



Birmingham

Care Services Directory **2023**

The essential guide to choosing and paying for care and support

In association with

**West Midlands Care
Association**

www.carechoices.co.uk



Looking for a care home?

We offer a **free** service, to help you make the right choice



How to Find a Care Home has successfully helped hundreds of families and with over 10 years experience in the industry we are here to make the process of finding a care home a lot easier. We have a vast knowledge of the care home sector and we offer a large portfolio of care homes to choose from. We will always match the care home to the needs of the client.

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



The Service

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



Funding Advice

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



Care Homes


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

Call the number below to speak to one of our Advisors

0800 193 0443

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

We are here to make a difficult decision easier.

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To obtain extra copies of this Directory, free of charge, call **Care Choices** on **01223 207770**. Alternatively, visit **www.carechoices.co.uk/order-copies-of-a-directory** to order a copy online.

Alternative formats

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



Introduction

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

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

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

If you think you need more formal care and support, arrange an assessment with Adults Social Care and Health Services to establish your specific needs. This is free, irrespective of your income, and available to all those who appear to need care and support. More details are provided on page 12. The assessment will determine whether you are eligible for financial support via a Personal Budget, which may allow you to buy in your own support and take control of your situation.

Alternatively, your circumstances may mean you are classed as a 'self-funder', with the means to pay for your care. This is discussed on page 23 for those paying for care at home and page 49 for those paying for residential care.

Support or care to remain living in your own home may be the option that best suits your circumstances. Ideas to make life easier at home start on page 5 and a list of local home care providers begins on page 25.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 38) or residential care. Comprehensive lists

of care homes and care homes with nursing in Birmingham start on page 57.

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

Birmingham City Council – Adults Social Care and Health Services

Tel: **0121 303 1234**

Textphone: **0121 303 6230**

Email: **csadultsocialcare@birmingham.gov.uk**

Web: complete the online referral form at **www.birmingham.gov.uk/info/20018/adult_social_care**

Finding care in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 53), indicating the quality of care provided.

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

West Midlands Care Association

West Midlands Care Association

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

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

WMCA prides itself on offering the crucial support care providers require to deliver sustainable excellence within community, nursing, special needs and residential care settings. In particular, WMCA has been working with care providers to ensure they offer a COVID-19 safe service.

The strength of the association lies in its membership, drawn from eight regions across

the West Midlands, embracing learning disability, mental health, nursing care, supported living, dementia, residential care and physical disability.

Members work together to help each other and share best practice, talking to the local authorities as a group to ensure each voice is heard.

The WMCA also runs conferences for care and support providers to help share best practice and learn from one another, with an aim to improve the quality of care across the West Midlands.

WMCA works closely with other associations around the country and nationally. This helps to spread the local message to the Government and national organisations. It also helps to gather best practice and learning from around the country.

Tel: **01384 943000**

Email: **enquiries@wmca.care**

Web: **www.wmca.care**

WMCA, Park Lane, Halesowen B63 2RA

Helping you to stay independent

Services developed in partnership with the voluntary sector

Adults Social Care and Health Services works with voluntary and community organisations to supply preventative care services.

These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:

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

- support for carers; and
- handyperson schemes.

Birmingham Connect to Support

An online resource supported by Birmingham City Council, designed to help residents search for services to enable them to remain living independently in their own homes.

Web: **<https://birmingham.connecttosupport.org>**

Route2wellbeing

An online portal providing a wealth of information about community-based health, wellbeing and social care services for residents of Birmingham.

Web: **www.r2wbirmingham.info**

Day care centres

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

Day care centres give people the chance to change their routine, meet new people, take up an activity or receive specialist services such as chiropody or hairdressing. There are several around the county,

catering for older people and people living with mental health conditions, learning disabilities and dementia. Centres can be as important for carers as those attending, as the centres allow for a regular break from caring.

You can find local day opportunities by exploring **Birmingham Connect to Support** at <https://birmingham.connecttosupport.org> or **Route2wellbeing** at www.r2wbirmingham.info

Meals on wheels

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

You may find a service by word of mouth or using the internet – your local library may be able to help here.

Or you can refer to one of the following resources.

Birmingham Connect to Support
Web: <https://birmingham.connecttosupport.org>

Route2wellbeing
Web: www.r2wbirmingham.info

Adapting your home

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

Home Improvement Agencies (HIAs)

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

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

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

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

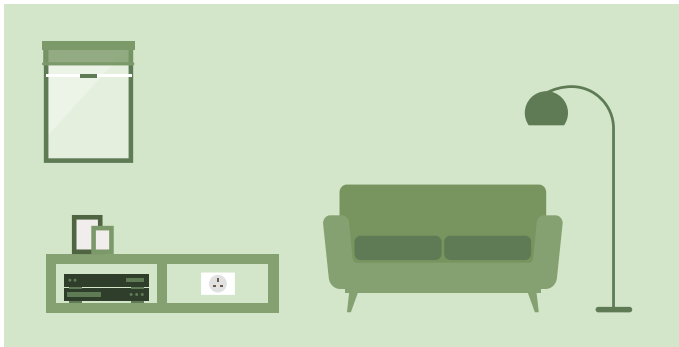
HIAs can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

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

Adults Social Care and Health Services
Tel: **0121 303 1234**
Textphone: **0121 303 6230**
Email: csadultsocialcare@birmingham.gov.uk

Making life easier at home

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



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

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

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

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

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



Do you **forget to take your tablets**? 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. ➔



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

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

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

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

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



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

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

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

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

Adults Social Care and Health Services

Tel: **0121 303 1234**

Textphone: **0121 303 6230**

Email: **csadultsocialcare@birmingham.gov.uk**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Specialist equipment

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

The Disabled Living Foundation (DLF) provides a quick and easy-to-use online guided advice service

called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks.

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

Telecare

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

Telecare can allow users to regain confidence in their homes and remain independent.

Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help to monitor particular health conditions and reduce the need for hospital admission. You can buy telecare and assistive technology from private companies and organisations, or the council may be able to provide you with the means to apply for telecare services yourself.



Birmingham Connect to Support

Web: <https://birmingham.connecttosupport.org>

Careline

A 24-hour emergency contact service operated by Birmingham City Council. Apply for a careline alarm by visiting the following website.

Tel: **0121 303 3826** or **0121 303 4205**

Email: careline@birmingham.gov.uk

Web: www.birmingham.gov.uk (search 'careline emergency alarm').

Route2wellbeing

Web: www.r2wbirmingham.info

**Tell us what
you think** 

 CareChoices

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

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

Medequip work with Birmingham City Council and NHS Birmingham and Solihull to provide assistive living equipment in your area, through the Birmingham Community Equipment Loan Service (BCELS). Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

Community engagement is important to us:

- We give our employees paid leave to volunteer
- We work to increase the recruitment of disabled and disadvantaged people
- We donate equipment and raise funds for charities



Return Recycle Reuse

Help your Local Authority and NHS services by returning equipment you no longer need

Contact Medequip now to request a collection

Call **0121 503 8850**

Email **birmingham@medequip-uk.com**

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If you would prefer to return equipment yourself, you can drop-off at a return location.

Find your nearest return location:



Scan the QR code or visit:
mq-uk.com/return-birmingham

Manage@Home

 **0800 910 1313**

Manage At Home's range of products are designed to promote independence at home and manage daily living more easily. We stock a wide selection of mobility and disability aids.

Find us on:   **@ManageAtHome**

Call us or visit our website to request a free catalogue

Shop mobility aids at **www.manageathome.co.uk**



MEDeQUIP
Connect
Technology Enabled Care Service

Lease a Care Alarm which is monitored 24 hours a day for as little as £3.44 per week

www.medequip-connect.com

0800 910 1390



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.livingmadeeasy.org.uk>

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

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

Usability

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

Does the equipment need a plug socket, and will its wire cause a trip hazard? ☐

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

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

Is it portable? ☐

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

Support from the council

The way councils provide services to eligible adults and their carers is called personalisation. This term is used to describe several ways in which eligible adults can receive a mixture of local authority and Government money to pay for the care services they need without direct council involvement.

If you approach the council for social care support, your needs and finances will be assessed.

If you have a carer, they can be involved and have their needs assessed too. See page 14 for more information about services for carers.

Your assessment

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

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

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

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

Information on paying for care can be found on page 23 if you are receiving home care and page 49 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget. A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances.

The money should be spent in line with a support plan agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

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

- in the form of a Direct Payment, held directly by you or, where you lack capacity, by a 'suitable person';

- by way of an account held and managed by the council in line with your wishes; or
- as a mixture of these options.

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

Managing a Direct Payment

If you are eligible for a Direct Payment from Adults Social Care and Health Services, you can contact one of the following organisations to help you.

These organisations can help you to organise, buy and manage the care and services you need, including building your own support plan and helping you to employ personal assistants.

Adults Social Care and Health Services

Tel: **0121 303 1234**

Textphone: **0121 303 6230**

Email: **csadultsocialcare@birmingham.gov.uk**

Compass Independent Living

Tel: **01823 255905**

Email: **info@compassindependentliving.org.uk**

Web: **www.compassindependentliving.org.uk**

Ideal for all

Tel: **0121 558 5555** • Email: **dps@idealforall.co.uk**

Web: **www.idealforall.co.uk/Direct-Payments**

Penderels Trust

Tel: **0121 707 1817**

Email: **birmingham@penderelstrust.org.uk**

Web:

www.penderelstrust.org.uk/birmingham.php

Assessments from hospital

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

Whatever services you need on discharge, Adults

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

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

Enablement

Enablement is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You may need to have an assessment of your care needs to decide whether you are eligible.

If you are eligible, an enablement worker will support you for a limited period, usually up to six weeks. The actual length of the enablement depends on your needs and progress towards your goals.

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

Enablement workers may also identify pieces of equipment that could support you to regain or maintain your independence for as long as you can.

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



Intermediate care

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

Intermediate care can be provided in your own home or in a care home, depending on local policy and your specific needs. It can be provided by care staff, occupational therapy and physiotherapy, with additional support provided by the local GP surgery, social workers and community nurses.

This combined resource helps people to regain their independence and feel confident in their ability to manage for themselves with any necessary additional support.

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

NHS Continuing Healthcare

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

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

See page 50 for more information.

Personal health budgets

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

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

Services for carers

Who is a carer?

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

- is over 60;
- is living with dementia;
- has a physical or learning disability or a mental health condition;
- has sight, hearing or communication difficulties;

- has a long-term health condition; or
- misuses drugs or alcohol.

The carer may be helping with:

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

Having a carers' assessment

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

A carers' assessment is an opportunity for people to tell the council what they need as a carer, and to find out what support might be available. The assessment is an essential first step for carers to get the support they may need. It looks at:

- the care the carer provides and how this affects their life;
- any support they are getting now and what else would help; and
- what they would like their support to achieve.

The assessment can also give lots of information about other services that might help and other ideas

for support. The carer's assessment will show if they qualify for support from Adults Social Care and Health Services.

Carers' Personal Budgets

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

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

Respite at home

Home-based respite services give carers a break from their caring responsibilities.

A care worker can come in to look after the person being cared for, so the carer can have some time to themselves. The breaks could be regular or just when needed.

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

A financial assessment of the cared-for person will confirm if they need to pay towards the cost.

Benefits

Carers may want to explore whether they are entitled to Carer's Allowance – currently £69.70 per week but this may change over the lifetime of this Directory.

Carers may also qualify for Carer's Premium or Carer's Credit depending on their eligibility. If the person you're caring for receives the severe disability premium (or severe disability addition in Pension Credit), this may be lost if you claim Carer's Allowance and/or Carer's Premium. Seek specialist independent advice before claiming Carer's Allowance.

Carer's Premium is an extra payment of up to £38.85 per week that can sometimes be added to the calculation of other benefits you might get on top of Carer's Allowance. Carers who do not qualify for

Carer's Allowance may qualify for Carer's Credit.

The Government's website (www.gov.uk) has more information on benefits, including carers' benefits. Alternatively, you could contact a local carers' organisation which may be able to help you undertake a benefit check.

You can find out more about the organisations supporting carers in Birmingham by exploring the following websites.

Connect to Support Birmingham

Web: <https://birmingham.connecttosupport.org>

Route2wellbeing

Web: www.r2wbirmingham.info



carers and practitioners supporting children from

My Family, Our Needs is an online resource providing impartial information for parents,

birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit www.myfamilyourneeds.co.uk

Care in your own home

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

Why choose home care?

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

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

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

How home care can help you

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

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

A list of all home care agencies operating in Birmingham starts on page 25.

Live-in care

Live-in care is a viable alternative to residential care, where a fully trained care worker lives and works in your own home to support your individual needs and help you maintain your independence. The carer must be allowed breaks and have somewhere to sleep at night.

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary.

The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 53.



Finding care in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 53), indicating the quality of care that is 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**

The Care Quality Commission (**www.cqc.org.uk**) is responsible for checking that any care provided meets essential standards of quality and safety.

Further information is on page 53.

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

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

The benefits of using a regulated agency include:

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



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk  [@WeAreMFON](https://twitter.com/WeAreMFON)

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

Ask questions

Get involved

Join the family

Living with dementia at home

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

The various types of support available to you and your carer are likely to involve NHS services, Adults Social Care and Health Services and voluntary agencies. Some examples of services and support to help people living with dementia include:

- specialist day centres;
- respite care or short breaks;
- assistive technology and community alarms;
- home care;
- meals at home;
- community equipment;
- extra care sheltered housing; and
- carers' support groups.

Family support

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

When someone is living with dementia, they need:

- support to live their life;
- reassurance that they are still valued and that their feelings matter;
- freedom from as much external stress as possible; and
- appropriate activities and stimulation to help them to remain alert and motivated for as long as possible.



Dementia Friends

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

See **www.dementiafriends.org.uk** for further information about the initiative.



Respite care

Spouses, partners and relatives who care for a person living with dementia may require a break from their caring responsibilities. This is known as 'respite care' and may be a regular break of a few hours a week or a period of a few weeks. It may be planned or be required in an emergency and can

involve the person living with dementia attending a day centre or a care worker visiting the person's home to enable the carer to have a break. Contact the council to see if you are eligible for support with arranging these services. See page 12 for information on assessments.

Care at home

It can often be best for a person living with dementia to stay living in their own home for as long as possible. This may mean that they require some support services at home. The person living

with dementia will respond best to the same care staff who know them well. Continuity of care can be provided by either care agencies or carers employed directly by the person or his or her family.

Specialist dementia day centres

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

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

entertainment, personal care, meals, hairdressing and support for carers.

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

Contact the council or your local Alzheimer's Society office for more details. See 'Useful local contacts' beginning on page 73.

Alzheimer's Society

This leading charity works to improve the quality of life of people affected by dementia.

If you have concerns about any form of dementia, please contact your local office for information and support and access to local services. See page 73 for contact details.

Alzheimer's Society's Dementia Connect support line is available on **0333 150 3456** and can provide

information, support, guidance and signposting to other appropriate organisations.

It is open from 9.00am to 8.00pm, Monday to Wednesday; 9.00am to 5.00pm, Thursday and Friday; and 10.00am to 4.00pm, Saturday and Sunday.

For more information on care homes for people living with dementia, see page 48.

**Tell us what
you think** 

 CareChoices

⊙ What have you found useful?

⊙ What could we do better?

Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey



Keeping the life they love, while getting the care they need

People across Birmingham are choosing to stay in the comfort of their own homes with Elder live-in care. We work with both families and local authorities to find a skilled and vetted carer who can move in, and help transform later life.

- Provides personalised, one-to-one care
- Supports a range of needs from personal care to housekeeping
- Protects a person's way of life
- Provides a better continuity of care
- Can support recovery and health outcomes
- Helps older couples to stay together
- Affordable alternative to the care home
- Care can be arranged quickly
- Every carer is DBS checked, assessed, and referenced

At Elder we offer:

- Companionship
- On-going or short-term care
- Respite care
- Palliative care
- Dementia care

“Elder provides choice and matches carers to the specific needs of my patients and their families. The service is always responsive and in some cases the request for a carer has been arranged within 48 hours - I couldn't recommend Elder more highly.”

Dr Mashkur Khan, Consultant Geriatrician

Find out if live-in care is right for your situation - speak to a Senior Care Advisor today on
0330 134 2879 | partnerships@elder.org | elder.org

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

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

Staff

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

Accommodating your needs

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

Regulation

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

Notes

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*See page 53.



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

Paying for care in your home

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

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

The council calculates charges in accordance with national eligibility criteria set by the Government.

This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

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

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

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

Non-means-tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge. If you need care or support, you may be eligible to claim Attendance Allowance (AA) or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits.

Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over State Pension age and PIP to those aged between 16 and State Pension age. There are different rates that can be awarded, dependent on the level and type of help you need. These can be found at **www.gov.uk** and you can check your State Pension age at **www.gov.uk/state-pension-age**

Other ways to fund your care and support

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



Money Helper

A free and impartial money advice service set up by the Government.

Tel: **0800 138 7777**

Web: **www.moneyhelper.org.uk**

Society of Later Life Advisers (SOLLA)

Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.

Web: **www.societyoflaterlifeadvisers.co.uk**

Further information on paying for care can be found beginning on page 49.



Actual Care Services
Passionate About Care

An Outstanding Quality Of Care

Actual Care Services is a professional, diverse and forward-thinking Care Company, situated in the heart of Birmingham. Our Services will provide you Quality Care directly into your homes for you or your loved ones, we provide Personal Care, End of Life Care, Wake Nights / Sleeps to Practical Care and Supporting Services.

Our Services are flexible and tailored to your daily individual needs. Within our services we will work with you and your family on a One to One level promoting your independence, dignity and choice over decisions that may affect your daily lives

Our Service's works in conjunction with Various Councils including Birmingham City Council, Sandwell, Walsall, CCG, CHC and the Care Quality Commission.

All our staff have Enhanced DBS's with full reference checks carried out. We are led by quality, we employ and train all our staff to the highest level.

For information or an in-depth one to one conversation with our Manager(s), please contact our professional friendly team on the below details

Actual Care Services Maintains a Robust Confidentiality Policy

Kal Virk: 07517 046 325 Raj Kaur: 07938 321917
T: 0121 507 0088 E: kalvirk@actualcare.co.uk W: enquiries-actualcare@outlook.com
 110 Grove Lane, Handsworth, Birmingham, B21 9HA



Rated Excellent
★ Trustpilot

Agincare

Live in Care

*Fully managed high quality
live-in care
from £995 per week*

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Caring since 1989

Bespoke home care

Supporting people to live **independently**

We provide a range of services from regular and reliable visiting care to 24-hour live-in care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around you or your loved one.

- ✓ Rated 4.8 on ★ Trustpilot
- ✓ Regulated by the CQC and CIW
- ✓ Free care assessments
- ✓ Providing care for over 30 years

Contact your local branch today!

Birmingham 01217 565 261	Sutton Coldfield 01217 567 431	Walsall 01922 218 479
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for more details visit: helpinghands.co.uk

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4 Seasons Healthcare Professionals Ltd

Birmingham

Tel: 0330 124 3750

OP D PD LDA MH SI YA

24-7 Care Services

Birmingham

Tel: 0121 783 3400

OP D PD LDA SI YA

3D Healthcare Solutions Ltd

Sutton Coldfield

Tel: 0121 414 2019

YA

A Peel Ltd

Birmingham

Tel: 0121 382 3106

OP D PD LDA MH SI YA

Activo Care

Birmingham

Tel: 07771 456778

OP D PD LDA MH YA

Actual Care Services Ltd

Birmingham

Tel: 0121 507 0088

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OP D LDA MH YA

Addcare Ltd

Handsworth

Tel: 07508 295770

OP D PD LDA MH SI YA AD

Added Care Ltd

Birmingham

Tel: 0121 238 3121

OP PD YA

Agape Healthcare Ltd

Birmingham

Tel: 0121 455 9654

OP D PD LDA MH SI

All Care In One Ltd

Birmingham

Tel: 0121 296 7184

OP YA

All Seasons Care Ltd

Birmingham

Tel: 0121 443 2121

OP D PD LDA MH SI

Alliance Care Ltd

Birmingham

Tel: 0121 449 4337

OP D LDA MH SI YA

Alpine House

Birmingham

Tel: 0121 200 1170

OP D PD LDA MH SI YA AD

Annix Care Ltd

Birmingham

Tel: 0121 554 3909

OP D PD SI YA

Antoine Care Ltd

Birmingham

Tel: 07999 019407

OP PD LDA MH SI YA

Aregon Care

Birmingham

Tel: 07440 092177

LDA MH YA

Ascension Care Services Ltd

Birmingham

Tel: 07880 311679

OP D PD LDA SI

Ash Grove

Birmingham

Tel: 0845 111 0000

OP D PD YA

Ashmill Residential Care Home

Birmingham

Tel: 0121 358 6280

OP D PD LDA MH SI YA AD

Aspect Supported Living Ltd

Birmingham

Tel: 07850 480291

MH YA

Aspects Care Ltd

Birmingham

Tel: 0121 433 2500

OP D PD LDA MH SI

Assisted Lives (Birmingham)

Birmingham

Tel: 0121 663 6977

OP D PD LDA MH SI YA

Audley Care Ltd – Audley Care St George's Place

Birmingham

Tel: 0121 238 0252

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OP D PD MH SI YA

Autism West Midlands – Outreach and Supported Living South Midlands

Birmingham

Tel: 0121 450 7582

LDA YA

Ave Maria Care (Edgbaston)

Birmingham

Tel: 0121 314 4465

OP D YA

Ave Maria Care Services

Sutton Coldfield

Tel: 0121 353 7296

OP D PD LDA SI YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Our homecare service is tailored to suit your loved one's needs

Our caregivers have the right mix of skills to provide quality home care

Services offered:

- * Companion & Social Care
- * Personal Care
- * Dementia & Alzheimer's Care
- * Post-Hospital Stay Care
- * Palliative Care
- * End of Life Care

Visiting Angels Birmingham East
Call now on **0121 461 8491**
www.visiting-angels.co.uk/birminghameast



Dove Home Care

Providing Care Services In The Comfort Of Your Own Home

Caring for your loved ones in the comfort of their own home

Dove Home Care aim to keep individuals in their own homes for as long as possible, giving them one-on-one care to keep them independent, happy and safe.

We offer **home care visits** as well as **live-in home care** so whether you need a weekly pop-in visit; a 30-minute visit for companionship and personal care services; or 24 hours a day / 365 days a year of uninterrupted care, we can build a care package to meet the needs of your loved ones, affordably and professionally.

Get in touch with our experienced team:

Tel: **0800 783 7672**

Email: info@dovehomecare.com

www.dovehomecare.com

“Dove Home Care gives a brilliant service, caring for my mum over the last 6 months. I can rest easy knowing she is being cared for by total professionals. Thanks team!”

Relative of client



Your reliable care provider of choice and acclaim

BSI Healthcare provides personal care services to individuals with personal care and other complex care needs within the backdrop of person-centred approaches to care and support in ways that promote your personal dignity, respect, independence, equality, diversity, inclusion and compassion.

OUR SERVICES • Healthcare recruitment
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WWW.BSIHEALTHCARE.CO.UK

07475 947445 / 0121 454 5985



AUDLEY CARE ST GEORGE'S PLACE

We support you in your own home

Our dedicated team of highly trained carers will support you based on your individual needs. With a Good CQC rating, we will help you with as little or as much as you want. You only pay for the time you use.

We go the extra mile to ensure your needs are met in a safe way with all the correct protections in place.

**Personal support | Companionship
Housekeeping | Specialist care**

Contact us to find out more

0121 238 0252

info@audleycare.co.uk

www.audleycare.co.uk



Balm Care Services Ltd

Birmingham

Tel: 01384 671511

OP D PD LDA MH SI YA

Baobab Care UK Ltd

Birmingham

Tel: 07736 771367

PD LDA MH SI YA

Benedon Healthcare Ltd

Birmingham

Tel: 07832 529059

OP D PD LDA MH SI YA AD

Biliv Care Ltd

Birmingham

Tel: 0121 777 8821

OP D PD LDA MH SI YA

Birmingham Business Associate Ltd

Birmingham

Tel: 0121 359 7757

OP D PD LDA MH SI YA

Birmingham Multi-Care Support Services Ltd

Birmingham

Tel: 0121 472 8220

PD LDA SI YA

Birmingham Rathbone

Birmingham

Tel: 0121 449 1011

OP D PD LDA MH SI YA

Blessed Hearts Home Care

Birmingham

Tel: 0121 769 1383

OP D PD LDA MH SI YA

Blue Diamonds Professional Services Ltd Office

Birmingham

Tel: 0121 726 2949

OP D PD LDA MH SI YA

Bluebirdcare Birmingham East and North

Birmingham

Tel: 0121 389 3500

OP D PD YA

Bluoak Housing and Healthcare Consultancy Ltd

Birmingham

Tel: 0121 454 0779

OP D PD LDA MH SI YA

Bolingo Care Ltd

Birmingham

Tel: 07533 841257

OP D PD MH

Bournville Gardens Village

Birmingham

Tel: 0121 227 9000

OP YA

Brain Injury Rehabilitation Trust – Bristol Road

Birmingham

Tel: 0121 478 1847

OP YA

Brightside Carers Ltd

Birmingham

Tel: 07956 088099

OP D PD LDA MH SI YA AD

Brindley Medical Ltd

Birmingham

Tel: 0121 752 7550

OP D PD MH YA

Brindleys Quality Care Ltd

Birmingham

Tel: 07818 400608

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BSI Healthcare Ltd

Birmingham

Tel: 0121 454 5985

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Calvic Enterprises Ltd

Birmingham

Tel: 0121 716 1504

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Cardun Care

Birmingham

Tel: 0121 389 1311

MH YA

Care & Grace

Birmingham

Tel: 07742 582311

OP PD

Care 4 U

Birmingham

Tel: 0121 356 5032

OP D PD LDA MH SI

Care Avenues Ltd

Birmingham

Tel: 0121 455 8008

OP D LDA MH YA

Care Never Sleeps Ltd

Birmingham

Tel: 0121 572 5705

OP D PD LDA MH SI YA

Care Packages UK Ltd

Birmingham

Tel: 0121 505 6136

OP

Care Plus Direct Ltd

Handsworth

Tel: 07903 186979

OP D PD LDA SI YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Contact us today on **01903 560 161**
or **07308 979 767** (available 24-hours a day)
info@jwcompassionatecare.co.uk
WWW.JWCOMPASSIONATECARE.CO.UK



We are an established national care agency providing services to adults, children and young people whilst in the comfort of their own home. Our teams, based across Birmingham, have been delivering services within their local communities for many years. We offer multiple services:

- SUPPORTED LIVING
- DOMICILIARY CARE
- DEMENTIA ALZHEIMER'S CARE
- ELDERLY CARE
- LIVE IN CARE
- RECREATIONAL CALLS
- COMPANIONSHIP



We welcome applications for Care workers locally and from abroad. If interested send you CV to the email above.

Walfinch
INDEPENDENT HOME LIVING

Flexible home care for independence and peace of mind

Hourly and live-in homecare in Halesowen and Redditch

We provide care for a range of specialist conditions to enable elderly and vulnerable people to continue living independently at home.



Contact us to find out how Walfinch care can work for you.

Call: **0121 824 2100** — Email: **sally-ann@walfinch.com**

www.walfinch.com

Home Instead
To us, it's personal

Live well, your way
with care in the comfort of your own home



Our care

- ✓ Home help
- ✓ Personal care
- ✓ Live-in care
- ✓ Companionship
- ✓ Dementia care
- ... and more!

Thinking about a change of career or a return to work? Contact a local care provider now.

We're Recruiting

- ✓ Kind & compassionate people
- ✓ People with or without experience
- ✓ Great people skills

Visit our website to apply for a care professional role.

Contact us for more **information**

Telephone: **0121 323 4200**

Email: **aman.gill@suttoncoldfield.homeinstead.co.uk**

Website: **www.homeinstead.co.uk/sutton-coldfield**

2nd Floor Plantsbrook House, 94 The Parade, Sutton Coldfield, West Midlands B72 1PH



CLARENCE CARE
your local extended family

We believe in putting the needs and welfare of the client first and foremost

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

Our services provide care and support to vulnerable adults to enjoy the benefits of independent-living in their homes as a direct alternative to residential care.

Your Local Extended Family

Our free, no obligation home care assessment gives you an excellent opportunity to find out how we can meet your care needs.

"In the cycle of life, the youth and old age are only a matter of time, for the one who is young, must surely grow old one day. Care and Compassion are the best human qualities one can have towards others and Clarence Care strive to encompass this at its very heart."

Directors Statement



Why Clarence Care

- Local, friendly & fully trained Care Assistants (DBS verified)
- See Google Review for testimonials
- Your interests and hobbies, likes and dislikes
- Regulated by the Care Quality Commission
- Providing Highly Trained and Motivated Staff
- Strong Emphasis on Quality Assurance

Tel: **0121 458 2197**

Email: **manager@clarencecare.co.uk**

Web: **www.clarencecare.co.uk**

91 The Green, Kings Norton, Birmingham, B38 8RS

Inspected and rated
Good



Care2Home Ltd

Birmingham

Tel: 0121 271 0299

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Care4Less Ltd

Birmingham

Tel: 0121 455 9301

OP D PD LDA MH SI YA

Caregenics Healthcare

Birmingham

Tel: 07467 460406

OP D PD LDA MH SI YA

Careplex Domiciliary Services

Birmingham

Tel: 0121 384 7288

OP D PD LDA MH YA

Carers Forward Head Office

Birmingham

Tel: 0121 744 8061

OP D PD LDA MH SI YA AD

Caring Professionals Ltd

Birmingham

Tel: 07476 353480

OP D PD LDA MH

Cayon Care Service

Birmingham

Tel: 0121 679 6580

OP D PD

Central Carers Services

Birmingham

Tel: 07720 292141

OP MH YA

Cera Birmingham North

Sutton Coldfield

Tel: 0121 820 8850

OP D PD LDA MH SI YA

Cera Birmingham South

Birmingham

Tel: 07960 271606

OP D PD LDA MH SI YA

Cherish Home Care Ltd

Sutton Coldfield

Tel: 0121 354 5500

OP D PD LDA MH SI

Choice Health Care – Birmingham

Birmingham

Tel: 07832 812888

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Clarence Care Ltd

Birmingham

Tel: 0121 458 2197

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OP D PD LDA MH SI AD

Clover Care

Birmingham

Tel: 07540 453470

OP LDA MH YA

CM Community Care Services Birmingham

Birmingham

Tel: 0121 289 4542

OP D PD MH SI YA

Cmichaels Healthcare

Birmingham

Tel: 0121 663 1104

OP D PD LDA MH YA

Cobalt Square

Birmingham

Tel: 0121 387 8700

LDA

Comfort Homes and Care Ltd

Birmingham

Tel: 0121 271 0085

OP D PD LDA MH YA

Community Bridges CIC – Head Office

Birmingham

Tel: 0121 605 3629

OP D YA

Compassion 4 Care

Birmingham

Tel: 07412 560015

OP D LDA MH YA

Copthorne Complete Home Care Ltd

Birmingham

Tel: 0121 408 8313

OP D

Cornerstone Professional Care Ltd

Birmingham

Tel: 0121 243 3780

OP D PD MH SI

**Creative Support – Birmingham & Bromsgrove
Personalised Services**

Birmingham

Tel: 0121 426 1666

OP LDA YA

Creative Support – Sandwell & Dudley Service

Birmingham

Tel: 0121 426 1666

OP PD LDA SI YA

Danos Elite Care

Birmingham

Tel: 07392 780133

OP D PD LDA YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Deeveet Care Ltd

Birmingham

Tel: 07429 505794

OP D PD LDA MH SI YA

Desired Care 4 U Ltd

Birmingham

Tel: 0121 565 4664

OP D PD LDA MH SI YA

Diamond Care Partnership Ltd, The

Birmingham

Tel: 0121 448 8155

OP D PD LDA SI YA

Diverse Care Services

Birmingham

Tel: 0121 448 8590

OP D PD MH SI YA

Diverse City Care Ltd

Birmingham

Tel: 07895 923935

OP D PD LDA MH SI YA

Divine Intervention Home Care Ltd

Birmingham

Tel: 0121 702 0180

OP D PD LDA MH SI YA

Dolphin Healthcare Services

Birmingham

Tel: 0121 243 3384

OP D PD LDA MH SI YA AD

Dresden Care Services Ltd

Birmingham

Tel: 07830 507121

OP D PD LDA MH SI YA

DT Care Services

Birmingham

Tel: 0121 733 5816

OP D PD LDA SI

Dwell Homecare Ltd

Birmingham

Tel: 07931 940861

OP D PD LDA SI YA

Edgbaston Beaumont DCA

Birmingham

Tel: 0121 514 7543

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OP**Elegant Living Care Office**

Birmingham

Tel: 0121 294 4391

OP D PD LDA MH YA

Elite Care 24/7

Birmingham

Tel: 0121 582 2582

OP YA

Elite Care and Support Services

Birmingham

Tel: 0121 771 2459

OP MH YA

Embec Care Ltd

Sutton Coldfield

Tel: 0121 308 1700

OP D PD MH SI YA

Enabling Lives – Birmingham

Birmingham

Tel: 0121 688 3684

OP PD LDA MH SI YA

EroHealthCare Ltd

Birmingham

Tel: 07533 890925

OP D PD LDA MH SI YA

Esmero Care Services Ltd

Birmingham

Tel: 0121 293 4232

OP D PD YA

ETE Home Care Services

Sutton Coldfield

Tel: 07787 422675

OP D PD LDA MH SI YA

Evergreen Care Provider Ltd

Birmingham

Tel: 0121 439 9380

OP D PD LDA MH SI YA

Excellence Healthcare

Birmingham

Tel: 0121 707 2976

OP D PD LDA SI YA

Expressway Business Service

Birmingham

Tel: 07568 201993

OP D PD MH SI

Fairway Homecare Ltd

Sutton Coldfield

Tel: 0330 024 1370

OP D PD LDA MH SI YA AD

Faith & Hope Ltd

Birmingham

Tel: 07960 835433

OP D PD MH YA

First Practice Healthcare Ltd

Birmingham

Tel: 0121 359 0566

OP D PD LDA MH SI YA AD

FirstLink Healthcare Ltd

Birmingham

Tel: 07578 354967

OP D PD LDA MH SI YA

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

Four Oaks Healthcare Ltd

Birmingham

Tel: 0333 772 0156

OP YA

Freedom and Lifestyle Ltd (T/A Midlands Community Homecare)

Birmingham

Tel: 0121 227 5546

OP D PD LDA YA

Future Care & Support Service

Birmingham

Tel: 0121 265 2650

OP D MH YA

Generation Healthcare Ltd

Birmingham

Tel: 0121 616 0101

OP D PD LDA MH YA

Ghulab Ashram

Birmingham

Tel: 0121 778 6208

OP D PD LDA MH SI

Global Excellence Services Ltd

Birmingham

Tel: 07855 017649

OP D PD LDA YA

GND Care Ltd

Birmingham

Tel: 07973 322667

OP D PD MH SI

Great Barr Business Park

Birmingham

Tel: 0121 357 9933

OP D PD LDA YA

Grosvenor House

Birmingham

Tel: 0330 124 3750

OP PD

Guardian Supported Living Ltd

Birmingham

Tel: 0121 448 6130

D PD LDA MH SI YA

Hafod Care in the Community

Sutton Coldfield

Tel: 0121 354 5607

OP D PD SI YA AD

Hasbury Home Care Services Ltd

Birmingham

Tel: 0121 459 2234

OP D PD LDA MH SI YA AD

Health Matters

Birmingham

Tel: 0121 246 8071

OP D PD LDA MH SI YA

Hebe Healthcare Ltd

Birmingham

Tel: 0121 448 3835

OP D PD LDA MH YA

Helping Hands Birmingham

Birmingham

Tel: 01217 562 099

Advert page 24

OP D PD LDA MH SI YA

Helping Hands Sutton Coldfield

Sutton Coldfield

Tel: 01217 565 615

Advert page 24

OP D PD LDA SI

Hillside Care Services CIC

Birmingham

Tel: 0121 794 3298

OP D LDA MH YA

Holistic Social Care Birmingham

Birmingham

Tel: 0121 661 6504

OP D PD LDA MH SI YA

Home Heroes

Birmingham

Tel: 0121 602 6511

OP D PD LDA MH SI YA

Home Instead Birmingham

Birmingham

Tel: 0121 456 5559

OP D PD LDA MH SI YA

Home Instead Care

Sutton Coldfield

Tel: 0121 323 4200

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OP D PD LDA MH SI

Housing 21 – Saxon Court

Northfield

Tel: 0370 192 4536

OP D PD MH SI

Housing 21 – Westhall Court

Yardley

Tel: 0370 192 4695

OP D PD LDA MH SI

iCare Living Ltd

Birmingham

Tel: 0800 107 3034

OP D PD LDA MH SI YA AD

Icare Services

Birmingham

Tel: 0121 749 3832

OP D PD LDA SI

ICARE24 Homecare

Birmingham

Tel: 0844 823 6888

OP YA

Iconic Care Ltd

Birmingham

Tel: 0121 293 1382

OP D MH YA

IHI Care Services Ltd

Birmingham

Tel: 0800 007 6747

OP D PD LDA MH SI YA

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

IMPACT

Birmingham

Tel: 0121 679 4564

OP

Impacting Lives Care and Support

Birmingham

Tel: 0121 357 5509

OP D PD LDA MH SI YA

Impacting Lives Ltd – Unit 1, Tamebridge**Industrial Estate**

Birmingham

Tel: 0121 357 5509

PD LDA MH YA

Inn Care Ltd

Birmingham

Tel: 07411 428148

OP PD YA

Innovate Domiciliary Care Ltd

Birmingham

Tel: 07506 599005

OP D PD LDA YA

Inspire You Care Ltd

Birmingham

Tel: 07508 114960

OP D PD LDA MH YA

Jaffray Domiciliary Care Services

Birmingham

Tel: 0121 377 2420

OP PD LDA MH SI YA

Jaika Healthcare Ltd

Sutton Coldfield

Tel: 0121 306 0156

OP PD LDA MH SI YA

Jira House

Birmingham

Tel: 07956 651758

OP D PD LDA MH SI YA

Jireh Homecare

Birmingham

Tel: 0121 448 1180

OP D PD SI YA

Jubilee Citizens UK

Sutton Coldfield

Tel: 0121 362 3664

OP D PD SI YA

Just Call 4 Care Services

Birmingham

Tel: 0121 565 3005

OP D PD LDA MH SI YA

Justlove Care Services

Birmingham

Tel: 07913 604689

OP D PD LDA SI YA AD

JW Compassionate Care Services Ltd

Birmingham

Tel: 07883 530689

OP D PD LDA MH SI YA

Advert page 28

Karva Care Services Ltd

Birmingham

Tel: 07963 516914

OP D PD LDA MH SI YA

Kensington Community Care Birmingham

Birmingham

Tel: 0121 200 8930

OP PD LDA MH SI YA

Knightley Homes GB Ltd

Birmingham

Tel: 0121 716 8099

OP D MH SI YA

Laura Care Agency Ltd

Birmingham

Tel: 0121 459 9393

OP D PD LDA MH SI YA

Leaf Complex Care Midlands

Birmingham

Tel: 0121 661 0244

OP PD LDA MH SI YA AD

Leighton House

Birmingham

Tel: 0121 457 7541

PD LDA

Limitless Home Care

Sutton Coldfield

Tel: 0121 351 1321

OP YA

Linday Multi Services Ltd – Linday Office

Birmingham

Tel: 0330 122 7018

OP LDA MH YA AD

Lineline Care

Birmingham

Tel: 0121 792 0152

OP D PD MH SI YA

Litania Healthcare Professional Services Ltd

Birmingham

Tel: 0121 630 3318

OP D PD MH YA

Littleton House

Birmingham

Tel: 0121 453 0500

OP PD LDA MH YA

Living Glory Social Care

Birmingham

Tel: 0121 679 6452

OP LDA YA

Livingwell Care – 301 Vicarage Road

Birmingham

Tel: 0121 444 6047

OP D PD LDA MH SI YA

Longbridge Village

Birmingham

Tel: 0121 227 8020

OP YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Home care providers continued

Longhurst Group Ltd – Domiciliary Care Service

Birmingham

Tel: 07918 941204

OP D PD LDA MH SI YA AD

Luma Homecare

Birmingham

Tel: 0121 296 9228

OP D PD LDA SI YA

M&N Healthcare Edgbaston

Birmingham

Tel: 0121 296 9496

OP D LDA MH SI YA AD

M&S Care Services

Birmingham

Tel: 0121 702 0830

OP D PD LDA MH SI YA

Mach Care Solutions (Birmingham)

Birmingham

Tel: 0121 706 3945

OP D PD LDA MH SI YA

Mcare24 Ltd

Birmingham

Tel: 07713 849823

OP D LDA MH SI YA

MH Quality Care Ltd

Birmingham

Tel: 07583 222833

OP D PD MH SI YA

Midian Care

Birmingham

Tel: 0330 124 6299

OP PD LDA MH SI YA

Midland Care (UK) Ltd

Birmingham

Tel: 0330 111 1327

D PD LDA YA

Midland Care Service Ltd

Birmingham

Tel: 0121 743 2200

OP D PD MH SI YA AD

Midland Care Support & Enablement Ltd

Birmingham

Tel: 0121 280 3013

OP D PD LDA MH SI YA

Midland Mencap

Birmingham

Tel: 0121 442 2944

OP D PD LDA MH SI YA AD

Midlands Medicare Agency Ltd

Birmingham

Tel: 0121 448 7377

OP D PD LDA MH SI YA

Midway Care Midway Support Services

Birmingham

Tel: 0121 706 9902

PD LDA MH SI YA

MK Executive Care Midlands

Birmingham

Tel: 07931 359586

OP D PD LDA MH YA

Mulbury Care Services Ltd

Birmingham

Tel: 0121 244 1837

OP D PD LDA MH YA AD

Multicare Group Ltd

Birmingham

Tel: 0121 296 4956

OP D PD SI YA

My Door Care Ltd

Birmingham

Tel: 07885 611828

OP D PD LDA YA

Nationwide Care Services (Erdington)

Birmingham

Tel: 0121 271 0300

OP D PD MH SI YA

Nationwide Care Services Ltd (Birmingham and Solihull)

Birmingham

Tel: 0121 707 0121

OP D PD LDA MH SI YA AD

Nationwide Care Services Ltd

Birmingham

Tel: 0121 271 0333

OP D YA

NDH Care (Edgbaston)

Birmingham

Tel: 07877 253501

OP D PD MH SI YA AD

NDH Care Ltd

Birmingham

Tel: 0121 448 0568

OP D PD LDA MH SI YA AD

Nexus Care Services

Sutton Coldfield

Tel: 0121 308 2906

OP D PD YA

North Home Care

Birmingham

Tel: 0121 303 8800

OP D PD LDA SI YA

Norwood House

Birmingham

Tel: 0121 448 8616

OP MH YA

Nurse International Ltd, The

Birmingham

Tel: 0121 270 9483

OP D PD MH YA

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

Home care providers continued

Nurseline Community Services Midlands

Birmingham

Tel: 0121 661 0315

OP MH YA

Obatos Care Services Ltd

Birmingham

Tel: 0121 389 4919

OP D PD LDA MH YA

Oceans Care Services Ltd

Birmingham

Tel: 0121 572 5505

OP D PD LDA MH YA

Olivet

Birmingham

Tel: 0121 683 8700

OP D PD MH YA

Omnia Support Ltd (Northfield)

Birmingham

Tel: 0121 622 4053

OP D PD LDA MH SI YA

One Care Services Ltd

Birmingham

Tel: 0121 824 7003

OP D PD MH SI YA AD

One Touch Quality Kare

Birmingham

Tel: 0121 604 0218

OP D PD LDA MH YA AD

Orchid Supported Living – Birmingham

Birmingham

Tel: 0121 769 1215

MH YA

Orcone Care Ltd

Birmingham

Tel: 0121 616 0122

D PD

Orion Healthcare Solutions Ltd

Birmingham

Tel: 07730 662262

OP D PD SI YA

Otang Care Ltd

Birmingham

Tel: 0121 306 4274

OP D PD LDA MH YA

P&N Healthcare Services – 29 Oscott Road

Birmingham

Tel: 0121 572 9466

OP D PD LDA MH YA

Packington Avenue, 306-308

Birmingham

Tel: 0121 749 3739

LDA MH YA

Palmlove Care

Birmingham

Tel: 07867 011583

OP D PD YA

Passion 4 Care

Birmingham

Tel: 0121 384 3035

OP D PD LDA MH SI YA

PBL Care Ltd

Birmingham

Tel: 0121 270 5852

OP D PD LDA MH SI YA AD

Peacocks Care Services Ltd

Birmingham

Tel: 07961 826410

OP D PD MH YA

Pharos Supported Services

Birmingham

Tel: 0121 706 9902

LDA YA

Phemacare Ltd

Birmingham

Tel: 0121 454 7727

OP D PD LDA MH SI YA AD

Pleasant Valley Care Ltd

Birmingham

Tel: 0121 454 1124

OP D PD LDA MH SI YA AD

Precious Homes Birmingham

Birmingham

Tel: 0121 726 7350

LDA YA

Premium Community Care Ltd

Birmingham

Tel: 0121 643 9808

OP D PD SI AD

Prime Home Care

Birmingham

Tel: 07877 253501

OP D PD MH SI YA

Prime Way Care Ltd Birmingham

Birmingham

Tel: 0121 271 0108

OP D PD MH SI YA AD

Primera Assisted Living Ltd

Birmingham

Tel: 0121 366 8855

OP D PD LDA MH SI YA

Priority Care Services and Housing Head Office

Birmingham

Tel: 07432 597361

OP PD YA

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

Home care providers continued

Priority Plus Ltd

Birmingham

Tel: 0121 706 1100

OP D PD LDA MH SI YA

Proactive Life Midlands

Birmingham

Tel: 0121 240 0982

OP LDA MH YA

Proline Care Ltd

Birmingham

Tel: 0121 647 6450

OP D PD LDA MH SI YA

Pure Care Support Birmingham

Birmingham

Tel: 0121 355 2232

OP D PD LDA MH SI YA

Pure Care Today Ltd

Birmingham

Tel: 0121 238 8812

OP D SI YA

Purple Flower Care Ltd – Francis Road

Birmingham

Tel: 0121 728 5546

OP LDA MH YA

Quality Health and Homecare Services Ltd

Birmingham

Tel: 07956 171610

OP PD YA

Quality Living Care Ltd

Birmingham

Tel: 07852 252480

OP D PD MH

Queensway Homes Ltd

Birmingham

Tel: 07783 157339

OP PD LDA MH YA

Rabiannah Care Birmingham

Birmingham

Tel: 0121 468 0111

OP D PD YA

Radiant 247 Ltd

Birmingham

Tel: 07917 145262

OP D PD LDA MH SI YA

Rainbow Staffing Services

Birmingham

Tel: 07585 846074

OP D PD MH SI YA

Ray of Sunshine Care Ltd

Birmingham

Tel: 0121 817 8588

OP D PD MH YA

Relax Care Ltd

Birmingham

Tel: 0333 011 5221

OP LDA MH YA

Reliance Care Solutions Ltd

Birmingham

Tel: 0121 706 0032

OP D PD LDA MH YA AD

Right Trust Care Ltd

Birmingham

Tel: 0121 608 3048

OP D PD YA

Rings Homecare Service Ltd – Midlands

Birmingham

Tel: 07811 467967

OP D PD LDA MH SI YA AD

River of Care Ltd

Birmingham

Tel: 0800 002 5467

OP D PD LDA MH SI YA

Romie Care Services Ltd

Birmingham

Tel: 0121 354 8136

OP D PD LDA SI

S&S Care

Birmingham

Tel: 0121 702 0184

OP PD MH SI YA

Sapphire Support Services Ltd

Birmingham

Tel: 0121 777 6655

OP D PD LDA MH SI YA

Saroia Staffing Services Ltd

Birmingham

Tel: 07496 303940

OP D PD SI YA

SCS Care Ltd – Main Office

Birmingham

Tel: 0121 293 3141

OP D PD YA

Sentricare Birmingham

Birmingham

Tel: 0121 272 1233

OP D PD LDA MH SI YA

Sevacare – Birmingham Central

Birmingham

Tel: 0121 455 6655

OP D PD LDA SI YA

Sevacare – Hall Green

Birmingham

Tel: 0121 777 2763

OP D PD LDA MH SI YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Home care providers continued

Sevacare – Kingstanding

Birmingham

Tel: 0121 386 1034 **OP D PD LDA MH SI YA**

Sevacare – Sutton Coldfield

Birmingham

Tel: 0121 386 1034 **OP YA**

Shepards Care Services Ltd

Birmingham

Tel: 07983 985737 **OP D PD MH YA**

Simply HomeCare Ltd

Birmingham

Tel: 07494 497402 **OP D PD LDA MH SI YA**

Sisters Care Services CIC

Birmingham

Tel: 0121 257 4370 **OP D PD LDA MH SI YA AD**

Solid Global Ltd

Birmingham

Tel: 07495 436516 **OP D PD LDA MH SI YA**

Solitaire Homecare Services Ltd

Birmingham

Tel: 0121 605 0084 **OP D PD MH SI YA AD**

Solution2care Services Ltd

Birmingham

Tel: 0121 667 2111 **OP D PD LDA MH SI YA**

South Birmingham Home Care

Birmingham

Tel: 0121 303 0900 **OP D PD MH SI YA**

Starlight Support Services

Birmingham

Tel: 07527 693590 **OP D PD LDA MH YA**

Stella Maris Healthcare Ltd

Birmingham

Tel: 07365 261058 **OP LDA MH YA AD**

Support Asia Ltd

Birmingham

Tel: 0121 523 6611 **OP D PD LDA MH SI YA AD**

Supportive Care Services Ltd

Birmingham

Tel: 0121 753 5897 **OP PD LDA MH YA**

Sutton Rose Care Home Ltd

Sutton Coldfield

Tel: 0121 716 7117 **OP PD YA**

Tawchapps Medicare Ltd

Birmingham

Tel: 0121 809 2024 **OP D PD LDA SI**

Team Locum Ltd

Birmingham

Tel: 0121 451 2707 **OP D PD SI YA**

Testimony Assembly Care Ltd

Birmingham

Tel: 0121 554 6950 **OP D PD LDA MH SI YA**

TheSignLife

Birmingham

Tel: 07555 676913 **OP D PD LDA MH SI YA**

Thornton Homecare Ltd

Birmingham

Tel: 0121 776 7245 **OP D PD LDA SI YA**

Three Counties Care Services Ltd

Birmingham

Tel: 01905 829860 **LDA MH YA**

TMR Care Ltd

Birmingham

Tel: 0121 725 2777 **OP D PD LDA MH SI YA AD**

Total Quality Care Services Ltd Birmingham

Birmingham

Tel: 0121 707 6252 **OP D PD LDA MH SI**

Touchheart Healthcare Main Office

Birmingham

Tel: 07498 909626 **OP YA**

Trident Reach Domiciliary Care – Birmingham Branch

Birmingham

Tel: 0121 226 5807 **OP D PD LDA MH SI YA**

Tripple Tee Ltd

Birmingham

Tel: 07785 527840 **OP D PD LDA MH SI YA**

Trust Quality Care Ltd

Birmingham

Tel: 0121 753 7777 **OP D PD LDA MH SI YA**

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

Unity Care

Birmingham

Tel: 0121 551 3079

LDA MH YA

Universal Care Services

Sutton Coldfield

Tel: 0121 313 0612

LDA

Visiting Angels Birmingham East

Birmingham

Tel: 0121 461 8491

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OP D PD MH SI YA

Walfinch Birmingham South

Birmingham

Tel: 0121 820 9000

OP D PD SI YA

Walfinch Halesowen and Redditch

Birmingham

Tel: 0121 824 2100

Advert page 28

OP D PD MH SI YA

Walfinch Solihull

Birmingham

Tel: 0121 820 5858

OP D PD MH SI YA

Watra Care Birmingham

Birmingham

Tel: 0121 454 7999

OP D PD LDA MH SI YA AD

Watra Ltd

Birmingham

Tel: 0121 389 2488

OP D PD LDA MH SI YA

William Waterford Ltd

Sutton Coldfield

Tel: 07555 474409

OP D PD LDA MH SI YA

Willows Transitional Service

Birmingham

Tel: 0121 794 4038

OP LDA MH YA

Wisteria Care Agency Ltd

Sutton Coldfield

Tel: 07957 582683

OP PD LDA YA

WMHC Ltd

Birmingham

Tel: 0121 794 2424

OP D LDA MH SI YA

Yenaa Care Services

Birmingham

Tel: 0121 523 3369

OP D PD MH SI YA AD

Your Care Services Brain

Injury Specialists Ltd

Birmingham

Tel: 0121 359 0297

OP D PD LDA MH SI YA

Your Life (Edgbaston)

Birmingham

Tel: 0121 455 7863

OP D PD SI

Your Life (Sutton Coldfield)

Sutton Coldfield

Tel: 0121 355 2903

OP D

Your Support

Birmingham

Tel: 07877 325074

OP D PD LDA MH SI YA

Zatthu Healthcare Ltd

Birmingham

Tel: 0121 820 8133

OP D LDA MH YA



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk • [@WeAreMFON](https://twitter.com/WeAreMFON)

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

Ask questions

Get involved

Join the family

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

Housing with care

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

Properties may be available for rent, mixed tenure or to purchase. For more information and to find housing with care schemes in Birmingham, visit

www.housingcare.org/guides/extra-care-housing

Supported Living

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

Supported Living can be delivered in a range of settings, including individual flats or houses,

clusters of self-contained flats on the same site, shared accommodation and extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

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

Shared Lives

Shared Lives is a service for adults with learning or physical disabilities and for older people. It is family-based care provided by individuals and families.

Shared Lives carers are local people recruited and trained to make sure they have the right qualities to provide care and support.

Birmingham Shared Lives Service

Tel: **07592 586475** or **07592 586485**

Email: **sharedlives@birmingham.gov.uk**

Person Shaped Support (PSS)

Offers Shared Lives in the Midlands, including a

Shared Days service and a Shared Lives: Home from Hospital service. Contact the Midlands Service Manager using the following details for more information about PSS.

Tel: **01543 448380**

Email: **midlandssharedlives@pss.org.uk**

Web: **www.psspeople.com/help-for-professionals** (select 'Shared Lives').



Sheltered housing

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

regularly. Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities.

Refer to the following details for local sheltered housing options.

Birmingham City Council Housing Register

Web: www.birminghamchoice.co.uk

HousingCare

Web: www.housingcare.org/elderly-uk-sheltered-housing

Support Services for Older People

Tel: **0121 303 3637**

Textphone: **0121 303 1119**

Email: housheltered@birmingham.gov.uk

Web: www.birmingham.gov.uk
(search 'sheltered housing schemes').

Extra care housing

Extra care housing is similar to sheltered schemes, with self-contained accommodation together with some communal facilities.

In an extra care scheme, instead of low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided on site by a designated team of care workers, who can be available 24 hours a day.

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

Birmingham City Council Housing Register

Web: www.birminghamchoice.co.uk

Extra Care Charitable Trust, The

Offers an extensive range of extra care schemes available to buy, part-buy (shared ownership) and rent.

Tel: **0247 650 6011**

Web: www.extracare.org.uk

Support Services for Older People

Tel: **0121 303 3637** • Textphone: **0121 303 1119**

Email: housheltered@birmingham.gov.uk

Web: www.birmingham.gov.uk
(search 'sheltered housing schemes').



Specific care and support services

Learning disability

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

The council aims to keep people living independently in their own homes wherever possible but, if you need to move somewhere with care and support, you might like to consider a housing with care scheme – see page 38.

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

You may also find the following organisations useful to refer to.

Mencap

Supporting people with learning disabilities to feel valued equally, listened to and included.

Tel: **0808 808 1111**

Email: helpline@mencap.org.uk

Web: www.mencap.org.uk

Scope

Offers free, impartial and expert information, advice and support to disabled people.

Tel: **0808 800 3333**

Email: helpline@scope.org.uk

Web: www.scope.org.uk

Mental health

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

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

Birmingham and Solihull Mental Health NHS Foundation Trust

For existing service users and their carers who would like information and advice on any mental health issue, contact the Patient Advice and Liaison Service (PALS) using the details below.

Tel: **0800 953 0045** • Text: **07985 883509**

Email: **bsmhft.customerrelations@nhs.net**

Web: **www.bsmhft.nhs.uk**

Birmingham Healthy Minds

Offers guidance, knowledge and useful strategies for people aged 16 and over who are living with mental health conditions.

Tel: **0121 301 2525**

Text: text 'BHM' to **60777** and you will be called back.

Web: **www.bsmhft.nhs.uk**

(search 'healthy minds').

Urgent mental health helpline

If urgent mental health help is needed, call the following number for advice and support. This line is available 24/7 and can be used whether you are known to the Trust or not.

Tel: **0121 262 3555** or **0800 915 9292**

Birmingham MIND

Provides advice and support to empower anyone experiencing a mental health condition. Also campaigns to improve services, raise awareness and promote understanding.

Tel: **0121 262 3555**

Email: **help@birminghammind.org**

Web: **www.birminghammind.org**

Forward Thinking Birmingham

Birmingham-based provider of mental health services for people up to the age of 25.

Helpline: **0300 300 0099**

Web: **<https://forwardthinkingbirmingham.nhs.uk>**

Physical disability

If you have a physical disability or a long-term illness, Adults Social Care and Health Services and other organisations in the independent and not-for-profit sectors may be able to signpost you

to, or provide you with, a range of services to help you live as independently as possible. There are also services available to support someone who may be your carer.

Sensory services

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

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

Services do not offer medical advice or treatment,

hearing aids or glasses.

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

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

Advocacy

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

Advocates are not there to tell you what to do or to make decisions for you, but to help you express your views and make your own decisions.

Councils have a legal obligation to provide an advocate to you if you need one at any stage of your care and support planning with them.

Advocacy Matters

Offering help and guidance to enable you to make important decisions about the care and support you receive yourself.

Tel: **0121 321 2377**

(Monday to Friday, 9.00am to 5.00pm).

Web: **www.advocacymatters.org.uk**

Planning for end of life

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like.

Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

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

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

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

It is worth asking care providers whether they are working towards The Gold Standards Framework.

This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

Planning for your funeral

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. Your family may appreciate knowing your wishes and that they can make sure they are considered at your funeral.

By detailing your wishes, your family can be comforted by the fact that they don't need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Hospice UK outlines information to help make funeral arrangements easier at **www.hospiceuk.org** (search 'how to arrange a funeral').

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

See the 'Useful national contacts' section on page 74 for the contact details of two organisations that may be able to help you and your loved ones plan for the end of your life or your funeral.



Your care matters

with Barchester

**Everyone deserves uncompromising care.
That's the passionate belief of the experts
in our care homes.**

That's why you'll find our people are well-trained in a variety of skills. They're dedicated people who want to celebrate life and improve well-being. And it's why support is given with kindness, respect and dignity.

**These are the things that mean the most.
And because they matter to you, they matter to us.**



BARCHESTER
in Birmingham

**[barchester.com/
Birmingham](https://barchester.com/Birmingham)**

Call to arrange a visit or to find out how we can help:

Broadway Halls Care Home
The Broadway,
Dudley, DY1 3EA
01384 382 268

Edgbaston Beaumont Care Home
32 St James Road, Edgbaston,
Birmingham, B15 2NX
0121 514 7543

Fountains Care Home
1355 Stratford Road, Shirley,
Solihull, B90 4EF
0121 514 1158

Residential care • Nursing care • Dementia care • Respite care and short breaks
Hair & beauty salon • En-suite bedrooms • Landscaped gardens • Café

Care homes

All care homes and agencies providing care at home in England must be registered with the independent regulator, the Care Quality Commission (CQC). The CQC inspects every care home and home care agency, publishing a report

along with a rating. CQC quality ratings must be displayed at the operator's premises and on its website. Inspection reports and ratings for all services are also listed on the CQC's website (www.cqc.org.uk).

Types of care home

Care homes (personal care only)

If you need someone to look after you 24 hours a day, but don't need nursing care, a care home offering only personal care may be the best option.

Personal care includes bathing, feeding, dressing and help with moving. It is a good idea to have a needs assessment before you choose a care home to ensure it is the best way to meet your needs. See page 12 for more on assessments.

Care homes with nursing

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

You will be fully involved in planning for your care needs.

If, after a needs assessment, a care home with nursing is the best option for you, a social worker will give you information to help you find a suitable home. The cost of your nursing care part of your fees may be paid by the NHS to the home directly: the current amount is £209.19 per week. This figure may change over the lifetime of this Directory. Check with Adults Social Care and Health Services.

For more information about different types of care home and for help with finding care homes and care homes with nursing, visit the Care Choices website.

Care Choices

Web: www.carechoices.co.uk

Activities in care homes

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

Above all, activities provide a point of interest, fun and challenge to each day. Activities should enable people to participate in daily life, be engaged and

maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish.

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

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

Join our Family

Welcoming new residents at

Lucton House

Bournville, B30 1HT

Manor House

Kingstanding, B44 9AL



Respite
Care



Residential
Care



Dementia
Care



Palliative
Care

Speak to our friendly team today

01213 873 460

Enquiries@goldcarehomes.com

www.goldcarehomes.com



Gold Care Homes
It's what's inside that counts

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

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

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

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

Life in the home

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

Can you bring your own furniture? ☐ ☐ ☐

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

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

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

Does the home allow pets? ☐ ☐ ☐

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

Personal preferences

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

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

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

Does the home feel welcoming? ☐ ☐ ☐

Catering

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

Does the menu change regularly? ☐ ☐ ☐

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

Can you have food in your room? ☐ ☐ ☐

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

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

Can visitors join you for meals? ☐ ☐ ☐

Fees

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

Are fees likely to change regularly? ☐ ☐ ☐

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

Could you have a trial period? ☐ ☐ ☐

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

Can you handle your own money? ☐ ☐ ☐

*See page 53.

Towerview care VERONICA HOUSE

Part of the
**Towerview
care
GROUP**

At Towerview Care, we find new and better ways to help people with complex care needs live their own lives. We see people as individuals: we want to realise each person's potential to enjoy life spent with people they like and love, whatever their circumstances.

Our homes are welcoming, relaxed, and happy places to live and make new friends. Our highly trained multidisciplinary teams strive to provide care and a life that's full of choices and opportunities for our ladies and gentlemen.

We're open to new ideas to continually improve our clinical and well-being standards so those we care for achieve excellent outcomes.

Veronica House is a purpose-built, three-storey home situated on the Tipton and Wednesbury border within easy access to the M6, M5 and main bus routes from West Bromwich, Walsall, Dudley, Wolverhampton and Birmingham.

We provide specialist care for working-aged and older adults living with various complex care needs. These may include mental health, neurological disorders, complex behaviours that may be triggered by stress or distress, dementia and or physical/sensory disabilities. We provide this care in a welcoming and friendly home with comfortable communal areas and spacious, fully furnished en suite accommodation. Spread over three floors, with lift access for those with impaired mobility. Each level has accessibility with spaces for quiet reflection, activities and events. Veronica House benefits from a large hydrotherapy pool, physiotherapy room, large communal lounges and dining rooms on each floor with a safe, enclosed garden with a patio and shaded area.

At Veronica House, we provide person-centred holistic care, treating everyone with dignity, respect, and compassion. Before anyone joins us, we put together detailed, bespoke care support plans with the input of our ladies and gentlemen, or if needed, with families' and professionals'

involvement. Our ladies and gentlemen are encouraged to maintain their independence and pursue active, meaningful lives amongst friends.

Towerview Care Group's approach to caring for people living with mental health, complex care, dementia and or physical care needs is modern, innovative, and forward-thinking. Our standards of personal service are exceptional, and our knowledge-led care teams are highly trained. We are committed to providing a 'home from home' environment.

Veronica House offers the very best professional 24-hour care in an inviting and safe environment. We are determined to make a difference in the lives of those we support, both in the quality of our home and the care we provide.

We are passionate about supporting our ladies and gentlemen to enjoy meaningful and stimulating daily activities and experiences. For more information or to arrange a visit, please get in touch with our registered manager or the deputy manager on **0121 505 1110**. Please visit our website for more information at www.veronica-house.com. To see what our ladies and gentlemen are up to, check out our Facebook page www.facebook.com/VeronicaHouseTVC.



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. Please use this checklist in conjunction with the care homes checklist on page 45. You can download and print this checklist at www.carechoices.co.uk/checklists

Design

- Are there clear signs throughout the home? ☐ ☐ ☐
- Has the home been designed or adapted for people with dementia? ☐ ☐ ☐
- Are the home and grounds secure? ☐ ☐ ☐
- Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐
- Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

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

Activities

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

Health

- Can residents get help with eating and drinking? ☐ ☐ ☐
- How often does the home review residents' medication? ☐ ☐ ☐
- Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐
- Do GPs visit the home regularly? ☐ ☐ ☐

Staff

- Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐
- Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐
- Do the staff have any dementia-specific training/experience? ☐ ☐ ☐
- Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐
- Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐
- Does the home have a specific approach to end of life care? ☐ ☐ ☐
- Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 53.

Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people living with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning. The person living with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should also identify a named care co-ordinator.

The person living with dementia must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care. For more information on these last two topics, see pages 52 and 41 respectively.

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

Within the home, much is down to the attitude and skills of the manager and the staff.

Does the home provide an environment that enables a person living with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home? Further questions to consider are included in the residential dementia care checklist on page 47.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment. Plenty of natural light and an easy way of finding one's way around the building and grounds are essential for minimising disorientation.

Staff training

Dementia-specific training is essential to ensure that care home staff understand how best to support and care for people living with dementia.

Ask about the Dementia Friends Ambassador and if the home does not have a specific Dementia Lead, ask whether it has the necessary experience to support someone to live well with dementia.



Search for care in your area

www.carechoices.co.uk 

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

 CareChoices

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

Paying for care

When a local authority provides or arranges your care services, you may be asked to contribute

towards the cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

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

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

If you have capital and savings of between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale

operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure. If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs by the council, and you may be able to get some support with funding your care – see below. These figures may change during the lifetime of this Directory.

If you are eligible for support from the council and you are moving into a care home or care home with nursing, you will be given a choice of homes that charge the amount the council would usually pay for someone with your needs.

If the home you choose charges in excess of the local authority's limit, you will need to find someone else to meet the difference. This is often referred to as a 'third party payment' or 'top-up' (explained further on page 50).

Running out of money

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

If you become eligible for the council's support with funding your care, and the home you are living in charges more than the council's fee levels, you must find someone to help pay the difference. This is known as a 'top-up' or 'third party payment'. See page 50 for more information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at the local authority fee level.

Understanding your rights before moving into care

is essential. There are several financial products and specialist companies that may be able to help. It is important to seek independent financial and legal advice before committing yourself to anything. See page 51 for more information.



Non-means-tested support

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

Benefits

Attendance Allowance and Personal Independence Payments are non-means-tested, non-taxable benefits from the Department for Work and Pensions. There are different rates depending on the level of your needs. Everyone who needs care should consider claiming these benefits. You cannot usually get Attendance Allowance if you live in a care home and your care is paid for by your local authority. You can still claim Attendance Allowance if you pay for all your care home costs yourself.

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

included in your financial assessment.

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

NHS Continuing Healthcare

NHS Continuing Healthcare is fully funded care and support, provided and paid for by the NHS. To be eligible, your needs must be primarily health related and are likely to be severe.

If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home. The NHS will pay if you need healthcare from a community nurse or a therapist as well as personal care to help you at home.

Self-funding your care

Paying for care can be an expensive and long-term commitment, so it is strongly recommended that you seek specialist advice before entering into any arrangements. It is important that you speak to appropriately qualified and regulated financial advisers. See page 51 for suggested contacts.

Twelve-week property disregard

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

Deferred Payment Agreements

After the twelve-week property disregard period, you may be offered a Deferred Payment Agreement. This allows you to delay selling your former home

during your lifetime. Any fees paid by the council will be charged against the value of your home and must be repaid once the house is sold or from your estate. Interest is payable throughout the period of the loan and there is also a one-off fee to join the scheme, which covers all legal and administrative costs for the lifetime of the loan.

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

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

If you are eligible for the council's support, you will be offered a choice of homes that meet the local authority's funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay

the local authority the difference between its rate and the amount the home charges. This additional payment is called a 'top-up' or 'third party payment'.

You cannot make this additional payment yourself,

except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

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

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

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

Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may help to identify the most suitable and cost-effective solution. Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any recommended product.

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

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at **www.societyoflaterlifeadvisers.co.uk**

or you can call **0333 202 0454**.

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

Age UK

Tel: **0800 055 6112**

Web: **www.ageuk.org.uk/moneymatters**

Citizens Advice

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

Money Helper

Tel: **0800 138 7777**

Web: **www.moneyhelper.org.uk**



Important information

Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs. Your search can be refined by the type of care you are looking for and the results can 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 53), indicating the quality of care that is provided.

You can also view an electronic version of this Birmingham Care Services Directory on the Care Choices website 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, gifts, estate planning and powers of attorney. Some can also offer guidance on immediate and long-term care plans, ensuring (if applicable) the NHS has made the correct contribution to your fees.

Lasting Powers of Attorney (LPAs) allow you to appoint someone you trust to make decisions about your personal welfare, including healthcare and consent to medical treatment, and/or your property and financial affairs.

An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable to do so. The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs and should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive, so preparing an LPA is always advisable, providing you have somebody

sufficiently trustworthy to appoint as your attorney. An 'advance directive' allows you to communicate your wishes in respect of future medical treatment, but it is not legally binding. You may instead wish to make an 'advance decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result. Any proposed gift from your estate needs careful consideration of the benefits, risks and implications, particularly on any future liability for care costs or tax.

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms you contact will make home visits if necessary and will adapt their communications to meet your specific needs.

It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area. Visit **www.citizensadvice.org.uk**

Comments, compliments and complaints

You should feel able to complain about any aspect of your support which affects your happiness or comfort. This might be anything from the way

you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible

improvements to your surroundings and the services provided.

Making a complaint should not be made difficult for you and should not affect the standard of care that you receive, whether in your own home or in a care home or care home with nursing. Care services are required under national essential standards of quality and safety to have a simple and easy-to-use complaints procedure to refer you to.

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

If you have a complaint about a breach of regulations, contact your local office of the Care Quality Commission (see below).

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

Birmingham City Council

Complaints Team, PO Box 16465,
Birmingham B2 2DG

Email: **complaintsadults@birmingham.gov.uk**

Web: **www.birmingham.gov.uk** (search 'adults complaints, comments and compliments').

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask for assistance.

The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service, and its job is to investigate complaints in a fair and independent way.

Inspecting and regulating care services



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

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

After an inspection of a care home or home care agency, the CQC publishes a report of its findings, looking 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**

Care Quality Commission

Tel: **0300 061 6161**

(Monday to Friday, 8.30am to 5.30pm, excluding bank holidays).

Email: **enquiries@cqc.org.uk**

Web: **www.cqc.org.uk**

Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Out-of-county care

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

If your care home place is state funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be

suitable for your assessed needs and comply with the paying authority's terms and conditions.

You should seek further advice before making any final decisions.

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

Protecting vulnerable adults

Vulnerable adults may experience abuse, neglect and worse. A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

What is adult abuse?

Abuse is mistreatment that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way which significantly affects the person's quality of life, to causing actual physical suffering.

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

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

Who might be causing the abuse?

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

- a care worker or a volunteer;
- a health worker, social care or other worker;
- a relative, friend or neighbour;
- another resident or service user;
- an occasional visitor or someone who is providing a service; or

- someone who deliberately exploits vulnerable people.

If you think someone is being abused, contact the council using the following details.

Birmingham City Council

Tel: **0121 303 1234** (Monday to Friday, 9.00am to 5.00pm) or **0121 464 9001** (out of hours team).

Text Relay: dial **18001** followed by the full national phone number.

Email: **csadultsocialcare@birmingham.gov.uk** (Monday to Friday, 9.00am to 5.00pm) or **amhpoutofhours@birmingham.gov.uk** (out of hours team).

Web: **www.birmingham.gov.uk** (search 'report possible abuse or neglect').

Call the **police** on **101**, or **999** in an emergency.

If the abuse is also a crime such as assault, racial harassment, rape or theft, you should involve the police to prevent someone else from being abused.

If the police are involved, Adults Social Care and Health Services will work with the police and with you to provide support.

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

If immediate action is required, dial **999**.

You can also:

- contact the Care Quality Commission (CQC) on **0300 061 6161** if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse, know your concerns. These people have responsibilities under the county's adult protection procedure and can advise you about what to do next.

The Disclosure and Barring Service (DBS)

There is a barring system for all those intending to work or currently working with children and vulnerable adults. This service combines the criminal records checking and barring functions. For disclosure information and services, visit **www.gov.uk/db**

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

Care providers and suppliers of care workers are also required to refer to the DBS where, in their view, an individual has been guilty of misconduct that harmed or placed at risk of harm, a vulnerable adult.

People who know they are confirmed on the list but seek employment in care positions will face criminal charges, including possible imprisonment. It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.



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



Your local Bupa care homes in Birmingham

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



Amberley Court Care Home
Edgbaston



Pebble Mill Care Home
Birmingham

Call us for advice on care today
0121 314 2518

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sunday and bank holidays. We may record or monitor our calls.

Look in listings for further information



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

☒ All types of funding welcome ☒ No health insurance needed

Q122064 CS 02455

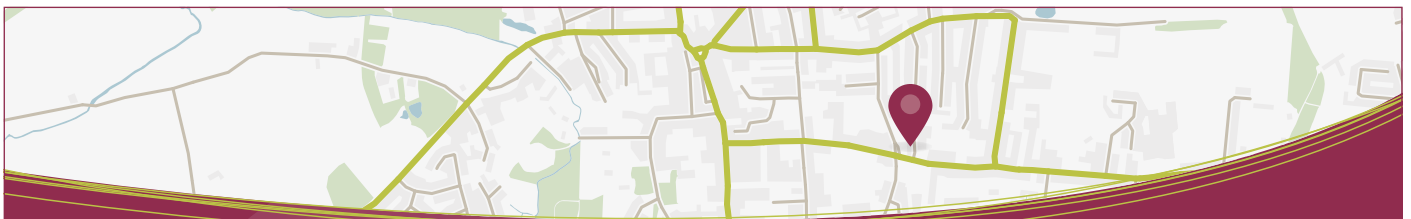


ABELECARE

Trevella House (Harborne)

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

Please contact **0121 240 5306** for further information.



Search for care in your area

www.carechoices.co.uk



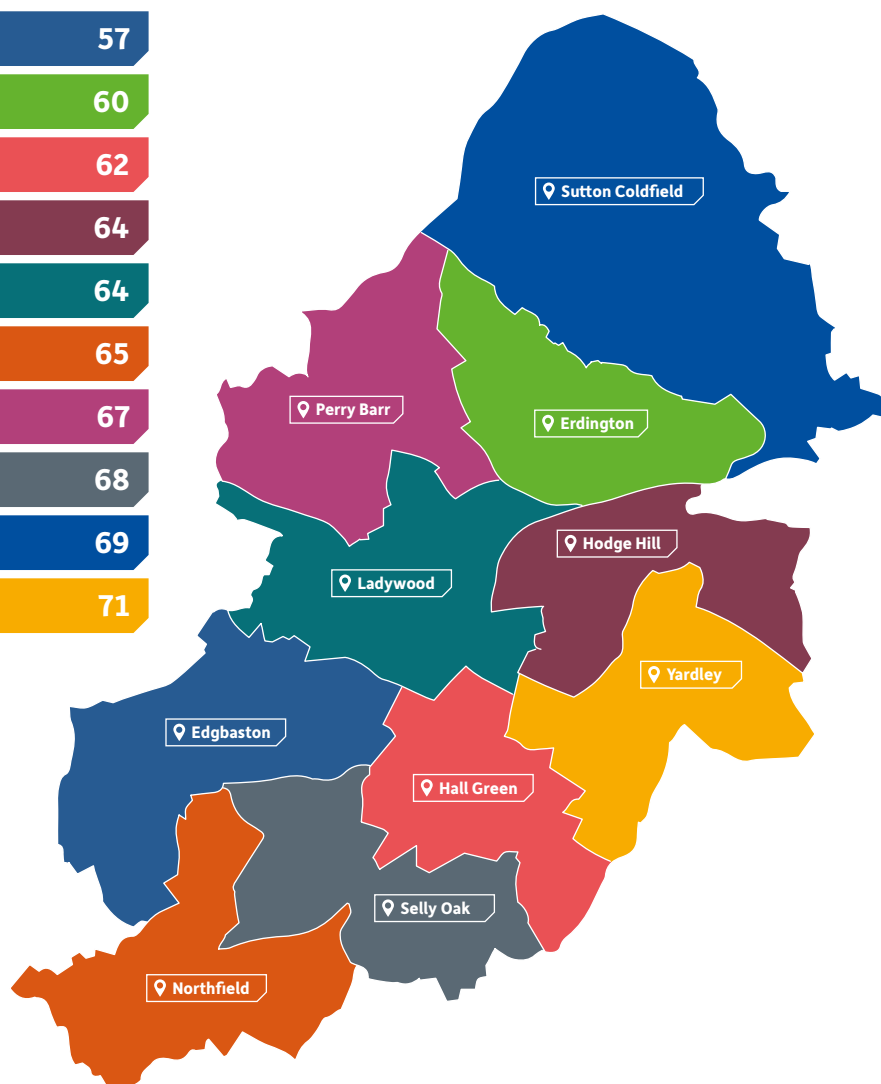
With so many providers to choose from, where do you start?

 CareChoices

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

Residential care in Birmingham

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

Home care providers can be found beginning on page 25.

Edgbaston care homes

Ashleigh Court Rest Home

20 Fountain Road, Edgbaston B17 8NL
Tel: 0121 420 1118

OP D PD MH SI YA

Cherry Blossom

49 Rotton Park Road B16 OSG
Tel: 07552 218855

LDA MH YA

Bartley Green Lodge Residential Care Home

Field Lane, Bartley Green B32 4ER
Tel: 0121 475 9076

OP D YA

Dimmingsdale Bank

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

PD LDA

Bournedale House

441 Hagley Road B17 8BL
Tel: 0121 420 4580

OP D

Edenwood

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

OP D PD LDA MH SI YA

Care Home for Special Needs

22 Hallewell Road, Edgbaston B16 OLR
Tel: 0121 455 8269

LDA

Field House Residential Home Ltd

110 Harborne Park Road B17 OBS
Tel: 0121 426 3157

OP

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



“An Award-Winning Luxurious Care Home providing Compassionate Care in an Outstanding Environment...”

Oakview care home prides itself on its reputation for providing compassionate care in amazing purpose-built surroundings. The Home provides specialist care for Elderly residents for all needs including Residential, Nursing and Dementia care.

Long term and respite care available at very competitive rates.

Pop in for a chat and a show around and we'll be able to discuss your needs and answer any questions you may have over a cup of tea.

“

...amazing staff at Oakview...so kind...

...wonderful staff...thank you for your love friendship and care...

...thanks for your care and compassion...

...thank you for everything you do for me every day...

...you have a fantastic team...

”

Contact us:

Call 0121 428 6800 or
email info@oakviewcare.co.uk to arrange a visit.

www.oakviewcare.co.uk

14-20 Overfield Road | Birmingham | B32 3BA



Greenlands View

45 Kyles Way,
Bartley Green B32 4JW
Tel: 0121 476 0326

OP D PD LDA MH SI YA

Harborne House

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

LDA YA

Hawthorns, The

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

OP

Hightrees

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

OP LDA YA

Holmpark

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

OP D YA

Kenrick Centre

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

OP D PD LDA SI YA

Kerria Court

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

OP D YA

Ludford Road Residential Care

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

MH YA

Metchley Manor

5 Church Road, Edgbaston B15 3SH
Tel: 0121 455 1100

OP D PD SI YA

Queen Alexandra College

49 Court Oak Road B17 9TG
Tel: 0121 428 5025

PD LDA MH SI YA

Sense

115 Gough Road, Edgbaston B15 2JG
Tel: 0121 446 6744

LDA SI

428-430 Gillott Road, Edgbaston B16 9LP
Tel: 0121 454 5323

LDA SI

Trevella House

310 Court Oak Road, Harborne B32 2EB
Tel: 0121 240 5306 **Advert page 56**

OP MH YA

Triple S Care & Support Services

87-89 Stirling Road,
Edgbaston B16 9BD
Tel: 0121 454 8864

PD LDA MH SI YA

Ulysses House

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

LDA

Edgbaston care homes with nursing

Amberley Court Bupa Care Home

82-92 Edgbaston Road, Edgbaston B12 9QA
Tel: 0121 392 9616 **Advert page 56**

PD YA

Edgbaston Beaumont

32 St James Road, Edgbaston B15 2NX
Tel: 0121 514 7543 **Advert page 42**

OP D YA

Edgbaston Manor

Speedwell Road, Edgbaston B5 7PR
Tel: 0121 796 0800

OP D PD SI YA

Fountain Nursing and Care Home Ltd

11-17 Fountain Road, Edgbaston B17 8NJ
Tel: 0121 429 6559

OP D PD SI YA

Oakview Care Home

14-20 Overfield Road,
Bartley Green B32 3BA
Tel: 0121 428 6800

Advert page 58

OP D YA

St Joseph's Home – Birmingham

71 Queens Park Road,
Harborne B32 2LB
Tel: 0121 427 2486

OP

Willow House

229 Portland Road,
Edgbaston B17 8LS
Tel: 0121 420 0210

OP LDA MH YA

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

Abbotts Road

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

LDA YA

Agnes House – Residential Care Home

11a-15 Arthur Road, Erdington B24 9EX
Tel: 0121 373 0058

OP D PD LDA MH SI YA AD

Beech House

21 Gravelly Hill North, Erdington B23 6BT
Tel: 0121 382 6163

OP LDA SI YA

Berwood Court Care Home

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

OP D PD

Bloomberg Care Services Ltd

9 Grenville Drive, Erdington B23 7YX
Tel: 07427 791265

LDA YA

CareTech Community Services Ltd – 19 Wheelwright Road

Erdington B24 8PA
Tel: 0121 350 4383

LDA

Chesterberry

766 Chester Road, Erdington B24 0EA
Tel: 0121 386 2290

LDA SI

Digby Manor

908 Chester Road, Erdington B24 0BN
Tel: 0121 382 1719

OP D PD

Grange Road, 109

Erdington B24 0ES
Tel: 0121 382 9026

PD LDA YA

Hampton Road

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

LDA MH YA

Hollywood Rest Home Ltd

791 Chester Road, Erdington B24 0BX
Tel: 0121 350 6278

OP

Katherine House

91-93 Sutton Road, Erdington B23 5XA
Tel: 0121 350 9578

LDA YA

Liberty House Care Homes Ltd

55 Copeley Hill, Erdington B23 7PH
Tel: 0121 327 0671

LDA SI

Loretta House

4 Hunton Hill, Erdington B23 7NA
Tel: 0121 384 5123

OP D LDA YA

Manor House

1 Amblecote Avenue, Kingstanding B44 9AL
Tel: 01213 873460 **Advert page 44**

OP D YA

Marian House

803 Chester Road, Erdington B24 0BX
Tel: 0121 241 5217

OP D PD LDA MH SI YA

Minstead House

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

OP D PD LDA MH SI YA AD

Oakwood Rest Home

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

OP D

Orchard House

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

OP MH SI YA

Perry Tree Centre

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

OP D PD LDA MH SI YA

Ridings Care Home, The

Farnborough Road B35 7NR
Tel: 0121 748 8770

OP D YA

Rivendell and Lorient (Marsh Lane)

57 & 59 Marsh Lane,
Erdington B23 6HX
Tel: 0121 377 2800

OP PD LDA MH SI YA

Sense

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

LDA SI

296-298 Warren Farm Road,
Kingstanding B44 0AD

Tel: 0121 350 7076

PD LDA SI

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

Erdington care homes continued

SignHealth Polestar

Fairlie House, 10 Trident Close, Erdington B23 5TD

Tel: 0121 350 0592

OP LDA MH SI YA

Silver Birch

39 Silver Birch Road, Erdington B24 0AR

Tel: 0121 250 2067

PD LDA MH SI YA

Silver Birch Care Home

31-33 Silver Birch Road, Erdington B24 0AR

Tel: 0121 382 4505

OP

Silver Birch Road

7 Silverbirch Road, Erdington B24 0AR

Tel: 0121 765 4630

OP PD LDA SI YA

St Anthony's Residential Home (Erdington) Ltd

124-126 Sutton Road, Erdington B23 5TJ

Tel: 0121 373 7900

OP D YA

Sutton House

79 Sutton Road, Erdington B23 5XA

Tel: 0121 377 8900

LDA YA

Sycamore Lodge Residential Care

501-503 Slade Road, Erdington B23 7JG

Tel: 0121 377 6280

MH YA

Tudor Gardens

27-29 Tudor Gardens,

Erdington B23 6FD

Tel: 0121 386 3073

D PD LDA MH SI YA

Tudor Rose Rest Home

671 Chester Road,

Erdington B23 5TH

Tel: 0121 384 8922

OP D MH YA

Unity Care

90 Gravelly Hill, Erdington B23 7PF

Tel: 0121 686 4406

LDA MH YA

Warren Farm Lodge

123 Warren Farm Road,

Kingstanding B44 0PU

Tel: 0800 085 2952

OP D

Erdington care homes with nursing

Abbey Rose Care Home

2 Ivyfield Road, Erdington B23 7HH

Tel: 0121 377 6707

OP D PD SI YA

Asprey Court Care Home

Orphanage Road,

Erdington B24 0BE

Tel: 0121 222 1387

OP D PD MH SI YA

Berwood Court Care Home

Berwood Park, off Cadbury Lane,

Castle Vale B35 7EW

Tel: 0121 749 7887

OP D PD

Boldmere Court Care Home

350 Gravelly Lane B23 5SB

Tel: 0121 353 0003

OP D PD MH YA

Cedar Lodge Nursing Home

58-62 Kingsbury Road, Erdington B24 8QU

Tel: 0121 350 3553

OP D PD LDA SI

Hurstway Care Home

142 The Hurstway, Erdington B23 5XN

Tel: 0121 350 0191

OP D PD SI

Lime Court

19-31 Jaffray Crescent,

Erdington B24 8BG

Tel: 0121 382 1383

OP D PD LDA MH SI YA

Orchard House

95-97 Holly Lane B24 9JP

Tel: 0121 377 7551

OP MH SI YA

Priestley Rose Nursing Home

114 Bromford Lane,

Erdington B24 8BZ

Tel: 0121 373 0134

OP D PD LDA YA

Ridings Care Home, The

Farnborough Road B35 7NR

Tel: 0121 748 8770

OP D YA

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

Hall Green care homes

Ash House

7 Ash Drive, Sparkhill B11 4EQ

Tel: 0121 291 4004

D PD LDA MH SI YA

Ashley Lodge RH Ltd

1-3 Colmore Crescent, Moseley B13 9SJ

Tel: 0121 449 1503

OP

Barkat House Residential Home

254 Alcester Road, Moseley B13 8EY

Tel: 0121 449 0584

OP D MH YA

Cateswell Court

27-29 Cateswell Road, Hall Green B28 8NB

Tel: 0121 777 1347

MH YA

Chesterwood

64 Chesterwood Road,

Kings Heath B13 0QE

Tel: 0121 444 3736

PD LDA

Clifton House

165 Clifton Road B12 8SL

Tel: 0121 440 2089

OP D PD

Cole Bank Road

16 Cole Bank Road, Hall Green B28 8EX

Tel: 0121 777 8007

LDA YA

Community Living & Support Services Ltd

Prospect House, 40 Prospect Road,

Moseley B13 9TB

Tel: 0121 442 2089

LDA MH SI

Evergreen

119 Wake Green Road, Moseley B13 9UT

Tel: 0121 449 1016

OP D PD MH YA

Fern House

320 Moseley Road B12 OBS

Tel: 0121 440 1032

LDA

Forest Grange Care Home

15 Forest Road, Moseley B13 9DL

Tel: 0121 449 2040

LDA YA

Janet Fay House

1 Strensham Hill, Moseley B13 8AG

Tel: 0121 450 7985

MH

Keo Lodge

72 Park Hill, Moseley B13 8DS

Tel: 0121 449 5589

LDA MH

Maple Dene

10-14 St Agnes Road, Moseley B13 9PW

Tel: 0800 085 2656

OP D YA

Maycroft

791 Alcester Road South, Kings Heath B14 5HJ

Tel: 0121 474 5394

PD LDA

Real Life Options – Springfield Road

180 & 182 Springfield Road, Moseley B13 9NE

Tel: 0121 777 2761

LDA

Sandford Road

94 Sandford Road B13 9BT

Tel: 0121 247 5231

LDA YA

Sense

2 & 10 Grove Road, Kings Heath B14 6ST

Tel: 0121 441 2414

LDA SI

5 Shalnecote Grove, Kings Heath B14 6NH

Tel: 0121 441 1640

LDA SI

58 Featherstone Road, Kings Heath B14 6BE

Tel: 0121 444 6600

OP LDA SI YA

Showell Green Lane

121a Showell Green Lane, Sparkhill B11 4JD

Tel: 0121 633 2194

OP PD LDA MH SI YA

Southside

1653 Stratford Road, Hall Green B28 9JB

Tel: 0121 744 8811

D MH YA

St Alban's

38 St Alban's Road, Moseley B13 9AR

Tel: 0121 449 3615

PD LDA

Stennards Leisure Retirement Home (Mos)

133 Anderton Park Road,

Moseley B13 9DQ

Tel: 0121 449 4544

OP D PD MH SI

Stratford Court

35 Highfield Road, Hall Green B28 0EU

Tel: 0121 778 3366

OP

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

Hall Green care homes continued

Strensham Hill Care Home

12 Strensham Hill, Moseley B13 8AG

Tel: 0121 449 4344

OP D PD LDA SI

Swan Court

Ashfield Avenue B14 7AT

Tel: 0121 726 7340

PD LDA MH YA AD

Tandy Court

Tandy Drive, Kings Heath B14 5DE

Tel: 0121 430 8366

OP D

Trittiford Road, 21

21 Trittiford Road B13 OES

Tel: 0121 442 5070

OP PD LDA SI YA

Trittiford Road, 23

Yardley Wood B13 OES

Tel: 0121 444 2629

OP PD LDA SI YA

Vicarage Road (A)

264a Vicarage Road,

Kings Heath B14 7NH

Tel: 0121 443 4347

OP PD LDA MH SI YA

Vicarage Road (B)

264b Vicarage Road,

Kings Heath B14 7NH

Tel: 0121 633 2194

OP PD LDA MH SI YA

Westholme

29 Greenhill Road,

Moseley B13 9SS

Tel: 0121 449 6383

OP PD LDA MH YA

Willow House

9 Ash Drive, Sparkhill B11 4EQ

Tel: 01902 672692

LDA YA

Hall Green care homes with nursing

Anita Stone Court (BCOP)

20 Moor Green Lane, Birmingham B13 8ND

Tel: 0121 449 2756

OP D PD SI

Cole Valley

326 Haunch Lane, Kings Heath B13 OPN

Tel: 0121 444 8887

OP D PD SI

Eden Lodge Health Care

236 Alcester Road South B14 6DR

Tel: 0121 605 2293

MH YA

Highbury Nursing Home

199-203 Alcester Road, Moseley B13 8PX

Tel: 0121 442 4885

OP D YA

Hunters Moor Neurorehabilitation Centre for the West Midlands – The Janet Barnes Unit

Whisley Brook Lane, off Shaftmoor Lane,

Hall Green B28 8SR

Tel: 0121 777 9343

OP PD MH SI YA

Maypole Grove

20 Maypole Grove B14 4LP

Tel: 0121 430 3094

OP D PD MH YA

Wilson Lodge

16 Augusta Road East, Moseley B13 8AJ

Tel: 0121 449 1841

MH



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

Hodge Hill care homes

Arshad Mahmood – 56-58 Carlton Road

Small Heath B9 5EB
Tel: 0121 772 4078

LDA

Greswold House

76 Middle Leaford,
Shard End B34 6HA
Tel: 0121 783 1816

OP D PD

Arshad Mahmood – 112-114 Carlton Road

Small Heath B9 5EA
Tel: 0121 773 3165

LDA

Knightwell House

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

LDA

Briarscroft Residential Care Home

27 Packington Avenue B34 7PB
Tel: 0121 748 0040

OP D

Packington Avenue, 306-308

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

LDA MH YA

Grassmere Residential Care Home

675-677 Washwood Heath Road, Ward End B8 2LJ
Tel: 0121 327 3140

OP D PD MH SI YA

Hodge Hill care homes with nursing

Advertisers are highlighted

Aran Court Care Home

Braymoor Road,
Tile Cross B33 0LR
Tel: 0121 770 4322

Advert outside back cover

OP D PD MH SI YA

Hodge Hill Grange

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

OP D

Blackmoor

21 Blackmoor Croft B33 OPE
Tel: 01709 565700

OP D PD MH YA

Orchards, The

164 Shard End Crescent B34 7BP
Tel: 0121 730 2040

OP YA

Bromford Lane Care Centre

366 Bromford Lane, Washwood Heath B8 2RY
Tel: 0121 322 0910

OP D PD LDA MH YA

St Giles Care Home

122 Tile Cross Road,
Tile Cross B33 0LT
Tel: 0121 770 8531

Advert outside back cover

OP D PD MH SI YA

Herondale Kingfisher

175 Yardley Green Road, Bordesley Green B9 5PU
Tel: 0121 753 0333

OP D

If you are considering a care home with nursing,
see the checklist on page 45.

Ladywood care homes

Beeton Grange

50-55 Beeton Road B18 4QD
Tel: 0121 554 5559

OP MH YA

Hill House

17 Park Avenue, Hockley B18 5ND
Tel: 0121 523 3712

LDA MH

Charles Davies House Residential Care

388 Lodge Road, Hockley B18 5PW
Tel: 0121 523 8880

MH YA

Unity Care

29 Freer Road, Aston B6 6NE
Tel: 0121 551 3079

LDA MH YA

Hamstead House

46 Hamstead Road, Hockley B19 1DB
Tel: 07943 098009

LDA MH YA

See page 49 for more information on paying for
care homes in Birmingham.

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

Albion Court Care Centre

Clinton Street,
Winson Green B18 4BJ **Advert outside back cover**
Tel: 0121 418 4056 **OP D PD MH SI YA**

Clare Court Care Home

Clinton Street,
Winson Green B18 4BJ **Advert outside back cover**
Tel: 0121 554 9101 **OP D PD MH SI YA**

Parkview Home

2 East Gate B16 0EY
Tel: 0121 246 8071 **LDA YA**



Northfield care homes

See page 64 for the **Service User Bands** key

Beeches Residential Care Home, The

Frankley Beeches Road, Northfield B31 5NJ
Tel: 0121 477 1813 **OP D YA**

Coney Green Residential Home

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

Bourn View

47 Bristol Road South,
Bournville B31 2FR **Advert outside back cover**
Tel: 0121 516 3500 **OP D PD MH SI YA**

Coriander Close

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

Bryony House

30 Bryony Road B29 4BX **Advert below**
Tel: 0121 475 2965 **OP**

Cotteridge House

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

Castlecroft Residential Care Home

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

Elliott House

81 Walkers Heath Road B38 0AN
Tel: 0121 605 2608 **OP D YA**



Residential & Respite Care Home

*Independent Registered Charity
(Not for profit)*

Welcome to Bryony House

Bryony House was established in 1955 with one very clear objective; to create a home within a home for every resident.

Standing in attractive gardens in the Bournville Village Trust, Bryony House is an independent registered charity providing a safe, secure environment and high standards of accommodation and support for elderly residents.

For more information or to arrange a visit, please contact us:

www.bryonyhouse.co.uk

0121 475 2965

bryonyhouse@googlemail.com

- Safe, secure accommodation
- Homely, relaxed atmosphere
- Leisure activities provided
- Homemade fresh food
- Desirable location
- Extensive, well stocked gardens
- Call system in every room
- High standard en-suite accommodation
- Caring and friendly staff



A home within a home



Bryony House, Bryony Road, Selly Oak, Birmingham B29 4BX

Looking for Respite Care?

We are able to offer short term respite care as one of our accommodation options. If you are interested in booking a respite room, why not contact us for more details?

Fordrough Cottage

312-314 Alvechurch Road B31 3PU

Tel: 0121 406 5035

PD LDA YA

Haddon House

145 West Heath Road, West Heath B31 3HD

Tel: 0121 475 1681

MH

Hasbury Care Home

154 Middleton Hall Road, Kings Norton B30 1DN

Tel: 0121 458 5336

OP YA

Kingsleigh House

37 Harbinger Road, Kings Norton B38 0AD

Tel: 0121 459 9995

OP D PD

Limes Care Home, The

50 Ivy House Road, West Heath B38 8JZ

Tel: 0121 458 1831 **Advert below**

OP D MH YA

Lonsdale Midlands Ltd – Bushwood Road

18 Bushwood Road, Weoley Castle B29 5AR

Tel: 0121 471 3871

LDA

Manor Park

24 Manor Park Grove, Northfield B31 5ER

Tel: 0121 476 7529

OP PD LDA MH SI YA

Morris House

Grange Farm Drive, Kings Norton B38 8EJ

Tel: 0121 459 1303

LDA

Natalie House

14 Eachway Lane, Rednal B45 9LG

Tel: 0121 457 9592

LDA

Primrose Hill Farm

The Farm House, Primrose Hill Farm,

Meadowsweet Avenue B38 9QW

Tel: 0121 433 5666

PD LDA SI

Redhill Court Residential Care Home

77 Nearhill Street, Kings Norton B38 8JU

Tel: 0121 486 4941

OP D

Redwoods

26 Chapelfields Road, Rednal B45 9NU

Tel: 0121 453 1848

MH

Sense

11 Station Road, Kings Norton B38 8SN

Tel: 0121 458 1410

OP LDA SI YA

The Old Coach House, 20 Wychall Park Grove,

Kings Norton B38 8AQ

Tel: 0121 459 1433

OP LDA SI YA

Sparrowfields

17-19 Alwold Road, Weoley Castle B29 5RR

Tel: 0121 428 2848

LDA

Stennards Leisure Retirement Home
(Frankly Beeches)

123 Frankley Beeches Road, Northfield B31 5LN

Tel: 0121 477 5573

OP D PD MH SI

Stennards Leisure Retirement Home (KN)

150-152 Middleton Hall Road,

Kings Norton B30 1DN

Tel: 0121 458 3311

OP D PD MH SI

Trescott Road

8 Trescott Road, Northfield B31 5QA

Tel: 0121 475 9585

PD LDA

Tudor House

159-161 Monyhull Hall Road, Kings Norton B30 3QN

Tel: 0121 451 2529

OP D

West Heath House

54 Ivy House Road, West Heath B38 8JW

Tel: 0121 459 0909

OP PD YA

Woodland House

22 Woodland Road, Northfield B31 2HS

Tel: 0121 243 9349

LDA YA

The Limes Care Home
50 Ivyhouse Road,
West Heath, Birmingham,
West Midlands, B38 8JZ





At The Limes, we are committed to providing the highest possible standard of care.

Residents are treated as individuals and cared for with respect and dignity within a safe, comfortable and homely environment which provides stimulation and encourages independence.

0121 458 1831
management@limesch.co.uk
www.limesch.com

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

Northfield care homes with nursing

Austin Rose Care Home

90 Alvechurch Road, Birmingham B31 3QW

Tel: 0121 475 7871

OP D PD SI YA

Ivybank Care Home

73-75 Middleton Hall Road B30 1AG

Tel: 0121 624 3006

OP D PD SI YA

Meadow Rose Nursing Home

96 The Roundabout B31 2TX

Tel: 0121 476 9808

OP D PD YA

If you are considering a care home with nursing, see the checklist on page 45.

Perry Barr care homes

Apna House

6 Park Avenue, Hockley B18 5NE

Tel: 0121 551 5678

LDA MH

Ashmill Residential Care Home

141 Millfield Road B20 1EA

Tel: 0121 358 6280

OP D PD LDA MH SI YA AD

Charles House

257 Birchfield Road, Perry Barr B20 3DG

Tel: 0121 331 4972

LDA

Florrie Robbins House

Penhurst Avenue, Handsworth B20 3DG

Tel: 0121 331 1817

LDA

Hamilton Court

2 Hinstock Road,
Handsworth Wood B20 2ET

Tel: 0121 515 4955

LDA MH

Morning Stars

40 Somerset Road, Handsworth B20 2JD

Tel: 0121 551 0202

MH

Nevin House

21 Nevin Grove, Perry Barr B42 1PE

Tel: 0121 241 7875

LDA

Petersfield Care Home

60 St Peters Road, Handsworth B20 3RP

Tel: 0121 515 1654

OP LDA YA

Platinum Care Services

24 Raymond Avenue,
Great Barr B42 1LX

Tel: 0121 357 0667

OP D PD LDA MH SI YA AD

Primrose Place

34 Somerset Road, Handsworth B20 2JD

Tel: 0121 429 1572

OP LDA SI YA

Radnor House

29-31 Radnor Road, Handsworth B20 3SP

Tel: 0121 523 6935

OP MH YA

Respite Breaks – Epwell rd.

8 Epwell Road B44 8DD

Tel: 0121 274 0588

LDA SI YA

Royd, The

27 Selbourne Road B20 2DN

Tel: 0333 321 4881

OP MH YA

Selborne House

34 Selborne Road,
Handsworth Wood B20 2DW

Tel: 0121 515 3990

LDA MH YA

Sense – 88 Church Lane

Handsworth Wood B20 2ES

Tel: 0121 554 7710

LDA SI

Silverbirch Home

14-16 Beauchamp Avenue,
Handsworth Wood B20 1DR

Tel: 0121 241 2376

OP D PD LDA MH

St Peters Hall

52 St Peters Road, Handsworth B20 3RP

Tel: 0121 523 4123

MH

Step-Forward Support

24 Devonshire Road B20 2PQ

Tel: 0121 759 7878

OP LDA MH YA

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

Perry Barr care homes with nursing

Acorn Care Home

88 Handsworth Wood Road, Handsworth Wood B20 2PL
Tel: 0121 507 1763 **OP MH YA**

Church Rose Nursing Home

8 Payton Road, Handsworth B21 0HP
Tel: 0121 554 6413 **OP**

Perry Locks Care Home

398 Aldridge Road, Perry Barr B44 8BG
Tel: 0121 356 0598 **OP D PD MH YA**

Robert Harvey House (BCOP)

Hawthorn Park Road, Handsworth Wood B20 1AD
Tel: 0121 554 8964 **OP D PD SI**

Willowbrook

363 Aldridge Road, Perry Barr B44 8BW
Tel: 0121 344 4751 **OP D MH**

For more information on paying for care in Birmingham, see page 49.

Selly Oak care homes

Advertisers are highlighted

Bournville Grange Ltd

168 Oak Tree Lane, Bournville B30 1TX
Tel: 0121 472 2213 **OP**

Brain Injury Rehabilitation Trust – Bristol Road

Selly Oak B29 6LX
Tel: 0121 478 1847 **OP YA**

Cherry Lodge

6 Manningford Road, Druids Heath B14 5LD
Tel: 0121 430 5986 **OP D PD MH SI**

Lucton House

8 Long Wood, Bourneville B30 1HT **Advert page 44**
Tel: 01213 873460 **OP D YA**

Manningford

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

Oakfield House

6-10 Oakfield Road, Selly Park B29 7EJ
Tel: 0121 471 1913 **OP LDA YA**

Pinetrees

36 Kensington Road, Selly Park B29 7LW
Tel: 0121 471 4399 **LDA**

Poplars

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

Real Life Options

Bevis, 5 Newhomes, Monyhull Hall Road B30 3QF
Tel: 0121 444 2184 **LDA**

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

Rosemary Lodge Rest Home

154 Alcester Road South B14 6AA
Tel: 0121 443 1166 **OP D**

Tulip Gardens

5 Court Farm Way, Selly Oak B29 5BW
Tel: 0121 478 3505 **PD LDA SI YA**

Selly Oak care homes with nursing

Andrew Cohen House

River Brook Drive, Stirchley B30 2SH
Tel: 0121 458 5000 **OP D PD SI**

Harborne Lane Specialist Centre

247 Harborne Lane, Selly Oak B29 6TG
Tel: 0121 258 1445 **OP D PD SI YA**

Neville Williams House (BCOP)

8-14 Greenland Road, Selly Park B29 7PP
Tel: 0121 472 4441 **OP D PD SI**

Otterburn

Brandwood Park Road B14 6QX
Tel: 0121 483 4440 **OP PD MH YA**

Pebble Mill Bupa Care Home

2 Mill Pool Way B5 7EG **Advert page 56**
Tel: 0121 667 8507 **OP PD YA**

Selly Park

95a Oakfield Road, Selly Park B29 7HW
Tel: 0121 471 4244 **OP D PD SI YA**

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

Selly Wood House Nursing Home

161 Selly Wood Road, Bournville B30 1TJ

Tel: 0121 472 3721

OP D YA

Step-Forward Support Services

129 Millfield Road B20 1EA

Tel: 07411 381412

OP MH YA

St Paul's Convent

The Infirmary, 94 Selly Park Road B29 7LL

Tel: 0121 415 6107

OP D PD SI YA

Uplands Nursing Home

43 Upland Road, Selly Park B29 7JS

Tel: 0121 471 3816 **Advert below**

OP D PD YA

Uplands Care Home Ltd

Uplands Care Home Ltd is a **36-bed** home that cares for residents with a range of needs. These range from mental health requirements to learning and physical disabilities and end of life care. It has recently been refurbished and has a friendly, homely atmosphere.

Residents are encouraged to make this their home and their independence is encouraged to promote privacy and dignity at all times.

Tel: **(0121) 471 3816** • E-mail: uplands.manager@astleycarehomes.co.uk
43 Upland Road, Selly Park, Birmingham B29 7JS



Sutton Coldfield care homes

Abbeyfield House

42 Anchorage Road, Sutton Coldfield B74 2PL

Tel: 0121 240 9358

PD LDA MH SI YA

Ashleigh House

2 Stonehouse Road, Boldmere,

Sutton Coldfield B73 6LR

Tel: 0121 354 1409

OP D PD SI

Bloomsbury House

13 Anchorage Road, Sutton Coldfield B74 2PJ

Tel: 0121 355 3255

OP D PD SI

Boldmere Drive

3 Boldmere Drive, Sutton Coldfield B73 5ES

Tel: 0121 386 1384

OP LDA YA

Bretby House

253 Boldmere Road,

Sutton Coldfield B73 5LL

Tel: 0121 373 6562

OP D PD MH

Cedarwood Care Centre

107 Sutton Road B23 5XB

Tel: 0121 373 9784

OP D YA

Francis House

1c Cofield Road, Boldmere,

Sutton Coldfield B73 5SD

Tel: 0121 354 7772

OP LDA YA

Gables, The

29-31 Ashurst Road, Walmley,

Sutton Coldfield B76 1JE

Tel: 0121 351 6614

OP D

Green Lanes

219 Green Lanes, Sutton Coldfield B73 5LX

Tel: 0121 355 0908

LDA YA

Greville House

40 Streetly Lane, Sutton Coldfield B74 4TU

Tel: 0121 308 8304

OP

Hafod Residential Home

14 Anchorage Road, Sutton Coldfield B74 2PR

Tel: 0121 354 9442

OP LDA YA

Highcroft House

7 Crown Lane, Crown Lane, Four Oaks B74 4SU

Tel: 0121 353 9392

OP D PD LDA MH YA

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

Sutton Coldfield care homes continued

Homecroft Residential Home

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

OP D

St Davids Residential Home

36 Somerville Road, Sutton Coldfield B73 6HH
Tel: 07534 125432

OP D

Lisieux House

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

OP LDA YA

Sutton Park Grange

136 Birmingham Road, Sutton Coldfield B72 1LY
Tel: 0121 269 1235

OP D PD SI YA

Lonsdale Midlands Ltd – Walmley Road

189d Walmley Road, Walmley, Sutton Coldfield B76 1PX
Tel: 0121 313 0879

LDA

Vermont House

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

PD LDA MH YA

Nightingales

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

OP

Vesey Road

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

OP LDA YA

St Catherines Residential Care Home

326-328 Boldmere Road, Boldmere,
Sutton Coldfield B73 5EU
Tel: 0121 377 8178

OP

Walmley House

345 Walmley Road, Sutton Coldfield B76 1PG
Tel: 0121 240 0715

LDA

Sutton Coldfield care homes with nursing

Advertisers are highlighted

Beech Hill Grange

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

OP D

Mercia Grange

538 Lichfield Road, Four Oaks, Sutton Coldfield B74 4EH
Tel: 0121 726 4820

OP D PD MH YA

Bishops Manor

134 & 138 Jockey Road,
Sutton Coldfield B73 5PP
Tel: 0121 796 8383

OP D PD SI YA

Orchard House Nursing Home

126 Whitehouse Common Road,
Sutton Coldfield B75 6DS
Tel: 0121 378 0272

OP

Greenacres – Care Home with Nursing Physical Disabilities

39 Vesey Road, Sutton Coldfield B73 5NR
Tel: 0121 354 7753

OP PD YA

Roxton Nursing Home

154 Birmingham Road, Sutton Coldfield B72 1LY
Tel: 0121 354 2621

OP D YA

Hafod Nursing Home

9-11 Anchorage Road,
Sutton Coldfield B74 2PR
Tel: 0121 354 1009

OP D PD SI YA AD

St Martin's Nursing Home

51 Vesey Road, Wylde Green, Sutton Coldfield B73 5NR
Tel: 0121 321 1789

OP D

Marian House Nursing Home

32 Walmley Ash Road, Walmley,
Sutton Coldfield B76 1JA
Tel: 0121 240 8000

OP YA

Sutton Rose Care Home

St Michaels Road Sutton Coldfield B73 5FU
Tel: 0121 716 7117

OP D PD YA

Wyndley Grange Nursing Home

2 Somerville Road, Sutton Coldfield B73 6JA
Tel: 0121 354 1619

OP D

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



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

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

We take pride in offering our residents a welcoming and caring "forever" home

Contact us on

Email: info@homecroftcare.uk

Tel: **0121 354 1619**

2 Somerville Road, Sutton Coldfield, West Midlands B73 6JA



Yardley care homes

Accord Housing Association Ltd

– 53a Ipstones Avenue

Stetchford B33 9DZ

Tel: 0121 784 6054

OP LDA YA

Ann Marie Howes Centre

20 Platt Brook Way, Sheldon B26 2DU

Tel: 0121 675 2015

OP D PD LDA MH SI YA

Arden Lodge Residential Care Home for Elder Adults

946 Warwick Road, Acocks Green B27 6QG

Tel: 0121 706 7958

OP YA

Avalon House

48 Sherbourne Road, Acocks Green B27 6EA

Tel: 0121 707 1314

OP MH YA

Bell Lane

34 Bell Lane, Kitts Green B33 0HT

Tel: 0121 706 9902

PD LDA MH SI YA

Dudley Court Care Ltd

16 Dudley Park Road B27 6QR

Tel: 0121 706 3087

OP YA

Estervin Court Residential Care Home

239 Lea Hall Road, Birmingham B33 8JX

Tel: 07956 487806

MH

Evergreen Care Home

526 Church Road, Yardley B33 8HT

Tel: 0121 783 2080

OP

Flint Green House

4 Sherbourne Road, Acocks Green B27 6AE

Tel: 0121 708 2131

MH YA

Greswolde Park Road

4 Greswolde Park Road,

Acocks Green B27 6QD

Tel: 0121 765 4630

OP PD LDA SI YA

Grey Gables Residential Home

39 Fox Hollies Road,

Acocks Green B27 7TH

Tel: 0121 706 1684

OP D PD LDA MH SI

Holly House Care Home

61 Westley Road B27 7UQ

Tel: 0121 707 8665

D MH YA

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

Yardley care homes continued

Lindale Residential Care Home

81-85 Wharfedale Road, Tyseley B11 2DB
Tel: 0121 624 5334

OP LDA

Sycamore House

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

MH

Lonsdale Midlands Ltd – Yardley Fields

233 Yardley Fields Road,
Stetchford B33 8RN
Tel: 0121 783 3444

PD LDA

Victoria Lodge Care Home

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

OP D

Madeleine House

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

OP D

Victoria Road

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

OP PD LDA MH SI YA

Millwater

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

OP MH YA

Westley Brook Close

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

LDA

Sherbourne Grange

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

PD LDA

Woodlands

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

MH

Yardley care homes with nursing

Advertisers are highlighted

Bramley Court Care Home

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

OP D

Newday Nursing Home

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

OP D PD MH SI YA

Bramley Grove Care Home

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

OP D

Olivet

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

OP D PD MH YA

Heartlands

50 Broadstone Road, Yardley B26 2BN
Tel: 01217 861 212 **Advert below**

OP D

Yardley Grange Nursing Home

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

OP D PD MH SI

Heartlands Care & Nursing Home

Heartlands provides the highest standards of family-led residential and dementia care. Our home is luxurious and beautifully furnished, whilst retaining a warm family atmosphere that makes Heartlands feel extra special.

To find out more about life at Heartlands contact our Customer Relations Manager Lisa Fisher on 07849 830746 or email lisa.fisher@countrycourtcare.com



01217 861 212



www.countrycourtcare.com



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

Useful local contacts

Adults Social Care and Health Services

Birmingham City Council's adult social care and health department.

Tel: **0121 303 1234** • Textphone: **0121 303 6230**

Email: csadultsocialcare@birmingham.gov.uk

Web: www.birmingham.gov.uk/info/20018/adult_social_care

Advocacy Matters

Offering help and guidance to enable you to make important decisions about the care and support you receive yourself.

Tel: **0121 321 2377** (Monday to Friday, 9.00am to 5.00pm).

Web: www.advocacymatters.org.uk

Age UK Birmingham

A local charity working to provide community support for older people living in Birmingham.

Tel: **0121 437 0033** or **0121 437 0479** (information and advice line).

Email: info@ageukbirmingham.org.uk

Web: www.ageuk.org.uk/birmingham

Alzheimer's Society – Dementia Connect Birmingham

Providing guidance and practical and emotional support for people living with dementia and their carers.

Tel: **0333 150 3456**

Email: dementia.connect@alzheimers.org.uk

Birmingham and Solihull Integrated Care Board

Ensuring the needs of the local population are met.

Tel: **0121 203 3300**

Email: contactusbsolics@nhs.net

Web: www.birminghamsolihull.icb.nhs.uk

Birmingham and Solihull Mental Health NHS Foundation Trust

Provides a variety of support services for those living with mental health conditions in Birmingham and Solihull.

Tel: **0800 953 0045** • Text: **07985 883509**

Email: bsmhft.customerrelations@nhs.net

Web: www.bsmhft.nhs.uk

Birmingham Connect to Support

An online resource supported by Birmingham City Council, designed to help residents search for services to enable them to remain living independently in their own homes.

Web: <https://birmingham.connecttosupport.org>

Birmingham Institute for the Deaf (BID Services)

A charity supporting people who are deaf, hard of hearing, visually impaired or people who have a dual sensory loss.

Tel: **0121 246 6100** • Textphone: **0121 246 6101**

Email: info@bid.org.uk

Web: www.bid.org.uk

Birmingham Voluntary Services Council (BVSC)

BVSC supports volunteers, their groups and other civil societies operating in Birmingham.

Web: www.bvsc.org

Black Country Integrated Care Board

Responsible for managing the local NHS budget and developing a plan to ensure services are there to meet the health needs of local people.

Civic Centre, St Peter's Square,
Wolverhampton WV1 1SH

Tel: **0121 612 4110**

Email: bcicb.time2talk@nhs.net

Web: <https://blackcountry.icb.nhs.uk>

Deaf Cultural Centre

The sister organisation of BID Services, providing a centre for community activities and useful working spaces in Birmingham.

Tel: **0121 246 6100** • Minicom: **0121 246 6101**

Email: info@bid.org.uk

Web: www.bid.org.uk (select 'Deaf Cultural Centre').

Focus Birmingham

Offering support and training opportunities for blind, visually impaired and disabled people of all ages across Birmingham.

Tel: **0121 393 4849**

Email: info@focusbirmingham.org.uk

Web: www.focusbirmingham.org.uk

→ **Healthwatch Birmingham**

An independent organisation using people's experiences of health and social care to instigate improvement in local services.

Tel: **0800 652 5278**

Email: **info@healthwatchbirmingham.co.uk**

Web: **www.healthwatchbirmingham.co.uk**

Medequip – returning equipment

If your equipment is on loan to you, it must not be sold or disposed of. When you no longer require it, please contact Medequip to request free collection. Alternatively, you may return it to your local drop off point; visit the following website. If you purchased your equipment and are looking to dispose of it,

visit the Equipment Recycling page via the following website. • Web:

www.medequip-uk.com/returning-equipment

Midland Mencap

A charity that strives for accessibility, inclusivity and a better quality of life for people living with a learning disability. • Tel: **0121 442 2944**

Web: **www.midlandmencap.org.uk**

Route2wellbeing

An online portal providing a wealth of information about community-based health, wellbeing and social care services for residents of Birmingham.

Web: **www.r2wbirmingham.info**

Useful national contacts

Age UK

Tel: **0800 055 6112**

Web: **www.ageuk.org.uk**

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Helpline: **0800 008 6811** (10.00am-10.00pm).

Email: **helpline@al-anonuk.org.uk**

Web: **www.al-anonuk.org.uk**

Alzheimer's Society

Dementia Connect support line: **0333 150 3456**

(Monday to Wednesday, 9.00am to 8.00pm;

Thursday and Friday, 9.00am to 5.00pm; and

Saturday and Sunday, 10.00am to 4.00pm).

Web: **www.alzheimers.org.uk**

Association of Charitable Organisations

A national umbrella body for benevolent charities.

Tel: **0207 255 4480**

Email: **info@aco.uk.net**

Web: **www.aco.uk.net**

British Institute of Learning Disabilities (BILD)

Committed to improving the quality of life for people with a learning disability.

Tel: **0121 415 6960**

Email: **enquiries@bild.org.uk**

Web: **www.bild.org.uk**

Care Choices

Free, independent assistance with finding care providers. Searchable website.

Web: **www.carechoices.co.uk**

Care Quality Commission

Independent regulator of care services in England.

Tel: **0300 061 6161** • Email: **enquiries@cqc.org.uk**

Web: **www.cqc.org.uk**

Carers Trust

Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, older, disabled or suffers with mental health or addiction issues.

Tel: **0300 772 9600** • Email: **info@carers.org**

Web: **www.carers.org**

Carers UK

The voice of carers.

Tel: **0808 808 7777**

Email: **advice@carersuk.org**

Web: **www.carersuk.org**

Citizens Advice

Practical, reliable, up-to-date information on a wide range of topics.

Tel: **0800 144 8848**

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

Deafblind UK

A national charity supporting people living with sight and hearing loss in the UK.

Tel: **0800 132 320**

Email: **info@deafblind.org.uk**

Web: **www.deafblind.org.uk**

Deafplus

A national charity providing support to allow deaf people to engage fully in today's society.

Tel: **0207 790 8478**

Web: **www.deafplus.org**

Dementia Adventure

Dementia Adventure thinks differently about dementia. It believes that with the right support, everyone with dementia can get outdoors, experience the wellbeing benefits of nature and enjoy more active and fulfilled lives. The charity offers supported holidays and dementia training for family and friends, professionals and organisations.

Tel: **01245 237548**

Email: **info@dementiaadventure.co.uk**

Web: **https://dementiaadventure.org**

Elderly Accommodation Counsel

Helps older people make informed choices about meeting their housing and care needs.

Web: **www.housingcare.org**

Friends of the Elderly

A charity that supports older people who have a range of practical needs.

Tel: **0207 730 8263**

Email: **enquiries@fote.org.uk**

Web: **www.fote.org.uk**

Homecare Association

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

Tel: **0208 661 8188**

Email: **helpline@homecareassociation.org.uk**

Web: **www.homecareassociation.org.uk**

Hourglass

Works to protect, and prevent the abuse of, vulnerable older adults.

Helpline: **0808 808 8141** • Text: **07860 052906**

Web: **www.wearehourglass.org**

Independent Age

Produces a wide range of guides and factsheets for older people, their families and carers.

Tel: **0800 319 6789**

Email: **advice@independentage.org**

Web: **www.independentage.org**

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: **www.myfamilyourneeds.co.uk**

Multiple Sclerosis Society

Support and advice for those diagnosed with the condition, as well as professionals and carers.

Tel: **0808 800 8000**

Email: **helpline@mssociety.org.uk**

Web: **www.mssociety.org.uk**

National Association for Providers of Activities for Older People (NAPA)

Promotes the importance and value of activities for older persons.

Tel: **01494 590421**

Email: **info@napa-activities.co.uk**

Web: **https://napa-activities.co.uk**

National Association of Funeral Directors

Web: **www.nafd.org.uk**

National Society of Allied and Independent Funeral Directors

Web: **www.saif.org.uk**

NHS 111

You should call NHS **111** if you:

- need medical help fast, but it is not a 999 emergency;
- do not know who to call for medical help or you do not have a GP to call; or
- require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via 'Typetalk' **18001 111**.

NHS website, The

Web: **www.nhs.uk**



→ **Playlist for Life**

A music and dementia charity based in Glasgow and covering the whole of the United Kingdom. Its aim is to ensure everyone living with dementia has access to a personalised playlist and for everyone who cares for them to know how to use it. The charity offers free advice and resources to anyone affected by dementia who could benefit from the power of music. It also provides training for health and social care professionals looking to deliver person-centred care using personalised music.

Tel: **0141 404 0683**

Email: **info@playlistforlife.org.uk**

Web: **www.playlistforlife.org.uk**

Registered Nursing Home Association (RNHA)

Campaigns for high standards in nursing home care.

Tel: **0121 451 1088**

Email: **info@rnha.co.uk**

Web: **www.rnha.co.uk**

Relatives and Residents Association, The

Exists for older people needing, or living in, residential care and the families and friends left behind.

Tel: **0207 359 8136**

Email: **helpline@relres.org**

Web: **www.relres.org**

Royal National Institute for Deaf People (RNID)

The largest charity supporting people living with hearing loss in the UK.

Tel: **0808 808 0123**

Email: **contact@rnid.org.uk**

Web: **www.rnid.org.uk**

Royal National Institute for the Blind

One of the UK's prominent sight loss charities, recognising unique experiences of blindness and partial sight.

Tel: **0303 123 9999**

Email: **helpline@rnib.org.uk**

Web: **www.rnib.org.uk**

SANE

Advice on mental health conditions.

Tel: **0300 304 7000** (4.00pm to 10.00pm, 365 days a year).

Email: **support@sane.org.uk**

Web: **www.sane.org.uk**

Sense

A national charity supporting people living with complex disabilities, including those who are deafblind, in the UK.

Tel: **0300 330 9256**

Email: **info@sense.org.uk**

Web: **www.sense.org.uk**

Signhealth

A national charity working to improve the health and wellbeing of people who are deaf in the UK.

Tel: **0203 947 2600**

Email: **info@signhealth.org.uk**

Web: **www.signhealth.org.uk**

Silver Line, The

A 24-hour telephone befriending and advice line.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**

Veterans' Gateway

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: **0808 802 1212**

Web: **www.veteransgateway.org.uk**



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