

There are special collections of recommended self-help books to help manage health and wellbeing — including dementia, mental health and autism collections.

Library members can also download e-audio books and e-books from: wwwUTORLANDS.org.uk

Libraries host a range of events, from knit and natter, craft activities and poetry sessions to reading groups and family history events — you can find out more at your local library.

Home Library Service

Provided by the Royal Voluntary Service (RVS), this is a free service for people who cannot visit a library themselves or for people in long-term care. RVS volunteers will support you to choose your books and other library resources and deliver these to your home.

Phone: 0300 123 2224 to register for the Home Library Service or fill in an application form, which is available from libraries and the Somerset County Council website: www.somerset.gov.uk

Mobile libraries

These support people in isolated communities by providing a selection of books and library resources. The mobile library will visit various communities during the day, and some stops are linked to local schools. To find out where the mobile library stops, please go to: www.somerset.gov.uk/libraries-leisure-and-communities/libraries/library-facilities/mobile-library or phone Somerset County Council on: 0300 123 2224.

Learning and training

Somerset Skills and Learning provides a wide range of courses for people of all ages, whether you want to get a qualification, exercise your mind and body or discover a new pastime.

These include everything from Nordic walking and fly fishing, to courses to develop caring skills, such as listening and counselling, and dementia care.

For more information, phone: 0330 332 7997 or visit: https://sslcourses.co.uk/courses/courses where you can search for courses or download a brochure.

Somerset Volunteer Service

The Somerset Volunteer Service (SVS) matches people to the many volunteering opportunities that support adult social care and other council services. Volunteering allows people to be part of the community, meet new people and make new friends.

A dedicated website outlines all opportunities available, visit: www.cswwycando.co.uk
Alternatively, email: volunteers@cswwwgroup.co.uk or phone the team on: 0800 975 5111.

Volunteering opportunities include:

- a community support role – supporting people with possible social care needs;
- community volunteers for adult social care;
- Active Living volunteers;
- volunteer drivers; and
- Leaving Care Services volunteers.
Somerset Active Living

There is a thriving Active Living network in Somerset with over 120 community groups, clubs and organisations. The network offers the opportunity for people aged over 50 to come together, enjoy the company of others and develop new friendships and social circles.

Active Living groups are vibrant ‘hubs’ providing a cafe style environment, a variety of activities and information about preventative services. The groups may offer light exercise, development and learning of new skills and knowledge, access to advice, and information about looking after your health and wellbeing. Groups run on different days and times of the week and some offer lunches.

Somerset You Can Do leads the whole Somerset Active Living Network. The network is supported by hundreds of volunteers who have a variety of roles, including group co-ordinators and more universal volunteers.

Find out more and search for an Active Living Centre near you at: www.csyoucando.co.uk

Transport and travel

There is a wide range of community and accessible transport services available to people living in Somerset whose needs are not met by conventional public transport. These could be the ‘SLINKY’ demand responsive transport service funded by Somerset County Council or community transport and community car schemes. The schemes offer a mix of vehicles, from accessible minibuses to cars driven by volunteers, with availability varying depending on where you live.

**SLINKY transport services**
This is an accessible, demand responsive, door-to-door bus service that can be used for everything from health appointments to shopping trips. SLINKY services operate in different parts of Somerset, all offering free travel to concessionary bus pass holders. To find out how to contact your local SLINKY service, visit: www.travelsomerset.co.uk/community-transport-services or phone: 0300 123 2224.

**Community Transport and Community Car Schemes**
These provide transport for individuals or groups using a range of vehicles, from minibuses with disabled access to cars driven by volunteers. Charges vary depending on which service or scheme you use, with discounts available for concessionary bus pass holders. For details of your local Community Transport or Community Car Scheme, visit: www.travelsomerset.co.uk/community-transport-services or phone: 0300 123 2224.

**Concessionary Bus Passes**
These provide free bus travel, subject to certain time restrictions, to anyone of pensionable age, or who is eligible because of a disability. You can find more information and a copy of the application form by visiting: www.somerset.gov.uk/concessionary or by phoning: 0300 123 2224.

For information about regular bus services and timetables, phone TraveLine on: 0871 200 2233.

**Blue Badges**
The Blue Badge Scheme currently provides national parking concessions for people with severe walking difficulties who travel as drivers or passengers. The scheme is also for people who are severely sight impaired. New national guidance was issued in 2019, which included ‘hidden disabilities’ including autism and mental health conditions. People who have Blue Badges can park close to their destination using on-street parking and some car parks.

For detailed information about Blue Badges please look on our website: www.somerset.gov.uk/bluebadge

The fastest way to apply for or renew a Blue Badge is online at: www.gov.uk/apply-blue-badge or you can phone us on: 0300 123 2224 to ask about applying for one.

We will need information about you to decide if you are eligible.

Search for care at www.carechoices.co.uk to find support in your area
You can normally get a badge if you:

- have a permanent disability that means you can’t walk or have considerable difficulty walking;
- have a severe disability in both your arms, drive regularly and have considerable difficulty operating parking meters and ticket machines; or
- are a child under the age of three who needs medical equipment with you at all times that cannot easily be transported, or if you are affected by unstable medical conditions and may require emergency treatment.

If it is unclear from your application, you may need to see one of our occupational therapists so that they can better understand the difficulties you have.

All decisions are made by following Department for Transport rules. Applications can take up to 28 days to process. The charge for a Blue Badge is £10. If your application is approved, a Blue Badge will be sent to you. If it has been refused, we will write to you to tell you why.

Staying safe from falls

Staying steady on your feet becomes more important as you get older. If you fall and break a bone, especially a major fracture like your hip, you may find it difficult continuing to manage in your own home. It makes sense to do all you can to reduce your risk now.

Staying physically active can help reduce the risk of falls.

Wearing badly fitting or worn shoes, foot problems and trip hazards in the home, such as loose rugs and trailing wires, can all make falls more likely.

As part of ageing, you may develop health conditions that can lead to you being at risk of falls. For example:

- muscles can become weaker;
- eyesight and hearing may decline; and
- certain medications can cause side effects which may increase your risk of falling.

Sunlight is our main source of vitamin D. To keep bones strong, include lots of calcium and vitamin D in your diet, and aim to have 15 minutes of sun a day on your skin during the summer months, without sunscreen, but take care not to burn. Some people will benefit from taking a vitamin D supplement, especially during the winter months. If you have any concerns, talk to your GP.

If you are worried about your balance or have had a fall, speak to your GP. They might refer you for a falls assessment and recommend you attend a Balance and Safety class at your local community hospital, or a physiotherapist may be able to set up an activity plan with you at home. There are community-based Stay Strong Stay Steady classes across the county to help keep you on your feet and reduce the risks of falls. Also, consider a community alarm (Lifeline), see page 17.

Meals

There are organisations that, for a fee, offer meals delivered to your door. Often, you will be provided with a frozen meal that you can warm up and eat when you choose.

For more information about meal delivery services in Somerset, check the Somerset Community Connect website.

Visit: www.somersetcommunityconnect.org.uk

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

For information about ‘Home First’, please go to page 48.

**British Red Cross Support at Home service**
The Support at Home service helps many people each year go back home after a stay in hospital. The service can give short-term practical and emotional support to help you get your confidence back and live independently.

This help can be:
- taking you home and helping you settle in;
- assisting you with shopping;
- collecting prescriptions and pensions; and
- offering companionship.

Trained volunteers from the British Red Cross provide this free, short-term service.

You can contact the **South of England Support at Home service** by phoning: 01235 552665 or emailing: ilcrsouthcadmin@redcross.org.uk

For the **Mobility Aids Loan service** based in Taunton, phone: 01823 273746.

You can find more information about these services on the **British Red Cross** website: www.redcross.org.uk/get-help

Sometimes ward staff may recommend that you talk with someone from adult social care about things that could support you at home, for example help with personal care, equipment or minor adaptations to your home. See page 45 for an explanation of what an assessment is.

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Equipment

There is a wide range of equipment available that can be used in the home to make life easier and help you remain independent. This could be a stair rail, raised toilet seating, equipment to help in the bath or shower, items to help you with eating and drinking, loop systems to support hearing, or magnifiers to support reading. Equipment can help you to:

- move around your home;
- get in and out of a chair or bed;
- get in and out of the bath or shower;
- prepare food and drinks;
- read bills and correspondence;
- reach the front door; and
- carry out parenting tasks.

As well as small items of equipment, there are also other products available to support people to live as independently as possible at home, often known as ‘Telecare’.

Telecare can remind and inform people, and their carers, about things which need to be done, such as taking medicines on time. It can alert a family member or carer that a person has got out of bed at night and needs assistance. Or it may alert a monitoring centre that something has happened, for example if a tap has been left running, and appropriate action should be taken.

**How to get equipment**

**Short-term loan**

Equipment for short-term loan is available through the British Red Cross and is ideal if you need some equipment temporarily, for example, to try something out before you buy it.

Tel: 01823 273746
Web: www.redcross.org.uk

**Buying equipment**

AskSARA is a website that you can use to see what equipment is available.

Web: [https://asksara.dlf.org.uk](https://asksara.dlf.org.uk)

You can buy some equipment that might help you from local shops that specialise in disability equipment. There are also some local voluntary organisations and private providers that sell equipment. The Somerset Community Connect website gives lots of information about equipment available locally:

[www.somersetcommunityconnect.org.uk](http://www.somersetcommunityconnect.org.uk)
Advice and information about equipment
If you would like someone from adult social care to talk to you about what could help you, please phone us on: 0300 123 2224.

Community Equipment Service
Millbrook Healthcare has many years of proven experience in delivering and maintaining community equipment, wheelchairs and assistive technology.

If you are eligible to be provided with equipment from our community equipment service, an order is made so that you can collect it straight away, or it might be delivered if necessary. If it is agreed that you need a follow up occupational therapy home visit, this can be arranged.

The local service centre is in Wellington. Skilled technicians and a helpful customer service team can provide assistance with the range of equipment.

Guidance is available to support people with their daily living needs via two Independence and Advice Centres (IACs), one based in Wellington and the other in Shepton-Mallet. If you meet the eligibility criteria for equipment (within our contract), this can be provided via this service, free of charge. If you do not meet the eligibility criteria, staff can provide advice on retail outlets offering these products.

To book an appointment for the IACs, please phone: 0300 123 2224.

You can find information on VAT relief for disabled people at: www.gov.uk/financial-help-disabled/vat-relief

Community alarm services
In Somerset, community alarm services are available through district councils. See page 10 for contact details. Community alarms services can provide a device that sits between your phone and its socket point, and an alert button that you wear. When the button is pressed, an alert is directed to a call centre that will respond instantly. The centre can speak to you even if you are not near the phone, but this will only happen when the button is pressed. Additional alerts can be added to the system, including smoke alarms, door exits sensors and heat alarms.

Carer pagers are available to alert a family member or friend of a sensor being triggered.

This can be particularly helpful and reassuring if you have returned home after being in hospital. The right equipment and assistive technology can make all the difference to feeling safe and getting your confidence and independence back after an illness or accident. Please visit the Somerset Community Connect website to find out more. Or you can phone us on: 0300 123 2224.

Daytime care and support
Daytime care and support can be a made up of a variety of activities, designed to help people who live in their own homes but who need help to get out and about.

Activities are often run in the community, at a local care home or in a local hall or housing scheme. Care and support are available in a way that encourages and enables people to remain as independent as possible by helping them to maintain and improve their wellbeing. Many daytime activities can also allow carers to have a break. Check with your local care homes and home care agencies to see if they run this service. The Somerset Community Connect website gives lots of information about what’s going on in your community. Visit: www.somersetcommunityconnect.org.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](http://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.

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Handled plug  Chair raisers  Shopping board  Level indicator  Teapot tapper
More information on staying independent and ideas to help you live at home can be found online at www.carechoices.co.uk/staying-independent-at-home/. There is also information on making larger adaptations to your home.

If moving whilst in bed is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it’s lighter.

Is it becoming difficult to get dressed? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support. See page 23.

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

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

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

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

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

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

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

Somerset County Council
Customer Contact: 0300 123 2224
Email: adults@somerset.gov.uk
Web: www.somerset.gov.uk

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

Search for care in your area

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

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

Care Choices
Assistive technology checklist

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

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

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<thead>
<tr>
<th>Suitability</th>
<th>Will it need to be installed by a professional?</th>
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<tbody>
<tr>
<td>Does the equipment support your specific needs?</td>
<td>Can the retailer provide you with training in using the equipment?</td>
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<tr>
<td>Are you willing to use it?</td>
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<tr>
<td>Will it fit into your everyday life and routine?</td>
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<tr>
<td>Have you tried a demo of the equipment?</td>
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<tr>
<td>Do you understand what the equipment is for?</td>
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<tr>
<td>Do you need to take it with you when you leave the house? Is it transportable?</td>
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<tr>
<td>Does the equipment have any limitations that would make it unsuitable for you?</td>
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<tr>
<td>Will it work alongside any assistive technology you already have?</td>
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<th>Reliability</th>
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<td>Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?</td>
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<tr>
<td>Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.</td>
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<tr>
<td>Can you speak to someone who already uses it?</td>
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<tr>
<td>Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.</td>
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<tr>
<td>Is it durable? If you might drop it, is it likely to break?</td>
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<tr>
<th>Usability</th>
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<tr>
<td>Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?</td>
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<tr>
<td>Does the equipment need a plug socket, and will its wire cause a trip hazard?</td>
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<tr>
<td>Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?</td>
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<tr>
<td>Are you able to use it? Are there any aspects you don’t understand?</td>
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<td>Is it portable?</td>
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<tr>
<th>Cost</th>
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<tr>
<td>Do you know how much it costs?</td>
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<tr>
<td>Will you need to pay a monthly charge?</td>
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<tr>
<td>Are there alternative solutions that might be free?</td>
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<tr>
<td>Is there a cost associated with servicing the equipment?</td>
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</table>

Notes

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

ARE YOU HAPPY WITH YOUR CARE PROVIDER?

Registered with the Care Quality Commission, we offer high quality domiciliary care. Our local team of qualified support workers can assist you to live safely and independently in your own home.

The following services are available:

• Washing, bathing, showering, shaving & oral care
• Dressing & Undressing
• Feeding and Meal Preparation
• Housework, Laundry & Shopping
• Sitting and Respite Care
• Toileting

• Getting up and going to bed
• Medication/Prescription Collection
• Night care
• Accompanied Visits
• Palliative Care
• End of Life Care

TOTAL CARE, BRIDGWATER, SOMERSET

Tel: 01278 424514 or 07784 227 656

totalcare.sw@btinternet.com  www.totalcaresouthwest.co.uk
Care and support at home

Home care

Before deciding you need home care, seek advice about equipment and adaptations, see page 16. This may reduce, or even remove your need for home care.

Home care services provide help with daily activities, such as cleaning and shopping, and personal care, including getting in and out of bed, washing, dressing and using the toilet. Sometimes, with the right help, people recover their independence and need no further help.

If you have been ill or have just come out of hospital, the short-term support of a home care worker could be welcome. Also known as domiciliary care or care at home, it is available to anyone, but is particularly aimed at older people or people of any age with a physical or learning disability or a mental health condition.

Home care is provided by private or voluntary agencies or individuals. Care workers must be specially trained in areas such as manual handling, first aid and food hygiene. They will also have had background checks with the Disclosure and Barring Service.

Not all agencies provide the same services and charges vary. Some agencies offer a night-sitting or a live-in service, and some can provide registered nurses if needed.

All home care organisations that provide personal care must register with, and be inspected and rated by, the Care Quality Commission (CQC), which makes sure that quality standards are met, and that staff are appropriately trained to do the job.

You can ask the CQC for its latest inspection report and rating for any agency you are considering. The provider should also be able to provide this information. For more information on the CQC, see page 39.

Home care provided by an individual who is not part of an organisation is not required to be registered or regulated by CQC. Please be mindful of this and ask anyone you are considering, to provide references from other people who have used them. That said, as they work on their own, they can often provide you with a very tailored service to suit you.

Live-in care

Moving into residential care, where you have the support you need, and the companionship of others is the best solution for some people. For others, staying in the family home with its lifetime of memories and personal possessions is more important.

Live-in home care is an alternative to residential care. It allows you to keep more control over your life and what is happening around you. If you have any pets, they can continue to live with you, and family and friends can still visit or stay when you like.

There are many advantages of having one person to look after you too. A live-in carer can get to know your routine and do things the way you like them. As well as helping with personal care and domestic chores, they can assist with transport and running your home, and you have the reassurance that there is someone you can call on at any time of the day or night. As carers are often matched to your needs and interests, you also have the opportunity to establish a one-to-one relationship with them and enjoy their companionship.

Not only is ongoing, 24-hour live-in care available for people who need full-time support, it can also be provided short-term, for example, following a stay in hospital or to provide a break for a regular carer.

Organisations that provide live-in care will tailor the service to suit you, but you need to be clear about what they will charge you and it's a good idea to ask for their service user guide. NB: Somerset County Council do not fully fund live-in care if its cost exceeds that of other care and support services that could meet your eligible needs following an assessment.

Visit www.carechoices.co.uk for further assistance with your search for care
How can we help you?
Are you or a loved one needing a little extra support at home?
Way Ahead Care is a family run business. We can provide anything from pop-in visits to Live-in care.
Call us for more details and a FREE consultation
01823 321123
Or visit our website
www.wayaheadcare.co.uk
Homecare Services by your local family run care provider

Live-in Care
The realistic alternative to a Care Home
Live-in Care enables you to live in your own home surrounded by belongings and memories.
Individuals and couples can benefit from a dedicated Carer 24hrs a day, 365 days a year. All without the distress and upheaval of relocation. Providing continuity and a service that is individual to you.
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01823 321123
www.wayaheadcare.co.uk
Because real comfort is at home...
Home care agency checklist

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<th>Agency 1</th>
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<th>Agency 3</th>
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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](http://www.carechoices.co.uk/checklists)

### About the agency

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

### Staff

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

### Accommodating your needs

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

### Regulation

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

### Notes

__________________________________________________________________________
__________________________________________________________________________
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__________________________________________________________________________

* See page 39

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Netherclay Home Care
Supporting Independent Living
Serving the community for 25 years

We provide personalised care and support

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- Dementia care & support
- Night time care & support
- Support with long term conditions
- Hospital to home service
- 24-hour live-in care
- Maintenance service

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... carers who arrive and leave on time?

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Chelston Business Park
Wellington TA21 8YA
www.netherclayhomecare.co.uk
info@nhcareltd.co.uk

Investors in People

Impacted and rated: Good
Care Quality Commission

The Social Care Compliance Agency
Able2Achieve Office RCPA
Yeovil
Tel: 017930 645444

Agincare UK Ltd
Taunton
Tel: 01803 670514

Affinity Trust - South West
Wells
Tel: 01749 605594

Altogether Care LLP – Yeovil Care at Home RCPA
Yeovil
Tel: 01935 433069

Amber Home Care
Near Radstock
Tel: 01761 412011

Ash House
Taunton
Tel: 01823 345612

Aspire Care (SW)
Axbridge
Tel: 01934 265263

Beauchamp House Nursing Home
Taunton
Tel: 01823 481500

Berkeley Home Health – Somerset and Wiltshire
Frome
Tel: 01373 836767

Blue Moon Care Ltd RCPA
Taunton
Tel: 01823 289559

Bluebird Care RCPA
Bridgwater and Burnham
Tel: 01278 488799

Mendip
Tel: 01373 463838

Minehead
Tel: 01643 459199

Street & Glastonbury
Tel: 01458 570015

Taunton
Tel: 01823 331194

Wellington
Tel: 01823 331194

Wells & Shepton Mallet
Tel: 01749 372197

Wincanton
Tel: 01963 476184

Yeovil
Tel: 01935 584184

Bluebird Care Devon and Somerset Live In Care
Wellington
Tel: 01823 331194

Boocare
Somerton
Tel: 01458 551874

Brunelcare Domiciliary Care Services Somerset RCPA
Bridgwater
Tel: 01278 439177

Cambian Lufton Manor College
Yeovil
Tel: 01935 403120

Candlelight Homecare Glastonbury Area Office RCPA
Glastonbury
Tel: 01458 831201

Care Partnership, The
Taunton
Tel: 01823 240640

<table>
<thead>
<tr>
<th>Service</th>
<th>OP</th>
<th>Older people (65+)</th>
<th>PD</th>
<th>Physical disability</th>
<th>LDA</th>
<th>Learning disability, autism</th>
<th>MA</th>
<th>Mental health</th>
<th>SI</th>
<th>Sensory impairment</th>
<th>YA</th>
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Visit www.carechoices.co.uk for further assistance with your search for care.
CARE VISITS AT HOME
Good Old Fashioned Service

Telephone numbers for your local Bluebird Care office can be found in the Directory listing opposite.

What we offer
We offer everything from personal care to shopping, cleaning or social visits. In fact, everything you need to stay in the comfort of your own home.

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taunton@bluebirdcare.co.uk
southsomerset@bluebirdcare.co.uk
sedgemoorandwsomerset@bluebirdcare.co.uk

Do you need a helping hand?

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

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

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

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Search for care at www.carechoices.co.uk to find support in your area
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Care South Home Care Services Somerset RCPA</td>
<td>Phone: 0800 8174 990</td>
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<tr>
<td>FHS24 Nursing+Care Agency RCPA</td>
<td>Phone: 0330 124 1814</td>
</tr>
<tr>
<td>Care Wyvern</td>
<td>Phone: 01823 325554</td>
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<tr>
<td>Future Living</td>
<td>Phone: 07557 953396</td>
</tr>
<tr>
<td>Carroll's</td>
<td>Phone: 01663 707370</td>
</tr>
<tr>
<td>G H Quality Care Ltd – 63 Taunton Road</td>
<td>Phone: 01278 445068</td>
</tr>
<tr>
<td>Churchview Care Services (Taunton)</td>
<td>Phone: 01935 479721</td>
</tr>
<tr>
<td>Heartfelt Care</td>
<td>Phone: 01935 479994</td>
</tr>
<tr>
<td>CL Lifestyles Night Care Somerset</td>
<td>Phone: 0845 459 0188</td>
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<tr>
<td>Helping Hands Taunton</td>
<td>Phone: 07736 887004</td>
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<tr>
<td>Craegmoor Supporting You in the South West</td>
<td>Phone: 01823 274126</td>
</tr>
<tr>
<td>Home Instead Senior Care</td>
<td>Phone: 01823 211121</td>
</tr>
<tr>
<td>Crimson Hill Support RCPA</td>
<td>Phone: 01823 255000</td>
</tr>
<tr>
<td>Home Instead Senior Care, Yeovil, Sherborne &amp; Bridport</td>
<td>Phone: 01935 577030</td>
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<tr>
<td>Dementia Care TLC</td>
<td>Phone: 01278 793580</td>
</tr>
<tr>
<td>Horton House</td>
<td>Phone: 01275 851049</td>
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<tr>
<td>Dimensions Somerset Bridgewater Domiciliary Care Office</td>
<td>Phone: 01823 250509</td>
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<tr>
<td>House of St Martin</td>
<td>Phone: 01823 275662</td>
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<tr>
<td>Dimensions Somerset Frome Domiciliary Care Office</td>
<td>Phone: 01373 456551</td>
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<tr>
<td>Hummingbird Care</td>
<td>Phone: 01823 602776</td>
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<td>Dimensions Somerset Yeovil Domiciliary Care Office</td>
<td>Phone: 01935 470616</td>
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<tr>
<td>Kingdom House</td>
<td>Phone: 01823 211112</td>
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<td>Dunster Lodge Domiciliary Care RCPA</td>
<td>Phone: 01643 800190</td>
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<tr>
<td>Laurel Homecare Ltd</td>
<td>Phone: 07711 511928</td>
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**Service User Bands**
- OP Older people (65+)
- D Dementia
- PD Physical disability
- LDA Learning disability, autism
- MH Mental health
- SI Sensory impairment
- YA Younger adults
- AD People who misuse alcohol or drugs

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
What does home mean to you?

CALL US ON 0845 519 0800

Your home is your castle, your sanctuary. This incredible place is so special, so why should you leave your home, if your health needs change?

Notaro Live in Care have a simple, affordable, solution. We provide trained, employed carers to live with you, in your home. Caring and supporting you to retain your independence in a place you love. A number of individuals and couples have chosen our service in your area already and are benefiting greatly from the joys a Live in Carer can bring.

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• Retain your independence
• Affordable
• Flexible
• Employed, experienced carers
• Couples / Families remain together
• Beloved pets can be kept
• Incomparable 1:1 support

We’ve lived here all our lives, when my husband developed dementia, knowing he could stay in his world, changed mine. I’ve been over the moon and overjoyed with Karina, our carer, she’s been incredibly kind and supportive.

Mrs B (West Somerset)

To find out more, or to request a brochure, call our friendly local team on: 0845 519 0800 or email enquiry@liveincare.com

Visit us at: www.liveincare.com
<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Details</th>
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<tr>
<td>Libertas Care Ltd – 3 The Barley Yard</td>
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<td>Lifeline Homecare – Frome</td>
<td>Tel: 01373 823105 OP D PD LDA MH SI YA AD</td>
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<td>Lifeways Community Care (Taunton)</td>
<td>Tel: 01823 277500 OP D PD LDA MH SI YA</td>
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<tr>
<td>Lily Caring Angels Ltd</td>
<td>Tel: 01460 929090 OP D PD SI YA</td>
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<td>Livability Somerset</td>
<td>Tel: 01823 7252000 OP LDA YA</td>
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<td>Live in Care</td>
<td>Tel: 01823 765121 OP D PD LDA SI YA</td>
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<td>Managed Care Ltd RCPA</td>
<td>Tel: 01458 253738 OP D PD MH SI</td>
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<td>Meadow Court</td>
<td>Tel: 01823 270845 LDA MH</td>
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<td>Mencap – Taunton Deane Support Services</td>
<td>Tel: 01823 288061 LDA</td>
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<td>Mencap – Yeovil Support Service</td>
<td>Tel: 01935 423232 LDA YA</td>
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<tr>
<td>Mi Casa Care Ltd Devon</td>
<td>Tel: 0800 689 4267 OP D PD LDA SI YA</td>
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<td>My Willows (South West)</td>
<td>Tel: 0800 090 231 OP D PD LDA MH SI YA AD</td>
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<td>NAS Community Services (Somerset)</td>
<td>Tel: 0117 974 8413 LDA</td>
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<tr>
<td>Neighbourhood Care HQ</td>
<td>Tel: 01278 320774 OP D PD LDA MH</td>
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<td>Netherclay Home Care RCPA</td>
<td>Tel: 01823 668400 OP D PD LDA SI YA AD</td>
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<td>Newcross Healthcare Solutions Ltd (Taunton)</td>
<td>Tel: 01823 282850 OP D PD LDA MH SI YA</td>
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<tr>
<td>Newcross Healthcare Solutions Ltd (Yeovil)</td>
<td>Tel: 01935 804157 OP D PD LDA MH SI YA</td>
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<tr>
<td>Notaro Live in Care</td>
<td>Tel: 0845 519 0800 OP D PD MH SI YA</td>
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<tr>
<td>One to One Homecare Ltd</td>
<td>Tel: 01823 674309 OP D PD LDA MH SI YA AD</td>
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<tr>
<td>Orchard Lea</td>
<td>Tel: 01823 972514 PD LDA SI VA</td>
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<tr>
<td>Prestige Nursing Taunton</td>
<td>Tel: 01823 216496 OP D PD LDA MH SI YA AD</td>
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<tr>
<td>Realise South West</td>
<td>Tel: 01278 426903 OP D PD LDA MH SI YA AD</td>
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<tr>
<td>Reynard Care &amp; Support Agency, The</td>
<td>Tel: 01643 708529 LDA YA</td>
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</table>

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

RCPA Member of the Registered Care Providers Association Ltd – see page 64

Visit www.carechoices.co.uk for further assistance with your search for care
Bradbury Outreach Services (BOS) offer a full comprehensive Domiciliary Care and Outreach Service for people with learning disabilities, autism and mental health needs. As an established care provider, we support individuals in their own homes with all daily living tasks.

BOS offer bespoke person centred care that both empowers and creates independence for each individual we support. We have a highly trained team in place to meet your needs.

At BOS we utilise the Daycare service on offer from the Bradbury House Group. A working farm spread over 250 acres enables us to provide a wide range of meaningful activities. Domiciliary care is at the heart of BOS, we pride ourselves on delivering a service that brightens the lives of everyone we work with.

Please contact us for more information on 07718 000283
Or email info@bradburyoutreach.com
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- Dementia care
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www.livein.care

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

Ruby Care
Taunton
Tel: 01823 480640

Select Homecare Direct
Highbridge
Tel: 01278 795342 Advert page 34 D P D LDA MH SI

Share The Care Ltd Somerset
Yeovil
Tel: 07368 146222

Somerset Care Community RCPA
Crewkerne
Tel: 01460 271529
Mendip
Tel: 01373 475590
Sedgemoor
Tel: 01278 426903
South Somerset
Tel: 01373 473703
Taunton Deane
Tel: 01823 447120

Somerset Care Realise (South West) RCPA
Taunton
Tel: 01823 447135

Somerset Domiciliary Service and Floating Support
(Minehead)
Minehead
Tel: 01643 708378

South West Independence Ltd
Care at Home
Bridgwater
Tel: 01278 663919

Taunton Homecare Services
Taunton
Tel: 01823 423352

Thornhill Care Services
Taunton
Tel: 07752 966698

Total Care
Bridgwater
Tel: 01278 424514

Voyage (DCA) Somerset & Devon
Bridgwater
Tel: 07964 249148

Way Ahead Care
– Taunton RCPA
Taunton
Tel: 01823 321123

Wisteria Care
Yeovil
Tel: 07946 404414

Wisteria House Residential Home
– Somerset
Yeovil
Tel: 01935 822086

You First Support Services CIC RCPA
Langport
Tel: 01485 254040

Your Life (Taunton)
Taunton
Tel: 01202 362303

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Select Homecare Direct Ltd
Providing Quality Care Throughout Sedgemoor

We can offer:
- PERSONAL CARE
  prepare & cook meals, medication prompting
- LOCAL HOLIDAY SUPPORT
- DOMESTIC SERVICES
  shopping, laundry, ironing, help with daily tasks
- TRANSPORT
  appointments and day trips
- HOLIDAY CARE
  companionship, holiday assistance

For further information please visit our website at www.selecthomecaredirect.co.uk
Contact us on: 01278 795342 or 07739 093653
e: selecthomecaredirect@yahoo.co.uk

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

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

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

If you are finding it more difficult to live in and maintain your home, you may be considering different housing options. If you have low-level support needs, one option is sheltered housing. If you have a higher level of care and support needs, Extra Care Housing could be a good solution.

Sheltered and retirement housing

Sheltered and retirement housing is suitable for people who can live independently. It provides the peace of mind that there are some on-site services available that can provide low-level support.

There are many types of sheltered schemes and retirement housing, available to rent or to buy. They are provided by district councils and housing associations. Schemes usually consist of between 15 and 40 dwellings. These may be bedsit rooms, self-contained flats, bungalows or luxury apartments. The complex is often built around a garden or communal facility and is linked to a central control centre for security.

Extra Care Housing

Extra Care Housing is a purpose-built or adapted form of housing with self-contained, accessible and affordable one- or two-bedroom flats or bungalows that you can rent. It allows you to live as independently as possible, in the security and privacy of your own home. It also gives you the peace of mind that someone is on call if you need any help.

If you have regular care and support needs, they can be met by the on-site team of care and support workers. Your support is tailored to your own situation and can easily be adjusted if your needs change.

You can have help with things like:

- washing, dressing and personal care;
- preparing snacks and heating up meals;
- shopping and laundry;
- some domestic tasks; and
- reminders to take medicines.

Some schemes are simply housing for older people and are linked to a community alarm. Many schemes have a scheme manager or support worker and a community alarm service. There are often communal facilities, such as a lounge, laundry, guest flat and garden. Meals are not normally provided, but a few schemes include a restaurant, and some can arrange hot meals.

Private developers also build retirement housing for older people, who are usually over 55, to buy or to rent, or for shared ownership. They set their own entry criteria for people with care and support needs.

Extra Care Housing is different in that there is also a member of staff on-site at night, who you can call in an emergency by activating a lifeline which is available in each property. Communal facilities are also provided. These vary between schemes, but may include a lounge, craft rooms with organised activities, a laundry, a garden and guest rooms.

A library, hairdressing and lunchtime meals are available at most schemes. They are often located close to local shops and amenities.

All Extra Care schemes have on-site staff who are responsible for delivering support, including:

- making sure you are okay each day;
- help with correspondence;
- assistance in making health appointments, such as with your GP;
- helping you deal with money matters; and
- helping you to access other services, such as a handyman service.

Visit www.carechoices.co.uk for further assistance with your search for care
Community services available to everyone

We provide a range of services that are available to everyone in the community, not just Magna tenants:

**Magna Life line**
Careline service available 24 hours a day, 7 days a week, covering all of West Somerset and the surrounding areas.

**Magna Home Help**
We can provide help to maintain your home, including shopping, cleaning, laundry, dog walking, transport to appointments and much more.

**Magna Meals on Wheels**
Cooked meals delivered to your door. Available in the Minehead and Watchet areas of West Somerset.

**Gardener & Handyperson Service**
We can help with gardening and DIY, including grass cutting, hedge clipping, tidying flower beds, replacing tap washers, putting up shelves and much more.

For more information, contact the sheltered housing and supported services team on 0800 999 6130 or email admin-shss@magna.org.uk.

---

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Quality service by friendly & dedicated staff helping to maintain your independence

- Companionship & Sitting
- Live In Services day/night
- Meal Preparation & Cooking
- Laundry & Ironing
- Housework & Shopping
- Home & Garden Maintenance
- Assistance with paperwork
- Medication/Prescription Collection
- Accompanied Visits & Appointments
- All Staff are CRB/DBS checked

T: 01460 247565
E: info@humanicare.co.uk
www.humanicare.co.uk

---

**Brunelcare**

We offer a flexible service tailored to suit an individual's needs. We help maintain your independence in your own home for as long as possible and we have a person centred approach, treating everyone with dignity and respect.

**How we can help:**
- Personal care
- Assistance with your medication
- Domestic
- Preparing meals
- Shopping
- Assistance with paperwork
- Sitting Service (allowing carers to take a break)
- Laundry
- Accompany you to appointments and days out

All our employees are fully qualified, passionate carers and take part in continuous training. They each also hold a full Disclosure & Barring Service Check (DBS Check).

Brunelcare Crypton House, Bristol Road, Bridgwater TA6 4SY
Tel: 01278 439177
Web: www.brunelcare.org.uk
Email: somersetqueries@brunelcare.org.uk

---

**myfamilyourneeds**

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

@hello@myfamilyourneeds.co.uk • @WeAreMFON

---

Search for care at www.carechoices.co.uk to find support in your area
Eligibility and applying for Extra Care Housing

Extra Care Housing allows you to live as independently as possible, in the security and privacy of your own home, but gives you the peace of mind that someone is on call if you need any help. Extra Care is a form of housing with self-contained, accessible and affordable one- or two-bedroom flats or bungalows that you can rent. They are purpose-built or adapted to support people who have care and support needs.

If you have regular care and support needs, they can be met by the on-site team of care and support workers. Your support is tailored to your own situation and can easily be adjusted if your needs change.

To apply for Extra Care Housing, you must first contact the landlord to discuss your requirements. If the landlord thinks you may be eligible, you may be invited to visit the scheme and complete an application on Homefinder.

A trusted assessor from our care providers, or an adult social care worker will help assess your care and support needs in the first instance. Applicants who it is felt would benefit from Extra Care Housing will ultimately require a full needs assessment by adult social care.

Adult social care and the landlord are responsible for agreeing who can move into Extra Care and who has priority. A panel meets to discuss and allocate eligible applicants monthly, but there may be a waiting time for some accommodation.

For more information, visit www.somerset.gov.uk/social-care-and-health/adult-social-care-information-sheets and select ‘D6 Extra Care Housing’.

Pathways

Housing-related support is now provided through two ‘pathways’ called Pathways to Independence (P2I) and Pathway for Adults (P4A).

Somerset Pathways to Independence (P2I) is a multi-agency, integrated housing-related support service for young people aged 16 to 25.

It includes care leavers who live in, or have a local connection with, the Somerset area. The service allows young people with housing-related needs to progress along a pathway of personal goals until they can live independently. First and foremost, it tries to prevent the need for a young person to step onto the pathway at all, through targeted prevention measures.

The P2I service aims to prevent youth homelessness and enable the young people who are accommodated to progress from support and supervision to independent living by providing:

- targeted prevention through mediation to enable young people to remain in the family home (where appropriate);
- floating support;
- emergency accommodation;
- supported accommodation;
- support to identify move-on accommodation; and
- resettlement support.

The Pathway for Adults (P4A) programme purchases a range of support services for single people experiencing poor mental health who have difficulty in getting and keeping a tenancy. Rent and other housing costs are usually funded through Housing Benefit from the district councils. We contribute to the cost of support staff that help people develop the skills they need to get a tenancy and keep it.

This service supports people who do not have the resilience or resources, either by themselves, or with their family or community, to overcome problems of exclusion and helps them to find stability. The service has three elements:

1. Outreach support to help prevent people from becoming homeless or to help them retain an existing tenancy.
2. Support in provider-managed accommodation.
3. Support with resettlement to more sustainable longer-term accommodation.

You can find more information and details of services in Somerset at: www.somerset.gov.uk

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

Sometimes, people decide to move to a care home when they are in a crisis and cannot work out how to get the help they need to stay at home.

Often, people who are helped through the crisis can keep living at home with the right support.

Before considering moving into a care home, make sure that all other options that could help you to remain living independently have been exhausted. For example, by visiting a Community Connect centre or asking to talk with someone from adult social care, see page 5.

Types of home

Residential care homes (care homes without nursing)
These provide personal care, such as washing, dressing, bathing and assistance with toilet needs, if required. They do not offer nursing care. In some homes, staff may only be 'on call' and not 'on duty' at night. Some provide specialist care for people with mental health support needs, physical disabilities, learning disabilities or autism.

If your needs require a qualified nurse, this care will be provided by the district nursing service.

Specialised Residential Care homes (SRC)
These are residential care homes that specialise in supporting people who are living with advanced dementia but who do not have nursing needs. They are a specific type of home only available in Somerset. What makes them different is that they are provided through a joint venture between the local authority and Somerset Partnership NHS and Social Care Trust through specific contracts.

The Trust employs Specialist Care Development Nurses (SCDNS) who support residents in these specialised care homes and provide advice and support to the care staff. SCDNs are involved in discussing the needs of possible new residents and ensuring that they meet the criteria for SRC.

You will need a social care assessment to determine eligibility for SRC.

SRC's are marked with an SRC throughout the care home and care home with nursing listings in this Directory, beginning on page 71.

Care homes with nursing
These provide nursing care 24 hours a day. Usually, people living in these homes will be very mentally and/or physically frail or immobile and have healthcare needs that can only be met by a registered nurse.

Some offer general nursing care for older people, while others specialise in mental health or physical disability.

Care homes with nursing are often dual registered to provide both 'residential' and 'nursing' care. If you choose one of these homes, you won't need to move if your condition changes. Also, this type of home helps couples who may have different needs to live together in the same home.

Listings of care homes and care homes with nursing begin on page 71 of this Directory. Each listing details what categories of care the home provides.
Checking quality

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

Care home contracts – independent advice

We suggest you consult a solicitor before signing any contract, to make sure that the terms are fair, and you understand your rights and obligations.

We recommend that you take independent financial advice from an organisation like Age UK or Citizens Advice. The Law Society has lists of solicitors who specialise in advice for older people.

See page 68 for contact details.

Choosing a care home

Comprehensive lists of care homes and care homes with nursing begin on page 71 of this Directory. If you are thinking of moving into a care home and need help from social care, please see page 45.

Things you need to think about

Every home should produce a brochure or service users’ guide to tell people about the service it provides, and the facilities offered to its residents.

Choosing the right care home is important. If you can, visit more than one home before you make up your mind. You may be able to spend the day there, have a meal, talk to people who live in the home and meet some of the staff. This will help you make up your mind. You may be able to have a trial stay before you finally decide.

You should ask to see the Care Quality Commission report and rating before you visit and think about the things that are important to you and what questions you want to ask. When you visit a home, take the care homes checklist on page 41 with you.
Celebrating Life

Our homes are more than care homes. They're family homes. Friendly homes. Homes that provide tailored care, beautiful environments and choice in every meal or activity.

Places that celebrate the little things that mean everything – morning, noon and night.

Visit us anytime for friendly advice and to look around. You can also find helpful information at www.barchester.com

OPENs 2020

Crandon Springs
Welsh
BAS 1YE
01749 301 932

Bamfield Lodge
Bristol
BS1 6AU
01173 219 881

The Manor
Taunton
TA1 3PF
01823 230 238

West Abbey
Yeovil
BA2 3UA
01935 574 567

Residential • Nursing • Dementia • Respite & Short Breaks
Delicious meals • Daily activities • Spa bathrooms • Wi-fi

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

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

Your local Bupa care homes in Somerset.

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

Call us for advice or to arrange a visit
0808 273 2523

Open 9am-5pm Mon-Fri, 9am-1pm Sat. Closed Sundays. We may record or monitor our calls.

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

Home 1
Home 2
Home 3

Fees per week

Quality rating

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

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

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

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

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

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

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

*See page 39.

Visit www.carechoices.co.uk for further assistance with your search for care
M.E. symptoms destroy quality of life

M.E. (Myalgic Encephalomyelitis/Encephalopathy) is a serious disabling chronic neurological illness.

M.E. affects all ages. Usually adults become ill at age 30-50 years and young people at 12+ years; even 2-year-olds can have M.E.

Diagnosis, Remission & Relapse

**Diagnosis** may take years.

Periods of remission & relapse can last months/years (children are more likely than adults to have them).

Relapse if do too much physically/mentally.

Fatigue after activity can be delayed by up to 4 days.

Management

Pacing (activity followed by resting/sleeping in armchair/bed) is vital.

Mild/Moderate M.E. patients need days off to rest.

M.E. may be Severe at start or early mismanagement can cause severe M.E.

*Early recognition with positive diagnosis is key to improving outcomes.*

Always present

Reduced stamina.

Usually very tired (or irritable) after an activity.

Long-term effect

A ‘partial recovery’ is common. A ‘full recovery’ after M.E. is present for more than 5 years is rare (but such a recovery usually means you are still unable to do as much as you did before you became ill).

Common neurological symptoms

- Quality, quantity (and pattern) of sleep is affected.
- Blurred vision.
- Muscle pain.
- ‘Brain fog’. Headache.
- Sensitive to light/noise.
- Talking/word-finding difficulties.
- Standing and walking difficulties.

Other symptoms may be present

- Nausea, Dizziness.
- Sensitive to food/chemicals/smells.
- Sweating, too hot, too cold.
- Stomach pain.
- Swollen glands.
- Keeps on being ill with viruses.
- Very pale skin.
- Cold, painful, tingling hands, wrists, feet & lower legs.

Issued by M.E. Uncut. For references go to: www.bluemooncare.co.uk

On 24th January 2019, Carol Monaghan MP led a UK parliamentary debate on the treatment of (and provision for) those who have M.E. – see opposite page for some of its content or find the transcript at:

Did you know that M.E. can affect children as young as 2 years old? Myalgic Encephalomyelitis/Encephalopathy is a serious disabling chronic neurological illness. Fibromyalgia (which causes severe pain in many areas of the body) is often seen alongside M.E.

Chewing and swallowing difficulties (dysphagia) can be present. Sensory sensitivity to light, smell, touch, sound and movement can be present.

The World Health Organisation classifies M.E. as a neurological condition. Neurological conditions occur due to illness or injury damaging the brain, spinal column or nerves. All Somerset GP practices are likely to have several patients who have M.E.

Very few GPs fully understand the illness. (Dr Clare Gerada, chair of the Royal College of General Practitioners 2010-2013)

The UK government and the Department of Works & Pensions accept that M.E. is a physical illness.

‘Information for patients and hospital staff regarding treatment of patients with M.E. (Myalgic Encephalomyelitis)’ includes recommendations from Dr Lapp, Dowsett & Cheney on anaesthesia. It is available from http://www.thegracecharityforme.org/UserFiles/File/HospitalBooklet2012.pdf To download a copy of the International Consensus Primer go to: http://www.richmondandkingstonmegroup.org.uk/resources/me-adult-paediatric-inter/

Issued by M.E. Uncut. For references go to: www.bluemoongrace.co.uk

The debate revealed that in the UK less than £1 is spent annually on each ME patient. Coroners have attributed the deaths of two UK patients to ME. Concerns were raised about Graded Exercise Therapy (GET) and Cognitive Behavioural Therapy (CBT) being in the NICE CFS/ME guidelines as they were known to cause relapses. The United States Centre for Disease Control and Prevention has stopped recommending CBT and GET for ME patients. A 2016 survey found that 99% of ME sufferers experienced worsened symptoms after increasing activity. Ed Davey MP highlighted the risk of future lawsuits from ME patients whose condition has worsened because of GET. The US has moved to biomedical research but UK government/NHS funded research focuses on psychological research even though ME is not a psychological illness.
The Somerset Care Group is a leading not-for-profit organisation delivering quality care and support across the south of England. Our services include:

**Care homes**

Find companionship, fulfilment and your every care need catered for in our care homes. We provide day care, respite stays, Petals dementia care, residential, nursing and end of life care.

**Home care services**

Stay safe, healthy and happy at home with support from our home care team. We help people to stay in their own homes for longer by building their confidence to remain independent. We support with domestic tasks, personal care, medication, shopping trips, companionship, returning home from hospital and much more.

0800 8174 990 | care.enquiries@somersetcare.co.uk | www.somersetcare.co.uk
How can Somerset County Council help you?

We have lots of information available that you can use, which, with the assistance of those close to you, may be sufficient to help you make informed choices and arrange or buy what you need to ensure that your care and support needs are met.

You may like to discuss your needs with someone from social care. A good starting point, if you are able to, is to visit a Community Connect Centre. See page 5. Otherwise, contact us directly for a needs assessment.

**Needs assessments**

If you contact us, we will first try to provide the information you need over the phone. If this isn't possible, we will ask someone from a social care team to talk with you. They will aim to phone you back within 48 hours, but when demand is high this may take longer. They will try to give you the information you need over the phone, or ask that you visit a Community Connect Centre, where someone from social care will be on hand to talk with you.

Someone from social care may need to visit you in your home and talk with you and other people who matter to you. This meeting will make sure we understand you so that we can help you decide what might work for you. This process is called 'needs assessment' and is something everyone is entitled to.

We can assess the needs of adults of working age and older people who have disabilities, mental health issues, a sensory loss or general frailty. Our aim is to actively promote independence and choice, to help people live in their own homes for as long as possible. If someone can't live at home, we can help them choose good-quality supported housing or care homes.

If you are in hospital, the nursing staff can arrange for a social worker to speak with you, either during your stay in hospital, or once you have returned home.

Anyone can ask for a needs assessment, regardless of their financial situation. The assessment and advice are free.

**How to get an assessment**
The best way to get an assessment is to visit a Community Connect Centre. Alternatively, you or a friend, relative or a health professional like your GP (if they have your permission), can ask for an assessment by phoning us on: 0300 123 2224.

**What matters to me?**
A needs assessment is a discussion to make sure that we understand what matters to you and are clear about what you need. It includes finding out:

- what difficulties you have;
- what you can do for yourself;
- what you cannot manage at all;
- what you can't manage now, but with some support may be able to do in the future;
- who helps you now;
- what you think you need or would like to achieve;
- and
- the best way of meeting your needs.

With your permission, we will also talk to people closely involved with you, for example, your carer, family and friends. Other professionals, such as an occupational therapist, physiotherapist or district nurse may be included as part of your assessment. This will make sure you are given the right information to make choices about your future.

All the information you provide will be kept securely. We will share relevant information with professionals like a doctor or nurse, unless you ask us not to.

Throughout your assessment, you can always have your carer, a relative, an advocate (see page 7) or a friend present to support you. See page 56 for information about mental capacity.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Putting care at the heart of your decision

MHA care homes in Somerset
At MHA, we have over 75 years’ experience providing quality care and supporting families. As a charity, we’re always reinvesting in our homes to enable people to live later life well.

Stratton House care home
16 Park Lane, Lower Weston
Bath, BA1 2XH
Tel: 01225 421196
www.mha.org.uk/strattonhouse

Torrwood care home
Gilbert Scott Road, South Horrington Village
Wells, BA5 3FB
Tel: 01749 675533
www.mha.org.uk/torrwood

Our homes offer tailored care in a warm, supportive and friendly environment:
- Homely bedrooms with en suite facilities
- Personalised care plans, developed with residents and their family
- Award-winning music therapy (at Torrwood)
- Large, secure gardens
- Home cooked meals prepared by in-house chefs
- Hair salon and a busy activities calendar

Call or visit us online to arrange a visit
www.mha.org.uk
The assessment will take account of your religious beliefs and cultural practices.

**Your care and support plan**

At the end of your assessment, we will help you write your care and support plan. This will list the things you need to be as independent as possible and who will help you.

Most people will be able to meet some of the outcomes that are important to them by doing things differently, or by getting help from family or friends or using services that are available in their local community. The plan will list these. If there are still things you are eligible for our support with, that you cannot find any alternative ways of doing, then the plan will also list any money, services or equipment we agree to provide for you.

If we contribute towards all or some of your care, we will regularly review the help you get. As your needs change, we will help you explore the best ways to meet them. If your eligible needs increase, we will consider additional or different help. Equally, we will change, reduce or stop our financial support if you no longer need it.

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**Care eligibility**

The eligibility criteria are based on identifying how your needs affect your wellbeing. If you meet all the following criteria, you are likely to be eligible for care and support:

1. Your care needs are due to a physical or mental impairment or illness.

2. As a result of your care needs, you are unable to achieve two or more of the things in the list below:
   - managing and maintaining nutrition;
   - maintaining personal hygiene;
   - managing toilet needs;
   - being appropriately clothed;
   - being able to make use of your home safely;
   - maintaining a habitable environment;
   - developing and maintaining family or other personal relationships;
   - accessing and engaging in work, training, education or volunteering;
   - making use of necessary facilities or services in the local community including public transport and recreational facilities or services; or
   - carrying out any caring responsibilities you have for a child.

3. As a result of not being able to achieve these things, there is a significant impact on your wellbeing (please see adjacent for a definition of wellbeing).

If you have eligible needs, we will carry out a financial assessment to see what you might need to pay for your support.

**Wellbeing**

'Wellbeing' is a broad concept; it relates to a person's:

- personal dignity (including being treated with respect);
- physical and mental health, and emotional wellbeing;
- protection from abuse and neglect;
- control over day-to-day life (including how care and support is provided);
- participation in work, education, training or recreation;
- social and economic wellbeing;
- domestic, family and personal life;
- suitability of living accommodation; and
- contribution to society.

For more information on health and wellbeing see page 11.
Reablement

Your assessment may identify that short-term support will enable you to regain or improve your independence.

This could be for people:

- who may benefit from an active reablement intervention programme;
- who are medically well enough to be discharged from hospital and need support to maintain or regain independence;
- who can be helped to avoid a hospital admission;
- who can be helped short-term, to reduce the need for long-term care and support; or
- whose existing home care packages could be reduced through a change in approach.

Short-term reablement services can help you regain skills you may have temporarily lost and explore how you could do things differently. As you improve, they can help you see what community support is available that could help you in the longer-term.

Home First

Home First is about supporting people who need short-term support after hospital admission, to recover well. It is a service focussed on short-term therapeutic recovery called ‘reablement’. This service is free of charge. If you need further support, you may be asked to contribute financially, this would be discussed at your review.

It spans four hospitals:

- Musgrove Park Hospital,
- Yeovil Hospital,
- Royal United Hospital,
- Weston General Hospital.

Sometimes, hospital is the best place for you to have your medical needs met. However, when you no longer need hospital care, a hospital bed may not be the best place for you. We will help you to take the next step in your recovery, we will support you to regain your independence and confidence and we will help you to get home.

Who is Home First for?

Anyone who needs extra help to get home. We will talk with you, and the people who know you, about going home. If you need some extra help, we will talk with you about what that will be, and then we will work with you to plan when is the right time to leave hospital.

For anyone who is in hospital, we will start talking to you about your arrangements for leaving as soon as we can. You can talk to anyone on the ward.

What can you expect from Home First?

Once you no longer require clinical care in hospital, we will make sure that you have the right arrangements to assist with your recovery at home. A team of skilled staff will help you set goals and work with you to become more independent and decide which is the right pathway for you.

We will assess how you manage your day-to-day living and self-care tasks, identifying any support and/or equipment that you may need. We will discuss with you an ongoing plan to provide this. This may include helping you to find support in your local community and talking to other health and social care professionals to make sure you are as independent as possible in your own home.

In Somerset, there are three pathways for people who need support to get home:

Pathway 1

Going home or your normal place of residence where rehabilitation and recovery can be safely met, this may include a night-time assessment.

Pathway 2

Going home via a short-term residential reablement unit in Somerset, to enable a safe return home.
Pathway 3
Going home via a specialist reablement unit in Somerset to enable a longer-term assessment to be completed. This will help determine how we can support you and the people around you to manage your ongoing care arrangements.

What we expect from you
To get the most out of Home First, we need you to participate in the recommended therapy to help you recover and regain your full potential. We will let you know which of these best meets your needs.

Occupational therapy assessment
If your assessment shows that you need specialist equipment, for example, a hoist and sling, or minor works such as stair rails, then, following an occupational therapy assessment, you may be loaned equipment free of charge. Having the right equipment can mean you become more independent, don't need further care and support, or it can reduce the amount of support you need.

The occupational therapist may give you some advice and information about the various housing options available to you. This might include moving to alternative housing or minor alterations to your home, such as putting in ramps, a stair lift or a wet-room. If you need major alterations, the occupational therapist may ask your district council to consider you for a Disabled Facilities Grant. The district council will ask you for information about your finances and you may have to pay towards the cost of the work.

Adaptations that can be considered for a Disabled Facilities Grant include:

- widening doorways for wheelchairs;
- bathroom adaptations; and
- stair lifts or through-floor lifts.

If you are not eligible for a grant, the occupational therapist will give you information and advice so that you can make your own arrangements to adapt your home.

It is important that you do not start any work before you have received grant approval from your district council—you will not normally be entitled to any help for work already undertaken.

If you would like to talk with an independent occupational therapist, the Royal College of Occupational Therapists has a search tool on its website: www.cotss-ip.org.uk

Carers’ assessments
Families, friends and neighbours often provide the most support for vulnerable people. If a carer is providing necessary care that they don’t get paid for, they have the right to have their own needs assessed independently of the person they are caring for, whether or not the cared-for person is receiving help from us.

A carers’ assessment is an assessment of a person’s needs as a carer, not their ability to care. It is an opportunity to talk about the carer’s needs and for them to tell us about the things they think could make caring easier, even if the person being cared for refuses help.

If you would like more information, or to arrange an assessment, ask your social care worker or phone us on 0300 123 2224.

We may be able to give carers advice and information on the phone, or suggest they talk with the carers’ support service (see page 9). When a carer contacts us, we ask for information about them and their needs. We will not take their willingness to continue caring for granted. This may be followed up by a member of the social care team arranging to meet with the carer and, if they wish, the person they care for, to give them more advice. This could be at a Community Connect event, see page 5.

Carers do not have to have a carers’ assessment. The person they care for, following their own assessment, will still receive our support if they are eligible.

Visit www.carechoices.co.uk for further assistance with your search for care
How will a carer know if they may be eligible for our help?

Carers may be eligible for help if:

- their need for support results from providing necessary care for an adult; and
- they need support to achieve outcomes in one or more of these things:
  - carrying out any caring responsibilities the carer has for a child;
  - providing care to other people to whom the carer provides care;
  - maintaining a habitable home environment;
  - managing and maintaining nutrition;
  - developing and maintaining family or other personal relationships;
  - engaging in work, training, education or volunteering;
  - making use of necessary facilities or services in the local community; or
  - engaging in recreational activities;

and

- failure to achieve these outcomes would result in a significant impact on the carer's wellbeing (see the definition of wellbeing on page 47).

If we can help, we will write a support plan for the carer, or, if they prefer, a joint care and support plan for both them and the person they care for, taking into account their needs as a carer. The care and support plan explains what has been agreed and what will happen. If a carer's needs are eligible, we may provide them with a personal budget, or we may increase the personal budget of the person they care for to provide replacement care.

Paying for care

NB: The financial information in the following sections changes from time to time. Therefore, please ensure that you check for the latest figures by reading the information sheets provided here: www.somerset.gov.uk/social-care-and-health/adult-social-care-information-sheets

Will we contribute towards your care costs?

If you are eligible following your care needs assessment, we will talk with you about your money. We use national rules to work out if you are eligible for a contribution from us for any care and support you need.

If you have more than £23,250 in assets, savings and capital (including land and second properties), you are not normally eligible for support with funding your care. You will usually be asked to make your own care arrangements and pay the full cost of your care. You can ask us to make the arrangements for you if your needs are eligible (see page 47) but we may charge an arrangement fee for this.

If you have less than £23,250 in assets, savings and capital, we may be able to help you with the cost of your care and support. Depending on your personal circumstances, you may be required to pay a contribution towards the cost of your care (see below).

Working out your contribution

The person who assesses your care and support needs may ask for someone from the Financial Assessment and Benefits (FAB) team to arrange to phone or meet you or the person who manages your money.

A member of the FAB team will talk with you in confidence about your income, assets, capital and savings and complete a benefit check to make sure that you are receiving all the benefits you are entitled to. The team can also help by completing benefit claim forms if you would like them to.

For care at home assessments, the team will work
out how much you can afford to contribute towards your personal budget. The team will also look at any expenditure relating to an illness or disability you may have. You will have to provide receipts as evidence for any allowances.

If you don’t agree with the assessment, you can ask for it to be looked at again.

For more information, see our information sheet ‘C6: How your personal budget contribution is worked out’. This is available at: www.somerset.gov.uk or by phoning us on: 0300 123 2224.

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

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

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

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Personal budgets

When we complete your care and support plan, the things we agree to help you with are worked out as a weekly amount of money. This is called your personal budget. If you are eligible for a financial contribution from us towards your personal budget, there are several ways you can choose to manage this; you can:

- receive it as a payment into a bank account (set up especially for the purpose) so you can arrange and pay for your own care and support; this is called a Direct Payment (see page 52);
- have a Direct Payment and ask someone you trust to manage it for you (they must be willing to do this);
- ask an independent advisory service to manage your Direct Payment for you (there may be a charge for this service);
- ask us to manage it for you (this is called a Local Authority Managed budget); or
- choose a mixture of any of these.

NB: Direct Payments are not available for people moving into a care home.

How is my personal budget calculated?
When we talk with you about what you want to achieve and how you plan to achieve these things, we will first look at your immediate network, for example, family and friends, then at what community resources could help you, for example, voluntary groups. After that, if there are still eligible outcomes that cannot be achieved in any other way, we may agree to contribute towards the cost of them. We initially set a budget that is based on our experience of how much it has cost people with similar needs.

Using this figure, together we will write your detailed care and support plan which will more accurately determine the costs based on your individual circumstances. This may be more or less than the initial amount.

We will also talk with you about your finances to work out what you should contribute towards your budget (see ‘your contribution’ on page 53). The final combined figure is your personal budget.

We do not have a rigid policy as to what the maximum level of funding will be, but we consider all requests for a personal budget. This checks that all possible options have been explored to meet a person’s eligible needs and that we are obtaining best value.
Direct Payments

We pay Direct Payments to people who have eligible assessed care and support needs so that they can choose, arrange and pay for their own care and support at home (this is not available for people living in a care home). Direct Payments make it possible to have more choice and control over the type of help and support needed, as you don’t have to use our contracted services.

If you qualify for help, the social care worker who completes your needs assessment will explain Direct Payments and how they work and give you information to read. You can then take time to decide what you want to do. You must want to use the scheme, adhere to its rules, be able to manage your care and support arrangements and keep back up information about how the money is spent. You can ask someone else to help you manage your Direct Payment for you, such as a friend, family member or volunteer.

You may be thinking of employing someone to help you. This means you will take on all the responsibility of being an employer, so you need to know and understand the rules that employers must follow. There are organisations that can help you with this.

If you use the Direct Payments Scheme you will have money paid into a separate bank account that is only used for your Direct Payment. You must also pay any contribution you are assessed as able to make into this account. The money is to be used to help you with what you want to achieve as written in your care and support plan. For example, this could be personal care, support to use daytime activities or respite care. You can buy help from a CQC-registered agency or employ your own carers.

You cannot use your Direct Payment to:

• buy things that do not help you achieve what has been agreed in your care and support plan;
• buy equipment, apart from in exceptional circumstances; or
• pay for food, gas, electricity or other utilities.

You can receive a Direct Payment as well as benefits. Your Direct Payment will not affect the benefits you receive. It is not the same as Direct Payments from the Department for Work and Pensions.

The Direct Payment Advisory Service

We have a contract with an independent advisory service, which has specially-trained staff available to support people who receive Direct Payments. Everyone new to the scheme should meet or talk with one of the service’s experienced advisers. The service can:

• visit you at home to explain the help it can provide;
• discuss your responsibilities;
• support you to advertise for and recruit staff;
• leave advice on how to complete a risk assessment for the people you employ;
• offer a payroll service, if you employ someone;
• help and explain how to keep financial records to show what you have spent; and
• be at the end of a phone if you need advice.

When you join the scheme, an independent adviser can support you through the whole process. The adviser will assist you with your first financial return and support you to understand what you need to do for future returns. The adviser is there to support you once your arrangements are set up and if you have any problems or concerns.

If you would like to know more about Direct Payments, please read our information sheets ‘C2: Direct Payments: An introduction’ and ‘C3: Direct Payments guidance’ which you can find on our website: www.somerset.gov.uk/adult-social-care/assessment-and-finances

Alternatively, talk to your social care worker if you have one, or phone us on: 0300 123 2224.
What if I move home?

If you have a personal budget (see page 51) and you plan to move home, please contact us so that we can make sure your care arrangements continue when you move. This could be for you and your carer, if you have one.

If you are moving to another local authority area, for example, from Somerset to another county, with your permission, we will let your new social services offices know.

Your new social services offices may wish to contact you to talk about your care needs before you move. We will work with them so that they can make sure the same level of service is ready for you when you arrive in your new home.

Your new social services will should contact you soon after you arrive to make sure you are happy with the arrangements and to see if anything needs to be changed.

Paying for care homes

Please read the information on ‘Choosing a care home’ (page 39). There are some additional things you need to know if you are moving into a care home with financial help from us.

To decide which type of home would be right for you, we must complete a needs assessment. See page 45 for an explanation of what a needs assessment is. A social worker will carry out the assessment. Other professionals, such as an occupational therapist, a district nurse or your doctor will also be involved, with your permission. This will help make sure you choose the type of home that would best meet your needs.

You have the right to choose a home anywhere in England, Scotland or Wales, as long as we agree that it meets the following four requirements:

1. The home is suitable for your assessed needs. This means we must be sure that the home can give you the help your assessment shows you need. For example, a residential care home will not be suitable if you require regular nursing care. If we consider a home to be unsuitable, we will tell you why and ask you to choose another.

2. There is a place available. We may be able to arrange for you to move to another home while you wait for a place to become available in the home of your choice.

3. The home owner agrees to our usual contract conditions. If they do not, you may be asked to choose again.

4. The home does not cost more than we usually pay for the type of care that you need. If you wish to move to a care home that charges more than this, someone will have to make up the difference – this is called a ‘top-up’ or ‘third party’ payment. See page 54 for more details.

We can give you details of the homes in Somerset that will usually meet these and will suggest you view these homes in the first instance.

In most cases, we will leave it to you, or someone else you have asked to help you, to visit the homes and decide which one you like best. Your social worker can help to arrange visits to homes if you do not have anyone to take you. If you do not want to choose by yourself, and you have no one else that you would like to do it, you can ask your social worker to arrange a move for you. Please let your social worker know if there is anything you would like them to take into account, for example, the location of the home.

Your contribution

When assessing your contribution, we take into account your assets, capital, income and savings. The value of your home is included when assessing your capital unless any of the following people are still living there:

- your partner;
- a relative who is over 60 or disabled; or
- a child under 16 who you or a former partner maintain.

Visit www.carechoices.co.uk for further assistance with your search for care
If you have more than £23,250 in capital and savings, you will usually need to pay the full cost of your care. If you have assets, capital and savings of between £14,250 and £23,250 you will be expected to contribute £1 each week for every £250 you have above £14,250, plus an amount from your income.

If you have assets, capital and savings of less than £14,250 you will not have to contribute from this, but you will have to contribute from your income.

Most people will contribute most of their income and will be left with an amount for personal expenses each week.

**NHS Nursing Care Contribution**

If you need a care home with nursing, a specially trained nurse will assess your nursing needs and the NHS will then pay the cost of the nursing care part of your fees to the home. Currently this is a flat rate of £183.92 per week, but this is subject to change annually. The NHS does not pay for personal care. This is not means-tested and is paid directly to the home.

**Fee levels in Somerset**

Somerset County Council will contribute towards places in care homes and care homes with nursing and the exact figure will depend on your assessed needs.

To find out more, see our information sheet ‘D2: Paying for Residential Care’. This is available on our website: [www.somerset.gov.uk/social-care-and-health/adult-social-care-information-sheets](http://www.somerset.gov.uk/social-care-and-health/adult-social-care-information-sheets) or by phoning us on: 0300 123 2224.

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**Third party payments**

If we have suggested care homes that accept our fee levels, but the care home you eventually choose costs more than the rate we usually pay for a person with your needs, someone will have to make up the difference. This extra payment is often referred to as a 'top-up' or 'third party payment'.

If you have less than £23,250 in savings, the law states that you are not allowed to make this additional payment yourself, except in limited circumstances. The responsibility for this often falls to a member of your family or a benevolent sponsor, such as a charity. Once this person or organisation has been confirmed, they must sign an agreement formalising the arrangement.

Whoever agrees to do this for you, it is important they are made aware that the amount could increase in the future and they must be confident that any increases will be met. If payments stop for any reason, you should seek help and advice immediately.

If a top-up stops, we may ask you to move to an alternative home that accepts our fee level.

Financing care is complicated, we advise you to contact us to ask for specific advice and guidance based on your circumstances and needs.

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**What happens to your home?**

**Twelve-week property disregard**

If your former home is included in your financial assessment but your other assets, capital, income and savings total less than £23,250 and your income is not enough to meet your care home fees, we may agree to help with the cost during the first 12 weeks of permanent care, providing a social worker agrees that care is needed.

**Deferred Payments**

After the 12-week period, you may be entitled to continue to receive financial help from us by asking for a Deferred Payment.

If your property is taken into account in your financial assessment (see page 50), you may be eligible to enter into a Deferred Payment Agreement with us. This means we will continue to pay our contribution towards your care costs after the twelve-week property disregard period ends, as a loan, to be repaid later.

This allows eligible people time to sell the property or the flexibility to explore other ways to pay their fees if they don't want to sell their home. The Financial Assessment and Benefits officer will discuss this with you.
If you ask for a Deferred Payment at a later date, it will start from the date we receive your application and will not be backdated.

There is a standard fee of £500 to cover our administration and legal costs of setting up the Deferred Payment, and interest is compounded daily.

It is very important that you ask for a Deferred Payment before the end of the eighth week of the 12-week period, so that we have time to set it up. If we don’t hear from you before the end of the eighth week of the 12-week period, we will stop paying towards your care. You will then become self-funding and will have to pay the full cost of your care direct to the home.

If you apply for a Deferred Payment, you or your representative must sign our Deferred Payment Agreement. A legal charge will be placed on your property once the Deferred Payment Agreement is signed to secure the debt being accrued by Somerset County Council and interest will be charged on the loan.

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

You do not have to sell your home if you don’t want to. You may, for example, decide to use rental income to increase the amount that you pay each week. This will reduce the weekly payments made by us and the eventual Deferred Payments debt.

We strongly recommend that you obtain independent financial advice if you are considering a Deferred Payment.

For more information about Deferred Payments please look on the Somerset County Council website or phone us on: 0300 123 2224.

**Running out of money**

If your capital is likely to reduce to £23,250, you must let us know well in advance, as we may be able to step in to help with your care fees. We suggest that you let us know when your capital drops to about £30,000 to give plenty of time to put arrangements in place. We will complete a care assessment, discuss your options with you and may arrange to make a contribution towards your care costs. If the home you have chosen charges more than we normally pay for someone with your care needs, you must find someone to help pay the difference – this is called a ‘top-up’ payment. See page 54 for more information.

**NHS Continuing Healthcare**

If your assessed needs are primarily health-related, you may qualify for funding for the full cost of your care home fees, including board and accommodation, under the National Framework for NHS Continuing Healthcare. This can be delivered in any setting including your own home or in a care home. A nurse or social care worker can normally advise if you may be eligible and help to make an application. The rules on eligibility can be found on: www.gov.uk (search ‘national framework’).

If you wish to apply for NHS Continuing Healthcare, contact:
Tel: 01935 385233 (option one).
Email: somccg.chc.enquiries@nhs.net
Support for people who lack capacity

The Mental Capacity Act requires us to assume that people have capacity and can make decisions themselves, unless otherwise established. A person will be given all possible help to make specific decisions before being assessed as lacking capacity to make their own decisions.

If we think a person may lack capacity to make a decision even after being offered practical support, a social worker or other suitably qualified person will carry out a capacity assessment in relation to the specific decision to be made.

Where it has been assessed that a person lacks capacity for a particular decision, decisions will be made in their best interest. Any restrictions because of this decision will be in the person’s best interest and will be proportionate to the likelihood of the person suffering harm as a result of the decision.

Planning will always continue to involve the person as far as possible, taking account of their wishes, feelings, values and aspirations as well as their needs and wellbeing.

They may be supported and represented by family and friends. If this is not possible, an independent advocate will be appointed. The advocate will represent the person, speak for them and challenge the local authority’s decision if necessary.

Financial assessments and charging
We will find out if there is an appropriate person to represent them. This could be through:

- Enduring Power of Attorney (EPA);
- Lasting Power of Attorney (LPA) for property and affairs;
- property and affairs deputyship under the Court of Protection; or
- any other person dealing with the person’s affairs (for example, someone who has been given appointee-ship by the Department for Work and Pensions for the purpose of benefit payments).

If none of these are in place, family members or their solicitor will be encouraged to apply for a property and affairs deputyship through the Court of Protection.

If there is no one else who can act for the person, we will apply to be the person’s corporate appointee in respect of their welfare benefits with the Department for Work and Pensions. If required, we will make an application to the Court of Protection and assume the role as their deputy for which we will charge an administration fee.

Until there is an appropriate person appointed and full access to the person’s financial affairs can be obtained, no financial assessment will take place.

If there is no access to the person’s finances to make care and support payments, we can make these payments as a loan until an appointee or deputy is in place and a full financial assessment can be completed.

The following will apply:

- if capital is over £23,250, we will expect the full fee to be repaid;
- if capital is less than £23,250, we will expect the assessed contribution to be repaid;
- if benefits became available during the corporate appointee-ship application period, we will expect them to be repaid, backdated to when they became available; and
- if there is a top-up there must be someone willing to pay.

For more information on specialist care, see page 57 and for information on solicitors, see page 60.
Specialist care

Dementia

There can be many causes of memory loss, such as stress and some health conditions. There is lots of information and support available.

The word ‘dementia’ describes a range of over 100 progressive brain diseases. The symptoms can include a decline in memory, reasoning and communication skills, mood changes and a gradual loss of the skills needed to carry out daily activities.

If you are worried about your memory, you should begin by discussing your concerns with your GP. Your GP can talk you through what services are available in Somerset.

If you are diagnosed, the Dementia Somerset website: www.dementiasomerset.org.uk provides useful information and details of various services, as well as support for carers. Remember, it is possible to live well with dementia.

Coping with a sensory loss

If you have a sight or hearing loss, or know someone who has, we have helpful information on a range of services.


We also have specialist sensory loss workers who can provide you with information and advice on services and equipment. Please phone us on: 0300 123 2224, email: adults@somerset.gov.uk or for deaf and hard of hearing callers, use text relay by prefixing our phone number with: 18001.

ACER HOUSE CARE HOME

Enriching Lives, Excelling In Care

A warm and friendly welcome awaits at Acer House, a real home from home and the best in care - rated as Good In All Categories by the Care Quality Commission (CQC).

- Nutritious and balanced menus designed for a healthier lifestyle
- Spacious, beautifully decorated bedrooms with en-suite bathrooms
- Hair salon and barbers, reflexology and nail treatments
- Sunny landscaped gardens and backing on to open parkland

Stimulating Well-being & Activities Programme

Trips out in our own minibus including to our beach hut at Weston-super-Mare

Call 01934 218065
or search ‘Acer House Care’ online or on

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

“Everyone has something to share. That’s why ‘speed poetry’ is such a great activity. Its structure and rhythm helps engage memory. So everyone can express how they feel.”

Sally O’Doherty,
Activities Coordinator

Specialist dementia care in North Somerset

At The Russets we offer a range of engaging activities, 365 days a year. From ‘speed poetry’ and singing to animal visits and art. Set in the rolling North Somerset countryside, our award-winning care and support team will help your loved one find the words that matter.

Call us to book a tour or simply find out more.

0800 952 0300
carehomes@stmonicatrust.org.uk
www.stmonicatrust.org.uk

The Russets, specialist dementia care home in Sandford, North Somerset.
Short-term respite care also available.
Residential dementia care checklist

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? □ □ □

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? □ □ □

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? □ □ □

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 39.

Fees per week

Quality rating

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

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

We have social care workers who can provide you with a wide range of advice and information about specialist support that is available for people with a learning disability in Somerset. This could be a range of things, for example, residential care, supported living, adult placements, short residential breaks, domiciliary care, community access and work preparation services.

Resource for those supporting disabled children

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

Essential information

Finding care in your area

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

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

Your search can be refined by care type and the results can be emailed to you.

The results can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 39), indicating the quality of care provided.

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

How solicitors can help

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

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs. An LPA is only valid once it is registered with the Office of the Public Guardian. It allows for a person of your choice to make decisions on your behalf at a time when you may be unable.

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

An 'advance directive' allows you to communicate your wishes about future medical treatment but it is not legally binding. You may instead wish to make a living will, officially known as an 'advance decision',

Search for care at www.carechoices.co.uk to find support in your area
setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

If you don’t have your own solicitor, ask your family or friends for their recommendations.

Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It’s important to find a solicitor who specialises in this area of the law. Citizens Advice should be able to recommend solicitors in your area.

The Law Society has a list of solicitors who specialise in working with older people. Visit: www.lawsociety.org.uk for more details.
Safeguarding adults at risk

Safeguarding is everybody’s business. It means protecting an adult’s right to live in safety, free from abuse and neglect. People’s wellbeing and safety is our main concern, and we adopt a zero-tolerance stance on the abuse, neglect or discrimination of anyone, particularly people at risk or in vulnerable situations.

**Who is an adult at risk?**
An adult at risk is anyone aged 18 and over who:

- has needs for care and support;
- is experiencing, or is at risk of, abuse or neglect; and
- is unable to protect themselves from harm or exploitation.

They may be a person who:

- is elderly and frail due to ill health, physical disability or cognitive impairment;
- has a learning disability;
- has a physical disability;
- has a sensory impairment;
- has mental health needs, including dementia;
- has a long-term illness or condition;
- misuses substances or alcohol;
- is a carer (family member or friend) and is subject to abuse; or
- does not have capacity to make a decision and is in need of care and support.

**What is abuse?**
It can take many forms, including:

- physical;
- domestic;
- sexual;
- psychological or emotional;
- financial or material;
- discriminatory;
- organisational or institutional;
- neglect and acts of omission;
- self-neglect; or
- modern slavery.

You can find full definitions and possible indicators of these types of abuse on the Somerset Safeguarding Adults Board website, along with other useful information and advice: [www.ssab.safeguardingsomerset.org.uk](http://www.ssab.safeguardingsomerset.org.uk)

Many types of abuse are also criminal offences and should be treated as such.

**Are you worried about someone?**
If you are worried about a vulnerable adult, please don’t stay silent:

- phone adult social care on: 0300 123 2224;
- email adult social care at: adults@somerset.gov.uk; or
- contact the police on: 101 or, in an emergency, call: 999.

To help us respond to your concerns, it is important for us to know what you, or the person experiencing the abuse, wants to happen next.

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Making Safeguarding Personal

The aim of Making Safeguarding Personal is to ensure that safeguarding is person-led and outcome-focused. It engages the adult in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control; as well as improving their quality of life, wellbeing and safety.

We will work with people to focus on what is important to them, what they want to achieve and how we can help them to keep safe. There are times when we will need to share information with partner
organisations to help improve people’s safety and wellbeing.

Staying safe
You may find these contacts useful:

**Action on Elder Abuse**
Tel: 0808 808 8141
Web: www.elderabuse.org.uk

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

**Avon and Somerset Police Neighbourhood Watch Scheme**
Tel: 01278 649611 (North Somerset/Somerset) or 01278 644845 (North East Somerset).
Web: www.avonandsomerset.police.uk/apply/neighbourhood-watch-scheme

**Carers’ Voice Somerset**
Web: www.somerset.gov.uk/social-care-and-health/carers-voice-somerset-partnership-board

**Devon & Somerset Fire & Rescue Service**
Book a free home safety visit.
Tel: 0800 050 2999
Web: www.dsfire.gov.uk

**Somerset Integrated Domestic Abuse Service**
Tel: 0800 694 9999
Web: www.somerset-survivors.org.uk

**TS Connect**
The Devon, Somerset and Torbay Trading Standards Service.
Tel: 0808 223 1133
Web: www.devonsomersettradingstandards.gov.uk

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**Making a complaint**

We hope you will be happy with the care and support you choose for yourself or someone who matters to you. However, there may be times when you wish to raise a concern, make a comment or suggestion, or a compliment about the support provided. This may be about anything; from the way you feel you are treated by staff to the food you are served.

You should feel free to make comments and suggestions about possible improvements to your surroundings and the services that have been provided.

All care providers are required to have a complaints procedure and are actively encouraged to record feedback received from service users. The best feedback about a service comes from the people who use it or have direct experience of it. If you have something you feel should be said, then there are a number of ways you can be heard.

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

If the care is being provided by an independent agency or organisation, ask to speak to the person who handles their complaints and feedback. They have a duty to respond to any complaints made. If you are not happy with the way your problem has been dealt with, contact the Care Quality Commission (CQC) on: 03000 616161.

If your concern or complaint is about us or any of our staff members, please contact your social worker (or the service user’s social worker) first. If you are not sure who to contact, then please phone us on: 03000 123 2224 and we will be able to assist you.

You can also, at any time, contact the Local Government and Social Care Ombudsman, who can offer you guidance and support about making a complaint.

**Local Government and Social Care Ombudsman**
PO Box 4771, Coventry CV4 0EH
Tel: 0300 061 0614
Web: www.lgo.org.uk

Visit www.carechoices.co.uk for further assistance with your search for care
The Registered Care Providers Association (RCPA) provides support to care and support provider organisations across Somerset. RCPA members deliver care and support to a broad range of individuals, including older people, people with disabilities, mental health support needs and complex needs.

The RCPA provides a range of services that:

- support member organisations in their development and sustainability;
- facilitate and promote the development of evidence-based good practice; and
- influence stakeholders in the sector in relation to funding, regulation, legislation and strategic direction.

The RCPA provides an invaluable gateway, helping the exchange of information and ideas and fostering best practice amongst members. Acting as a voice for care providers, the RCPA aims to represent the views of all members, bringing their concerns and queries to the attention of service commissioners as well as government and regulatory bodies.

The RCPA works in partnership with other agencies and organisations to ensure the continued provision of high-quality care in Somerset. This is delivered through regular conferences and seminars, newsletters and briefings. Members are marked with an RCPA throughout the listings in this Directory.

Amongst the Association's aims is the wish to represent the interests, views and concerns of people involved with providing care in the Somerset area.

The RCPA also aims to provide members easy access to information and advice on any matter relevant to the provision of care, to develop, monitor and evaluate care strategy and policy and to disseminate information to members.

For details about joining the Registered Care Providers Association, please contact:
Tel: 01823 351630
Email: admin@rcpa.org.uk
Web: www.rcpa.org.uk

Other initiatives

'Tell Us Once' service

A free and simple service to help you tell us that someone has died.

When someone has died, there are a lot of people who need to be told, at a time when you probably feel least like doing it. Our Registration Service provides a service which we hope will make things easier for you. It means that when you tell us about a death, we can then contact other organisations on your behalf.

After someone has died, one of the first things that must be done is to legally register the death with our Registration Service. Once that's done, several other organisations may still need to be contacted and given the same information. To save you time and worry, we offer a free service which can pass this information directly to a number of other Government departments and local council services.

All registration offices in Somerset will automatically offer the 'Tell Us Once' service when you make an appointment to register a death. You can find contact details and opening hours for all of the registration offices in Somerset at: www.somerset.gov.uk/births-ceremonies-and-deaths/registration-contact-and-bookings or you can phone: 0300 123 2224 for information about your local office. The website here: www.somerset.gov.uk/births-ceremonies-and-deaths/tell-us-once tells you more about what information you will need to give us to register a death, and the services involved in the 'Tell Us Once' partnership.
NHS 111

Anyone can phone 111 to access urgent healthcare services. The free number is available all day, every day to respond to people’s healthcare needs when:

- they need medical help fast, but it’s not a 999 emergency;
- they don’t know who to call for medical help or they don’t have a GP;
- they think they need to go to accident and emergency or another NHS urgent care service; or
- they require health information or reassurance about what to do next.

When you phone, you will talk with a highly-trained call adviser, supported by experienced nurses.

The adviser will use a clinical assessment system and ask questions to assess your needs and work out the most appropriate course of action.

For example, callers who:

- are facing an emergency will have an ambulance sent without delay;
- can care for themselves will be given information, advice and reassurance;
- need further care or advice will be referred to a service that has the appropriate skills and resources to meet their needs, for example, a pharmacy or their GP; or
- need services outside the scope of NHS 111 will be told about an alternative service.

Healthwatch Somerset

Healthwatch Somerset is the local consumer champion for people of all ages, taking equal account of health and social care issues.

Its work includes:

- actively consulting with, and listening to what local people think about health and social care services;
- supporting volunteers to conduct ‘Enter and View’ visits of health and care facilities; and
- creating clear and timely information about what is working well and what needs to change, to enable stakeholders to make necessary changes.

Healthwatch Somerset has a statutory place on the Health and Wellbeing Board, sharing evidence and feedback on what people think about their health and social care services, to make sure that they meet the needs of, and are shaped by, local communities.

Healthwatch can tell services about service-user experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

People can feel excluded from services, which is why

Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Somerset is independent, transparent, accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it.

The Healthwatch Somerset service is run by Evolving Communities CIC, a community interest company.

Healthwatch Somerset
Woodlands House, Woodlands Business Park, Bristol Road, Bridgwater TA6 4FJ
Tel: 01278 264405
Email: info@healthwatchsomerset.co.uk
Web: www.healthwatchsomerset.co.uk

Visit www.carechoices.co.uk for further assistance with your search for care
The Cyder Barn
A relaxing atmosphere with high standards of care...

A beautifully converted former Blacksmith’s workshop, cottage and barn. The Cyder Barn is pleased to be able to offer 38 en-suite rooms (including 2 doubles) with direct access into the landscape gardens and courtyard with some having views across the orchard.

Cyder Barn offers a relaxed and homely environment and provides excellent standards of care, activities, entertainment and home cooked food for elderly clients looking for day care, long or short-term respite care or permanent care.

West Pennard, Glastonbury, Somerset BA6 8NH | Tel: 01458 834943
www.thecyderbarn.com

Careford Lodge
A relaxing atmosphere with high standards of care...

Careford Lodge is a purpose built Residential home set in 5 acres including a paddock to enable residents to enjoy the horses and the country views. The registered manager, Laura has a team of loyal and trained staff. The previous manager Lorraine has now become the Group Manager.

All rooms are a generous size having a full en-suite and some with complete wet rooms. The gardens and general maintenance are kept to a high standard and a qualified chef runs the kitchen with innovative menus. Regular outings are arranged and daily activities organised.

For any questions and enquiries please contact Laura at the address below.

Church Street, Merriott, Somerset TA6 5PR | Tel: 01460 75592
www.carefordlodge.com
Useful local and national contacts

Advocacy

Swan Advocacy
Hi-point, Thomas Street, Taunton TA2 6HB
Tel: 0333 344 7928
Email: somerset@swanadvocacy.org.uk
Web: www.swanadvocacy.org.uk/somerset

Carers

Somerset Carers Service
Tel: 0800 316 8600
Text: ‘Carer’ to 78070
Email: carers@somersetcarers.org.uk
Web: www.somersetcarers.org

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

Carers Trust
The UK’s largest provider of comprehensive carers support services.
Email: info@carers.org
Web: www.carers.org

My Family, Our Needs
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.
Web: www.myfamilyourneeds.co.uk

Dementia

Alzheimer’s Society
The UK’s leading care and research charity for people with this disease. Alzheimer’s Society runs memory cafés and Singing for the Brain groups throughout Somerset for carers and the people they care for.
Old Kelways, Somerton Road, Langport TA10 9SJ
Tel: 01458 251541
Email: somerset@alzheimers.org.uk
National helpline: 0300 222 1122
Web: www.alzheimers.org.uk

Somerset Dementia Adviser Service
The Somerset Dementia Adviser Service can tell you where to find the information you need, not only about your illness but also the best services for you in Somerset.
Tel: 01458 251541
Email: somersetDAS@alzheimers.org.uk
Web: www.dementiasomerset.org.uk

Direct Payments

Enham
Somerset Direct Payments Advisory Service, Enham Trust, Enham Place, Enham Alamein, Andover SP11 6JS
Tel: 01264 345800
Email: info@enhamtrust.org.uk
Web: www.enhamtrust.org.uk

Disabilities

Compass Disability Services
An organisation of disabled people working through consultation, representation, research and service provision to improve access to all services and facilities.
11-12 Belvedere Trading Estate, Taunton TA1 1BH
Tel: 01823 282823
Text: 07568 109960
Minicom: 01823 255919
Email: info@compassdisability.org.uk
Web: www.compassdisability.org.uk

Disabled Living Foundation
National charity providing advice on mobility and disability aids, daily living equipment.
Tel: 0300 999 0004
Web: www.dlf.org.uk

Search for care in your area

www.carechoices.co.uk

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

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

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

Somerset Drug & Alcohol Service
Tel: 0300 303 8788
Web: www.turning-point.co.uk/sdas

Health

Motor Neurone Disease Association
A charity for assisting people with Motor Neurone Disease, equipment, wheelchairs, beds, stairlifts, financial difficulties and general care.
Francis Crick House, 6 Summerhouse Road, Moulton Park, Northampton NN3 6BJ
Tel: 01604 250505
Email: enquiries@mnassociation.org
Web: www.mndassociation.org

MS (Multiple Sclerosis) Society
For assistance and advice about Multiple Sclerosis.
MS National Centre (MSNC), 372 Edgware Road NW2 6ND
Tel: 0808 800 8000
Email: helpline@mssociety.org.uk
Web: www.mssociety.org.uk

Somerset Cancer Care Support Group
Offers information, advice and support to patients, their family, friends and carers through every stage of the illness.
Tel: 0845 070 8910
Web: www.somerset-hospice.org.uk

Home improvement help

Millbrook Community Equipment Service
Units 19 and 20, Knights Road, Chelston Business Park, Wellington TA21 8YA
Tel: 0333 003 2407
Web: www.millbrook-healthcare.co.uk

Independent Living Centre (Semington)
St George’s Road, Semington BA14 6JQ
Tel: 01380 871007

Email: welcome.ilc.semington@googlemail.com
Web: www.ilc.org.uk

Independent Living Centre (Newton Abbot)
Devon House, Brunel Road, Newton Abbot TQ12 4PB
Tel: 01392 380181
Email: ilc-exeter@devon.gov.uk
Web: www.devon.gov.uk/ilc

Legal advice

The Law Society
Help with finding a solicitor near you who specialises in advice about care.
Web: www.lawsociety.org.uk

Mental health

Mencap
The UK’s leading charity for people with a learning disability and their families.
123 Golden Lane EC1Y 0RT
Tel: 0808 808 1111
Email: helpline@mencap.org.uk
Web: www.mencap.org.uk

Mind Association
Supports people with mental health problems and promotes good mental health in the community.
Tel: 0300 123 3393
Text: 86463
Email: info@mind.org.uk
Web: www.mind.org.uk

Mindline Somerset (Mind in Somerset)
An out-of-hours phone support service. Open every evening, 8.00pm to 11.00pm.
Tel: 01823 276892
Email: info@mindinsomerset.org.uk
Web: www.mindinsomerset.org.uk

Bridgwater (serves Sedgemoor and North Somerset).
Town Hall, High Street TA6 3AS
Tel: 01278 421190

Taunton (serves Taunton, West Somerset and East Devon).
Sussex Lodge, 44 Station Road TA1 1NS
Tel: 01823 334906
Yeovil Office (serves South Somerset, Mendip and West Dorset).
Unit 4, Yeovil Business Centre,
Houndstone Business Park BA22 8WA
Tel: 01935 474875

Older people

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

Age UK Somerset
Provides a range of services, projects, advocacy, emotional and practical support to older people 65 years and over, their relatives and carers.
Ash House, Cook Way, Bindon Road, Taunton TA2 6BJ
Tel: 01823 345613
Email: info@ageuksomerset.org.uk
Web: www.ageuk.org.uk/somerset

British Red Cross – Support at Home
Short-term help after a stay in hospital.
Tel: 01235 552665
Email: ilcrsouthcladmin@redcross.org.uk
Web: www.redcross.org.uk

Care Aware
Advisory and advocacy service specialising in elderly care funding advice.
Tel: 0300 303 3858
Email: enquiries@careawareias.co.uk
Web: www.careawareias.co.uk

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

Independent Age
Speak to an adviser for free and impartial advice on home care, care homes, NHS services, housing and other issues. Lines are open Monday to Friday, 8.30am to 6.30pm; Saturday, 9.00am to 1.00pm; and are closed on Sunday and bank holidays.
18 Avonmore Road, London W14 8RR
Tel: 0800 319 6789
Email: advice@independentage.org
Web: www.independentage.org

The Relatives and Residents Association
Advises older people needing, or living in, residential care and their relatives.
1 The Ivories, 6-18 Northampton Street N1 2HY
Tel: 0207 359 8136
Email: info@relres.org
Web: www.relres.org

Sensory loss

deafPLUS
Provides advice, advocacy and life skills to North-East Somerset and Bath.
No 2 Queens Parade, Bath BA1 2NJ
Tel: 01225 446555
Email: bath.office@deafplus.org
Web: www.deafplus.org

Somerset Sight
A charity that helps visually impaired people in Somerset.
Northfield House, 51 Staplegrove Road,
Taunton TA1 1DG
Tel: 01823 333818
Email: admin@somersetssight.org.uk
Web: www.somersetssight.org.uk

Other advice

Care Quality Commission (CQC), The
Regulator and inspector of all care services. For general enquiries contact:
The Care Quality Commission, Citygate, Gallowgate,
Newcastle-upon-Tyne NE1 4PA
Tel: 03000 616161 • Web: www.cqc.org.uk

 Citizens Advice
Free, independent and confidential advice.
Web: www.citizensadvice.org.uk
Sedgemoor
Tel: 0344 488 9623
Web: www.sedgemoorcab.org.uk

South Somerset
Tel: 0344 488 9623
Web: www.citizensadvicesouthsomerset.org.uk

Taunton
Tel: 0344 488 9623
Web: www.tauntoncab.org.uk

Somerset's district councils
Mendip District Council
Cannards Grave Road, Shepton Mallet BA4 5BT
Tel: 0300 303 8588
Web: www.mendip.gov.uk

Sedgemoor District Council
Bridgwater House, King Square, Bridgwater TA6 3AR
Tel: 0300 303 7800
Web: www.sedgemoor.gov.uk

South Somerset District Council
Brympton Way, Yeovil BA20 2HT
Tel: 01935 462462
Web: www.southsomerset.gov.uk

Somerset West and Taunton Council
Deane House, Belvedere Road, Taunton TA1 1HE
Tel: 0300 304 8000
Web: www.somersetwestandtaunton.gov.uk

Other independent advice
Somerset Community Connect
The community information database for Somerset,
Web: www.somersetcommunityconnect.org.uk

Soldiers, Sailors, Airmen and Families Association (SSAFA)
Help and support for people who serve in our Armed Forces, people who used to serve and their families.
Tel: 0800 731 4880 • Web: www.ssafa.org.uk

West Somerset Advice
Free independent and confidential advice.
Tel: 0800 802 1808
Web: www.westsomersetadvice.org.uk

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Somerset, Dorset, Hampshire, Wiltshire

Altogether Care is a family business established for 30 years and brings family values to life, delivering the perfect balance between independent living and professional care.

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www.altogethercare.co.uk

Keep doing what you love

The best care comes from a genuine interest in people, so we get to know all our residents and their families personally. Understanding their stories, their needs and their interests shapes the personalised care we give them.

You can find us in Somerset:
- Freshley House, Bishops Hull
- St Georges, Bristol

To arrange a free care assessment, freefone 0800 233 5556 or visit us at www.caringhomes.org.somerset
West Somerset care homes

Blenheim Lodge RCPA
North Road, Minehead TA24 5QB
Tel: 01643 703588

Croft House SRC
Bridge Street, Williton TA4 4NR
Tel: 01984 632536 Advert page 44

Daneswood Care Home RCPA
Cuck Hill, Shifham, Winscombe BS25 1RD
Tel: 01934 843000 Advert below right PD LDA YA

Dene Lodge, The – Minehead RCPA
Bircham Road, Alcombe, Minehead TA24 6BQ
Tel: 01643 703584

Dunster Lodge Residential Home RCPA
Manor Road, Minehead TA24 6EW
Tel: 01643 703007

Glen Lyn
2 Tregonwell Road, Minehead TA24 5DT
Tel: 01643 702415

Golden Gorse Residential Care Home
4 Alexandra Road, Minehead TA24 5DP
Tel: 01643 702767

Mayfair Residential Home
25 The Avenue, Minehead TA24 5AY
Tel: 01643 706816

Northfield House
Tower Hill, Williton TA4 4JR
Tel: 01984 633810

Tidings
1 Irnham Road, Minehead TA24 5UD
Tel: 01278 741468

Westerley Residential Care Home for the Elderly – Minehead
King Edward Road, Minehead TA24 5JB
Tel: 01643 702066

Woodside
2 Woodside Close, Minehead TA24 8RZ
Tel: 01643 709487

Wyndham House
Martlet Road, Minehead TA24 5PR
Tel: 01643 703934 Advert page 44

West Somerset care homes with nursing

Eastleigh Care Homes – Minehead Ltd
Periton Road, Minehead TA24 8DT
Tel: 01643 702907

Winsor Nursing Home, The
54 The Avenue, Minehead TA24 5AW
Tel: 01643 707870

Service
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
YA Younger adults
AD People who misuse alcohol or drugs

User Bands
MH Mental health
SI Sensory impairment

RCPA Member of the Registered Care Providers Association Ltd – see page 64
SRC Specialist Residential Care – See Page 38
Advertisers are highlighted

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

Abbeyfield (Somerset) Society RCPA
Heron Drive, Bishops Hull, Taunton TA1 5HA
Tel: 01823 334238

Ashleigh House
20 Chip Lane, Taunton TA1 1BZ
Tel: 01823 350813

Barley House
49 Buckland Road, Taunton TA2 8EW
Tel: 01823 282145

Bridge House (Somerset)
2 Bridgewater Road, Taunton TA1 2DS
Tel: 01823 334797

Bungalow, The
2 Ilminster Road, Taunton TA1 2DR
Tel: 01823 327050

Calway House RCPA
Calway Road, Taunton TA1 3EQ
Tel: 01823 333283 Advert page 44

Catherine House
131 Hamilton Road, Taunton TA1 2EP
Tel: 01823 286839

Cedar Lodge
Advert inside front cover
Hope Corner Lane, Taunton TA2 7PB
Tel: 01823 286158

Churchview
8 St Andrews Road, Taunton TA2 7BW
Tel: 07525 142466

Covenant Care – The Wheelhouse RCPA
Linden Hill, Lower Westford, Wellington TA21 0DW
Tel: 01823 669444

Cream IV Ltd
7 Culmhead Close, Taunton TA1 4TG
Tel: 01823 272633

Crimson Hill Support Ltd RCPA
The Bungalow, The Elms, Curry Rivel, Taunton TA10 0JD
Tel: 01823 255000

Dairy House, The
Longrun House, Bishops Hull, Taunton TA1 5AY
Tel: 01823 330015 Advert page 61

 Dimensions Somerset – Ashbury
Six Acres Close, Roman Road, Taunton TA1 2BD
Tel: 01823 274677

 Dimensions Somerset – Newholm
Bushy Cross Lane, Ruishton, Taunton TA3 5JT
Tel: 01823 442298

 Dimensions Somerset – The Brambles
Six Acres Close, Roman Road, Taunton TA1 2BD
Tel: 01823 334039

 Dimensions Somerset – The Saplings
Wiltons Orchard, Fons George, Taunton TA1 3SA
Tel: 01823 324832

 Drakes Place
Taunton Road, Wellington TA21 8TD
Tel: 01823 662347

 Elm Tree House
4 Kilkenny Avenue, Taunton TA2 7PJ
Tel: 01823 322408

 Elmsmead
82 South Road, Taunton TA1 3EA
Tel: 01823 333529

 Gotton Manor Care Home
Cotton, Cheddon Fitzpaine, Taunton TA2 8LL
Tel: 01823 413118

 Halcon House RCPA
Hamilton Road, Taunton TA1 2EP
Tel: 01823 353447 Advert page 44

 House of St Martin
Langford Lane, Pen Elm, Taunton TA2 6NU
Tel: 01823 275662

 Hummingbird Care
Royston Road, Churchinford, Taunton TA3 7RE
Tel: 01823 602776

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

User Bands
MH Mental Health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs

RCPA Member of the Registered Care Providers Association Ltd – see page 6A

Advertised are highlighted

Search for care at www.carechoices.co.uk to find support in your area
<table>
<thead>
<tr>
<th>Establishment</th>
<th>Address</th>
<th>Telephone</th>
<th>Service</th>
<th>User Bands</th>
<th>Notes</th>
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<tr>
<td>Kingdom House</td>
<td>6 Prowses Meadow, Kingdom Lane, Norton Fitzwarren, Taunton TA2 6QP</td>
<td>01823 211112</td>
<td>OP</td>
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<tr>
<td>Knowles, The</td>
<td>86 Trull Road, Taunton TA1 4QW</td>
<td>01823 327080</td>
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<tr>
<td>Langley House</td>
<td>Langley Marsh, Wiveliscombe TA4 2UF</td>
<td>01984 624612</td>
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<td>YA</td>
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<tr>
<td>Laural House</td>
<td>3 Buckland Road, Taunton TA2 8EW</td>
<td>01823 762831</td>
<td>OP</td>
<td>LDA</td>
<td>MH SI</td>
</tr>
<tr>
<td>Linden House Nursing Home RCPA</td>
<td>Linden Hill, Lower Westford, Wellington TA21 0DW</td>
<td>01823 667711</td>
<td>OP</td>
<td>YA</td>
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<tr>
<td>Little Oaks Residential Care Home</td>
<td>20-22 Bridgwater Road, Taunton TA1 2DS</td>
<td>01823 322427</td>
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<td>Longrun House</td>
<td>Longrun House, Bishops Hull, Taunton TA1 5AY</td>
<td>01823 272633</td>
<td>OP PD</td>
<td>LDA</td>
<td>YA</td>
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<tr>
<td>Manor House Thurloxtton, The</td>
<td>Thurloxtton, Taunton TA2 8RH</td>
<td>01823 413777</td>
<td>OP</td>
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<tr>
<td>Moorhaven</td>
<td>Normandy Drive, Taunton TA1 2JT</td>
<td>01823 331524</td>
<td>OP</td>
<td>D</td>
<td>YA</td>
</tr>
<tr>
<td>Netherclay House</td>
<td>Advert outside back cover</td>
<td>01823 284127</td>
<td>D</td>
<td>PD</td>
<td>MH SI</td>
</tr>
<tr>
<td>Nynehead Court RCPA</td>
<td>Nynehead, Wellington TA21 0BW</td>
<td>01823 662481</td>
<td>OP</td>
<td>D</td>
<td>PD MOD ISI</td>
</tr>
<tr>
<td>Orchard Lea</td>
<td>75 Bridgwater Road, Taunton TA1 2DT</td>
<td>01823 972514</td>
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<td>YA</td>
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<tr>
<td>Pulsford Lodge</td>
<td>North Street, Wiveliscombe TA4 2LA</td>
<td>01984 623569</td>
<td>OP</td>
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</tr>
<tr>
<td>Rectory Care Home, The RCPA SRC</td>
<td>2 Trinity Road, Taunton TA1 3JH</td>
<td>01823 324145</td>
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<td>Rivers</td>
<td>Longrun House, Bishops Hull, Taunton TA1 5AY</td>
<td>01823 272633</td>
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<td>SIYA</td>
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<tr>
<td>SeeAbility – Fiennes House Residential Home</td>
<td>31 Drakes Park North, Wellington TA21 8SZ</td>
<td>01823 661529</td>
<td>PD</td>
<td>LDA</td>
<td>VA SI</td>
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<tr>
<td>St Georges Care Home</td>
<td>17 Wilton Street, Taunton TA1 3JR</td>
<td>01823 275268</td>
<td>OP</td>
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</tr>
<tr>
<td>Stanway Close and Greenway Road</td>
<td>18 Stanway Close, Taunton TA2 6NJ</td>
<td>01934 429448</td>
<td>OP</td>
<td>LDA</td>
<td>YA</td>
</tr>
<tr>
<td>Wellington and Longforth House RCPA SRC</td>
<td>Longforth Road, Wellington TA21 8RH</td>
<td>01823 663667</td>
<td>OP</td>
<td>D</td>
<td>YA</td>
</tr>
<tr>
<td>Wellington Road</td>
<td>52 Wellington Road, Taunton TA1 5AP</td>
<td>01823 334132</td>
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<td>LDA</td>
<td>MH YA</td>
</tr>
<tr>
<td>Westleigh House</td>
<td>20 Chip Lane, Taunton TA1 1BZ</td>
<td>01823 284198</td>
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<td>LDA</td>
<td>YA</td>
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<tr>
<td>Wilton House</td>
<td>Upper High Street, Taunton TA1 3PX</td>
<td>01823 272633</td>
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<td>LDA</td>
<td>SIYA</td>
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<tr>
<td>Woodlands Farmhouse</td>
<td>Wrantage, Taunton TA3 6DF</td>
<td>01823 480640</td>
<td>OP</td>
<td>D</td>
<td>PD SIYA</td>
</tr>
</tbody>
</table>

Visit www.carechoices.co.uk for further assistance with your search for care.
“My mother’s care over many years has been first class. The carers, nurses and management have been extremely supportive, knowledgable and attentive. There is a very close relationship and bond between my mother and carers and all my mother’s needs are met... There is a genuine love from all carers.”

EL, Son of Resident

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- Spacious en-suite bedrooms
- Light and airy dining & lounge areas
- Daily fine dining

We have Care & Nursing Homes across Somerset

search online for: Stanton Court (Chew Valley), The Laurels (Cheddar), Summer Lane (Weston-super-Mare), Priory Court (Burnham-on-sea)

For more information visit www.countrycourtcare.com
Taunton Deane care homes with nursing

<table>
<thead>
<tr>
<th>Aspen Court</th>
<th>Hamilton Park Nursing Home RCPA</th>
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<tbody>
<tr>
<td>Hope Corner Lane, Taunton TA2 7PB</td>
<td>6 Hamilton Road, Taunton TA1 2EH</td>
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<tr>
<td>Tel: 01823 346000 <em>Advert inside front cover</em></td>
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<tr>
<th>Beauchamp House Nursing Home</th>
<th>Lavender Court</th>
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<tr>
<td>Village Road, Hatch Beauchamp, Taunton TA3 6SG</td>
<td>Roman Road, Taunton TA1 2BD</td>
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<tr>
<td>Tel: 01823 481500</td>
<td>Tel: 01823 279151 <em>Advert page 44</em></td>
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<tr>
<th>Calway House</th>
<th>Linden House Nursing Home RCPA</th>
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<td>Calway Road, Taunton TA1 3EQ</td>
<td>Linden Hill, Lower Westford, Wellington TA21 0DW</td>
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<tr>
<td>Tel: 01823 333283 <em>Advert page 44</em></td>
<td>Tel: 01823 667711</td>
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<tr>
<th>Camelot House Lodge</th>
<th>Manor, The</th>
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<tr>
<td>Taunton Road, Wellington TA21 9HY</td>
<td>Haydon Close, Bishop's Hull, Taunton TA1 5HF</td>
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<tr>
<td>Tel: 01823 666766</td>
<td>Tel: 01823 230 238 <em>Advert page 40</em></td>
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<tr>
<th>Chelston Park Nursing and Residential Home</th>
<th>Mountbatten Nursing Home RCPA</th>
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<tbody>
<tr>
<td>Chelston Gardens Dementia Nursing Home RCPA</td>
<td>82-84 Trull Road, Taunton TA1 4QW</td>
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<tr>
<td>West Buckland Road, Wellington TA21 9PH</td>
<td>Tel: 01823 333019</td>
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<tr>
<td>Tel: 01823 667066 <em>Advert outside back cover</em></td>
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<th>Dunkirk Memorial House RCPA</th>
<th>Northway House Residential Home</th>
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<tr>
<td>Minehead Road, Bishops Lydeard, Taunton TA4 3BT</td>
<td>96-98 Kingston Road, Taunton TA2 7SN</td>
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<tr>
<td>Tel: 01823 432407</td>
<td>Tel: 01823 253999</td>
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<table>
<thead>
<tr>
<th>Firs Nursing Home, The</th>
<th>Oake Meadows Care Home</th>
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<tbody>
<tr>
<td>251 Staplegrove Road, Taunton TA2 6AQ</td>
<td>Wyvern Road, Taunton TA1 4RA</td>
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<tr>
<td>Tel: 01823 275927</td>
<td>Tel: 0182 3337674</td>
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<tr>
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<th>Oaktree Court</th>
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<tbody>
<tr>
<td>Frethev Lane, Bishop's Hull, Taunton TA4 1AB</td>
<td>Middle Green Road, Wellington TA21 9NS</td>
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<tr>
<td>Tel: 01823 253071 <em>Advert page 70</em></td>
<td>Tel: 01823 662032</td>
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<td>Gotten, Cheddton Fitzpaine, Taunton TA2 8LL</td>
<td>Norton Fitzwarren, Taunton TA4 1BT</td>
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<tr>
<td>Tel: 01823 413118</td>
<td>Tel: 01823 337391</td>
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If you are considering a care home with nursing, see the checklist on page 41.

Sedgemoor care homes

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<thead>
<tr>
<th>Admirals Rest</th>
<th>Apple Tree House</th>
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<tbody>
<tr>
<td>5 Taunton Road, Bridgwater TA6 3LW</td>
<td>243a Berrow Road, Berrow, Burnham-on-Sea TA8 2JQ</td>
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<tr>
<td>Tel: 01278 423238</td>
<td>Tel: 01934 429448</td>
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<th>Older people (65+)</th>
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<tr>
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<td>MH</td>
<td>Mental health</td>
<td>SI</td>
<td>Sensory impairment</td>
</tr>
<tr>
<td>LDA</td>
<td>Learning disability, autism</td>
<td>YA</td>
<td>Younger adults</td>
<td>AD</td>
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RCPA Member of the Registered Care Providers Association Ltd – see page 64

Advertisers are highlighted

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

Ashcott Lawns
Chapel Hill, Ashcott, Bridgwater TA7 9PJ
Tel: 01458 210149

Beaufort House RCPA
7 Rectory Road, Burnham-on-Sea TA8 2BY
Tel: 01278 786320

Blackdown House
Somerset Court, Harp Road, Brent Knoll,
Highbridge TA9 4HQ
Tel: 01278 761905

Branch House
Taunton Road, North Petherton,
Bridgwater TA6 6NW
Tel: 01278 661290

Bridgwater Court
42 Market Street, Bridgwater TA6 3EP
Tel: 01278 436866

Broughton Lodge
88 Berrow Road, Burnham-on-Sea TA8 2PN
Tel: 01278 782133

Cherry Trees
28 Berrow Road, Burnham-on-Sea TA8 2EX
Tel: 01278 792962

Church Road
1 Church Road, Wembdon,
Bridgwater TA6 7RQ
Tel: 01278 453635

Cotswold House
Somerset Court, Harp Road, Brent Knoll,
Highbridge TA9 4HQ
Tel: 01278 766055

Court House Retirement Home
Market Cross, Church Street, Cheddar BS27 3RA
Tel: 01934 742131 Advert below

Dimensions Somerset – Greengates
26 Fore Street, North Petherton, Bridgwater TA6 6PY
Tel: 01278 664502

Dimensions Somerset – Northmead House
3 Northmead Drive, Puriton, Bridgwater TA7 8DD
Tel: 01278 683478

COURT HOUSE
A beautiful Georgian Retirement Home set in the lovely village of Cheddar, Somerset. You can live your life to the full and choice is our favourite word.

The Manager - Chris Dando • Tel: 01934 742131
Email chriscourthouse@gmail.com • Web www.courthouseretirementhome.co.uk
Court House Retirement Home, Church Street, Cheddar, Somerset BS27 3RA

"I think this is one of the very best residential homes I visit in the Weston / Somerset / North Somerset area. The staff are extremely good at understanding the needs of each resident and providing appropriate and sympathetic care.

Dr Roberts, Weston General Hospital"

Activities: We do ensure there are plenty of activities provided and encourage residents to take part should they so wish. These are events that are arranged on a weekly basis and these are a coffee morning, a keep fit class and a film afternoon, as well as musical entertainment on a regular basis.

Service
OP Older people (65+)
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
RCPA Member of the Registered Care Providers Association Ltd — see page 6A

Search for care at www.carechoices.co.uk to find support in your area
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<td>Westfield Lane, Draycott, Cheddar BS27 3TN</td>
<td>18 Huntspill Road, Highbridge TA9 3DQ</td>
<td>35 Friar Street, Bridgwater TA6 3LJ</td>
<td>Steart Drive, Burnham-on-Sea TA8 1AA</td>
<td>Somerset Court, Harp Road, Brent Knoll, Highbridge TA9 4HQ</td>
<td>Barrows Road, Cheddar BS27 3BD</td>
<td>Rhode Lane, Bridgwater TA6 6JF</td>
<td>Stockland Bristol, Bridgwater TA5 2PZ</td>
<td>1 Westfield Road, Burnham-on-Sea TA8 2AW</td>
<td>Somerset Court, Harp Road, Brent Knoll, Highbridge TA9 4HQ</td>
<td>1 Pinnocks Croft, Berrow, Burnham-on-Sea TA8 2NF</td>
<td>97 Berrow Road, Burnham-on-Sea TA8 2PG</td>
<td>11-13 Friar Street, Rosewood, Bridgwater TA6 3LH</td>
<td>40 High Street, Othery, Bridgwater TA7 0QA</td>
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Service: OP Older people (65+), D Dementia, PD Physical disability, LDA Learning disability, autism, SI Sensory impairment, YA Younger adults, AD People who misuse alcohol or drugs.
## Sedgemoor care homes continued

### Stafford Lodge RCPA
87 Berrow Road, Berrow, Burnham-on-Sea TA8 2PF
Tel: 01934 429448

### Street Farm
The Street, Draycott, Cheddar BS27 3TH
Tel: 01934 744030

### Sydenham House RCPA
Frederick Road, Bridgwater TA6 4NG
Tel: 01278 422763 Advert page 44

### Towans Care Home, The
Berrow Road, Burnham-on-Sea TA8 2EZ
Tel: 01278 782642

### Tudor Lodge RCPA
8 Brightstowe Road, Burnham-on-Sea TA8 2HW
Tel: 01278 554477 Advert below

### Wellfield House
Manor Road, Catcott, Bridgwater TA7 9HT
Tel: 01278 722405

### Wembdon Rise
4 Wembdon Rise, Bridgwater TA6 7QU
Tel: 01934 429448

### Sedgemoor care homes with nursing

### Angels (Stratton House) Ltd RCPA
15 Rectory Road, Burnham-on-Sea TA8 2BZ
Tel: 01278 787735

### Avalon Nursing Home Advert inside back cover
2-4 Taunton Road, Bridgwater TA6 3LS
Tel: 01278 450450

### Axbridge Court Nursing Home
West Street, Axbridge BS26 2AA
Tel: 01934 733379

### Burnham Lodge Nursing Home RCPA
147 Berrow Road, Burnham-on-Sea TA8 2PN
Tel: 01278 783230

### Casa di Lusso Advert inside front cover
Bower Lane, Bridgwater TA6 4GU
Tel: 01278 557100

### Hillview Nursing Home
36 Berrow Road, Burnham-on-Sea TA8 2EX
Tel: 01278 792921

### Holywell Nursing Home RCPA
120 Brent Street, Brent Knoll, Highbridge TA9 4BB
Tel: 01278 760601

### Priory Court Care & Nursing Home
19 Oxford Street, Burnham on Sea TA8 1LG
Tel: 01278 768000 Advert page 74

### Rosary Nursing Home, The
Mayfield Drive, Durleigh, Bridgwater TA6 7JQ
Tel: 01278 727500

### St Michael’s – Care Home with Nursing Physical Disabilities
Cheddar Road, Axbridge BS26 2DW
Tel: 01934 732358

### Stockmoor Lodge
1 Nokoto Drive, Bridgwater TA6 6WT
Tel: 01278 434535 Advert page 44

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<table>
<thead>
<tr>
<th>Service</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
<th>LDA Learning disability, autism</th>
<th>YA Younger adults</th>
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<tr>
<td>User Bands</td>
<td>MH Mental Health</td>
<td>SI Sensory impairment</td>
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<tr>
<td>RCPA</td>
<td>Member of the Registered Care Providers Association Ltd – see page 6A</td>
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Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area
South Somerset care homes

Ashcroft RCPA
30 Ashcroft, Chard TA20 2JH
Tel: 01460 394061

Ashley House – Langport
The Avenue, Langport TA10 9SA
Tel: 01458 250386

Autism Wessex – Barn Close
32 Barn Close, Crewkerne TA18 8BL
Tel: 01460 74327

Autism Wessex – Middle Path
58 Middle Path, Crewkerne TA18 8BG
Tel: 01460 72707

Beech Tree House Residential Home RCPA
High Street, Keinton Mandeville,
Somerton TA11 6DZ
Tel: 01458 223369

Beechwood House Care Home RCPA
60 West Coker Road, Yeovil BA20 2JA
Tel: 01935 472793

Blackberry Hill
Ansford Road, Castle Cary BA7 7HG
Tel: 0800 035 3776

Burnworthy House
South Street, South Petherton TA13 5AD
Tel: 01460 240116 Advert page 44

Cambian Lufton Manor College
Lufton, Yeovil BA22 8ST
Tel: 01935 403120

Carrington House
Carrington Way, Wincanton BA9 9BE
Tel: 01963 32150 Advert page 44

Poets Mews Care Home
A Real Home From Home

A care home of unrivalled comfort and amenities, Poets Mews is located in the sought after resort town of Clevedon. This quality home delivers the highest possible standards in senior living, from leading national care provider, Avery Healthcare.

Our approach is to nurture an atmosphere of care and community, all delivered in an engaging lifestyle. Your well-being is our primary concern, and we will ensure that you have the highest quality of support for your physiological, psychological, social, and nutritional needs, all tailored to your individual circumstances.

Call 01275 264446 or Search 'Poets Mews Care' online or on

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

Cary Brook
Millbrook Gardens,
Castle Cary BA7 7EE
Tel: 01963 359700  Advert page 44

Chard Manor
Tatworth Road, Chard TA20 2DP
Tel: 01460 261015

Church View RCPA
Chapel Hill, Odcombe BA22 8UH
Tel: 01398 361467

Compton View Residential Care Home RCPA
267 St Michaels Avenue,
Yeovil BA21 4NB
Tel: 01935 476203

Cool Runnings Too
63 The Park, Yeovil BA20 1DF
Tel: 01935 474700

Dimensions Somerset – Selwyn House
52 Southway Drive, Yeovil BA21 3ED
Tel: 01935 479143

Dimensions Somerset – Spring View
Preston Grove, Yeovil BA20 2DU
Tel: 01935 474303

Dimensions Somerset – The Maples
Catherine’s Close, Castle Cary BA7 7HP
Tel: 01963 359300

Eleighwater House Retirement Home
Combe St Nicholas, Chard TA20 3AG
Tel: 01460 67532  Advert page 81

Elms Residential Home, The RCPA
Yeovil Marsh, Yeovil BA21 3QG
Tel: 01935 425440

Elroi Manor
West Hill, Suddon, Wincanton BA9 8BA
Tel: 01963 35770

Fir Villa Residential Home RCPA
Camel Street, Marston Magna,
Yeovil BA22 8DB
Tel: 01935 850670

Fir Villa Residential Care Home

We specialise in dementia care with a person centred approach in a beautiful, tranquil homely setting.
Please feel free to visit or contact us at any time.

Tel: 01935 850670
Camel Street, Marston Magna, Somerset BA22 8DB
www.firvilla.co.uk

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

RCPA Member of the Registered Care Providers Association Ltd – see page 6A

Advertisers are highlighted

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

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<th>Name</th>
<th>Address</th>
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<tr>
<td><strong>Grovelands SRC</strong></td>
<td>45 Grove Avenue, Yeovil BA20 2BE</td>
<td>01935 475521</td>
<td>Advert page 44</td>
</tr>
<tr>
<td><strong>Hazelwell Lodge RCPS</strong></td>
<td>67 Station Road, Ilminster TA19 9BQ</td>
<td>01460 52760</td>
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<tr>
<td><strong>Highfield House Residential</strong></td>
<td>High Street, Castle Cary BA7 7AN</td>
<td>01963 350697</td>
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<tr>
<td><strong>Hollies Care Home, The</strong></td>
<td>Florida Street, Castle Cary BA7 7AE</td>
<td>01963 350709</td>
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<td><strong>Huish House</strong></td>
<td>Huish Episcopi, Langport TA10 9QP</td>
<td>01458 250247</td>
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<tr>
<td><strong>Lodge, The</strong></td>
<td>Portway, Langport TA10 0NQ</td>
<td>01458 252543</td>
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<tr>
<td><strong>Moorlands Residential Home</strong></td>
<td>2 Moorlands Road, Merriott TA16 5NF</td>
<td>01460 74425</td>
<td>OP D YA</td>
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<tr>
<td><strong>Mrs A and Mr R Brooks – 5 Everton Road</strong></td>
<td>Yeovil BA20 1UF</td>
<td>01935 862900</td>
<td>PD LDA</td>
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<tr>
<td><strong>New Careford Lodge Ltd, The RCPS</strong></td>
<td>Church Street, Merriott TA16 5PR</td>
<td>01460 75592</td>
<td>Advert page 66</td>
</tr>
<tr>
<td><strong>Oaklea Care</strong></td>
<td>5 Preston Grove, Yeovil BA20 2BG</td>
<td>01935 479721</td>
<td>OP LDA MH S I YA</td>
</tr>
<tr>
<td><strong>Perry Court</strong></td>
<td>Perry Court Farm, Perry Street, Chard TA20 2QG</td>
<td>01460 221468</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td><strong>Portcullis House SRC</strong></td>
<td>The Embankment, Langport TA10 9RZ</td>
<td>01458 250800</td>
<td>Advert page 44</td>
</tr>
</tbody>
</table>

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### More than just a care home

Eleighwater House Retirement Home, the small home set in the heart of Somerset. Caring for 8 residents in a relaxed, homely environment. A home where residents truly feel part of the family, joining in with day to day activities, where family and friends are always welcome, joining us for Sunday Lunch or afternoon tea. Registered with the Care Quality Commission.

Visit our website [www.eleighwaterhouse.co.uk](http://www.eleighwaterhouse.co.uk) or [www.carehomes.co.uk](http://www.carehomes.co.uk) for our recommendations.

George and Tabitha offer you a warm welcome to Eleighwater House near Chard
Tel: 01460 67532

<table>
<thead>
<tr>
<th>Service</th>
<th>OP Older people (65+)</th>
<th>D Dementia</th>
<th>PD Physical disability</th>
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<td>AD People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>

RCPA Member of the Registered Care Providers Association Ltd – see page 64 | SRC Specialist Residential Care – see page 18 | Advertisers are highlighted

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care
Search for care in your area

www.carechoices.co.uk

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

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

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

- **South Cary House RCPA**  
  South Street, Castle Cary BA7 7ES  
  Tel: 01963 350272

- **Springside**  
  71 Halcombe, Chard TA20 2DU  
  Tel: 01460 220747

- **Sunningsdale Lodge**  
  Sunningsdale Road, Yeovil BA21 5LD  
  Tel: 01935 422980 [Advert page 44]

- **Sunnymeade**  
  Helliers Close, Chard TA20 1LJ  
  Tel: 01460 63563 [Advert page 44]

- **Sunnyside Residential Home RCPA**  
  Crewkerne Road, Chard TA20 1EZ  
  Tel: 01460 239406 [Advert page 84]

- **Vaughan Lee House RCPA**  
  Orchard Vale, Ilminster TA19 0EX  
  Tel: 01460 52077

- **Wisteria House Residential Home – Somerset**  
  6 Montacute Road, Tintinhull, Yeovil BA22 8QO  
  Tel: 01935 822086

- **Yew Tree Cottage Residential Home RCPA**  
  Hornsbury Hill, Chard TA20 3DB  
  Tel: 01460 64735 [Advert page 80]

### South Somerset care homes with nursing

- **Castle House Nursing Home Ltd RCPA**  
  Castle Street, Keinton Mandeville, Somerton TA11 6DX  
  Tel: 01458 223780

- **Cooksons Court**  
  Cooksons Orchard, Yeovil BA20 2FT  
  Tel: 01935 474023 [Advert page 44]

- **Ferns Nursing Home**  
  141 St Michaels Avenue, Yeovil BA21 4LW  
  Tel: 01935 433115

- **Horton Cross Nursing Home RCPA**  
  Horton Cross, Ilminster TA19 9PT  
  Tel: 01460 52144

- **Immacolata House**  
  Portway, Langport TA10 0NQ  
  Tel: 01458 254200 [Advert inside front cover]

- **Ivelhurst Nursing Home RCPA**  
  27 Preston Road, Yeovil BA21 3AD  
  Tel: 01935 426777

- **Knoll Nursing Home (Yeovil) Ltd, The RCPA**  
  33 Preston Road, Yeovil BA21 3AE  
  Tel: 01935 421822

- **La Fontana**  
  Fold Hill Lane, Martock TA12 6PQ  
  Tel: 01935 829900 [Advert inside front cover]

- **Oak Lodge Care Home**  
  Lordsleaze Lane, Chard TA20 2HN  
  Tel: 01460 67258

- **Orchards, The RCPA**  
  Orchard Lane, Crewkerne TA18 7AF  
  Tel: 01460 76267

- **Vicarage House Nursing Home RCPA**  
  The Old Vicarage, Hambridge, Langport TA10 0BG  
  Tel: 01460 281670 [Advert page 82]

- **Wessex House**  
  21-25 Behind Berry, Somerton TA11 7PB  
  Tel: 01458 273594 [Advert page 44]

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

**RCPA**: Member of the Registered Care Providers Association Ltd – see page 64

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Tel: 01761 241014

**Centenary House**
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Tel: 01749 342727

**Critchill Court SRC**
Lynwood Close, Frome BA11 4DP
Tel: 01373 461686 Advert page 44

**Cyder Barn, The RCPA**
Glastonbury Road, West Pennard, Glastonbury BA6 8NH
Tel: 01458 834945 Advert page 66

**Dimensions Somerset – Jasmine**
Dod Lane, Glastonbury BA6 8BZ
Tel: 01458 834502

**Dimensions Somerset – The Old Police House**
Catch Road, Nunney, Frome BA11 4NE
Tel: 01373 863068

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Tel: 01749 673122

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**Fletcher House**
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Priddy Road, Green Ore, Wells BA5 3EN
Tel: 01275 331258

**Greenhill Grange Residential Home Ltd RCPA**
Catherston Close, Frome BA11 4HR
Tel: 01373 471688

**Mellifont Abbey**
The High Street, Wookey, Wells BA5 1JX
Tel: 01749 672043

**Old Rectory, The**
Chewton Hill, Chewton Mendip, Radstock, Avon BA3 4NQ
Tel: 01761 241520

**Rowden House**
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Tel: 01373 462271 Advert page 44

**SENSE – 30 Norbins Road**
Glastonbury BA6 9JF
Tel: 01458 833152

**Southlawns**
Highfield Road, Street BA16 0JQ
Tel: 01458 443635 Advert page 44

**St Cecilia Care Home RCPA SRC**
1 Hitchen Lane, Shepton Mallet BA4 5TZ
Tel: 01749 342809

**Tudors, The RCPA**
Street Road, Glastonbury BA6 9EQ
Tel: 01458 831524

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**Belmont Villa Care Home RCPA**
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Tel: 01373 471093

**Catherine House General Nursing Home**
Cork Street, Frome BA11 1BL
Tel: 01373 451455

**Clare Hall Nursing Home**
Ston Easton, Radstock BA3 4DE
Tel: 01761 241626

**Fosse House Nursing Homes RCPA**
South Street, Stratton-on-the-Fosse, Radstock BA3 4RA
Tel: 01761 233018

**Frome Care Village**
Styles Hill, Frome BA11 5JR
Tel: 01172 872566

**Glastonbury Care Home RCPA**
Pike Close, off Sedgmore Way, Glastonbury BA6 9PR
Tel: 01458 836800

**Glen Care Home, The RCPA**
Shapway Lane, Evercreech, Shepton Mallet BA4 6JS
Tel: 01749 830369

**Gracewell of Frome**
Welshmill Lane, Frome BA11 2AA
Tel: 01373 489500

**Pondsmead Care Home RCPA**
Shepton Road, Oakhill, Bath BA3 5HT
Tel: 01749 841111

**St Benedict's Nursing Home Ltd RCPA**
29 Benedict Street, Glastonbury BA6 9NB
Tel: 01458 833275

**Torrwood Care Centre**
Gilbert Scott Road, South Horsington Village, Wells BA5 3FB
Tel: 01749 675533

**Wells Nursing Home, The RCPA**
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Tel: 01749 673865

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