Birmingham
Care Services Directory 2021

The essential guide to choosing and paying for care and support
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.

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.

Looking for a care home? We offer a free service, to help you make the right choice.

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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For extra copies of this free Directory, call Care Choices on 01223 207770 or visit the website below.<br>Web: www.carechoices.co.uk/order-copies-of-a-directory

**Alternative formats**<br>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 20 for those paying for care at home and 44 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 23.

If you are unable to remain at home, you may want to consider a housing with care scheme (see page 34) or residential care. Comprehensive lists of care homes and care homes with nursing in Birmingham start on page 53.

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 https://birmingham.mylifeportal.co.uk/form/adultcontact

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 the website 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 48), 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

Search for care at www.carechoices.co.uk to find support in your area
West Midlands Care Association

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

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

WMCA prides itself on offering the crucial support care providers require to deliver sustainable excellence within community, nursing, special needs and residential care settings.

The strength of the association lies in its membership, drawn from eight regions across the West Midlands, embracing learning disability, mental health, nursing care, supported living, dementia, residential care and physical disability. Membership continues to grow and represents a significant proportion of the care sector in each area. Members work together to help each other and share best practice, talking to the local authorities as a group to ensure each voice is heard.

The WMCA also run conferences for care and support providers to help share best practice and learn from one another, with an aim to improve the quality of care across the West Midlands. WMCA works closely with other associations around the country and nationally. This helps to spread the local message to the Government and national organisations. It also helps to gather best practice and learning from around the country.

Tel: 01384 637116
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 work with voluntary and community organisations to supply preventative care services. These are a vital form of support and help to maintain independence and social inclusion, and delay or avoid the need for more statutory interventions.

Examples include:

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

Birmingham Connect to Support
An online resource supported by Birmingham City Council, designed to help residents search for services to enable them to remain living independently in their own homes.
Web: 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, 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](https://birmingham.connecttosupport.org) or Route2wellbeing at [www.r2wbirmingham.info](http://www.r2wbirmingham.info)

Meals on wheels

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

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

Or, you can refer to one of the resources below.

Birmingham Connect to Support
Web: [https://birmingham.connecttosupport.org](https://birmingham.connecttosupport.org)

Route2wellbeing
Web: [www.r2wbirmingham.info](http://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 handypeople and charge you an hourly rate for their services; and a home adaptations service for more major works.

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

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

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

For further information about, and contact details for, local HIAs, visit [www.housingcare.org](http://www.housingcare.org) or contact the council using the details below.

**Adults Social Care and Health Services**
Tel: 0121 303 1234 (option one).
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](http://www.gov.uk/winter-fuel-payment)

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

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 (option one).
Email: csadultsocialcare@birmingham.gov.uk

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/](http://www.carechoices.co.uk/staying-independent-at-home/) There is also information on making larger adaptations to your home.
Specialist equipment

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

The Disabled Living Foundation (DLF) provides a quick and easy to use online guided advice service called AskSARA, which can help anyone who finds that they have difficulties with everyday tasks. Visit https://asksara.dlf.org.uk to learn more about possible solutions or see pages 7 to 8. Once you have identified equipment that might help with your support needs, use the checklist on page 11 to make sure it’s right for you.

Telecare

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

Telecare can allow users to regain confidence in their homes and remain independent. Relatives and carers are also reassured, safe in the knowledge that should an incident occur, they will know about it. Some devices can also help monitor particular health conditions and reduce the need for hospital admission. You can buy telecare and assistive technology from private companies and organisations or, Adults Social Care and Health Services 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 Services
A 24-hour emergency contact service operated by Birmingham City Council. Apply for a careline alarm by visiting the website below.
Tel: 0121 303 3826
Email: careline@birmingham.gov.uk
Web: www.birmingham.gov.uk (search ‘careline emergency alarm’).

Route2wellbeing
Web: www.r2wbirmingham.info

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
Medequip work with Birmingham City Council and the NHS to provide assistive living equipment in your area. Medequip also provide a retail service for those who wish to purchase or rent equipment themselves.

**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

Return Recycle Reuse Copyright © 2017 by West Suffolk NHS Foundation Trust – used with permission

If you would prefer to return equipment to Medequip yourself, you can bring it to our distribution centre:

**Medequip Birmingham Depot**
Unit B1-3 Matrix Point
Mainstream Way
Nechells
Birmingham B7 4SN
Opening hours: Monday to Friday from 8:30am to 5:00pm

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**Lease a Care Alarm which is monitored 24 hours a day for as little as £2.99 per week**

We will supply the equipment and monitor it 365 days per year, 24 hours per day. We will alert your next of kin, nominated contacts or emergency services to assist you in the event of an emergency.

Shop now at www.medequip-connect.com

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**Manage At Home**

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

Shop mobility aids at www.manageathome.co.uk

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*keeping people independent for longer*
### 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?  

### 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?  

### 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?  

### 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.

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 has an understanding of your care and financial needs, the next stage is to determine what services you may be eligible for and who will pay for them. The council will give you more information on eligibility and the national eligibility criteria it uses at the time of your assessment.

Information on paying for care can be found on page 20 if you are receiving home care and page 44 if you are moving into a care home.

Personal Budgets

If you are eligible for support from the council, you may be given a Personal Budget.

A Personal Budget is the amount of money that the council calculates it will cost to meet the support needs of eligible people. If you are eligible for a Personal Budget, the actual amount you receive will depend on your eligible needs and your finances. The money should be spent in line with a support plan that has been agreed by both you and the council and can be either a full or a partial contribution to such costs. You may also choose to pay for additional support on top of the budget. Any eventual contractual agreement for services is between you and your care provider, not the council.

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

- 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 are likely to provide you with a prepaid card to pay for your care and support.

Managing a Direct Payment

If you are eligible for a Direct Payment from Adults Social Care and Health Services, you can contact one of the organisations on page 13 to help you. These organisations can help you to organise, buy and manage the care and services you need, including building your own support plan and helping you to employ personal assistants.
Assessments from hospital

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

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

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

Enablement

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

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

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

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

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

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

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

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

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

NHS Continuing Healthcare

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

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

See page 45 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 they are 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 £67.25 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. 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:

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

Route2wellbeing
Web: www.r2wbirmingham.info
Resource for those supporting disabled children

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

Care in your own home

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

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

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

A list of all home care agencies operating in Birmingham starts on page 23.

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 48), 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.
The United Kingdom Homecare Association (UKHCA) requires its members to comply with a code of practice. This code includes a commitment to treat customers with dignity and respect and operate at a level above the legal minimum required in legislation.

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

The benefits of using a regulated agency include:

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

Living with dementia at home

If you are concerned about persistent forgetfulness or memory difficulties, it is important to consult a GP. 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 68.

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 68 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 44.
Home care agency checklist

Agency 1
Agency 2
Agency 3

Fees per week

<table>
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<tr>
<th>Agency</th>
<th>£</th>
<th>£</th>
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Quality rating*

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

About the agency

How long has the agency been operating?

How long are staff allocated per visit?

Can you contact the agency in an emergency or outside office hours?

Does the agency have experience with your specific needs?

Staff

Are you likely to be visited by different staff each day?

Are all staff checked with the Disclosure and Barring Service?

Will you be notified in advance if your care worker is on holiday or sick?

Are staff matched to you specifically, based on your needs and preferences?

Can you meet your care worker(s) before they start?

Does the agency have both male and female staff?

Accommodating your needs

Can the agency accommodate your needs if they increase? Ask about the process for this.

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

Is there a way for staff to communicate with each other about the support they provide when they visit you? How?

Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency’s contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

Can you see a copy of the agency’s CQC registration certificate and quality rating?

Notes

*See page 48.

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

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

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

The council calculates charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, income and expenditure.

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

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

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

Non-means-tested care and support

Care provided by the NHS is free; for example, services provided by a community or district nurse. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

If you need care or support you may be eligible to claim Attendance Allowance (AA), or Personal Independence Payments (PIP). AA and PIP are non-means-tested benefits. Provided you are eligible, you can receive AA or PIP regardless of how much income or capital you have. AA is payable to people over the age of 65 and PIP to those aged 16 to 64. There are different rates that can be awarded, dependent on the level and type of help you need.

These can be found at www.gov.uk

Other ways to fund your care and support

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

The Money Advice Service
A free and impartial money advice service set up by the Government. • Tel: 0800 138 7777
Web: www.moneyadviceservice.org.uk

The Society of Later Life Advisers (SOLLA)
Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.
Web: www.societyoflaterlifeadvisers.co.uk

Further information on paying for care can be found beginning on page 44.
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

www.carechoices.co.uk
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

Do you need a helping hand?

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

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

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

Looking for care? 0808 274 2935

For more information www.helpinghands.co.uk

At Benedon Healthcare Ltd
We provide a comprehensive home care / supported living and accommodation service within West Midlands. We operate from several sites and serve a culturally and socially diverse population.

Our Responsibility
Our staff will ensure that accurate information is relayed to service users in a format that you are able to understand, thus allowing to make informed choices as far as is practicable.

Email: tessy.tonteh@benedonhealthcare.com
Tel: 0121 742 0865 • 07832529059
Web: www.benedonhealthcare.com

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

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

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

**4 Seasons Healthcare Professionals Ltd**  
Birmingham  
Tel: 0330 124 3750  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Antoine Care Ltd**  
Birmingham  
Tel: 07999 019407  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**24-7 Care Services**  
Birmingham  
Tel: 0121 783 3400  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Ascension Care Services Ltd**  
Birmingham  
Tel: 07880 311679  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**3D Healthcare Solutions Ltd**  
Sutton Coldfield  
Tel: 0121 414 2019  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Advert page 22**

**Activo Care**  
Birmingham  
Tel: 07771 456778  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Actual Care Services**  
Birmingham  
Tel: 0121 293 6067  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Agape Healthcare Ltd**  
Birmingham  
Tel: 0121 455 9654  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**All Care In One Ltd**  
Birmingham  
Tel: 0121 296 7184  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**All Health Care Services Ltd**  
Birmingham  
Tel: 07884 052307  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**All Seasons Care Ltd**  
Birmingham  
Tel: 0121 443 2121  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Alliance Care Ltd**  
Birmingham  
Tel: 07479 531406  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Alpine House**  
Birmingham  
Tel: 0121 200 1170  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Aman Care Ltd**  
Birmingham  
Tel: 0121 777 3772  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Annix Care Ltd**  
Birmingham  
Tel: 0121 554 3909  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Ash Grove**  
Birmingham  
Tel: 0845 111 0000  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Ashmill Residential Care Home**  
Birmingham  
Tel: 0121 358 6280  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Aspects Care Ltd**  
Birmingham  
Tel: 0121 433 2500  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Auditley Care Ltd**  
– Auditley Care St Georges Place  
Birmingham  
Tel: 0121 238 0252  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Augustus Care**  
Birmingham  
Tel: 0121 289 4749  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Autism West Midlands – Outreach and Supported Living South Midlands**  
Birmingham  
Tel: 0121 450 7582  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Ave Maria Care**  
(Edgbaston)  
Birmingham  
Tel: 0121 452 5002  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Ave Maria Care Services**  
Sutton Coldfield  
Tel: 0121 353 7296  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs

**Balm Care Services Ltd**  
Birmingham  
Tel: 01384 671511  
**Service**  
- OP  Older people (65+)  
- D  Dementia  
- PD  Physical disability  
- LDA  Learning disability, autism  
- MH  Mental health  
- SI  Sensory impairment  
- YA  Younger adults  
- AD  People who misuse alcohol or drugs
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

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

At Calvic Enterprises, we aim to enhance the quality of life of both service users and their carer’s. We help people to remain at home and remain as independent as possible. For services to be effective, they should be based on sound values and principles. They should also be led by understanding the fundamental and individual needs of people.

We pride ourselves on offering this type of service.

- We support individuals for as long as they need.
- Our service is delivered flexibly.
- Calvic Enterprises always involve service users and carers in the provision, management and development of our services.

CONTACT US TODAY ON: 0121 716 1504
Fairgate House, 205 Kings Road, Tyseley, Birmingham, West Midlands B11 2AA

Diverse City Care Ltd grew out of the recognition of the need for good quality individualised care services delivered by well-trained committed reliable staff and that is what we will provide. Diverse City Care Ltd is committed to supporting staff through employment and training to be the best that they can be.

Our philosophy

What We Offer:  
- Day care  
- Respite care  
- Night care  
- Care Agency Services

Tel: 07895923935
Web: www.diversecitycare.co.uk

WE PROVIDE SUPPORT TO A WIDE VARIETY OF WEST MIDLANDS PEOPLE

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
Home care providers continued

Baobab Care UK Ltd  
Birmingham  
Tel: 0121 622 3482

Calvic Enterprises Ltd  
Birmingham  
Tel: 0121 716 1504

Benedon Healthcare Ltd  
Birmingham  
Tel: 0121 742 0865

Care 4 U  
Birmingham  
Tel: 0121 356 5032

Bespoke Life Choices Ltd – Flexspace  
Birmingham  
Tel: 0121 630 2907

Care Affair Solihull Ltd  
Birmingham  
Tel: 0121 740 1414

Birmingham Business Associate Ltd  
Birmingham  
Tel: 0121 359 7757

Care Assistance Respite Services Ltd  
Birmingham  
Tel: 0121 783 9963

Birmingham Multi-Care Support Services Ltd  
Birmingham  
Tel: 0121 472 8220

Care Avenues Ltd  
Birmingham  
Tel: 0121 455 8008

Birmingham Rathbone  
Birmingham  
Tel: 0121 449 1011

Care Never Sleeps Ltd  
Birmingham  
Tel: 0121 572 5705

Bluebirdcare Birmingham East and North  
Birmingham  
Tel: 0121 389 3500

Care Packages UK Ltd  
Birmingham  
Tel: 0121 783 9963

Blue Diamonds Professional Services Ltd Office  
Birmingham  
Tel: 0121 726 2949

Care2Home Ltd Known As Heritage Healthcare Solihull  
Birmingham  
Tel: 0121 271 0299

Bournville Gardens Village  
Birmingham  
Tel: 0121 227 9000

Care4Less Ltd  
Birmingham  
Tel: 0121 455 9301

Brain Injury Rehabilitation Trust – Bristol Road  
Birmingham  
Tel: 0121 478 1847

Careplex Domiciliary Services  
Birmingham  
Tel: 0121 384 7288

Brightside Carers Ltd  
Birmingham  
Tel: 07956 088099

Carers Forward Head Office  
Birmingham  
Tel: 0121 744 8061

Brindley Medical Ltd  
Birmingham  
Tel: 0121 752 7550

Carewatch (North Birmingham)  
Birmingham  
Tel: 0121 382 3106

Brindleys Quality Care Ltd  
Birmingham  
Tel: 07818 400608

Caring Professionals Ltd  
Birmingham  
Tel: 07476 353480

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

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<tr>
<td></td>
<td>AD</td>
<td>People who misuse alcohol or drugs</td>
</tr>
</tbody>
</table>
Caring for our community in their own homes At SQYCare, we promise outstanding service to all our families. We provide care and support for adults aged 18 years and over across the West Midlands, with a variety of needs:

**Quality training for all our caregivers**
We prioritise the quality of our staff, always striving to ensure they have all the skills and experience they need to deliver the care needs of our families.

**Encouragement and support to live within your own home**
We aim to help our families and service users maintain their independence by living within their own homes as safely as possible.

**Dignity for all**
Our service expectations are to ensure everyone is always treated with dignity, kindness, compassion and respect.

SQY Care Coronavirus Update
Our biggest goal throughout the COVID-19 pandemic is to ensure that all of our services remain safe. For more information on how we are working on keeping our services safe and effective, please feel free to email us.

Tel: 0121 771 3999
Email: enquiries@sqycare.org.uk
Web: sqycare.org.uk
33 Taylor Road, Kings Heath, Birmingham, B13 0PG

---

Cayon Care Service
Birmingham
Tel: 0121 679 6580

CeeWe Care Ltd
Birmingham
Tel: 0121 386 3458

Central Carers Services
Birmingham
Tel: 07720 292141

Centric HomeCare
Birmingham
Tel: 0121 702 0172

Cherish Home Care Ltd
Sutton Coldfield
Tel: 0121 354 5500

Choices Care Ltd
Birmingham
Tel: 0121 663 1773

Clarence Care Ltd
Birmingham
Tel: 0121 458 2197

Clover Care
Birmingham
Tel: 07540 453470

CM Community Care Services Birmingham
Birmingham
Tel: 0121 289 4542

Cmichael's Healthcare
Birmingham
Tel: 0121 663 1104

Comfort Homes and Care Ltd
Birmingham
Tel: 0121 271 0085

Community Bridgers CIC - Head Office
Birmingham
Tel: 0121 605 3629

SQY Care
Birmingham
Tel: 0121 771 3999
Email: enquiries@sqycare.org.uk
Web: sqycare.org.uk
33 Taylor Road, Kings Heath, Birmingham, B13 0PG

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

#### Compassion 4 Care
Birmingham
Tel: 07412 560015

#### Creative Support – Birmingham & Bromsgrove
Personalised Services
Birmingham
Tel: 0121 200 3147

#### Danos Elite Care
Birmingham
Tel: 07552 476648

#### Diamond Care Partnership Ltd, The
Birmingham
Tel: 0121 448 8155

#### Diverse Care Services
Birmingham
Tel: 0121 448 8590

#### Diverse City Care Ltd
Birmingham
Tel: 0121 318 9329

#### Divine Intervention Home Care Ltd
Birmingham
Tel: 0121 702 0180

#### Dolphin Healthcare Services
Birmingham
Tel: 0121 243 3384

#### Dresden Care Services Ltd
Birmingham
Tel: 07830 507121

#### DT Care Services
Birmingham
Tel: 0121 733 5816

#### Edgbaston Beaumont DCA
Birmingham
Tel: 0121 514 7543

#### Elegant Living Care Office
Birmingham
Tel: 0121 294 4391

#### Elite Care 24/7
Birmingham
Tel: 0121 582 2582

#### Embez Care Ltd
Sutton Coldfield
Tel: 0121 308 1700

#### Empathy Care Services
Birmingham
Tel: 07704 097433

#### EroHealthCare Ltd
Birmingham
Tel: 0121 389 0114

#### ETE Home Care Services
Sutton Coldfield
Tel: 07787 422675

#### Evergreen Care Provider Ltd
Birmingham
Tel: 0121 439 9380

#### Everlasting Healthcare Services Ltd
Sutton Coldfield
Tel: 0121 355 2322

#### Excellence Healthcare
Birmingham
Tel: 0121 707 2976

#### Fairway Homecare Ltd
Sutton Coldfield
Tel: 0330 024 1370

#### FirstLink Healthcare Ltd
Birmingham
Tel: 07578 354967

#### First Practice Healthcare Ltd
Birmingham
Tel: 0121 359 0566

#### FMP Priority Care Services Ltd
Birmingham
Tel: 0121 243 4929

#### Four Oaks Healthcare Ltd
Birmingham
Tel: 0333 772 0156

#### Future Care & Support Service
Birmingham
Tel: 0121 265 2650

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

**User Bands**
- Advert page 24
- Advert page 42

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**Visit** [www.carechoices.co.uk](http://www.carechoices.co.uk) **for further assistance with your search for care**
Ghulab Ashram
Birmingham
Tel: 0121 778 6208  OP D PD LDA MH AD

Global Excellence Services Ltd
Birmingham
Tel: 07855 017649  OP D PD YA

Greenmount Care
Birmingham
Tel: 07990 327546  PD LDA SI YA

Guardian Supported Housing Ltd
Birmingham
Tel: 07832 812888  MH YA

Guardian Supported Living Ltd
Birmingham
Tel: 0121 448 6130  D PD LDA MH YA

Hafod Care in the Community
Sutton Coldfield
Tel: 0121 354 5607  OP D PD SI YA AD

Hagley House
Birmingham
Tel: 0116 254 9450  OP D PD LDA SI YA

Hampton House
Birmingham
Tel: 0121 448 1180  OP D PD SI YA

Hasbury Home Care Services Ltd
Birmingham
Tel: 0121 459 2234  OP D PD LDA SI YA AD

Health Matters
Birmingham
Tel: 0121 246 8071  OP D PD LDA MH YA

Hebe Healthcare Ltd
Birmingham
Tel: 0121 448 3835  OP D PD LDA MH YA

Helping Hands Birmingham
Birmingham
Tel: 0808 274 2935  OP D PD LDA MH SI YA

Helping Hands Sutton Coldfield
Sutton Coldfield
Tel: 0808 274 2935  OP D PD LDA MH SI YA

Hillside Care Services CIC
Birmingham
Tel: 0121 537 8920  OP D LDA MH YA

Holistic Social Care Birmingham
Birmingham
Tel: 0121 661 6504  OP D PD LDA MH YA

Home Instead Birmingham
Birmingham
Tel: 0121 456 5559  OP D PD LDA MH YA

Home Instead Senior Care
Sutton Coldfield
Tel: 0121 323 4200  OP D PD LDA MH SI

Homecare4u (Birmingham)
Birmingham
Tel: 0121 572 7953  OP D PD LDA MH YA

Homecare4u (South Birmingham)
Birmingham
Tel: 07960 271606  OP D PD LDA MH YA

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 AD

Hillside Care Services
Birmingham
Tel: 0121 537 8920

Supported living & Domiciliary Care,
We are a supported living & domiciliary care agency which provides home care services to a wider client group. The services we provide are tailored to meet the needs of people with: Learning disability, Autism, Mental health, Physical disability, Dementia, among others.

Therapy and Counselling
• Cognitive Behavioural Therapy
• Counselling Support
• Group Activities
• Counselling Support
• Peer Support
• Wellbeing Activities

Tel: 0121 537 8920
Web: www.hillsidecare.co.uk

Service User Bands
OP Older people (65+)
D Dementia
PD Physical disability
LDA Learning disability, autism
MH Mental health
SI Sensory impairment
YA Younger adults
AD People who misuse alcohol or drugs
Icare Services
Birmingham
Tel: 0121 749 3832

Iconic Care Ltd
Birmingham
Tel: 0121 293 1382

IMPACT
Birmingham
Tel: 0121 679 4564

Impacting Lives Care and Support Ltd
Birmingham
Tel: 0121 357 5509

Impacting Lives Ltd – Unit 1, Tamebridge Industrial Estate
Birmingham
Tel: 0121 357 5509

Inn Care Ltd
Birmingham
Tel: 07411 428148

Jaffray Domiciliary Care Services
Birmingham
Tel: 0121 377 2420

Jakaranda Home Care Solutions Ltd
Birmingham
Tel: 07795 899296

Jira House
Birmingham
Tel: 07956 651758

Jubilee Citizens UK
Sutton Coldfield
Tel: 0121 362 3664

Just Call 4 Care Services
Birmingham
Tel: 0121 565 3005

JW Compassionate Care Services Ltd
Birmingham
Tel: 07883 530689

Kalyan Ashram
Birmingham
Tel: 0121 256 1406

Kare Plus Birmingham
Birmingham
Tel: 0121 271 0078

Karva Care Services Ltd
Birmingham
Tel: 07963 516914

Kensington Community Care Birmingham
Birmingham
Tel: 0121 212 2229

KIDS (West Midlands)
Sutton Coldfield
Tel: 0121 355 2707

Laura Care Agency Ltd
Birmingham
Tel: 0121 459 9393

Leighton House
Birmingham
Tel: 0121 457 7541

Libra Domiciliary Care Ltd
Birmingham
Tel: 0121 794 7230

Limitless Home Care
Sutton Coldfield
Tel: 0121 351 1321

Jinday Multi Services Ltd – Jinday Office
Birmingham
Tel: 0330 122 7018

Linelfife Care
Birmingham
Tel: 0121 516 4545

Littleton House
Birmingham
Tel: 0121 453 0500

Living Glory Social Care
Birmingham
Tel: 0121 679 6452

Living Hope Healthcare Ltd
Birmingham
Tel: 07763 704852

Visit www.carechoices.co.uk for further assistance with your search for care
**Home Care Providers Continued**

<table>
<thead>
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<th>Service Provider</th>
<th>Address</th>
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<tr>
<td><strong>Livingwell Care – 301 Vicarage Road</strong></td>
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<td>0121 444 6047</td>
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<td><strong>Longbridge Village</strong></td>
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<td><strong>Longhurst Group Ltd – Domiciliary Care Service</strong></td>
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<td>0247 684 8124</td>
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<td><strong>Luma Homecare</strong></td>
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<td>07762 519649</td>
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<td><strong>M&amp;N Healthcare Edgbaston</strong></td>
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<td>0121 296 9496</td>
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<td><strong>M&amp;S Care Services</strong></td>
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<td>07494 646478</td>
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<tr>
<td><strong>Mach Care Solutions (Birmingham)</strong></td>
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<tr>
<td><strong>MB Health Ltd</strong></td>
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<td><strong>Mcare24 Ltd</strong></td>
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<td>07713 849823</td>
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<td><strong>Midian Care</strong></td>
<td>Birmingham</td>
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<td><strong>Nationwide Care Services (Erdington)</strong></td>
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<td><strong>NCP Consultancy Ltd</strong></td>
<td>Birmingham</td>
<td>0121 702 1420</td>
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<tr>
<td><strong>NDH Care Ltd</strong></td>
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<td><strong>Network Healthcare – Birmingham</strong></td>
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<td>0121 633 9045</td>
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<td>0121 308 2906</td>
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<td><strong>North Home Care</strong></td>
<td>Birmingham</td>
<td>0121 303 8800</td>
<td>OP D PD LDA SI YA</td>
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Search for care at www.carechoices.co.uk to find support in your area
<table>
<thead>
<tr>
<th>Service</th>
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<tbody>
<tr>
<td>OP Older people (65+)</td>
<td>D Dementia</td>
</tr>
<tr>
<td>PD Physical disability</td>
<td>LDA Learning disability, autism</td>
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<tr>
<td>SI Sensory impairment</td>
<td>YA Younger adults</td>
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<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Contact Information</th>
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<tr>
<td>Pure Care Today Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 238 8812</td>
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<tr>
<td>Rabiannah Care Birmingham</td>
<td>Birmingham</td>
<td>Tel: 0203 868 3161</td>
<td>OP D PD YA</td>
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<tr>
<td>Radiant 247 Ltd</td>
<td>Birmingham</td>
<td>Tel: 07917 145262</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>Rainbow Staffing Services</td>
<td>Birmingham</td>
<td>Tel: 07585 846074</td>
<td>OP D PD MH SI YA</td>
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<tr>
<td>Reliance Care Solutions Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 706 0032</td>
<td>OP D PD LDA MH YA AD</td>
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<tr>
<td>Right Trust Care Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 608 3048</td>
<td>OP D PD LDA YA</td>
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<tr>
<td>River of Care Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 728 0892</td>
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<td>Romie Care Services Ltd</td>
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<td>S&amp;S Care</td>
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<td>Sapphire Support Services Ltd</td>
<td>Birmingham</td>
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<tr>
<td>Saroia Staffing Services Ltd</td>
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<td>Tel: 07496 303940</td>
<td>OP D PD SI YA</td>
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<tr>
<td>Sentricare Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 272 1233</td>
<td>OP D PD LDA MH SI YA</td>
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<tr>
<td>Sevacare – Birmingham Central</td>
<td>Birmingham</td>
<td>Tel: 0121 455 6655</td>
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<tr>
<td>Sevacare – Hall Green</td>
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<td>Tel: 0121 777 2763</td>
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<td>Sevacare – Kingstanding</td>
<td>Birmingham</td>
<td>Tel: 0121 386 1034</td>
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<td>Sevacare – Sutton Coldfield</td>
<td>Birmingham</td>
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<td>Shepards Care Services Ltd</td>
<td>Birmingham</td>
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<tr>
<td>Sisters Care Service Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 257 4370</td>
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<tr>
<td>Solitaire Homecare Services Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 605 0084</td>
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<tr>
<td>Solution2care Services Ltd</td>
<td>Birmingham</td>
<td>Tel: 0121 667 2111</td>
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<td>South Birmingham Home Care</td>
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<td>SQY Care Ltd</td>
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<td>Statelycare</td>
<td>Birmingham</td>
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<td>Sugarman Health and Wellbeing –</td>
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<td>Tel: 0121 523 6611</td>
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<tr>
<td>Surecare Wolverhampton</td>
<td>Birmingham</td>
<td>Tel: 01902 902059</td>
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</table>

Search for care at [www.carechoices.co.uk](http://www.carechoices.co.uk) to find support in your area

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

<table>
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<tr>
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<tbody>
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<td>OP</td>
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<tr>
<td>PD</td>
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<td>MH</td>
<td>Mental health</td>
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<td>AD</td>
<td>People who misuse alcohol or drugs</td>
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<th>Provider</th>
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<tr>
<td>Sustain (UK) Ltd</td>
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<td>Team Locum Ltd</td>
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<td>Testimony Assembly Care Ltd</td>
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<td>Three Counties Care Services Ltd</td>
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<td>TMR Care Ltd</td>
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<td>Touchheart Healthcare Ltd</td>
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<td>Trident Reach Domiciliary Care – Birmingham Branch</td>
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<td>Unity Care</td>
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Visit www.carechoices.co.uk for further assistance with your search for care
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 details below for more information about PSS. • Tel: 0151 702 5555
Email: sharedlivesmidlands@pss.org.uk
Web: www.psspeople.com/help-for-professionals/social-care/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 details at the top of the next page for local sheltered housing options.
**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.

**Useful contacts**

**Birmingham City Council Housing Register**
Web: [www.birminghamchoice.co.uk](http://www.birminghamchoice.co.uk)

**Support Services for Older People**
Tel: 0121 303 3637
Textphone: 0121 303 1119
Email: housheltered@birmingham.gov.uk
Web: [www.birmingham.gov.uk](http://www.birmingham.gov.uk) (search ‘sheltered and extra care housing schemes’).

**The Extra Care Charitable Trust**
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](http://www.extracare.org.uk)

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**Specialist services**

### Learning disability

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

The council aims to keep people 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 34.

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 organisations listed below 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](http://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](http://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 organisations listed here 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

Textphone: text ‘BHM’ to 60777 and you will be called back.
Web: www.bsmhft.nhs.uk/our-services/birmingham-healthy-minds

Urgent mental health helpline
If urgent mental health help is needed, call the number below 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

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: www.forwardthinkingbirmingham.org.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.

**Planning for end of life**

Although the subject of dying is often painful to contemplate, planning for the end of life can be a good way to share your wishes and help your family to know what you would like. Good planning for all your needs should mean that you can convey your wishes, including where you would like to die if you choose. You may wish to remain in your own home or care home in your last days and not be admitted to hospital.

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

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

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

It is also important to know that all health and social care staff must be trained in communication regarding end of life care and will be trained in assessing the needs of individuals and carers.

It is worth asking care providers whether they are working towards The Gold Standards Framework. This can be used in various settings, for example hospitals, primary care and care homes, to improve the co-ordination and communication between different organisations involved in providing care for someone near the end of their life.

**Planning for your funeral**

While you are thinking about the future, you may want to consider writing down your wishes for your funeral. This can help to alleviate pressures on your family. Your family may appreciate knowing your wishes and that they can make sure they are considered at your funeral. By detailing your wishes, your family can be comforted by the fact that they don’t need to make all the decisions about what you would have liked or wonder whether they are making the right choices. Things to consider are included in ‘My Funeral Wishes’, a form produced

Visit www.carechoices.co.uk for further assistance with your search for care.
Search for care at www.carechoices.co.uk to find support in your area.

by Dying Matters and the National Association of Funeral Directors. Visit www.dyingmatters.org

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 70 for the 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.

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.

Herondale & Kingfisher House

Nursing and specialist nursing dementia care

MHA is a charity with over 75 years’ experience providing quality care and supporting families.

- Personalised care plans, developed with residents and their family
- Homely bedrooms with en suite option
- Dedicated chaplain to provide pastoral care
- Music therapy for our residents living with dementia

Call or visit us online to find out more
01217 530 333 www.mha.org.uk/herondalekingfisher
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 £183.92 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 in your area, 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.

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
Live Safe and Well

Avery Healthcare is a leading and award winning national care provider offering residential, respite and dementia care.

- Nutritionally balanced seasonal menus
- Spacious, beautifully decorated bedrooms
- A warm and friendly environment to make new friends
- Safe visits for family and friends
- Stimulating schedule of daily activities and entertainment
- Highly trained staff teams

For the best in Birmingham, look no further.

Aran Court
Tile Cross
0121 4184054
Albion Court
Winson Green
0121 4184056
Bourn View
Bournville
0121 4183185
Clare Court
Winson Green
0121 4184052
St Giles
Tile Cross
0121 4184051

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

### Staff

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

### Activities

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

### Life in the home

- **Is the home adapted to suit your needs?**
- **Can you bring your own furniture?**
- **Are there enough plug sockets in the rooms?**
- **Are there restrictions on going out?**
- **Is there public transport nearby?**
- **Does the home provide any transport?**
- **Can you make/receive calls privately?**
- **Can you decide when to get up and go to bed?**
- **Does the home allow pets?**
- **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 48.*
We are here to help you and your loved one.

Your local Barchester care homes are welcoming new residents and provide the reassurance that residents' well-being and safety are their priority.

- Personalised residential, nursing, dementia and respite care.
- All staff are well-trained in infection control and dementia care.
- We’re keeping relatives connected with their loved ones.
- Wide choice of nutritious and delicious menus, prepared by talented chefs.
- Daily life-enriching activities, to celebrate life and keep the fun in everything we do.
- Barchester is one of the UK’s leading care providers – with 25 years’ experience and award-winning health and safety record.

Call to book an appointment to find out how we can help.

Barchester Healthcare is proud to be the only care provider to win the RoSPA Health and Safety Award in both 2019 and 2020.
We are here to help you and your loved one.

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• Daily life-enriching activities, to celebrate life and keep the fun in everything we do.
• Barchester is one of the UK's leading care providers – with 25 years' experience and award-winning health and safety record.

Call to book an appointment to find out how we can help.

Broadway Halls
The Broadway,
Dudley, DY1 3EA
01384 382268

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

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

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

Residential dementia care checklist

<table>
<thead>
<tr>
<th>Home 1</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
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</table>

<table>
<thead>
<tr>
<th>Home 2</th>
<th>Fees per week</th>
<th>Quality rating*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>£</td>
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</tbody>
</table>

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

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 48.
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 of Care. For more information on these last two topics, see pages 47 and 37 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 43.

Design and technology

The design of a care home specialising in dementia needs to be based on small group living, preferably with accommodation on one level and with opportunities to go in and out of the building within a safe environment.

Plenty of natural light and an easy way of finding one’s way around the building and grounds are essential for minimising disorientation.

Staff training

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

Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.

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 between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates whereby you contribute £1 for each £250 you have in capital and savings above the lower figure. If your capital and savings amount to more than £23,250, you will likely have to pay the full cost of
your care yourself. However, you are still entitled to an assessment of your needs by the council and you may be able to get some support with funding your care, see page 45.

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 46).

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 46 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 46 for more information.

Non-means-tested support

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

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

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

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

NHS Continuing Healthcare

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

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

Self-funding your care

Paying for care can be an expensive and long-term commitment, so it is strongly recommend 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 46 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 repaid against the value of your home and must be repaid once the house is sold or from your estate.

**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](http://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.

### 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 48), 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](http://www.carechoices.co.uk).

#### How solicitors can help

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

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

An LPA is only valid once registered with the Office of the Public Guardian. It allows a person of your choice to make decisions on your behalf at a time when you may be unable.

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

An ‘advance directive’ allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make 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.

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
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 page 48 for more information about the CQC).

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

Birmingham City Council
Complaints Team, PO Box 16465, Birmingham B2 2DG
Email: customercareteam@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.

Search for care at www.carechoices.co.uk to find support in your area.
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: 03000 616161 (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

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**Out-of-county care**

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

If your care home place is state-funded, speak to the local authority about who is responsible for your care fees, especially if you choose a care home in another region. Any home you choose must be suitable for your assessed needs and comply with the paying authority’s terms and conditions.

You should seek further advice before making any final decisions.

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

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**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 details below.

**Birmingham City Council**
Tel: 0121 303 1234
Text Relay: dial 18001 followed by the full national phone number.
Email: csadultsocialcare@birmingham.gov.uk
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 03000 616161 if the vulnerable adult is living in a registered care home, care home with nursing or receiving home care services; or
- let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse know your concerns. These people have responsibilities under the county’s adult protection procedure and can advise you about what to do next.

**The Disclosure and Barring Service (DBS)**

There is a barring system for all those intending to work or 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/dbs](http://www.gov.uk/dbs)

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

Care providers and suppliers of care workers are also required to refer 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.

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Tell us what you think

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

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey
Gold Care Homes prides itself on being a care organisation that brings a ‘home from home’ feel where residents know that it is their space and they are safe. The company has flourished within the care industry, providing exceptional care – delivering services from respite or residential care to dementia support whilst contributing to the lives of many communities. Our hardworking teams’ dedication and compassion are values that align to our mission of bringing joy, happiness and fulfilment to the residents in our care.

Lucton House
With a CQC rating of Good, this home offers:
• Promotion of independent living, alongside 24-hour residential and dementia care
• Popular on-site attractions, such as library, cinema, shop, pub and enclosed floral gardens.
• Tailored activities adapted to residents’ preferences and abilities.

0121 451 3451
8 Long Wood, Bournville,
Birmingham B30 1HT

Manor House
With a CQC rating of Outstanding, this home offers:
• Recently refurbished rooms, lounge and dining area, to a modern standard
• Private kitchenette and ensuite facilities for every room
• Innovative dementia activities to ensure cognitive stimulation.

0121 360 0680
1 Amblecote Avenue, Kingstanding,
Birmingham B44 9AL

Speak with our friendly team today to see how we can support you.

www.goldcarehomes.com
@goldcarehomes

Respite Care  Residential Care  Dementia Care  Palliative care  End of Life Care

January 2021

9.6  carehome.co.uk
January 2021

9.8  carehome.co.uk
January 2021

9.8  carehome.co.uk
January 2021

9.6  carehome.co.uk
January 2021
Your local Bupa care homes in Birmingham.

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

Call us for advice or to arrange a visit
0121 667 2948

Look in the listings for Amberley Court and Pebble Mill

Search for care in your area
www.carechoices.co.uk

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

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.

Enriching lives every day

The relationship we have with those we care for deepens over time in our safe, homely and warm nursing care homes.

Visit www.bcop.org.uk or call 0121 459 7670 for more information

Our care comes from the heart

Nursing Care • Dementia Care • Respite Care

Anita Stone Court | Neville Williams House | Robert Harvey House
Moseley | Selly Park | Handsworth Wood

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

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

Home care providers can be found beginning on page 23.

### Edgbaston care homes

**Ashleigh Court Rest Home**  
20 Fountain Road, Edgbaston B17 8NL  
Tel: 0121 420 1118  
- OP  
- D  
- PD  
- MH  
- SI  
- YA

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

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

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

**Cherry Blossom**  
49 Rotton Park Road B16 OSG  
Tel: 07552 218855  
- LDA  
- MH  
- YA

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

**Edenwood**  
14 Rotton Park Road B16 9JJ  
Tel: 0121 428 2455  
- OP  
- D  
- PD  
- LDA  
- MH  
- SI  
- YA

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

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

Visit [www.carechoices.co.uk](http://www.carechoices.co.uk) for further assistance with your search for care.
Edgbaston care homes continued

Gillott Respite Services
80 Gillott Road, Edgbaston B16 0ES
Tel: 0121 454 3081  OP MH YA

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 3PH
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

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

Queen Alexandra College
49 Court Oak Road B17 9TG
Tel: 0121 428 5025  PD LDA MH SI YA

Real Life Options – 21 Elvetham Road
21 Elvetham Road, Edgbaston B15 2LY
Tel: 0121 440 8438  OP D PD LDA MH SI YA

Real Life Options – 21a Elvetham Road
Middlemore, 21a Elvetham Road, Edgbaston B15 2LY
Tel: 0121 440 3179  OP D PD LDA MH SI YA

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

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

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

Trevella House
310 Court Oak Road, Harborne B32 2EB
Tel: 0121 240 5306 Advert page 52  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

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

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

Amberley Court Bupa Care Home
82-92 Edgbaston Road, Edgbaston B12 9QA
Tel: 0121 314 6737 Advert page 52  PD YA

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

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

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

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

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

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

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

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

Erdington care homes

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

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

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 OES
Tel: 0121 382 9026  PD LDA YA

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

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

Heathcotes (Erdington)
929 Chester Road, Erdington B24 0HJ
Tel: 0121 350 9790  D PD LDA MH SI YA

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

Visit www.carechoices.co.uk for further assistance with your search for care
## Erdington Care Homes Continued

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Phone</th>
<th>User Bands</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Katherine House</td>
<td>91-93 Sutton Road, Erdington B23 5XA</td>
<td>0121 350 9578</td>
<td>LDA, YA</td>
<td>OP</td>
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<tr>
<td>Liberty House Care Homes Ltd</td>
<td>55 Copeley Hill, Erdington B23 TPH</td>
<td>0121 327 0671</td>
<td>LDA</td>
<td>OP</td>
</tr>
<tr>
<td>Loretta House</td>
<td>4 Hunton Hill, Erdington B23 7NA</td>
<td>0121 384 5123</td>
<td>OP, LDA</td>
<td>D, PD</td>
</tr>
<tr>
<td>Manor House</td>
<td>1 Amblecote Avenue, Kingstanding B44 9AL</td>
<td>0121 360 0680</td>
<td>Advert page</td>
<td>OP</td>
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<tr>
<td>Marian House</td>
<td>803 Chester Road, Erdington B24 OBX</td>
<td>0121 373 6140</td>
<td>PD, LDA, MH, SI, YA</td>
<td>OP, D</td>
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<tr>
<td>Minstead House</td>
<td>54 Oval Road, Erdington B24 8PL</td>
<td>0121 373 3849</td>
<td>PD, LDA</td>
<td>LDA</td>
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<tr>
<td>Mr Adrian Lyttle -- Erdington</td>
<td>76/78 Wheelwright Road, Erdington B24 8PD</td>
<td>0121 686 6601</td>
<td>OP, LDA</td>
<td>D</td>
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<tr>
<td>Oakwood Rest Home</td>
<td>78-82 Kingsbury Road, Erdington B24 8QJ</td>
<td>0121 373 8476</td>
<td>OP</td>
<td>D</td>
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<tr>
<td>Orchard House</td>
<td>95-97 Holly Lane, Erdington B24 9JP</td>
<td>0121 377 7551</td>
<td>OP, MH</td>
<td>SI, YA</td>
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<tr>
<td>Perry Tree Centre</td>
<td>Dovedale Road, Perry Common, Kingstanding B23 5BX</td>
<td>0121 675 5571</td>
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<td>OP, D, PD, LDA, MH, SI, YA</td>
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<td>Ridings Care Home, The</td>
<td>Farnborough Road B35 7NR</td>
<td>0121 748 8770</td>
<td>OP</td>
<td>D, YA</td>
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<tr>
<td>Rivendell and Lorien (Marsh Lane)</td>
<td>57 &amp; 59 Marsh Lane, Erdington B23 6HX</td>
<td>0121 377 2800</td>
<td>OP, D, PD, LDA, MH, SI, YA</td>
<td>OP, D, PD, LDA, MH, SI, YA</td>
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<tr>
<td>Sense</td>
<td>35 Hawthorn Road, Erdington B44 8QS</td>
<td>0121 384 2228</td>
<td>LDA</td>
<td>SI</td>
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<tr>
<td>Silver Birch</td>
<td>39 Silver Birch Road, Erdington B24 OAR</td>
<td>0121 250 2067</td>
<td>PD, LDA</td>
<td>SI, YA</td>
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<tr>
<td>Silver Birch Care Home</td>
<td>31-33 Silver Birch Road, Erdington B24 OAR</td>
<td>0121 382 4505</td>
<td>OP</td>
<td></td>
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<tr>
<td>Silver Birch Road</td>
<td>7 Silverbirch Road, Erdington B24 OAR</td>
<td>0121 765 4630</td>
<td>OP, PD</td>
<td>LDA</td>
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<tr>
<td>St Anthony’s Residential Home (Erdington) Ltd</td>
<td>124-126 Sutton Road, Erdington B23 5TJ</td>
<td>0121 373 7900</td>
<td>OP</td>
<td>D</td>
</tr>
<tr>
<td>St Joseph</td>
<td>46 Silverbirch Road, Erdington B24 OAS</td>
<td>0121 373 0043</td>
<td>OP, D, PD, MH</td>
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<tr>
<td>Sutton House</td>
<td>79 Sutton Road, Erdington B24 5XA</td>
<td>0121 377 8900</td>
<td>LDA</td>
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<tr>
<td>Sycamore Lodge Residential Care</td>
<td>501-503 Slade Road, Erdington B23 7JG</td>
<td>0121 377 6280</td>
<td>MH</td>
<td></td>
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<tr>
<td>Thoughts of Others Ltd</td>
<td>77 Shortheath Road, Erdington B23 6LH</td>
<td>0121 384 5436</td>
<td>LDA, MH</td>
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<tr>
<td>Tudor Gardens</td>
<td>27-29 Tudor Gardens, Erdington B23 6FD</td>
<td>0121 386 3073</td>
<td>PD, LDA</td>
<td>MH, SI</td>
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<tr>
<td>Tudor Rose Rest Home</td>
<td>671 Chester Road, Erdington B23 5TH</td>
<td>0121 384 8922</td>
<td>OP, D, MH</td>
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**Service User Bands**
- OP: Older people (65+), D: Dementia, PD: Physical disability, LDA: Learning disability, autism, MH: Mental health, SI: Sensory impairment, YA: Younger adults, AD: People who misuse alcohol or drugs
## Erdington care homes

### Unity Care
90 Gravelly Hill, Erdington B23 7PF
Tel: 0121 686 4406

### Warren Farm Lodge
123 Warren Farm Road, Kingstanding B44 OPD
Tel: 0121 667 4527

### Erdington care homes with nursing

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Phone Number</th>
<th>Bands</th>
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<tbody>
<tr>
<td>Abbey Rose Care Home</td>
<td>2 Ivyfield Road, Erdington B23 7HH</td>
<td>0121 377 6707</td>
<td>OP D</td>
</tr>
<tr>
<td>Asprey Court Care Home</td>
<td>Orphanage Road, Erdington B24 0BE</td>
<td>0121 222 1387</td>
<td>OP D</td>
</tr>
<tr>
<td>Berwood Court Care Home</td>
<td>Berwood Park, off Cadbury Lane, Castle Vale B35 7EW</td>
<td>0121 749 7887</td>
<td>OP D</td>
</tr>
<tr>
<td>Boldmere Court Care Home</td>
<td>350 Gravelly Lane B23 5SB</td>
<td>0121 353 0003</td>
<td>OP D</td>
</tr>
<tr>
<td>Cedar Lodge Nursing Home</td>
<td>58-62 Kingsbury Road, Erdington B24 8QU</td>
<td>0121 350 3553</td>
<td>OP D</td>
</tr>
</tbody>
</table>

### Hall Green care homes

<table>
<thead>
<tr>
<th>Care Home</th>
<th>Address</th>
<th>Phone Number</th>
<th>Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ash House</td>
<td>7 Ash Drive, Sparkhill B11 4EQ</td>
<td>0121 291 4004</td>
<td>D PD LDA</td>
</tr>
<tr>
<td>Ashley Lodge RH Ltd</td>
<td>1-3 Colmore Crescent, Moseley B13 9SJ</td>
<td>0121 449 1503</td>
<td>OP</td>
</tr>
<tr>
<td>Barkat House Residential Home</td>
<td>254 Alcester Road, Moseley B13 8EY</td>
<td>0121 449 0584</td>
<td>OP D MH</td>
</tr>
<tr>
<td>Cateswell Court</td>
<td>27-29 Cateswell Road, Hall Green B28 8NB</td>
<td>0121 777 1347</td>
<td>MH YA</td>
</tr>
</tbody>
</table>

### Service and User Bands

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

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

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

Kee Lodge  
T2 Park Hill, Moseley B13 8DS  
Tel: 0121 449 5589  
LDA MH

Maple Dene  
10-14 St Agnes Road, Moseley B13 9PW  
Tel: 0121 667 7976  
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 223 6328  
LDA

Sandford Road  
94 Sandford Road B13 9BT  
Tel: 0121 792 0161  
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

Hall Green care homes with nursing

Anita Stone Court (BCOP)  
20 Moor Green Lane, Birmingham B13 8ND  
Tel: 0121 449 2756  
Advert page 52  
OP D PD SI

Cole Valley  
326 Haunch Lane, Kings Heath B13 0PN  
Tel: 0121 444 8887  
OP D PD SI

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

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 667 4729  
OP D

Trittford Road, 23  
Yardley Wood, Birmingham 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

Service  
OP Older people (65+)  
D Dementia  
PD Physical disability  
LDA Learning disability, autism

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

Search for care at www.carechoices.co.uk to find support in your area
## Hall Green care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eden Lodge Health Care</td>
<td>236 Alcester Road South B14 6DR</td>
<td>0121 605 2293</td>
<td>MH YA</td>
</tr>
<tr>
<td>Firs Nursing Home Ltd, The</td>
<td>745 Alcester Road South B14 5EY</td>
<td>0121 430 3990</td>
<td>OP MH YA</td>
</tr>
<tr>
<td>Highbury Nursing Home</td>
<td>199-203 Alcester Road, Moseley B13 8PX</td>
<td>0121 442 4885</td>
<td>OP D</td>
</tr>
<tr>
<td>Hunters Moor Neurorehabilitation Centre for the West Midlands – The Janet Barnes Unit</td>
<td>Whisley Brook Lane, off Shaftmoor Lane, Hall Green B28 8SR</td>
<td>0121 777 9343</td>
<td>OP PD MH SI YA</td>
</tr>
</tbody>
</table>

## Hodge Hill care homes

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arshad Mahmood – 56-58 Carlton Road</td>
<td>Small Heath B9 5EB</td>
<td>0121 772 4078</td>
<td>LDA</td>
</tr>
<tr>
<td>Arshad Mahmood – 112-114 Carlton Road</td>
<td>Small Heath B9 SEA</td>
<td>0121 773 3165</td>
<td>LDA</td>
</tr>
<tr>
<td>Briarscroft Residential Care Home</td>
<td>27 Packington Avenue B34 7PB</td>
<td>0121 748 0040</td>
<td>OP D</td>
</tr>
<tr>
<td>Grassmere Residential Care Home</td>
<td>675-677 Washwood Heath Road, Ward End B8 2LJ</td>
<td>0121 327 3140</td>
<td>OP D PD MH SI YA</td>
</tr>
</tbody>
</table>

## Hodge Hill care homes with nursing

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>User Bands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aran Court Care Home</td>
<td>Braymoor Road, Tile Cross B33 0LR</td>
<td>0121 418 4054</td>
<td>Advert page 40 OP D PD MH SI YA</td>
</tr>
<tr>
<td>Bromford Lane Care Centre</td>
<td>366 Bromford Lane, Washwood Heath B8 2RY</td>
<td>0121 322 0910</td>
<td>OP D PD LDA MH YA</td>
</tr>
<tr>
<td>Herondale Kingfish</td>
<td>175 Yardley Green Road, Bordesley Green B9 5PU</td>
<td>0121 753 0333</td>
<td>Advert page 38 OP D</td>
</tr>
<tr>
<td>Hodge Hill Grange</td>
<td>150 Coleshill Road, Hodge Hill B36 8AD</td>
<td>0121 730 1999</td>
<td>OP D</td>
</tr>
<tr>
<td>Orchards, The</td>
<td>164 Shard End Crescent B34 7BP</td>
<td>0121 730 2040</td>
<td>OP YA</td>
</tr>
<tr>
<td>St Giles Care Home</td>
<td>122 Tile Cross Road, Tile Cross B33 0LT</td>
<td>0121 418 4051</td>
<td>Advert page 40 OP D PD MH SI YA</td>
</tr>
</tbody>
</table>

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

Beeton Grange
50-55 Beeton Road B18 4QD
Tel: 0121 554 5559
OP MH YA

Charles Davies House Residential Care
388 Lodge Road, Hockley B18 5PW
Tel: 0121 523 8880
MH YA

Ferndale Crescent
10 Ferndale Crescent, Highgate B12 0HF
Tel: 0121 772 1885
PD LDA

Hill House
17 Park Avenue, Hockley B18 5ND
Tel: 0121 523 3712
LDA MH

Unity Care
29 Freer Road, Aston B6 6NE
Tel: 0121 551 3079
LDA MH YA

See page 44 for more information on paying for care homes in Birmingham.

Ladywood care homes with nursing

Albion Court Care Centre
Clinton Street, Winson Green B18 4BJ
Tel: 0121 418 4056 Advert page 40 OP D PD MH SI YA

Clare Court Care Home
Clinton Street, Winson Green B18 4BJ
Tel: 0121 418 4052 Advert page 40 OP D PD MH SI YA

Northfield care homes

Beeches Residential Care Home, The
Frankley Beeches Road, Northfield B31 5NJ
Tel: 0121 477 1813
OP D YA

Bourn View
47 Bristol Road South, Bournville B31 2FR
Tel: 0121 418 3185 Advert page 40 OP D PD MH SI YA

Bournville Village Trust – 191 Reddish Road
Kings Norton B38 8RH
Tel: 0121 451 3987
OP D PD LDA SI YA

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

Castlecroft Residential Care Home
Castle Road, Weoley Castle B29 5HF
Tel: 0121 471 1700
OP D

Coney Green Residential Home
18-20 Coneygreen Drive, Northfield B31 4DT
Tel: 0121 478 1076
LDA MH

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

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

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

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 459 2234
OP YA

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

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

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Advertisers are highlighted

See page 44 for more information on paying for care homes in Birmingham.
Kingsleigh House
37 Harbinger Road, Kings Norton B38 0AD
Tel: 0121 459 9995

Limes Care Home, The
50 Ivy House Road, West Heath B38 8JZ
Tel: 0121 458 1831 Advert below

Lonsdale Midlands Ltd – Bushwood Road
18 Bushwood Road, Weoley Castle B29 5AR
Tel: 0121 471 3871

Manor Park
24 Manor Park Grove, Northfield B31 5ER
Tel: 0121 476 7529

Morris House
Grange Farm Drive, Kings Norton B38 8EJ
Tel: 0121 459 1303

Natalie House
14 Eachway Lane, Rednal B45 9LG
Tel: 0121 457 9592

Primrose Hill Farm
The Farm House, Primrose Hill Farm,
Meadowsweet Avenue B38 9QW
Tel: 0121 433 5666

Real Life Options – Earlswood House
3a & 3b Earlswood Road, Kings Norton B30 3QZ
Tel: 0121 441 5746

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

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

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.

Redhill Court Residential Care Home
77 Nearhill Street, Kings Norton B38 8JU
Tel: 0121 486 4941

Redwoods
26 Chapelfields Road, Rednal B45 9NU
Tel: 0121 453 1848

Sense
11 Station Road, Kings Norton B38 8SN
Tel: 0121 458 1410

The Old Coach House, 20 Wychall Park Grove,
Kings Norton B38 8AQ
Tel: 0121 459 1433

Sparrowfields
17-19 Alwood Road, Weoley Castle B29 5RR
Tel: 0121 428 2848

Stennards Leisure Retirement Home
(Frankly Beeches)
123 Frankly Beeches Road, Northfield B31 5LN
Tel: 0121 477 5573

Stennards Leisure Retirement Home (KN)
150-152 Middleton Hall Road,
Kings Norton B30 1DN
Tel: 0121 458 3311

Trescoct Road
8 Trescoct Road, Northfield B31 5QA
Tel: 0121 475 9585

Tudor House
159-161 Monyhull Hall Road,
Kings Norton B30 3QN
Tel: 0121 451 2529

West Heath House
5a Ivy House Road, West Heath B38 8JW
Tel: 0121 459 0909

Woodland House
22 Woodland Road, Northfield B31 2HS
Tel: 0121 243 9349

Northfield care homes continued

Northfield care homes with nursing

Austin Rose Care Home
90 Alvechurch Road, Birmingham B31 3QW
Tel: 0121 475 7871

Ivybank Care Home
73-75 Middleton Hall Road B30 1AG
Tel: 0121 624 3006

Visit www.carechoices.co.uk for further assistance with your search for care
## Northfield care homes with nursing continued

<table>
<thead>
<tr>
<th>Meadow Rose Nursing Home</th>
<th>96 The Roundabout B31 2TX</th>
<th>Tel: 0121 476 9808</th>
<th>OP PD YA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Oakleaf Nursing Home</strong></td>
<td>74 Wharf Road, Kings Norton B30 3LN</td>
<td>Tel: 0121 451 3002</td>
<td>OP MH</td>
</tr>
</tbody>
</table>

### Perry Barr care homes

<table>
<thead>
<tr>
<th>Apna House</th>
<th>6 Park Avenue, Hockley B18 5NE</th>
<th>Tel: 0121 551 5678</th>
<th>LDA MH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashmill Residential Care Home</td>
<td>141 Millfield Road B20 1EA</td>
<td>Tel: 0121 358 6280</td>
<td>OP PD LDA MH SI YA AD</td>
</tr>
<tr>
<td>Charles House</td>
<td>257 Birchfield Road, Perry Barr B20 3DG</td>
<td>Tel: 0121 331 4972</td>
<td>LDA</td>
</tr>
<tr>
<td>Florrie Robbins House</td>
<td>Penhurst Avenue, Handsworth B20 3DG</td>
<td>Tel: 0121 331 1817</td>
<td></td>
</tr>
<tr>
<td>Hamilton Court</td>
<td>2 Hinstock Road, Handsworth Wood B20 2ET</td>
<td>Tel: 0121 515 4955</td>
<td>LDA MH</td>
</tr>
<tr>
<td>Morning Stars</td>
<td>40 Somerset Road, Handsworth B20 2JD</td>
<td>Tel: 0121 551 0202</td>
<td>MH</td>
</tr>
<tr>
<td>Nevin House</td>
<td>21 Nevin Grove, Perry Barr B42 1PE</td>
<td>Tel: 0121 241 7875</td>
<td>LDA</td>
</tr>
<tr>
<td>Petersfield Care Home</td>
<td>60 St Peters Road, Handsworth B20 3RP</td>
<td>Tel: 0121 515 1654</td>
<td>OP LDA YA</td>
</tr>
<tr>
<td>Platinum Care Services</td>
<td>24 Raymond Avenue, Great Barr B42 1LX</td>
<td>Tel: 0121 357 0667</td>
<td>OP PD LDA MH SI YA AD</td>
</tr>
</tbody>
</table>

| Primrose Place | 34 Somerset Road, Handsworth B20 2JD | Tel: 0121 429 1572 | LDA SI |
| Radnor House | 29-31 Radnor Road, Handsworth B20 3SP | Tel: 0121 523 6935 | MH |
| Royd, The | 27 Selbourne Road B20 2DN | Tel: 0333 321 4881 | OP MYA |
| Selborne House | 34 Selborne Road, Handsworth Wood B20 2DW | Tel: 0121 515 3990 | LDA MH |
| Sense – 88 Church Lane | Handsworth Wood B20 2ES | Tel: 0121 554 7710 | LDA SI |
| Sharmway Private & Residential Home | 113 Handsworthwood Road, Handsworth B20 2PH | Tel: 0121 554 6061 | |
| 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 services | 129 Millfield Road B20 1EA | Tel: 07411 381412 | OP MH YA |

### Perry Barr care homes with nursing

<table>
<thead>
<tr>
<th>Acorn Care Home</th>
<th>88 Handsworth Wood Road, Handsworth Wood B20 2PL</th>
<th>Tel: 0121 507 1763</th>
<th>OP MH YA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Church Rose Nursing Home</strong></td>
<td>8 Payton Road, Handsworth B21 0HP</td>
<td>Tel: 0121 554 6413</td>
<td>OP</td>
</tr>
</tbody>
</table>

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

Dartmouth House
70-72 Handsworth Wood Road, Handsworth Wood B20 2DT
Tel: 0121 523 5573
OP MH YA

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 Advert page 52 OP

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

Selly Oak care homes

Bells Court
231 Bells Lane, Druids Heath B14 5QH
Tel: 0121 451 2249 PD LDA SI

Bournbrook Manor Home Ltd
134a Bournbrook Road, Selly Park B29 7DD
Tel: 0121 472 3581 OP D YA

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, Bournville B30 1HT
Tel: 0121 451 3451 Advert page 51 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 LDA YA

Pershore Road Residential Care
807 Pershore Road, Selly Park B29 7LR
Tel: 0121 415 5684 MH 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

Swan House, 6 Newhomes, Monyhull Hall Road B30 3QF
Tel: 0121 444 2710 LDA

Rosemary Lodge Rest Home
154 Alcester Road South B14 6AA
Tel: 0121 444 2710

Real Life Options
Poplars, 23 Serpentine Road, Selly Park B29 7HU
Tel: 0121 472 1722 LDA

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 SIYA

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

Neville Williams House (BCOP)
8-14 Greenland Road, Selly Park B29 7PP
Tel: 0121 472 4441 Advert page 52 OP

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
Tel: 0121 314 7531 Advert page 52 OP PD YA

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

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

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

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

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 MH YA

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

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

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

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

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

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

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

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

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

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

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

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

St Catherines Residential Care Home
326-328 Boldmere Road, Boldmere,
Sutton Coldfield B74 4EU
Tel: 0121 377 8178

St Davids Residential Home
36 Somerville Road, Sutton Coldfield B73 6HH
Tel: 0121 354 4183

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

Sutton Coldfield care homes with nursing

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

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

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

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

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

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

Mercia Grange
538 Lichfield Road, Four Oaks B74 4EH
Tel: 0121 726 4820

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

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

Sutton Coldfield care homes with nursing continued

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

Visit www.carechoices.co.uk for further assistance with your search for care
Sutton Coldfield care homes with nursing continued

St Martin’s Nursing Home
51 Vesey Road, Wylde Green, Sutton Coldfield B73 5NR
Tel: 0121 321 1789

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

Yardley care homes

Accord Housing Association Ltd
– 53a Ipstones Avenue
Stetchford B33 9DZ
Tel: 0121 784 6054

Ann Marie Howes Centre
20 Platt Brook Way, Sheldon B26 2DU
Tel: 0121 675 2015

Arden Lodge Residential Care Home for Elder Adults
946 Warwick Road, Acocks Green B27 6QG
Tel: 0121 706 7958

Avalon House
48 Sherbourne Road, Acocks Green B27 6EA
Tel: 0121 707 1314

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

Bilton Grange Road
55 Bilton Grange Road B26 2JU
Tel: 0121 783 6936

Dudley Court Care Ltd
16 Dudley Park Road B27 6QR
Tel: 0121 706 3087

Evergreen Care Home
526 Church Road, Yardley B33 8HT
Tel: 0121 783 2080

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

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

Wyndley Grange Nursing Home

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 rooftop 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.co.uk
Tel: 0121 354 1619
2 Somerville Road, Sutton Coldfield, West Midlands B73 6JA

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

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

Grey Gables Residential Home
39 Fox Hollies Road, Acocks Green B27 7TH
Tel: 0121 706 1684
Sherbourne Grange
18-20 Sherbourne Road, Acocks Green B27 6AE
Tel: 0121 706 4411

Holly House Care Home
61 Westonley Road B27 7UQ
Tel: 0121 707 8665
Sycamore House
2a-2b Havelock Road, Tyseley B11 3RG
Tel: 0121 707 4622

Lindale Residential Care Home
81-85 Wharf Road, Tyseley B11 2DB
Tel: 0121 624 5334
Victoria Lodge Care Home
11 Victoria Road, Acocks Green B27 7XZ
Tel: 0121 707 7921

Lonsdale Midlands Ltd – Yardley Fields
233 Yardley Fields Road, Stetchford B33 8RN
Tel: 01707 601800
Victoria Road
16 Victoria Road, Acocks Green, Solihull B27 7YA
Tel: 0121 708 2637

Madeleine House
60 Manor Road, Stetchford B33 8EJ
Tel: 0121 786 1479
Westley Brook Close
5, 12, 14 Westley Brook Close, Sheldon B26 3TW
Tel: 0121 743 2436

Millwater
164-168 Waterloo Road, Yardley B25 8LD
Tel: 0121 706 3707
Woodlands
435 Shirley Road, Acocks Green B27 7NX
Tel: 0121 778 5718

Yardley care homes with nursing

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

Bramley Grove Care Home
251 School Road, Yardley Wood B14 4ER
Tel: 01325 288803

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

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

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

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

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

If you are considering a care home with nursing, see the checklist on page 43.

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
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: complete the online referral form at https://birmingham.mylifeportal.co.uk/form/adultcontact

**Advocacy Matters**  
Offering help and guidance to enable you to make important decisions about the care and support you receive yourself. • Tel: 0121 321 2377  
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.  
Ground and First Floor, Unit 7-9, Olton Wharf, Richmond Road, Solihull B92 7RN  
Tel: 0333 150 3456  
Email: dementia.connect@alzheimers.org.uk

**Birmingham and Solihull Clinical Commissioning Group**  
Formed as a merger between Birmingham Cross City, Birmingham South Central and Solihull Clinical Commissioning Groups to improve health services for local people. • Tel: 0121 203 3300  
Email: contactus.bsolccg@nhs.net  
Web: www.birminghamandsolihullccg.nhs.uk

**Birmingham and Solihull Mental Health NHS Foundation Trust**  
Provides a variety of support services for those living with mental health conditions in Birmingham and Solihull.  
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

**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/about-us-menu-deaf-cultural-centre/deaf-cultural-centre-intro

**Focus Birmingham**  
Offering support and training opportunities for blind, visually impaired and disabled people of all ages across Birmingham.  
Tel: 0121 478 5222  
Email: info@focusbirmingham.org.uk  
Web: www.focusbirmingham.org.uk

**Healthwatch Birmingham**  
An independent organisation using people’s experiences of health and social care to instigate improvement in local services.  
Tel: 0800 652 5278  
Email: info@healthwatchbirmingham.co.uk  
Web: www.healthwatchbirmingham.co.uk
Midland Mencap
A charity that strives for accessibility, inclusivity and a better quality of life for people living with a learning disability.  • Tel: 0121 442 2944

Route2wellbeing
An online portal providing a wealth of information about community-based health, wellbeing and social care services for residents of Birmingham.
Web: www.r2wbirmingham.info

Sandwell and West Birmingham Clinical Commissioning Group
An organisation comprising 85 GP practices serving over 500,000 patients across the Sandwell and West Birmingham area.
Sandwell and West Birmingham CCG, Kingston House, 438-450 High Street, West Bromwich B70 9LD • Tel: 0121 612 1702
Email: swbcrg.time2talk@nhs.net
Web: www.sandwellandwestbhamccg.nhs.uk

Useful national contacts

Action on Elder Abuse (Hourglass)
Works to protect, and prevent the abuse of, vulnerable older adults.
Helpline: 0808 808 8141
Web: www.wearehourglass.org

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: 03000 616161 • Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

Carers Trust
Works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, older, disabled or 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 132320
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
Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.
Tel: 01245 237548
Email: info@dementiaadventure.co.uk
Web: www.dementiaadventure.co.uk

Elderly Accommodation Counsel
Help older people make informed choices about meeting their housing and care needs.
Web: www.housingcare.org

Friends of the Elderly
A charity that supports older people who have a range of practical needs. • Tel: 0207 730 8263
Email: enquiries@fote.org.uk
Web: www.fote.org.uk

Independent Age
Produce a wide range of guides and factsheets for older people, their families and carers.
Tel: 0800 319 6789
Email: advice@independentage.org
Web: www.independentage.org

My Family, Our Needs
The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs. • Web: www.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: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk

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Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.
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Web: www.mssociety.org.uk

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Promotes the importance and value of activities for older persons.
Tel: 0207 078 9375
Email: info@napa-activities.co.uk
Web: www.napa-activities.co.uk

National Association of Funeral Directors
Web: www.nafd.org.uk

National Society of Allied and Independent Funeral Directors
Web: www.saif.org.uk

NHS 111
You should call NHS 111 if you:
• need medical help fast, but it is not a 999 emergency;
• do not know who to call for medical help or you do not have a GP to call; or
• require health information or reassurance about what to do next.

For less urgent health needs, you should still contact your GP in the usual way. The 111 service is also available via ‘Typetalk’ 18001 111.

NHS website, The
Web: www.nhs.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: info@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: information@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: **07984 967708** (leave a message).
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**

United Kingdom Home Care Association (UKHCA)
Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors. • Tel: **0208 661 8188**
Email: **helpline@ukhca.co.uk**
Web: **www.ukhca.co.uk**

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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**my family our needs**

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

[www.myfamilyournneeds.co.uk](http://www.myfamilyournneeds.co.uk)

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Sarah D (Solicitor of Maple Dene Resident) published May 2020

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We’d also like to thank our residents and relatives at our Birmingham care homes for their kind words and continued support.

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