



Somerset

Social Care and Support for Adults 2023/24

The essential guide to choosing and paying for care and support



Everyday is a new day at Notaro Homes

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

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

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

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

Our Care Homes & Locations

Langport

Immacolata House Care Home **T:** 01458 254200

The Lodge Care Home **T:** 01458 252543

Martock

La Fontana Care Home **T:** 01935 829900

Bridgwater

Casa di Lusso Care Home **T:** 01278 557100

Taunton

Cedar Lodge and The Limes Care Home

T: 01823 286158

Aspen Court Care Home **T:** 01823 346000

Weston-super-Mare

Clarence Park Care Home **T:** 01934 629374

Stuart House Care Home **T:** 01934 429086

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To obtain extra copies of this Directory, free of charge, call **Somerset Council** on:
0300 123 2224.

Welcome from Somerset Council

Welcome to the 2023/24 edition of the Somerset Social Care and Support for Adults Directory.

In Somerset, we want people to live healthy and independent lives, supported by thriving and connected communities, with timely and easy access to high quality and efficient support when they need it.

We want people to be able to live in the place they call home, with the people and things they love, in communities where people look out for one another, doing what matters to them.

Our latest Adult Social Care Strategy (2023-26) sets out our commitments in achieving this vision, and focuses on four overarching priorities:

- 1) Early help and prevention.
- 2) Providing the right support at the right place at the right time.
- 3) Ensuring we benefit from a skilled, supported and flexible workforce.
- 4) Being future-focused.

You can find out more about our strategy at:
www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-policies

Whether you pay for your care and support services yourself or the local authority contributes towards the cost, we want to ensure people in Somerset are assisted in getting information and advice effectively, and hope that this Directory serves as a valuable resource in helping you find the care or support you need.

You can also contact us on: **0300 123 2224** for information, advice and support or visit:
<https://connectsomerset.org.uk> for more resources in helping you manage your own care and wellbeing.

Mel Lock

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

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



Search for care in your area

www.carechoices.co.uk 

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

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



Alternative formats

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



Regions covered by this Directory

West Somerset

Care homes	69
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Taunton Deane

Care homes	69
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Sedgemoor

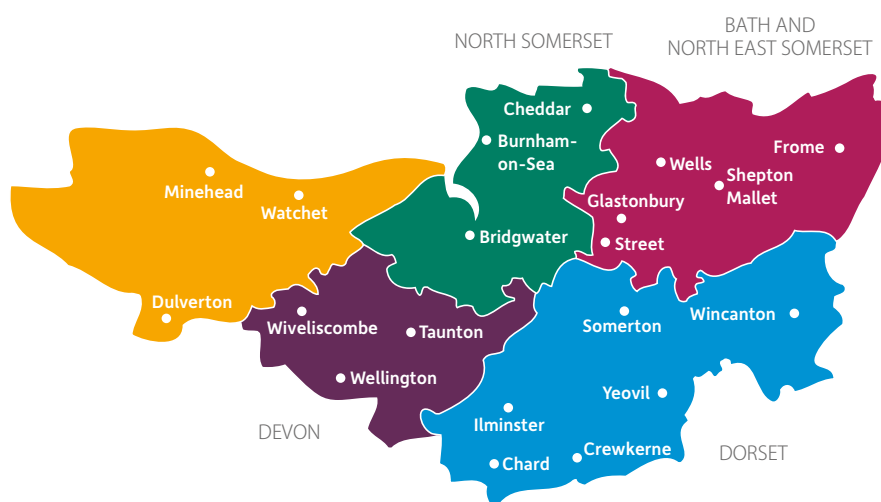
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How can this Directory help?

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

There is a wide range of services available to people across the county.

Many of these can help make life easier and support you to stay healthy, active and independent.

The information in this Directory is designed so that you can find solutions for yourself, but you can ask us for help and advice if you need it (see page 44).

What is Adult Social Care?

The scale of adult social care and support is vast, affecting the lives of over 10 million adults of all ages in England. People draw on care and support in different ways and at different stages of their life; some people will require support throughout their life whilst for others, care needs develop suddenly or gradually. Some people may only use social care for a short period (for example, after a hospital stay).

Social care affects adults with a diverse range of needs. This includes autistic people, people with a learning disability or physical disability, people with mental health conditions, people with dementia and other people with long term conditions. Care and support covers a wide range of activities to promote people's wellbeing and support them to live independently, staying well and safe. It can include 'personal care' as well as wider personalised support to enable people to stay engaged in their communities and live their lives in the way they want.

Who provides adult social care?

Local authorities are responsible for assessing people's needs and if individuals are eligible, funding their care. Our service at Somerset Council is made up of two functions: an operational service (made up of frontline social care teams), and an Adult Social Care commissioning and quality service.

Most social care services are, however, delivered directly by independent care sector providers, which are mainly for-profit companies but also include some voluntary sector organisations. Many people will also have this care organised and purchased by their local authority, though many people with disabilities directly employ individuals ('personal assistants') to provide their care and support.

The first thing many people want to know is, 'can the council help me pay for care?' Generally, we cannot help if you have over £23,250 in capital and

savings (including second properties and land). If you have less than this, and you meet the national eligibility criteria for care, we may be able to. This is explained in much more detail starting on page 48.

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

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

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

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

Community Council for Somerset (CCS) Talking Cafés

We have also set up local, friendly Talking Cafés at venues across the county, where you can pop-in for a cup of tea and discover the range of groups available that may be able to provide advice and support to help you continue to live independently.

What is the difference between care and support?

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

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

You can find your local Talking Café here:
<https://somersetagents.org/talking-cafes>

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

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

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

Somerset Village and Community Agents

Part of CCS and organisers of the Talking Cafés.

Tel: **01823 331222**

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

Web: **<https://somersetagents.org/talking-cafes>**

Support in the community

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



Where do I start?

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

Firstly, write down the things you are finding difficult, then, while reading the Directory, start to come up with solutions that you can write in the

boxes: things you can do for yourself, things you can ask others to help you with and things you would like to talk to us about.

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

Help and advice

Connect Somerset website

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

The website hosts:

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

To access the Community Directory on the Connect Somerset website, visit:

<https://connectsomerset.org.uk> (select 'Community Directory'). Here, you can search for providers and groups using the search facility or filters. There is also a map display so you can easily find what is happening in your local area.

To access the information and advice pages on the Connect Somerset website, visit: **<https://connectsomerset.org.uk/information-and-advice>**

This will take you to a landing page where you can choose from a range of topics to find information.

You can also visit our website:

www.somerset.gov.uk

Alternatively, phone us on: **0300 123 2224** for information or to request an assessment of your needs. Phone lines are open from 8.30am to 5.00pm, Monday to Friday.

Village and Community Agents

Providing Somerset's rural communities with easier

access to information and services. The Somerset Village and Community Agent service covers the whole of Somerset. The team of agents has expanded and diversified greatly since launching in 2012 and there are now over 60 agents working directly in Somerset's communities, as well as over 30 Talking Cafés.

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

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

Tel: **01823 331222** • Email: **info@somersetccc.org.uk**

Web: **<https://somersetagents.org/somerset-village-agents>**

Advocacy

Advocacy is an independent service to help people understand what they are being told and to support their opinions to be heard. Understanding the care and support system can often be daunting, especially if you have no one to talk things through with. An advocate will explain how some of the complex processes work and what the possibilities are for you. ➔

➔ An advocate can help you tell other people what your needs and wishes are. They will support you to speak for yourself whenever possible, but they can speak for you if you want them to. If we think you would benefit from the support of an advocate and you have no one else available who can do this, such as a family member or friend, with your permission we will ask an advocate to become involved.

In Somerset, our independent advocacy service is provided by **Swan Advocacy**, which provides several specialist advocacy services for adults. Hi-point, Thomas Street, Taunton TA2 6HB
Tel: **0333 344 7928**
Email: **somerset@swanadvocacy.org.uk**
Web: **https://swanadvocacy.org.uk**

Seeking financial advice

Planning for your future care and support needs can be complicated and funding care can be expensive. Professional advice may be helpful for you (and your family) to identify the most suitable and cost-effective solution.

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take responsibility for the suitability of any product they recommend. Unlike advisers who are tied to particular providers, specialist care fees advisers can offer advice on products from across the whole market.

You can find a list of independent financial advisers accredited by the Society of Later Life Advisers call: **0333 202 0454**, email:

admin@societyoflaterlifeadvisers.co.uk or visit: **https://societyoflaterlifeadvisers.co.uk**

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

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

Age UK

Tel: **0800 678 1602**

Web: **www.ageuk.org.uk/information-advice/care/paying-for-care**

Citizens Advice

Tel: **0800 144 8848**

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

Money Helper

Tel: **0800 138 7777**

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

NHS website, The

Web: **www.nhs.uk/conditions/social-care-and-support-guide**

Writing your support plan

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

Things you would like to achieve

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

Solutions. Using the list you've written

2. Write down anything you already have in place to help you. For example, family or other support networks, or other solutions that you arrange for yourself.

3. Write down the help and support that others could provide for you that you could arrange yourself. For example, a friend or family member, a local community group or a simple piece of equipment.

Help for carers

A carer is anyone who helps another person, usually a relative or friend, in their day-to-day life. Carers are a valued part of the community and there is lots of information, advice and support available for them.

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



Somerset Carers Service

Tel: **0800 316 8600** or **01823 331222**
(Monday to Friday, 9.00am to 5.00pm).
Email: **carers@somersetccc.org.uk**
Web: **<https://somersetcarers.org>**

Somerset Council

We list resources to support you with your caring role. If you would like us to send you copies of information, call the following number.

Tel: **0300 123 2224**
Web: **www.somerset.gov.uk/care-and-support-for-adults/carers-in-somerset**

National information and advice for carers Carers UK

Tel: **0808 808 7777**
Email: **advice@carersuk.org**
Web: **www.carersuk.org**

Carers' assessments

If you're a carer, a carer's assessment is a chance to discuss your needs with your local council. You can talk about anything during your carer's assessment.

For example:

- What caring tasks you do and how you feel about doing them.
- Your relationship with the person you care for.
- If you get enough time for yourself – for example, time to get out and about, meet other people and take part in leisure activities.
- How caring is affecting your mental and physical health.
- How caring is affecting your relationships with others.
- How caring is affecting your education and work life.
- Whether the person you're caring for is getting enough help.
- How willing or able you are to carry on caring.

- What would help make things easier for you.

Ask for a carer's assessment by phoning:
0300 123 2224.

You can choose to have an assessment in your own right, or jointly with the person you care for. The assessment is carried out by one of our social care workers. This allows you to talk about your needs and the things you think could make caring easier for you.

After your carer's assessment, your social care worker may be able to give you advice and information. If you are eligible, we may be able to help you pay for some of the things you need.



Carers of people with mental health conditions

Carers of people with mental health conditions who receive services from Somerset NHS Foundation Trust can request a specialist carer's assessment from them.

Carer's assessment workers are based in community mental health teams. They specialise in assessing the needs of carers who support someone with mental health conditions and can advise carers about:

- Inpatient services.
- Outpatient services.
- Day services.
- Residential care and short breaks.

- Contacting social workers and community psychiatric nurses.

Somerset Carers Service

Tel: **0800 316 8600** or **01823 331222** (Monday to Friday, 9.00am to 5.00pm).

Email: **carers@somersettrcc.org.uk**

Web: **https://somersetcarers.org**

Somerset NHS Foundation Trust – Carers' Assessment Service

Tel: **01749 836606** or **07774 207458** (Monday to Friday, 9.00am to 5.00pm).

Email: **carers@somersetft.nhs.uk**

Web: **www.somersetft.nhs.uk** (search 'Carers').

Carers' Champions

Most GP surgeries in Somerset have a member of staff who is a Carers' Champion. They can add you to the Carers' Register. This will alert a GP that you are a carer when you attend an appointment

and may also help you access preferential appointment times and carers' health checks. The Carers' Champion can provide information about other carers' services.

Breaks for carers

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

For more information, contact the Somerset Carers Service.

Somerset Carers Service

Tel: **0800 316 8600** or **01823 331222**

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

Email: **carers@somersettrcc.org.uk**

Web: **https://somersetcarers.org**

Young carers

We provide support, advice and respite breaks for children and young people under 18 who have substantial caring responsibilities at home.

Somerset Council

Tel: **0300 123 2224** • Web: **www.somerset.gov.uk** (search 'Young carers').



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

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk @WeAreMFON

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

Subscribe today

Health and wellbeing

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

Things that can influence health and wellbeing include:

- Spotting the signs and symptoms of illnesses.
- Staying active.
- Maintaining a healthy weight.
- Getting out and about.

- Spending time with others.
- Keeping your mind stimulated.
- Staying warm.
- Having an adequate income.
- Having a healthy diet.
- Staying safe from falls.

Further information is available on the Connect Somerset website.

Visit <https://connectsomerset.org.uk> and services are in place across Somerset.

Keeping active

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

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

(www.healthysomerset.co.uk) websites.

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

Emotional and mental health

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

- 1. Connect** – connect with the people around you – family, friends, colleagues and neighbours.
- 2. Be active** – step outside. Go for a walk. Work in your garden. Go dancing. Exercise makes you feel good.
- 3. Take notice** – be aware of the world around you and what you are feeling. Remark on the unusual. Notice the changing seasons. Reflecting on your experiences will help you appreciate what matters to you.
- 4. Keep learning** – learning new things will make you more confident, as well as being fun. Try something new. Rediscover an old interest. Learn to play a musical instrument or how to cook something new.

- 5. Give** – seeing yourself, and your happiness linked to the wider community can be rewarding and creates connections with the people around you. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in.

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

The GP might recommend:

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

- ➔ • Talking Therapies provided by Somerset Partnership NHS Foundation Trust which are free and confidential. A range of therapies is available, including cognitive behavioural therapy. As well as your GP referring you, you can call: **0300 323 0033** or using the online contact form:

www.somersetft.nhs.uk/somerset-talking-therapies

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

Support in the community

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

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

- Groups that meet to provide companionship – it may even be arranged for someone to collect you to take you to group meetings.
- Pubs that provide meals, often at great value, where you can meet up with friends.
- Befriending schemes, where volunteers can come and visit you at home or accompany you if you would like to go out.
- Organisations that can help you with some domestic tasks, such as cleaning, shopping, gardening, or simple repairs to your property.

You can visit our information and services website to explore lots more community support available in your area: **<https://connectsomerset.org.uk>**

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

Help at home (micro-providers)

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

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

To search for an accredited micro-provider in your local area, visit the Micro-Provider Directory on the Connect Somerset website: **<https://connectsomerset.org.uk/help-at-home-micro-providers>**

Regular drop-in Community Council for Somerset (CCS) events are also held in a venue near you. See page 6 for more information.

The Silver Line

A free, confidential helpline for older people, open 24 hours a day, every day of the year.

Specially trained helpline staff can:

- Offer information, friendship and advice.
- Link callers to local groups and services.
- Offer regular befriending calls.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**



Library services

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

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

Library members can also download e-audio books and e-books from: **www.somerset.gov.uk/libraries**

Libraries host a range of events, from knit and natter, craft activities and poetry sessions to reading groups and family history events – you can find out

more at your local library.

Home Library Service

This is a free service for people who cannot visit a library themselves or for people in long-term care. We will support you to choose your books and other library resources and deliver these to your home.

Call: **07814 079831** or email:

kjenssen@somerset.gov.uk for more information.

Mobile libraries

These support people in isolated communities by providing a selection of books and library resources. The mobile library will visit various communities during the day, and some stops are linked to local schools. To find out where the mobile library stops, visit:

www.somerset.gov.uk/libraries/mobile library or call: **0300 123 2224**.

Learning and training

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

These include everything from Nordic walking and

fly fishing to courses to develop caring skills, such as listening and counselling and dementia care.

For more information, call: **0330 332 7997** or visit:

www.sslcourses.co.uk/courses where you can search for courses or download a brochure.

Somerset Volunteering

Somerset Volunteering matches people to the many volunteering opportunities that support Adult Social Care and other council services. Volunteering allows people to be part of the community, meet new people and make new friends.

A dedicated website lists current opportunities. Visit: **<https://volunteering.somerset.gov.uk>** or call: **01823 359200**.

Volunteering opportunities include:

- A community support role – supporting people with possible social care needs.
- Community volunteers for Adult Social Care.
- Volunteer drivers.
- Leaving Care Services volunteers.

Spark Somerset – Spark a Change

There are lots of opportunities to volunteer with local groups and charities.

Spark Somerset runs the county-wide volunteer service and can help you find opportunities.

Visit the following website to browse hundreds of opportunities according to your location, interests and availability. If you would like to speak to a member of the volunteer team, use the following contact details or use the live chat function on the website. ➔

Transport and travel

There is a wide range of community and accessible transport services available to people living in Somerset whose needs are not met by conventional public transport. These could be the 'SLINKY' demand responsive transport service funded by Somerset Council or community transport and community car schemes.

The schemes offer a mix of vehicles, from accessible minibuses to cars driven by volunteers, with availability varying depending on where you live.

SLINKY transport services

This is an accessible, demand responsive, door-to-door bus service that can be used for everything from health appointments to shopping trips. SLINKY services operate in different parts of Somerset, all offering a 50% discount to concessionary bus pass holders. To find out how to contact your local SLINKY service, visit:

www.somerset.gov.uk/roads-travel-and-parking/slinky-services or call: **0300 123 2224**.

Community Transport and Community Car Schemes

These provide transport for individuals or groups using a range of vehicles, from minibuses with disabled access to cars driven by volunteers. Charges vary depending on which service or scheme you use, with discounts available for concessionary bus pass holders. For details of your local scheme, visit:

www.somerset.gov.uk/roads-travel-and-parking (select 'Public and community transport') or call: **0300 123 2224**.

Concessionary Bus Passes

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

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

Blue Badges

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

For detailed information about Blue Badges please look on our website:

www.somerset.gov.uk/bluebadge

The fastest way to apply for or renew a Blue Badge is online at: **www.gov.uk/apply-blue-badge** or you can phone us on: **0300 123 2224** to ask about applying for one. We will need information about you to decide if you are eligible.

You can normally get a badge if you:

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

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

All decisions are made by following Department for Transport rules. Applications can take up to 28 days to process. The charge for a Blue Badge is £10.

If your application is approved, a Blue Badge will be sent to you. If it has been refused, we will write to you to tell you why.

Staying safe from falls

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

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

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

- Muscles can become weaker.
- Eyesight and hearing may decline.
- Certain medications can cause side effects

which may increase your risk of falling.

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

If you are worried about your balance or have had a fall, speak to your GP. They might refer you for a falls assessment and recommend you attend a Balance and Safety class at your local community hospital, or a physiotherapist may be able to set up an activity plan with you at home. There are community-based Stay Strong Stay Steady classes across the county to help keep you on your feet and reduce the risks of falls. Also, consider a community alarm (Lifeline), see page 16.

Meals

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

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

Visit: <https://connectsomerset.org.uk>

Leaving hospital

For information about 'Intermediate care', see page 46.

British Red Cross Support at Home service

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

This help can be:

- Taking you home and helping you settle in.
- Assisting you with shopping.
- Collecting prescriptions and pensions.
- Offering companionship.

Trained volunteers from the British Red Cross

provide this free, short-term service.

You can contact the **South of England Support at Home Service** by calling: **01235 552665** or emailing: ilcrsouthciadmin@redcross.org.uk

For the **Mobility Aids Loan Service** based in Taunton, call: **01823 273746** or: **0300 456 1914**. You can find more information about these services on the **British Red Cross** website: www.redcross.org.uk/get-help

Sometimes ward staff may recommend that you talk with someone from Adult Social Care about things that could support you at home, for example help with personal care, equipment or minor adaptations to your home. See page 44 for an explanation of what an assessment is.

Equipment

If you're struggling to complete day to day tasks, participate in activities with peers and you may have a disability, equipment may be able to help. Consider the self-care options first, but if your needs are complex and you require long-term support, you may be eligible for an assessment, where prescribers such as an occupational therapist can work with you to find ways of managing tasks, offer advice and identify potential solutions. This is a local authority and NHS-funded service, where Medequip provides the equipment on loan.

Equipment would be prescribed and loaned to you through the Community Equipment Service. Equipment is sourced and delivered within the community to support hospital discharges, avoid admission and support the needs of Somerset residents, with the long-term aim of keeping people independent and safe in their home environment.

To access equipment, you will need to be assessed by a health or social care professional.

Call: **0300 123 2224** or visit: **www.somerset.gov.uk/care-and-support-for-adults/care-and-support-assessment** for more information.

There is a wide range of equipment and technology

available to use at home or out and about to make life easier and help you keep safe and independent. This includes helping you move around the home, get in and out of the bath or contact someone for support.

If you are not sure what you need, visit our self-assessment website:

www.somerset.gov.uk/care-and-support-for-adults/care-and-support-assessment

The website will ask questions about how you are managing with daily living tasks and suggest equipment for purchase to meet your needs based on your answers. You can't buy equipment directly from the website, but it is available online or from local mobility shops.

You can find videos that provide advice and show the range of equipment available on the Somerset Independence YouTube channel. Visit:

www.youtube.com/@somersetindependence2553/playlists

You can find information on VAT relief for disabled people at: **www.gov.uk** (search 'VAT reliefs for disabled and older people').

Assistive Technology or Telecare

There are many other products to support people to live independently at home. These are often known as 'Telecare' or 'Assistive Technology'.

Technology can remind and inform people, and their carers, about things that need to be done around the home, such as taking medicines on time. It can alert a family member or carer that

a person has got out of bed at night and needs assistance. Or it may alert a monitoring centre that something has happened, and appropriate action should be taken.

The Hft Virtual Smarthouse shows what is available to help you in your home or when you're out and about. Visit: **www.hft.org.uk/smarthouse**

Community alarm services (Lifelines)

Somerset Lifeline is an emergency alarm comprising a button worn on the wrist or around the neck, and a small alarm unit that plugs into your electricity socket and phone line. At the touch of a button help is on hand from our Somerset-based response team 24 hours a day, 365 days a year.

When the button is pressed, an alert is directed to a call centre that will respond instantly. The centre can speak to you even if you are not near the phone, but this will only happen when the button is pressed. Additional alerts can be added to the system, including smoke alarms, door exits sensors and heat alarms.

Carer pagers are available to alert a family member or friend of a sensor being triggered. This can be particularly helpful and reassuring if you have returned home after being in hospital. The right equipment and Assistive Technology can make all the difference to feeling safe and getting your confidence and independence back after an illness or accident.

If you would like to talk with someone, contact Somerset Lifeline for more information about Telecare sensors and the relevant charges.

Somerset Lifeline

Tel: **0300 123 2224**

Email: **lifeline@somerset.gov.uk**

Web: **www.somersetlifeline.co.uk**

Independent Living Centres (ILCs)

Advice and guidance on equipment is available to support people with their daily living needs. There is an opportunity to try out equipment. If you are eligible to be provided with equipment from our community equipment service, an order is made so that you can collect it straight away, or it might be delivered if necessary. If it is agreed that you need a follow up occupational therapy home visit, this can be arranged.

We have two ILCs which you can visit free of charge.

Shepton Mallet

Shape Mendip, Stockhill Building,
Cannards Grave Road BA4 5BT

Wellington

17 Knights Road, Chelston Business Park TA21 9JH

To book an appointment for an ILC, call:

0300 123 2224 (Monday to Friday, 8.30am to 5.00pm). If you are deaf, hard of hearing or speech-impaired, text: **07862 122246**. We will give you full directions with your appointment confirmation.

Occupational therapists

An occupational therapist's assessment can give advice and information to help you stay as independent as possible. This could include advice about equipment and alterations to your home to help you and your carer manage more easily.

We may be able to help you if you:

- Live in Somerset.
- Have difficulty managing everyday tasks because of a physical disability or illness.
- Are a carer.

We will talk with you to understand what could help you. We may be able to give you advice and information over the phone. Sometimes, someone from Adult Social Care may need to come and see you to make sure we give you the best advice. This is called an assessment.

If your assessment shows that you need equipment, for example, a hoist and sling or minor works such as stair rails, we will provide them free of charge.

You may need major alterations to your home, such as putting in a stair-lift or wet-floor shower. In this case, you may be considered for a Disabled Facilities Grant (DFG). You will be asked for information about your finances, and you may have to pay towards the cost of the work. Adaptations that can be considered for a DFG include:

- Access – widening doorways for wheelchairs.
- Bathroom adaptations.
- Fixed overhead hoists.
- Lifts – stairlifts or through-floor lifts.
- General alterations, including permanent ramps.





The Filo Project offers high quality day care across Somerset for small groups of older people who are socially isolated and may be experiencing symptoms associated with mild to moderate dementia. Each day takes place in the warm and welcoming environment of a host's home and no client is overwhelmed by a large group.

The focus of any day is to provide the opportunity for meaningful social interaction, it is a day out with friends and a home cooked lunch is provided.

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Please contact us on:

0333 939 8225

www.thefiloproject.co.uk
info@thefiloproject.co.uk



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- Real life blogs
- Directory
- Ask the experts
- Monthly columnist

Ask questions

Get involved

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Subscribe today

Buying or borrowing equipment

You can buy items from local shops that specialise in disability equipment. There are also local voluntary organisations and private providers that sell equipment. The Connect Somerset website gives lots of information about equipment available locally. Visit: <https://connectsomerset.org.uk>

Short-term loan

Equipment for short-term loan is available through the British Red Cross if you need some equipment temporarily, for example, to try something out before you buy it. You can find out more by calling:

01823 273746, or visiting:
www.redcross.org.uk

Wheelchairs

The Community Equipment and Wheelchair Service is provided on behalf of Somerset Council and NHS Somerset by Medequip, supported by AJM Healthcare.

Tel: **01823 211699**

Email: **somerset@medequip-uk.com**

Web: **<https://somerset-cews.co.uk>**

Repairs and returning equipment

If the equipment you have on loan needs to be repaired, phone our equipment provider, Medequip, on: **01823 211699** or email:

somerset@medequip-uk.com

You should also contact Medequip if you have equipment you no longer need, to arrange for it to be returned free of charge. You can also return equipment yourself to the following address.

Community Equipment and Wheelchair Service

Unit 1, The Monarch Centre, Venture Way,
Priorswood Industrial Estate,
Taunton TA2 8DE

Web: **www.medequip-uk.com/contact/taunton**

If you want to access equipment, but have not been assessed by a professional

For online advice, visit: **<https://medequip-somerset.livingmadeeasy.org.uk/>** This is an online self-assessment tool, giving you free impartial advice about all types of equipment, to make daily living easier.

Donating equipment to charity

Equipment which we no longer use due to changes to how we support people, is offered to charitable organisations who use these items in other countries. Any equipment which we collect that cannot be reused or recycled is checked by us and then either scrapped, recycled or disposed of.

Daytime care and support

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

Activities are often run in the community, at a local care home or in a local hall or housing scheme. Care and support are available in a way that encourages and enables people to remain as independent as possible by helping them to maintain and improve their wellbeing. Many daytime activities can also allow carers to have a break. Check with your local care homes and home care agencies to see if they run this service.

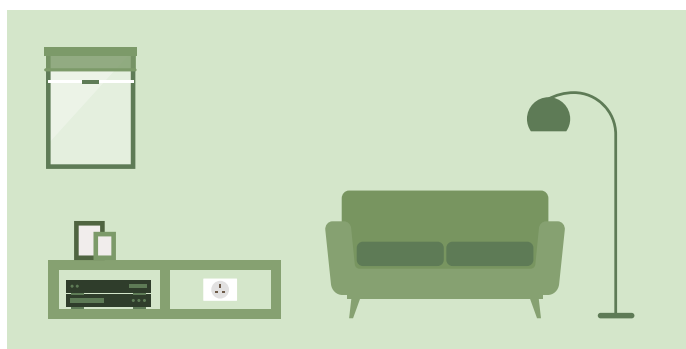
The Connect Somerset website gives lots of

information about what's going on in your community. Visit: **<https://connectsomerset.org.uk>**



Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 25.

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

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

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



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

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

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

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

Somerset Council

Customer Contact: **0300 123 2224**

Email: **adults@somerset.gov.uk**

Web: **www.somerset.gov.uk**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners



www.carechoices.co.uk



Search for care in your area

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

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

It's a good idea to consider the following questions before buying any Assistive Technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit:

<https://asksara.livingmadeeasy.org.uk>

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

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

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

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

Will it work alongside any Assistive Technology you already have? ☐

Usability

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

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

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

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

Notes

Will it need to be installed by a professional? ☐

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

Reliability

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

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

Can you speak to someone who already uses it? ☐

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

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

Cost

Do you know how much it costs? ☐

Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

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for more details visit: helpinghands.co.uk

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Care and support at home

Home care

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

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

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

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

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

All home care organisations that provide personal care must register with, and be inspected and rated by, the Care Quality Commission (CQC), which makes sure that quality standards are met, and that staff are appropriately trained to do the job. You can ask the CQC for its latest inspection report and rating for any agency you are considering. The provider should also be able to provide this information. For more information on the CQC, see page 39.

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

Live-in care

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

Live-in home care is an alternative to residential care. It allows you to keep more control over your life and what is happening around you. If you have any pets, they can continue to live with you, and family and friends can still visit or stay when you like. There are many advantages of having one person to look after you too. A live-in carer can get to know your routine and do things the way you like them.

As well as helping with personal care and domestic chores, they can assist with transport and running your home, and you have the reassurance that

there is someone you can call on at any time of the day or night. As carers are often matched to your needs and interests, you can also establish a one-to-one relationship with them and enjoy their companionship. Not only is ongoing, 24-hour live-in care available for people who need full-time support, it can also be provided short-term. For example, following a stay in hospital or to provide a break for a regular carer.

Organisations that provide live-in care will tailor the service to suit you, but you need to be clear about what they will charge you and it's a good idea to ask for their service user guide.

NB: We do not fully fund live-in care if its cost exceeds that of other care and support services that could meet your eligible needs following an assessment.



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● **Privacy** ● **Rights** ● **Dignity** ● **Independence** ● **Choice** ● **Individuality**

Whether you require companionship or assistance with medical appointments, our compassionate team is there for you every step of the way. We aim to create a sense of belonging, making you feel like an integral part of our warm and caring Redleif Family.



Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

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

Staff

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

Accommodating your needs

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

Regulation

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

Notes

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*See page 39.



Live In Care provides a professional and friendly, fully managed live-in care service that allows you or your loved one to continue to live independently in the comfort of your home, supported by fully trained, experienced and trusted live in carers.

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- ♥ Waking nights ♥ End of life/ Palliative care
- ♥ Dementia care ♥ Holiday Companionship

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 Care Quality Commission



Baobab Social Care Ltd

EXCELLENT CARE AND SUPPORT SERVICES

We provide **Home Care, Supported Living, Mental Services, Live In Care** and **Community Outreach** services in the UK. At Baobab Social Care we pride ourselves in excellent and personalised care and support services to suit every individual.

We have a team of **friendly** and **caring** staff to support clients and their families. We carefully select our staff and provide comprehensive training to ensure they continually provide **high standards** of care and support services to clients.

We treat each individual with **respect** and remain sensitive to **individual needs**, abilities and aim to promote their **independence** and personal **dignity**. We strive to offer a flexible and adaptable efficient and professional service which is tailored to meet each individual's needs.

Why not give us a **call today** for a free no obligation assessment of needs to find out how we can care for you or **your loved ones**.

✉ info@baobabsocialcare.co.uk

📍 74a High Street
Somerset
BA16 0EN

Please call us on: **0800 009 6313**



Home care providers

Able2Achieve Office **RCPA**

Yeovil

Tel: 07990 645446

LDA

1-2-1 Live In Care Ltd

Bridgwater

Tel: 01278 324191

Advert page 24

OP D PD MH SI YA

Affinity Trust – South West

Wells

Tel: 01749 605594

OP PD LDA MH SI YA

Alina Homecare Specialist Care – Somerset

Yeovil

Tel: 01935 513136

OP D PD LDA MH SI YA

Allerton C&S SW **RCPA**

Bridgewater

Tel: 01278 663919

OP D PD LDA MH SI YA

Altogether Care LLP – Yeovil Care at Home **RCPA**

Yeovil

Tel: 01935 433069

OP D PD LDA SI YA

Amber Home Care

Near Radstock

Tel: 01761 412011

OP D PD LDA MH SI YA

Artio Care Ltd

Radstock

Tel: 07857 970740

PD YA

Ash House

Taunton

Tel: 01823 345610

OP

Aspire Care (SW)

Axbridge

Tel: 01934 265263

PD LDA

Baobab Social Care Ltd – Somerset

Street

Tel: 0800 009 6313

Advert page 28

OP D PD LDA MH SI YA

Berkeley Home Health

– Somerset and Wiltshire

Frome

Tel: 01373 836767

OP D PD MH SI YA

Blue Moon Care Ltd **RCPA**

Taunton

Tel: 01823 289559

YA

Bluebird Care – Taunton **RCPA**

Wellington

Tel: 01823 331194

OP D PD LDA MH SI YA AD

Bluebird Care – South Somerset

Yeovil

Tel: 01935 584184

OP YA

Boocare **RCPA**

Somerton

Tel: 01458 551674

OP D LDA MH YA

Brunelcare Domiciliary Care Services Somerset

RCPA

Bridgwater

Tel: 01278 439177

OP D PD MH SI

Butterfields Community Care

Wellington

Tel: 01832 321111

OP YA

Cambian Lufton Manor College

Yeovil

Tel: 01935 403120

LDA YA

Candlelight Homecare Glastonbury Area Office **RCPA**

Glastonbury

Tel: 01458 831201

OP D PD LDA MH SI YA AD

Caple Healthcare Ltd

Cheddar

Tel: 07896 988743

OP D PD LDA MH SI YA AD

Care Partnership, The **RCPA**

Taunton

Tel: 07902 490636

OP LDA SI YA

Care South Home Care Services Somerset

Crewkerne

Tel: 01460 270500

OP D PD LDA MH SI YA AD

Care Wyvern

Taunton

Tel: 01823 325554

OP D LDA SI YA AD

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

RCPA Member of the Registered Care Providers Association Ltd – see page 63

Advertisers are highlighted

Live well, *your* way

Your home is where you feel the most comfortable and the happiest. It is the place you know the best. If you want to stay living comfortably at home, Home Instead® can help make that possible.

- ♥ Home Help
- Companionship
- Personal Care
- ◆ Dementia Care

01823 211121
homeinstead.co.uk/taunton-west-somerset

01935 577 030
homeinstead.co.uk/yeovil-bridport



Home care providers continued

Carroll's

Minehead

Tel: 01643 707370

OP D

Churchview Care Services (Taunton)

Chard

Tel: 01935 479721

OP LDA MH YA

CL Lifestyles Night Care Somerset RCPA

Taunton

Tel: 0845 459 0188

OP D PD LDA MH SI YA

Crimson Hill Support

Bridgwater

Tel: 01823 255000

OP LDA MH YA

Ddee Consulting UK Ltd Wells RCPA

Wells

Tel: 07851 210160

OP D PD YA

Dementia Care TLC

Bridgwater

Tel: 01278 455270

OP D PD LDA MH SI YA

Dimensions Somerset Bridgwater Domiciliary Care Office

Bridgwater

Tel: 07384 516369

OP LDA YA

Dimensions Somerset Frome Domiciliary Care Office

Frome

Tel: 01373 456551

OP LDA YA

Dimensions Somerset Taunton Domiciliary Care Office

Taunton

Tel: 07384 892311

OP LDA YA

Dimensions Somerset Yeovil Domiciliary Care Office

Yeovil

Tel: 0300 303 9001

OP LDA YA

Dunster Lodge Domiciliary Care RCPA

Minehead

Tel: 01643 800190

OP PD SI

Enable Support Services Ltd RCPA

Langport

Tel: 07487 581777

OP D PD MH YA

FHS24 Nursing+Care Agency RCPA

Yeovil

Tel: 0330 124 1814

OP D PD LDA YA

Future Living

Bridgwater

Tel: 07557 953396

OP PD LDA SI YA

G H Quality Care Ltd – 63 Taunton Road

Bridgwater

Tel: 01278 445068

OP D PD SI YA

Heartfelt Care RCPA

Yeovil

Tel: 01935 479994

OP D PD LDA SI YA

Helping Hands Taunton

Taunton

Tel: 01823 711 341

Advert page 24

OP D PD SI YA

Home Instead Taunton & West Somerset

Taunton

Tel: 01823 211121

Advert page 30

OP D PD LDA MH SI YA

Home Instead, Yeovil, Sherborne & Bridport

Yeovil

Tel: 01935 577030

Advert page 30

OP D PD SI YA

House of St Martin

Taunton

Tel: 01823 275662

OP LDA MH SI YA AD

Humanicare Ltd

Street

Tel: 0330 912 1446

Advert page 32

OP D PD SI

Hummingbird Care

Taunton

Tel: 01823 602776

OP D PD MH SI YA

Hummingbird Homecare Yeovil

Yeovil

Tel: 01935 388657

OP D PD MH YA

iCAPS Enterprises Ltd

Shepton Mallet

Tel: 01373 463838

OP D PD LDA SI YA

J & C Healthcare

Highbridge

Tel: 01278 550260

Advert page 32

OP D YA

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

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Advertisers are highlighted



CARE AT HOME FOR ALL OF LIFE IN SOMERSET

OUR HOME CARE SERVICES INCLUDE

- Expert nurse-led care
- Sensitive personal care
- Considerate companionship
- Facilitation of hospital discharge
- Palliative / End-of-life care
- Condition-led care

Contact us today
to discuss your care needs

01823 711 286

taunton@prestige-nursing.co.uk

Prestige
NURSING & CARE
prestige-nursing.co.uk



YOUR CARE IS OUR PRIORITY

We are a small and medium enterprise (SME) that is committed to **providing quality care**, our **domiciliary care services** will support the individual needs of your loved ones, ensuring they can live safely in the comfort of their **own home**.

We offer care services to:

- Private individuals / Local authority referrals
- Independent living / Supported living
- Respite Care

For more information on our domiciliary care services, **please get in touch today.**



01278 550 260

E:info@jandcservicesltd.com



Quality Care In The Comfort Of Your Home

Whether you have mobility and frailty issues, are recovering from an operation and need convalescent care, or you simply require companionship care at home, our comprehensive live-in care service ensures you can live a fulfilled and meaningful life.

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info@kuleracare.co.uk
www.kuleracare.co.uk




We're passionate about delivering tailored home care services



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info@humanicare.co.uk

 0330 912 1446



Working in partnership with



Home care providers continued

JSS Homecare Ltd **RCPA**

Yeovil

Tel: 01935 350355

OP D PD MH YA

Kulera Care

Bridgwater

Tel: 07729 957636

Advert page 32

OP YA

Laurel Homecare Ltd

Martock

Tel: 01935 713020

OP D PD SI YA

Libertas Care Ltd

– 3 The Barley Yard

Crewkerne

Tel: 01460 787260

OP D PD LDA SI YA

Lifeline Homecare – Frome

Frome

Tel: 01373 823105

OP D PD LDA MH SI YA AD

Lily Caring Angels Ltd

Chard

Tel: 01460 929090

OP D PD SI YA

Livability Somerset

Taunton

Tel: 0207 452 2000

OP LDA YA

Live in Care

Taunton

Tel: 01823 765121

Advert page 28

OP D PD MH SI YA

Luna 3-6-5 Healthcare Services Ltd

Wells

Tel: 01749 559016

Advert page 34

OP YA

Mass Home Care **RCPA**

Taunton

Tel: 01823 216192

Advert page 34

OP YA

Meadow Court

Taunton

Tel: 01823 270845

LDA MH

Mencap

– Yeovil Support Service

Yeovil

Tel: 01935 385922

LDA YA

Mendip Care Ltd **RCPA**

Shepton Mallet

Tel: 07368 343017

Advert page 34

OP D PD SI

MJ Home Care Staffing Ltd **RCPA**

Taunton

Tel: 01278 558301

OP D PD LDA MH SI YA

My Willows

(South West)

Taunton

Tel: 0800 090 2312

OP D PD LDA MH SI YA AD

Neighbourhood Care HQ

Burnham-on-Sea

Tel: 01278 320774

OP D PD LDA MH SI YA

Nursely **RCPA**

Yeovil

Tel: 0203 992 8672

OP YA

One to One Homecare Ltd

Wellington

Tel: 01823 674309

OP D PD LDA MH SI YA AD

Orchard Lea **RCPA**

Taunton

Tel: 01823 972514

PD LDA SI YA

Prestige Nursing Taunton

Taunton

Tel: 01823 711286

Advert page 32

OP D PD LDA MH SI YA AD

Priory Supported Living South Peninsula

Taunton

Tel: 01823 274126

OP D PD LDA MH SI YA AD

Raven Support Ltd

Wellington

Tel: 01278 229764

OP D PD MH SI YA AD

Realise South West

Bridgwater

Tel: 01278 426903

OP D PD LDA MH SI YA AD

Redleif Care

Yeovil

Tel: 01935 713012

Advert page 26

OP D YA

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

RCPA Member of the Registered Care Providers Association Ltd – see page 63

Advertisers are highlighted



A professional nursing care agency



MASS HOME CARE

At Mass Home Care we cover a variety of services, which can range from companionship to complex care needs.

- Adult Home Care (18+) • Companionship • Domestic Services
- Medication Assistance / Collecting Prescriptions • Food Preparation
- Personal Care • 1 to 1 Care
- Attending Doctor Appointments

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Day Visits, Live In Care and Night Care

Quality care in the comfort of your own home

Mendip Care provides **high quality** Day Care, Night Care, Day visits and Live in Care. The level and the way we provide our support is down to you. Your care plan will be personalised to meet **your needs** and to help you remain as independent as possible in the place you know and love.

From a 30 minute visit to someone living in your home to support you 24/7, we have carers who will support your needs.

Tel: **01749440148**
www.mendipcareltd.co.uk




DIGNITY CARE COMPASSION DIVERSITY



ABOUT US

We provide the best Health care assistants and Support workers across the United Kingdom.

WWW.LUNA365.ORG

With our experienced and caring staff, your loved one can remain in their home and continue living independently for longer. Our customized care plans will match your loved one's needs exactly, so they can enjoy care services that are uniquely tailored to them.

With 24/7, around-the-clock care, a caregiver is always watching over your loved one, offering emotional support, reducing fall risk and assisting in all activities of daily living.

Respite Care is temporary care to provide family caregivers relief from the full-time care they have been providing for a loved one. At LUNA 3-6-5 Healthcare Service, our services are contract-free and respite care can be arranged on a temporary basis with no obligation to continue home services once we are no longer needed.

- DOMESTIC CARE ✓
- SUPPORTED LIVING ✓
- LIVING DISABILITY CARE ✓
- COMPANIONSHIP CARE ✓
- OVERNIGHT CARE ✓



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admin@luna365.co.uk



Melbourne Business Centre, 36
Chamberlain Street, BA5 2PJ, Wells, UK



Search for care in your area

CareChoices

www.carechoices.co.uk



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

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

Home care providers continued

Reynards Care and Support Agency

Minehead

Tel: 01643 708529

LDA YA

Ruby Care

Taunton

Tel: 01823 480640

OP D PD LDA SI

Select Homecare Direct

Highbridge

Tel: 01278 795342

D PD LDA MH SI

Select Support +

Highbridge

Tel: 07960 122976

OP D PD LDA MH SI YA

Somerset Care Community **RCPA**

Taunton Deane

Tel: 01823 447120

Advert page 40

OP D PD LDA MH SI YA AD

Stokely Healthcare Ltd **RCPA**

Taunton

Tel: 07738 684549

OP D PD LDA MH YA

T & I Home Care Agency

Frome

Tel: 07920 462334

OP D PD SI

Taunton Deane Support Services

Taunton

Tel: 01823 288061

LDA

Taunton Homecare Services **RCPA**

Taunton

Tel: 01823 423352

OP PD SI YA

Total Care **RCPA**

Bridgwater

Tel: 01278 424514

OP D PD LDA MH SI YA AD

Voyage (DCA) Somerset & Devon

Bridgwater

Tel: 01278 459431

LDA MH

Way Ahead Care – Taunton **RCPA**

Taunton

Tel: 01823 321123

OP D PD LDA MH SI YA AD

Wisteria Care

Yeovil

Tel: 01935 823495

OP D PD LDA SI

You Are My Sunshine **RCPA**

Wedmore

Tel: 01934 710073

Advert below

OP D PD MH YA

You First Support Services CIC **RCPA**

Langport

Tel: 01485 254040

OP D PD LDA MH SI YA

Younique Care

Highbridge

Tel: 07957 598330

OP D PD LDA MH SI YA

Your Life (Taunton)

Taunton

Tel: 01202 362303

OP SI

Your Life (Taunton 2)

Taunton

Tel: 07764 226874

OP D PD SI

Tell us what you think



Share your feedback

Take our five minute survey

What have you found useful?

What could we do better?

CareChoices www.carechoices.co.uk/reader-survey



COMPANIONSHIP, CARE AND SUPPORT WHEN YOU NEED IT THE MOST

personal care • companionship
welfare checks • medications • appointments
dementia care • trips out • palliative care
shopping • light housework • night sleeps

We also run a group specifically for memory loss/dementia and other health conditions every other Wednesday at the Hannah More Cottage from 10am till 2pm, including lunch.
transport can be arranged

**award winning
homecare agency**

crafts • music • cooking • gardening • games
interaction • themed days • sitting exercises

Covering Axbridge, Burnham on Sea, Cheddar, Wedmore and Wells.
Tel: 01934 710073 www.youaremysunshine.info

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

RCPA Member of the Registered Care Providers Association Ltd – see page 63

Advertisers are highlighted

Housing with support

If you are finding it more difficult to live in and maintain your home, you may be considering different housing options. If you have low-level

support needs, one option is sheltered housing. If you have a higher level of care and support needs, Extra Care Housing could be a good solution.

Sheltered and retirement housing

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

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

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

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

Extra Care Housing

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

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

You can have help with things like:

- Washing, dressing and personal care.
- Preparing snacks and heating up meals.
- Shopping and laundry.
- Some domestic tasks.
- Reminders to take medicines.

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

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

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

- Making sure you are okay each day.
- Help with correspondence.
- Assistance in making health appointments, such as with your GP.
- Helping you deal with money matters.
- Helping you to access other services, such as a handyman service.

Eligibility and applying for Extra Care Housing

To apply for Extra Care Housing, you must first contact the landlord to discuss your requirements. If the landlord thinks you may be eligible, you may be invited to visit the scheme and complete an application on Homefinder. A trusted assessor from our care providers, or a social care worker will help assess your care and support needs in the first instance. Applicants who it is felt would benefit from Extra Care Housing will ultimately require a full needs assessment by Adult Social Care.

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

For more information, visit: **www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-information-sheets** (select 'D6 Extra Care Housing').

Pathways to Independence (P2i)

P2i works with Somerset Council and two major housing providers in Somerset to provide a range of services to prevent youth homelessness.

The goal is to enable young people to live independently and be there while they need a hand.

P2i aims to not only provide them with a safe place to stay in the short term if needed, but allow them to plan and achieve their own personal goals for their futures.

You can find more information by calling: **0300 123 2224** or visiting: **www.p2i.org.uk**

Care homes

Sometimes, people decide to move to a care home when they are in a crisis and cannot work out how to get the help they need to stay at home. Often, people who are helped through the crisis can keep living at home with the right support.

Before considering moving into a care home, make

sure that all other options that could help you to remain living independently have been exhausted.

For example, by visiting the Connect Somerset website (**<https://connectsomerset.org.uk>**) or asking to talk with someone from Adult Social Care, see page 6.

Types of home

Residential care homes (care homes without nursing)

These provide personal care, such as washing, dressing, bathing and assistance with toilet needs, if required. They do not offer nursing care. In some homes, staff may only be 'on call' and not 'on duty' at night. Some provide specialist care for people with mental health support needs, physical disabilities, learning disabilities or autism.

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

Specialised Residential Care homes (SRC)

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

The Trust employs Specialist Care Development Nurses (SCDNs) who support residents in these





‘Supporting you towards independence’

Notaro ARBD Care has over 30 years experience of providing individualised support for people living with Korsakoff’s Syndrome or other alcohol related brain damage from across the UK.

Following our successful 3-step enablement programme, our goal is to assist the person back into community living having regained basic living skills, dignity and structure. For those with a more severe diagnosis, we do provide a home for life. Fees are reduced as the person steps through the programme. We have been working with local authorities across the UK, providing what most see, as the missing piece to aiding a successful recovery.

Our South West specialist care homes are:

- Serenita Care Home, Weston-super-Mare
- Campania Care Home, Weston-super-Mare
- Vane Hill Care Home, Torquay

If you would like to request a brochure or to arrange a free assessment, please contact:

01934 422822

or email:

enquiry@arbdcare.co.uk

www.arbdcare.co.uk

I had been in and out of rehab and hospitals many times, and nothing worked until coming to Serenita. I have been able to get better by on-going support, personal development and guidance. I feel very comfortable here and am looking forward to walking out one day, not running. **Martin, ARBD Resident**

→ specialised care homes and provide advice and support to the care staff. SCDNs are involved in discussing the needs of possible new residents and ensuring that they meet the criteria for SRC.

You will need a social care assessment to determine eligibility for SRC. SRC's are marked with an **SRC** throughout the care home and care home with nursing listings in this Directory, beginning on page 69.

Care homes with nursing

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

met by a registered nurse.

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

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

Listings of care homes and care homes with nursing begin on page 69 of this Directory. Each listing details what categories of care the home provides.

Checking quality



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

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

After an inspection of a care home or home care agency, the CQC publishes a report of what it found. The report looks at how well the service meets the CQC's five key questions: Is the service safe? Effective? Caring? Responsive to people's needs? Well led?

Each care home and home care agency will get an overall rating of outstanding, good, requires improvement or inadequate. It will also get ratings for each key question. The ratings mean you can easily see where a service is performing well, and where it needs to improve.

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website at: **www.cqc.org.uk**

Care providers must also display their latest rating at their premises and on their website.

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

CQC assurance

A new CQC assurance process for adult social care functions is being launched. The CQC will visit local authorities to assess their processes. Local authorities in England could be visited any time from April 2023 to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the updated CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to be assessed across the following themes:

- Working with people.
- Providing support.
- Ensuring safety.
- Leadership.

For more information, visit: **www.cqc.org.uk/news/our-approach-assessing-local-authorities**

Tel: **0300 061 6161**

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

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

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



That special
Somerset Care
thing.

A choice that's so close to home.

**Discover your home from home at
Somerset Care.**

Whether you need residential, nursing or specialist dementia support, or would like to experience one of our services before making a longer-term commitment, we offer all the support you need to live the life you choose.



Calway House | Taunton



Stockmoor Lodge | Bridgwater



Cooksons Court | Yeovil


**Somerset
Care**

Search: **Somerset Care**
or call: **0800 817 4990**

www.somersetcare.co.uk

Care home contracts – independent advice

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

advice from an organisation like Age UK or Citizens Advice. The Law Society has lists of solicitors who specialise in advice for older people.

We recommend that you take independent financial

See page 59 for contact details.

Choosing a care home

Comprehensive lists of care homes and care homes with nursing begin on page 69 of this Directory. If you are thinking of moving into a care home and need help from social care, please see page 44.

Things you need to think about

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

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

This will help you make up your mind. You may be able to have a trial stay before you finally decide.

You should ask to see the Care Quality Commission report and rating before you visit and think about the things that are important to you and what questions you want to ask. When you visit a home, take the care homes checklist on page 43 with you.



Live Safe & Well

Avery Healthcare offers a safe and supportive environment where residents can flourish, make new friends, maintain contact with their local communities and live a life of possibility.

- Residential, dementia and respite care
- Nutritionally balanced seasonal menus
- Spacious, beautifully decorated bedrooms
- Stimulating schedule of daily activities and entertainment
- Highly trained staff teams

Acer House
Weston-super-Mare

☎ 01934 218065

Poets Mews
Clevedon

☎ 01275 264446

averyhealthcare.co.uk

Avery

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CARE HOME AWARDS
WINNER
2023



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with Barchester

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

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

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



BARCHESTER
in Somerset
barchester.com/Som

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

Bamfield Lodge
1 Bamfield,
Bristol, BS14 0AU
01275 821058

Cadbury Hall
High Street,
Yatton, BS49 4DW
01934 330719

Crandon Springs
Glastonbury Road,
Wells, BA5 1WE
01749 301932

The Manor
Haydon Close,
Taunton, TA1 5HF
01823 230238

West Abbey
Stourton Way,
Yeovil, BA21 3UA
01935 574567

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

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Activities

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

Life in the home

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

Personal preferences

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

Catering

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

Fees

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

*See page 39.

How can Somerset Council help you?

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

You may like to discuss your needs with someone from Adult Social Care. A good starting point, if you are able to, is to visit a Talking Café. See page 6. Otherwise, contact us directly for a needs assessment. See page 4 for contact details.

Needs assessments

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

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

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

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

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

How to get an assessment

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

What matters to me?

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

- What difficulties you have.
- What you think you need or would like to achieve.
- The best ways of achieving these things.
- Who helps you now.
- What you can do for yourself.
- What things you cannot manage now, but with some support may be able to do in the future.
- What things you cannot manage at all.
- If you are eligible for financial support from us.

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

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

Throughout your assessment, you can always have your carer, a relative, an advocate (see page 7) or a friend present to support you. See page 53 for information about mental capacity. The assessment will take account of your religious beliefs and cultural practices.

Your care and support plan

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

Most people will be able to meet some of the outcomes that are important to them by doing things differently, or by getting help from family or friends or using services that are available in their local community. The plan will list these. If there are still things you are eligible for our

support with, that you cannot find any alternative ways of doing, then the plan will also list any money, services or equipment we agree to provide for you.

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

Care eligibility

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

1. Your care needs are due to a physical or mental impairment or illness.
2. As a result of your care needs, you are unable to achieve two or more of the things in the list below:
 - Managing and maintaining nutrition.
 - Maintaining personal hygiene.
 - Managing toilet needs.
 - Being appropriately clothed.
 - Being able to make use of your home safely.
 - Maintaining a habitable environment.
 - Developing and maintaining family or other personal relationships.
 - Accessing and engaging in work, training, education or volunteering.
 - Making use of necessary facilities or services in the local community including public transport and recreational facilities or services.
 - Carrying out any caring responsibilities you have for a child.
3. As a result of not being able to achieve these things, there is a significant impact on your wellbeing (please see adjacent for a definition of wellbeing).

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

Wellbeing

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

- Personal dignity (including being treated with respect).
- Physical and mental health, and emotional wellbeing.
- Protection from abuse and neglect.
- Control over day-to-day life (including how care and support is provided).
- Participation in work, education, training or recreation.
- Social and economic wellbeing.
- Domestic, family and personal life.
- Suitability of living accommodation.
- Contribution to society.

For more information on health and wellbeing see page 11.



Intermediate care

Intermediate care services provide support to help you stay well and get better at home. This support is provided by a team of people who can work with you to help you achieve what you want to be able to do.

Intermediate care may help you:

- Remain at home when you start to find things more difficult.
- Recover after a fall, an acute illness or an operation.
- Avoid going into hospital unnecessarily.
- Return home more quickly after a hospital stay.

In Somerset, the Intermediate Care Service is comprised of lots of different health and social care professionals who can work with you to ensure you get the right kind of help, such as help with washing, dressing, going to the toilet or

getting around the house.

The service also works with the voluntary and community sector, with organisations such as the Red Cross able to support people with their recovery at home after a period in hospital. This can help people avoid unnecessary hospital admission, ensuring hospitals manage in the event of increased demand and freeing beds for those who need them most.

The service, which you will be referred to if it is needed, provides 'pathways' offering varying levels of support to people, with the aim of getting them back home as soon as they are well enough, and back to their normal standard of independence as soon as possible.

For more information, email:

intermediate.care@somersetft.nhs.uk

Help after a stay in hospital

The Somerset Community Connect website (**<https://connectsomerset.org.uk>**) is a good place for you or someone who helps you, to start finding out about what help is available that you can arrange yourself. For example, with your personal care, staying independent, keeping safe, staying physically and mentally well or maintaining relationships that are important to you. It has lots of information about services, equipment and care providers in Somerset.

If you want to talk with someone

If you would like to talk with someone from Adult Social Care for advice and information about services that may help you or the person who cares for you, ask your ward staff, and they will make arrangements for someone to come and see you.

The things they can talk with you about may include:

- Support if you are adjusting to illness, disability or loss.
- How to access support and services in the community.
- Help to arrange care or other practical support if you need it when you leave hospital.

- Information on care homes and paying for care.
- How to have a financial and benefit assessment check.

Care and support assessment

Other professionals, such as an occupational therapist, physiotherapist or district nurse, may need to speak with you too. This gives us a full picture of your needs and the best way to meet them. With your permission, the views of your family, carers and family doctor will be taken into account.

The assessment of your needs is free, but there is a charge for some of the services we arrange depending on your circumstances. We will complete a financial assessment to see how much you would have to pay. We can also check that you are receiving all the benefits that you are entitled to.

Help when you go home

Once your needs are understood, the social care worker will agree a discharge or care and support plan with you. This will show what support you will receive when you return home and make sure

that you can leave hospital safely as soon as you no longer need hospital care. Someone from the social care team will contact you soon after you have returned home to check that the care and support plan is still right for you. The support may be increased or reduced depending on how well you are managing.

You can get information and advice about hospital transport from the Patient Transport Advice Centre,

call: **01278 727444** (Monday to Friday, 8.30am to 6.30pm).

If you are not well enough to go home or cannot return home safely, we can tell you about other options. These may include a move to Extra Care Housing or another type of accommodation such as a care home. If it is agreed that you need to move into a care home, you should consider the choice of home carefully. We can help you with this.

Carers' assessments

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

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

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

We may be able to give carers advice and information on the phone, or suggest they talk with the carers' support service (see page 9). When a carer contacts us, we ask for information about them and their needs. We will not take their willingness to continue caring for granted. This may be followed up by a member of the social care team arranging to meet with the carer and, if they wish, the person they care for, to give them more advice. This could be at a Talking Café, see page 6.

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

How will a carer know if they may be eligible for our help?

Carers may be eligible for help if:

- Their need for support results from providing necessary care for an adult.
- They need support to achieve outcomes in one or more of these things:
 - Carrying out any caring responsibilities the carer has for a child.
 - Providing care to other people to whom the carer provides care.
 - Maintaining a habitable home environment.
 - Managing and maintaining nutrition.
 - Developing and maintaining family or other personal relationships.
 - Engaging in work, training, education or volunteering.
 - Making use of necessary facilities or services in the local community.
 - Engaging in recreational activities.
- Failure to achieve these outcomes would result in a significant impact on the carer's wellbeing (see the definition of wellbeing on page 45).

If we can help, we will write a support plan for the carer, or, if they prefer, a joint care and support plan for both them and the person they care for, considering their needs as a carer. The care and support plan explains what has been agreed and what will happen.

If a carer's needs are eligible, we may provide them with a personal budget, or we may increase the personal budget of the person they care for to provide replacement care.

Paying for care

NB: The financial information in the following sections changes from time to time. Therefore, please ensure that you check for the latest figures

by reading the information sheets provided here:

www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-information-sheets

Will we contribute towards your care costs?

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

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

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

Working out your contribution

A member of the Financial Assessment and Benefits (FAB) team will talk with you in confidence about your income, assets, capital and savings, and complete a Department for Work and Pensions (DWP) benefit check to make sure that you are receiving all the benefits you are entitled to. If you are entitled to claim a DWP benefit we may be able to assist you with this, or if somebody has legal authority for you, they can claim on your behalf.

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

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

For more information, see our information sheet 'C6: How your personal budget contribution is worked out.' This is available at: **www.somerset.gov.uk** or by calling: **0300 123 2224**.

Benefits

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

If you are entitled to the mobility component of Personal Independence Payment, you will need to advise the Department for Work and Pensions of your change in circumstances.

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).

Personal budgets

When we complete your care and support plan, the things we agree to help you with are worked out as a weekly amount of money. This is called your personal budget.

If you are eligible for a financial contribution from us towards your personal budget, there are several ways you can choose to manage this; you can:

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

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

How is my personal budget calculated?

When we talk with you about what you want to achieve and how you plan to achieve these things, we will first look at your immediate network. For example, family and friends, then at what community resources could help you.

For example, voluntary groups.

After that, if there are still eligible outcomes that cannot be achieved in any other way, we may agree to contribute towards the cost of them. We initially set a budget that is based on our experience of how much it has cost people with similar needs.

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

We will also talk with you about your finances to work out what you should contribute towards your budget (see 'your contribution' on page 48). The final combined figure is your personal budget.

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

Direct Payments

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

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

You may be thinking of employing someone to help you, this means you will take on all the responsibility

of being an employer, so you need to know and understand the rules that employers must follow. There are organisations that can help you with this.

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

You cannot use your Direct Payment to:

- Buy things that do not help you achieve what has been agreed in your care and support plan.
- Buy equipment, apart from in exceptional circumstances.
- Pay for food, gas, electricity or other utilities. →

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

The Direct Payment Advisory Service

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

- Visit you at home to explain the help it can provide.
- Discuss your responsibilities.
- Support you to advertise for and recruit staff.
- Leave advice on how to complete a risk assessment for the people you employ.
- Offer a payroll service, if you employ someone.

- Help and explain how to keep financial records to show what you have spent.
- Be at the end of a phone if you need advice.

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

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

Alternatively, talk to your social care worker if you have one, or call us on: **0300 123 2224**.

What if I move home?

If you have a personal budget (see page 48) and you plan to move home, contact us so that we can make sure your care arrangements continue when you move. This could be for you and your carer, if you have one.

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

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

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

Paying for care homes

Please read the information on 'Choosing a care home' (page 41). There are some additional things you need to know if you are moving into a care home with financial help from us.

To decide which type of home would be right for you, we must complete a needs assessment. See page 44 for an explanation of what a needs assessment is. A social worker will carry out the assessment. Other professionals, such as an occupational therapist, a district nurse or your doctor will also be involved, with your permission. This will help make sure you choose the type of home that would best meet your needs.

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

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

you wait for a place to become available in the home of your choice.

3. The homeowner agrees to our usual contract conditions. If they do not, you may be asked to choose again.
4. The home does not cost more than we usually pay for the type of care that you need. If you wish to move to a care home that charges more than this, someone will have to make up the difference – this is called a ‘top-up’ or ‘third party’ payment. See below for more details.

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

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

Your contribution

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

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

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

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

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

NHS Nursing Care Contribution

If you need a care home with nursing, a specially trained nurse will assess your nursing needs and the NHS will then pay the cost of the nursing care part of your fees to the home. Currently this is a flat rate of £219.71 per week, but this is subject to change annually. The NHS does not pay for personal care. This is not means-tested and is paid directly to the home.

Fee levels in Somerset

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

To find out more, see our information sheet ‘D2: Paying for residential care’. This is available on our website: www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-information-sheets or by calling us on: **0300 123 2224**.

Third party payments

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

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

has been confirmed, they must sign an agreement formalising the arrangement.

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

you should seek help and advice immediately. If a top-up stops, we may ask you to move to an alternative home that accepts our fee level.

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

What happens to your home?

Twelve-week property disregard

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

Deferred Payments

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

If your property is taken into account in your financial assessment (see page 48), you may be eligible to enter into a Deferred Payment Agreement with us. This means we will continue to pay our contribution towards your care costs after the twelve-week property disregard period ends, as a loan, to be repaid later.

This allows eligible people time to sell the property or the flexibility to explore other ways to pay their fees if they don't want to sell their home. The Financial Assessment and Benefits officer will discuss this with you.

If you ask for a Deferred Payment at a later date, it will start from the date we receive your application and will not be backdated.

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

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

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

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

We strongly recommend that you obtain independent financial advice if you are considering a Deferred Payment. For more information about Deferred Payments, look on the Somerset Council website or call us on: **0300 123 2224**.

Running out of money

If your capital is likely to reduce to £23,250, you must let us know well in advance, as we may be able to step in to help with your care fees. We suggest that you let us know when your capital drops to about £40,000 to give plenty of time to put arrangements in place. We will complete a care assessment, discuss

your options with you and may arrange to contribute towards your care costs. If the home you have chosen charges more than we normally pay for someone with your care needs, you must find someone to help pay the difference – this is called a 'top-up' payment. See page 51 for more information.

NHS Continuing Healthcare

If your assessed needs are primarily health-related, you may qualify for funding for the full cost of your care home fees, including board and accommodation, under the National Framework for NHS Continuing Healthcare. This can be delivered in any setting including your own home or in a care home. A nurse or social care worker can normally advise if you may be eligible and help to make an

application. The rules on eligibility can be found at: **www.gov.uk** (search 'National framework for NHS continuing healthcare').

Contact the following if you wish to apply.

Tel: **01935 385233** (option one).

Email: **somicb.chc.enquiries@nhs.net**

Support for people who lack capacity

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

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

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

Planning will always continue to involve the person as far as possible, taking account of their wishes, feelings, values and aspirations as well as their needs and wellbeing. They may be supported and represented by family and friends. If this is not possible, an independent advocate will be appointed. The advocate will represent the person, speak for them and challenge the local authority's decision if necessary.

Financial assessments and charging

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

- Enduring Power of Attorney (EPA).
- Lasting Power of Attorney (LPA) for property and affairs.
- Property and affairs deputyship under the Court of Protection (COP).
- Any other person dealing with the person's affairs,

such as someone who has been given appointee-ship by the Department for Work and Pensions (DWP) for the purpose of benefit payments.

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

If there is no one else who can act for the person, we can apply to be the person's corporate appointee in respect of their welfare benefits with the DWP. If required, we will make an application to the Court of Protection and assume the role as their deputy. For both these services we will charge an administration fee.

Until there is an appropriate person appointed and full access to the person's financial affairs can be obtained, no financial assessment will take place. If there is no access to the person's finances to make care and support payments, we can make these payments as a loan until an appointee or deputy is in place and a full financial assessment can be completed.

The following will apply:

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

For more information on specialist care, see page 55 and for information on solicitors, see page 59.

Zero placement breakdowns

We provide unique specialist care
for people who present with:

- Complex neurological degeneration
- Challenging behaviours
- Mental health needs
- Early onset dementia



Coming to Somerset in early 2024
Cale View in **Wincanton**



ComplexCareSpecialists.com

Specialist care

Dementia

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

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

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

If you are diagnosed, the Somerset Dementia Wellbeing Service website:

<https://somersestdementia.org> provides useful information and details of various services, as well as support for carers. Remember, it is possible to live well with dementia.



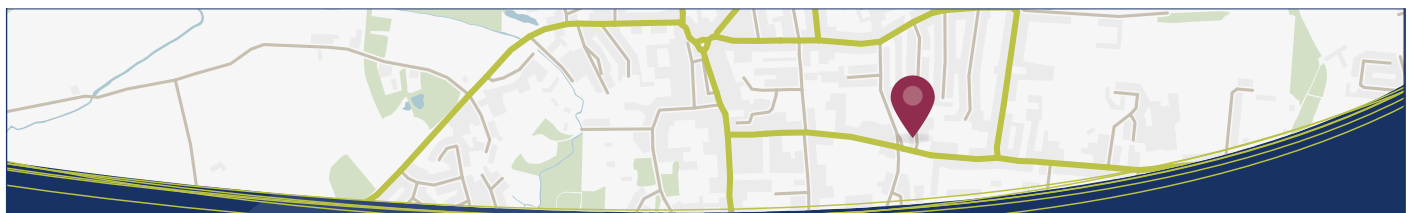
Coping with a sensory loss

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

Visit our website: **www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-information-sheets** (refer to sections 'F – Information for people with sight loss' and 'G – Information for people

with hearing loss').

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



Search for care in your area

www.carechoices.co.uk



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

 **CareChoices**

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

Inspected and rated

Good



Online and
VR tour available



Registered Charity 202151

The Russets and Sherwood Care Home at Sandford Station

Set within the beautiful and tranquil grounds of the Sandford Station retirement village sits The Russets and Sherwood, a care home offering personalised care within an atmosphere of warmth and kindness.

- General nursing care
- Specialist dementia care
- Comfortable, spacious rooms with en-suite facilities, WiFi and air conditioning
- Easy access to beautiful secure gardens
- Dedicated clubhouse for activities and entertainment

To find out more please call our Admissions Team on 0117 919 4274.
Sandford, Winscombe BS25 5AD | www.stmonicastrust.org.uk/russets



St Monica Trust

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 43. You can download and print this checklist at: www.carechoices.co.uk/checklists

Design

Are there clear signs throughout the home? ☐ ☐ ☐

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

Are the home and grounds secure? ☐ ☐ ☐

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

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

Choices

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

Are residents encouraged to be independent? ☐ ☐ ☐

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

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

Activities

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

Are there activities on each day? ☐ ☐ ☐

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

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

Are there rummage boxes around? ☐ ☐ ☐

Health

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

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

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

Do GPs visit the home regularly? ☐ ☐ ☐

Staff

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

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

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

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

Approach to care

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

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

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

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

*See page 39.

Learning disabilities

We have social care workers who can provide you with a wide range of advice and information about specialist support that is available for people with a learning disability in Somerset.

This could be a range of things, such as residential care, supported living, adult placements, short residential breaks, domiciliary care, community access and work preparation services.

Resource for people supporting disabled children



practitioners supporting children from birth to 25

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

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

End of life care

In March 2022, an end of life care and bereavement support website specific to Somerset was launched at: **<https://somerset.eolcare.uk/>** This was a result of a collaboration between different health and social care organisations who support people in Somerset.

The joint aim is to improve the end of life care experience and bereavement support for every person in Somerset. The website provides guidance, education and support to all health and social care teams in the county to improve the knowledge and care of people living with a life limiting illness.

Information is held for professionals and the public on different topics, such as:

- Planning ahead for your future health or social care.
- Different funding available for care and equipment.
- Coping with and managing symptoms.
- Local services to support someone with a life limiting illness.
- Spiritual care information and advice.
- Advice on what to do after death and bereavement support available.

The information is available to view in different formats, such as links to external website pages,

leaflets, booklets and videos. It has been designed to be simple and hold only relevant content to the area selected. We recognise the importance of individuals getting the right advice and support when this is needed. We hope this will help those with a life limiting illness or their loved ones through a difficult time.

If you have any trouble accessing the website or need information sent to you from the website, contact us at: **eolceducation@somersetft.nhs.uk**

Advanced Care Planning

If you'd like to talk about Advance Care Planning, call Marie Curie on: **0800 304 7412**, email: **lat.mccompanionservice@nhs.net** or speak to your nurse or GP, who can put us in touch with you. We'll be happy to help.

Our 'companions' can arrange to meet you virtually or come to your home to work out and document your wishes and hopes, both for yourself and your loved ones to keep and share.



Essential information

Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by care type and the results can be emailed to you.

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

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

www.carechoices.co.uk

How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs, if they do not have an LPA. The court procedure can take some time and there will be costs associated with any application so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

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

want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

If you don't have your own solicitor, ask your family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizens Advice should be able to recommend solicitors in your area.

The Law Society has a list of solicitors who specialise in working with older people. Visit:

www.lawsociety.org.uk for more details.





Taunton Solicitors

Legal Services and Advice



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LASTING POWERS OF ATTORNEY

BUYING & SELLING HOUSES & FLATS

BUSINESS SALES & COMMERCIAL PROPERTY

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FAMILY LAW & DIVORCE



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2 Tangier Central Taunton TA1 4AP.

Call our office for more details

01823 351122

e-mail: info@tauntonsolicitors.com



Safeguarding adults at risk

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

Who is an adult at risk?

An adult at risk is anyone aged 18 and over who:

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

They may be a person who:

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

What is abuse?

It can take many forms, including:

- Physical.

- Domestic.
- Sexual.
- Psychological or emotional.
- Financial or material.
- Discriminatory.
- Organisational or institutional.
- Neglect and acts of omission.
- Self-neglect.
- Modern slavery.

You can find full definitions and possible indicators of these types of abuse on the Somerset Safeguarding Adults Board website, along with other useful information and advice:

www.ssab.safeguardingsomerset.org.uk

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

Are you worried about someone?

If you are worried about a vulnerable adult, please don't stay silent:

- Phone Adult Social Care on: **0300 123 2224**.
- Phone Adults and Mental Health out of hours on: **0300 123 2327**.
- Email Adult Social Care at: **adults@somerset.gov.uk**.
- contact the police on: **101** or, in an emergency, call: **999**.

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

Making Safeguarding Personal

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

We will work with people to focus on what is important to them, what they want to achieve and how we can help them to keep safe.

There are times when we will need to share information with partner organisations to help improve people's safety and wellbeing.



→ Staying safe

You may find these contacts useful.

Age UK

Tel: **0800 678 1602** • Web: **www.ageuk.org.uk**

Avon and Somerset Police Neighbourhood Watch Scheme

Tel: **07889 656575** (North Somerset/Somerset) or **07547 659714** (North East Somerset).

Web: **www.avonandsomerset.police.uk** (search 'Neighbourhood watch scheme').

Devon & Somerset Fire & Rescue Service

Book a free home safety visit.

Tel: **0800 050 2999** • Web: **www.dsfire.gov.uk**

Heart of the South West Trading Standards Service

The Devon, Somerset and Torbay Trading Standards Service.

Tel: **0808 223 1133**

Web:

www.devonsomersettradingstandards.gov.uk

Hourglass

Tel: **0808 808 8141**

Web: **www.wearehourglass.org**

Somerset Domestic Abuse Support

Tel: **0800 694 9999**

Web: **<https://somersetdomesticabuse.org.uk>**

Making a complaint

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

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

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

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

If the care is being provided by an independent

agency or organisation, ask to speak to the person who handles their complaints and feedback. They have a duty to respond to any complaints made. If you are not happy with the way your problem has been dealt with, contact the Care Quality Commission (CQC) on: **0300 061 6161**.

If your concern or complaint is about us or any of our staff members, please contact your social worker (or the service user's social worker) first. If you are not sure who to contact, call us on: **0300 123 2224** and we will be able to assist you.

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

Local Government and Social Care Ombudsman

PO Box 4771, Coventry CV4 0EH

Tel: **0300 061 0614**

Web: **www.lgo.org.uk**



The Registered Care Providers Association Ltd



The Registered Care Providers Association (RCPA) provides support

to care and support provider organisations across Somerset. RCPA members deliver care and support to a broad range of individuals, including older people, people with disabilities, mental health support needs and complex needs.

The RCPA provides a range of services that:

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

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

commissioners as well as Government and regulatory bodies.

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

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

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

Contact the **Registered Care Providers Association** for details about joining.

Tel: **01823 351630** • Email: **admin@rcpa.org.uk**

Web: **www.rcpa.org.uk**

Other initiatives

'Tell Us Once' service

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

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

other Government departments and local council services.

All registration offices in Somerset will automatically offer the 'Tell Us Once' service when you make an appointment to register a death. You can find contact details and opening hours for all of the registration offices in Somerset at:

www.somerset.gov.uk (search 'Registration contacts') or call: **0300 123 2224** for information about your local office.

The website: **www.somerset.gov.uk** (search 'Tell us once') tells you more about what information you will need to give us to register a death, and the services involved in the 'Tell Us Once' partnership.

NHS 111

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

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

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

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

For example, callers who:

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

Healthwatch Somerset

The local consumer champion for people of all ages, taking equal account of health and social care issues.

Its work includes:

- Actively consulting with and listening to what local people think about health and social care services.
- Supporting volunteers to conduct 'Enter and View' visits of health and care facilities.
- Creating clear and timely information about what is working well and what needs to change, to enable stakeholders to make necessary changes.

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

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

People can feel excluded from services, which is why Healthwatch also has a signposting function to navigate the health and social care system. Healthwatch Somerset is independent, transparent, accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it.

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

Healthwatch Somerset

Woodlands House, Woodlands Business Park,
Bristol Road, Bridgwater TA6 4FJ

Tel: **0800 999 1286**

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

Web: **www.healthwatchsomerset.co.uk**



Useful local and national contacts

Advocacy

Swan Advocacy

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

Carers

Somerset Carers Service

Tel: **0800 316 8600** or **01823 331222**
Email: carers@somersetccc.org.uk
Web: <https://somersetcarers.org>

Carers UK

The voice of carers.
Tel: **0808 808 7777** • Email: advice@carersuk.org
Web: www.carersuk.org

Carers Trust

The UK's largest provider of comprehensive carers support services.
Tel: **0300 772 9600** • Email: info@carers.org
Web: www.carers.org

My Family, Our Needs

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

Dementia

Alzheimer's Society

The UK's leading care and research charity for people with this disease. Alzheimer's Society runs memory cafés and Singing for the Brain groups throughout Somerset for carers and the people they care for.
Dementia Connect support line: **0333 150 3456**
Web: www.alzheimers.org.uk

Somerset Dementia Wellbeing Service

A collaboration between dementia services who are working together to improve diagnosis, enhance support in the community and provide an excellent, consistent service for people with dementia and their carers in Somerset.
Web: <https://somersetdementia.org>

Direct Payments

Enham

Somerset Direct Payments Advisory Service.
Tel: **01264 345862**
Email: dpsupport@enhamtrust.org.uk
Web: www.enhamtrust.org.uk

Disabilities

Compass Disability Services

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

Living made easy

National charity providing advice on mobility and disability aids, daily living equipment.
Email: info@dlf.org.uk
Web: <https://livingmadeeasy.org.uk>

Drugs and alcohol

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.
Helpline: **0800 008 6811** (10.00am to 10.00pm).
Email: helpline@al-anonuk.org.uk
Web: www.al-anonuk.org.uk

Somerset Drug and Alcohol Service

Offers support in Street, Taunton and Yeovil.
Tel: **0300 303 8788**

Health

Motor Neurone Disease Association

A charity for assisting people with Motor Neurone Disease, equipment, wheelchairs, beds, stairlifts, financial difficulties and general care.
Tel: **0808 802 6262**
Email: mndconnect@mndassociation.org
Web: www.mndassociation.org

➔ **MS (Multiple Sclerosis) Society**

For assistance and advice about Multiple Sclerosis.

Tel: **0808 800 8000**

Email: helpline@mssociety.org.uk

Web: www.mssociety.org.uk

St Margaret's Somerset Hospice

24-hour advice and support relating to palliative and end of life care.

Tel: **01823 333822** or **01935 709480**

Web: www.st-margarets-hospice.org.uk

Home improvement help

Somerset Community Equipment and Wheelchair Service

Tel: **01823 211699**

Email: somerset@medequip-uk.com (community equipment) or somersetwcs@ajmhealthcare.org (wheelchair service).

Web: www.medequip-uk.com/contact/taunton (community equipment) or <https://somerset.wheelchair.services> (wheelchair service).

Independent Living Centres

Located in Shepton Mallet and Wellington. Book an appointment in advance of visiting.

Tel: **0300 123 2224**

Text: **07862 122246**

Legal advice

The Law Society

Help with finding a solicitor near you who specialises in advice about care.

Web: www.lawsociety.org.uk

Mental health

Mencap

The UK's leading charity for people with a learning disability and their families.

Tel: **0808 808 1111**

Email: helpline@mencap.org.uk

Web: www.mencap.org.uk

Mind

Supports people with mental health problems and promotes good mental health in the community.

Tel: **0300 123 3393**

Email: info@mind.org.uk

Web: www.mind.org.uk

Mindline Somerset (Mind in Somerset)

A phone support service, open 24/7.

Tel: **0800 138 1692** or **01823 276892**

Email: info@mindinsomerset.org.uk

Web: www.mindinsomerset.org.uk

Older people

Age UK

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

Age UK Somerset

Provides a range of services, projects, advocacy, emotional and practical support to older people 65 years and over, their relatives and carers.

Ash House, Cook Way, Bindon Road, Taunton TA2 6BJ

Tel: **01823 345613**

Email: infoandadvice@ageuksomerset.org.uk

Web: www.ageuk.org.uk/somerset

British Red Cross – Support at Home

Short-term help after a stay in hospital.

Tel: **01235 552665**

Email: ilcrsouthciadmin@redcross.org.uk

Web: www.redcross.org.uk

Care Choices

The reliable choice to find the care solution that's best for you – get information, guidance and reviews.

Web: www.carechoices.co.uk

Care Rights UK

Advises older people needing, or living in, residential care and their relatives.

Tel: **0207 359 8136**

Email: helpline@carerightsuk.org

Web: www.carerightsuk.org

Independent Age

Speak to an adviser for free and impartial advice on home care, care homes, NHS services, housing and other issues. • Tel: **0800 319 6789**

Email: helpline@independentage.org

Web: www.independentage.org

Sensory loss

deafPLUS

Provides advice, advocacy and life skills to Somerset. Somerset Fair, Bridgwater TA7 0EB

Tel: **01225 446555**

Email: stewart.weston@deafplus.org

Web: www.deafplus.org

Somerset Sight

A charity that helps visually impaired people in Somerset.

Northfield House, 51 Staplegrove Road,
Taunton TA1 1DG

Tel: **01823 333818**

Email: admin@somersetsight.org.uk

Web: www.somersetsight.org.uk

Other advice

Care Quality Commission (CQC)

Regulator and inspector of all care services. For general enquiries contact:

Tel: **0300 061 6161**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Citizens Advice

Free, independent and confidential advice.

Tel: **0800 144 8848**

Web: www.citizensadvice.org.uk

Mendip

Tel: **0808 278 7842**

Web: www.citizensadvicemendip.org.uk

Sedgemoor

Tel: **0808 278 7842**

Email: advice@citizensadvicesedgemoor.org.uk

Web: <https://citizensadvicesedgemoor.org.uk>

South Somerset

Tel: **0808 278 7842**

Web: www.citizensadvicesouthsomerset.org.uk

Taunton

Tel: **0808 278 7842**

Web: <https://citizensadvicetaunton.org.uk>

West Somerset

Tel: **0800 802 1808**

Web: <https://citizensadvicewestsomerset.org.uk>

Other independent advice

Connect Somerset

The community information database for Somerset.

Web: <https://connectsomerset.org.uk>

Soldiers, Sailors, Airmen and Families Association (SSAFA)

Help and support for people who serve in our Armed Forces, people who used to serve and their families.

Tel: **0800 260 6767**

Web: www.ssafa.org.uk



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk 🐦 @WeAreMFON

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- Respite
- Palliative
- Day care



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Care homes and care homes with nursing

West Somerset care homes

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Tel: 01643 703588

OP

Croft House **SRC**

Bridge Street, Williton TA4 4NR
Tel: 01984 632536

OP D YA

Daneswood Care Home **RCPA**

Cuck Hill, Shipham,
Winscombe BS25 1RD
Tel: 01934 843000

PD LDA YA

Dene Lodge, The – Minehead **RCPA**

Bircham Road, Alcombe,
Minehead TA24 6BQ
Tel: 01643 703584

OP D

Dunster Lodge Residential Home **RCPA**

Manor Road, Minehead TA24 6EW
Tel: 01643 703007

OP

Glen Lyn

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

OP

Golden Gorse Residential Care Home

4 Alexandra Road, Minehead TA24 5DP
Tel: 01643 702767

LDA

Northfield House

Tower Hill, Williton TA4 4JR
Tel: 01984 633810

OP PD LDA YA

Tidings

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

OP D PD LDA MH SI YA

Westerley Residential Care Home for the Elderly – Minehead

King Edward Road, Minehead TA24 5JB
Tel: 01643 702066

OP

Woodside

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

LDA YA

Wyndham House

Martlet Road,
Minehead TA24 5PR
Tel: 01643 703934

OP D YA

West Somerset care homes with nursing

Eastleigh Care Homes – Minehead Ltd

Periton Road, Minehead TA24 8DT
Tel: 01643 702907

OP D PD LDA MH SI YA

Winsor Nursing Home, The

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

OP D PD SI YA

Taunton Deane care homes

Abbeyfield (Somerset) Society **RCPA**

Heron Drive, Bishops Hull, Taunton TA1 5HA
Tel: 01823 334238 **Advert page 68**

OP D PD SI

Ashleigh House

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

PD LDA YA

Barley House **RCPA**

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

OP LDA MH YA

Bridge House (Somerset)

2 Bridgwater Road, Taunton TA1 2DS
Tel: 01823 334797

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

RCPA Member of the Registered Care Providers Association Ltd – see page 63 **SRC** – Specialist Residential Care – see page 37 **Advertisers are highlighted**

Taunton Deane care homes continued

Bungalow, The

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

PD LDA YA

Calway House

Calway Road, Taunton TA1 3EQ
Tel: 01823 333283 **Advert page 40**

OP D YA

Catherine House **RCPA**

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

LDA

Cedar Lodge

Advert inside front cover

Hope Corner Lane, Taunton TA2 7PB
Tel: 01823 286158

OP D PD LDA MH YA

Covenant Care – The Wheelhouse **RCPA**

Linden Hill, Lower Westford, Wellington TA21 0DW
Tel: 01823 669444

OP PD LDA MH SI YA

Crimson Hill Support Ltd

The Bungalow, The Elms, Curry Rivel,
Taunton TA10 0JD
Tel: 01823 255000

LDA

Dairy House, The **RCPA**

Longrun House, Bishops Hull, Taunton TA1 5AY
Tel: 01823 330015

PD LDA SI

Dimensions Somerset – Ashbury

Six Acres Close, Roman Road, Taunton TA1 2BD
Tel: 01823 274677

OP LDA YA

Dimensions Somerset – Newholme

Bushy Cross Lane, Ruishton, Taunton TA3 5JT
Tel: 01823 442298

OP LDA YA

Dimensions Somerset – The Brambles

Six Acres Close, Roman Road, Taunton TA1 2BD
Tel: 01823 334039

OP LDA YA

Dimensions Somerset – The Saplings

Wiltens Orchard, Fons George, Taunton TA1 3SA
Tel: 01823 275725

OP LDA YA

Drakes Place

Taunton Road, Wellington TA21 8TD
Tel: 01823 662347

OP PD LDA SI YA

Elm Tree House

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

OP D MH YA AD

Elmsmead

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

LDA YA

Halcon House

Hamilton Road, Taunton TA1 2EP
Tel: 01823 353447

OP D PD SI YA

House of St Martin

Langford Lane, Pen Elm, Taunton TA2 6NU
Tel: 01823 275662

OP LDA MH SI YA AD

Hummingbird Care

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

OP D PD MH SI YA

Ivy View **RCPA**

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

OP PD LDA YA

Knowls, The

86 Trull Road, Taunton TA1 4QW
Tel: 01823 327080

LDA YA

Langley House

Langley Marsh, Wiveliscombe TA4 2UF
Tel: 01984 624612

OP LDA YA

Laural House **RCPA**

3 Buckland Road, Taunton TA2 8EW
Tel: 01823 762831

OP LDA MH SI YA

Linden House Nursing Home **RCPA**

Linden Hill, Lower Westford, Wellington TA21 0DW
Tel: 01823 667711

OP YA

Little Oaks Residential Care Home

20-22 Bridgwater Road, Taunton TA1 2DS
Tel: 01823 322427

LDA

Longrun House **RCPA**

Longrun House, Bishops Hull,
Taunton TA1 5AY
Tel: 01823 272633

OP PD LDA YA

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

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Advertisers are highlighted

Taunton Deane care homes continued

Manor House Thurloxtton, The **RCPA**

Thurloxtton, Taunton TA2 8RH

Tel: 01823 413777

OP

Moorhaven

Normandy Drive, Taunton TA1 2JT

Tel: 01823 331524

OP D YA

Netherclay House **Advert outside back cover**

Bishops Hull, Taunton TA1 5EE

Tel: 01823 284127

OP D PD MH SI

Northway House Residential Home

96-98 Kingston Road, Taunton TA2 7SN

Tel: 01823 253999

OP D YA

Nynehead Court **RCPA**

Nynehead, Wellington TA21 0BW

Tel: 01823 662481

OP D

Orchard Lea **RCPA**

75 Bridgwater Road, Taunton TA1 2DT

Tel: 01823 972514

PD LDA SI YA

Pulsford Lodge

North Street, Wiveliscombe TA4 2LA

Tel: 01984 623569

OP D YA

Rectory Care Home, The **SRC**

2 Trinity Road, Taunton TA1 3JH

Tel: 01823 324145

OP D

Rivers **RCPA**

Longrun House, Bishops Hull,

Taunton TA1 5AY

Tel: 01823 272633

PD LDA SI YA

SeeAbility – Fiennes House

Residential Home **RCPA**

31 Drakes Park North,

Wellington TA21 8SZ

Tel: 01823 661529

PD LDA SI YA

St Georges Care Home

17 Wilton Street, Taunton TA1 3JR

Tel: 01823 275268

OP

Stanway Close and Greenway Road

18 Stanway Close, Taunton TA2 6NJ

Tel: 01823 252889

LDA YA

Wellington and Longforth House **RCPA SRC**

Longforth Road,

Wellington TA21 8RH

Tel: 01823 663667

OP D YA

Wellington Road

52 Wellington Road, Taunton TA1 5AP

Tel: 01823 334132

PD LDA MH YA

Westleigh House

20 Chip Lane, Taunton TA1 1BZ

Tel: 01823 284198

OP PD LDA YA

Wilton House **RCPA**

Upper High Street, Taunton TA1 3PX

Tel: 01823 272633

PD LDA SI YA

Woodlands Farmhouse

Wrantage, Taunton TA3 6DF

Tel: 01823 480640

OP D PD SI YA

Taunton Deane care homes with nursing

Aspen Court **Advert inside front cover**

Hope Corner Lane, Taunton TA2 7PB

Tel: 01823 346000

OP D PD LDA MH

Beauchamp House Nursing Home

Village Road, Hatch Beauchamp,

Taunton TA3 6SG

Tel: 01823 481500

OP D PD SI YA

Calway House

Calway Road, Taunton TA1 3EQ

Tel: 01823 333283 **Advert page 40**

OP D YA

Camelot House & Lodge **RCPA**

Taunton Road,

Wellington TA21 9HY

Tel: 01823 666766 **Advert inside back cover** **OP D MH**

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RCPA Member of the Registered Care Providers Association Ltd – see page 63 **SRC** – Specialist Residential Care – see page 37 **Advertisers are highlighted**

Chelston Park Nursing and Residential Home

– **Chelston Gardens Dementia Nursing Home** **RCPA**

West Buckland Road, Wellington TA21 9PH

Tel: 01823 667066 **Advert outside back cover** **OP D**

Dunkirk Memorial House **RCPA**

Minehead Road, Bishops Lydeard,

Taunton TA4 3BT

Tel: 01823 432407 **OP D**

Firs Nursing Home, The

251 Staplegrove Road, Taunton TA2 6AQ

Tel: 01823 275927 **OP YA**

Frethey House

Frethey Lane, Bishop's Hull, Taunton TA4 1AB

Tel: 0808 223 5356 **Advert page 68** **OP**

Gotton Manor

Gotton, Cheddon Fitzpane,

Taunton TA2 8LL

Tel: 01823 413118 **OP D PD SI YA**

Hamilton Park Nursing Home **RCPA**

6 Hamilton Road, Taunton TA1 2EH

Tel: 01823 256650 **OP**

Lavender Court

Roman Road, Taunton TA1 2BD

Tel: 01823 279151 **OP D YA**

Linden House Nursing Home **RCPA**

Linden Hill, Lower Westford,

Wellington TA21 0DW

Tel: 01823 667711 **OP YA**

Manor, The

Haydon Close, Bishop's Hull, Taunton TA1 5HF

Tel: 01823 230238 **Advert page 42** **OP D PD YA**

Mountbatten Nursing Home **RCPA**

82-84 Trull Road, Taunton TA1 4QW

Tel: 01823 333019 **Advert below** **OP**

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96-98 Kingston Road, Taunton TA2 7SN

Tel: 01823 253999 **OP**

Oake Meadows Care Home

Wyvern Road, Taunton TA1 4RA

Tel: 01823 337674 **OP D MH YA**

Oaktree Court

Middle Green Road, Wellington TA21 9NS

Tel: 01823 662032 **OP D PD**

Wey House Nursing Home

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Tel: 01823 337391 **D PD LDA MH SI YA AD**



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Admirals Rest

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Tel: 01278 423238 **OP MH YA**

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Somerset Court, Harp Road, Brent Knoll,

Highbridge TA9 4HQ

Tel: 01278 760555 **LDA YA**

Apple Tree House

243a Berrow Road, Berrow, Burnham-on-Sea TA8 2JQ

Tel: 01278 795849 **LDA YA**

Beaufort House

7 Rectory Road, Burnham-on-Sea TA8 2BY

Tel: 01278 550 123 **Advert page 73** **OP D PD SI YA**

Branch House **RCPA**

Taunton Road, North Petherton,

Bridgwater TA6 6NW

Tel: 01278 661290 **OP D LDA MH SI YA**

Bridgwater Court

42 Market Street, Bridgwater TA6 3EP

Tel: 01278 434866 **LDA YA**

Broughton Lodge

88 Berrow Road, Burnham-on-Sea TA8 2PN

Tel: 01278 782133 **OP D**

Cherry Trees

28 Berrow Road, Burnham-on-Sea TA8 2EX

Tel: 01278 792962 **LDA**

Church Road

1 Church Road, Wembdon, Bridgwater TA6 7RQ

Tel: 01278 453635

PD LDA YA

Court House Retirement Home **RCPA**

Market Cross, Church Street, Cheddar BS27 3RA

Tel: 01934 742131

OP

Dimensions Somerset – Greengates

26 Fore Street, North Petherton, Bridgwater TA6 6PY

Tel: 01278 664502

OP LDA YA

Dimensions Somerset – Northmead House

3 Northmead Drive, Puriton,

Bridgwater TA7 8DD

Tel: 01278 683478

OP LDA YA

Fernery House

7 Esplanade, Burnham-on-Sea TA8 1BB

Tel: 01278 794627

LDA

Frith House **SRC**

Stear Drive, Burnham-on-Sea TA8 1AA

Tel: 01278 782537

OP D YA

Greenhill House

Tweentown, Cheddar BS27 3HY

Tel: 01934 740500

OP D YA

Gunters Grove Farm

Shurton, Bridgwater TA5 1QH

Tel: 01278 653671

LDA

Holly Tree Cottage

243 Berrow Road, Burnham-on-Sea TA8 2JQ

Tel: 01934 429448

LDA YA

Kathleen Chambers House

97 Berrow Road, Burnham-on-Sea TA8 2PG

Tel: 01278 782142

OP D SI

Laurels, The

Westfield Lane, Draycott,

Cheddar BS27 3TN

Tel: 01934 742649

OP D

Light House, The

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Lodge, The

18 Huntspill Road,
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Tel: 01278 786618

OP PD LDA MH SI YA

Minster, The

Mill Street, North Petherton,
Bridgwater TA6 6LX
Tel: 01278 661528

PD LDA MH YA

Northcroft RCPA

Barrows Road, Cheddar BS27 3BD
Tel: 01934 744734

LDA

Oak Trees SRC

Rhode Lane, Bridgwater TA6 6JF
Tel: 01278 451125

OP D YA

Old Vicarage, The RCPA

Stockland Bristol, Bridgwater TA5 2PZ
Tel: 01278 653056

OP YA

Park View

1 Westfield Road,
Burnham-on-Sea TA8 2AW
Tel: 01278 789444

LDA

Red Gables

1 Pinnocks Croft, Berrow,
Burnham-on-Sea TA8 2NF
Tel: 01278 786607

PD LDA YA

Rosewood Lodge & Brook House

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Bridgwater TA6 3LH
Tel: 01278 457676

LDA MH YA

Rouse

40 High Street, Othery,
Bridgwater TA7 0QA
Tel: 01823 698460

OP D PD LDA MH SI YA AD

Six Acres

Somerset Court, Harp Road, Brent Knoll,
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LDA

Stafford Lodge

87 Berrow Road, Burnham-on-Sea TA8 2PF
Tel: 01278 784067

LDA YA

Street Farm

The Street, Draycott, Cheddar BS27 3TH
Tel: 01934 744930

LDA MH YA

Sydenham House

Frederick Road, Bridgwater TA6 4NG
Tel: 01278 422763

OP D YA

Towans Care Home, The RCPA

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Tel: 01278 782642

OP

Tudor Lodge RCPA

8 Brightstowe Road, Burnham-on-Sea TA8 2HW
Tel: 01278 554477 **Advert below**

OP

Wellfield House

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OP

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LDA YA

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RCPA Member of the Registered Care Providers Association Ltd – see page 63 **SRC** – Specialist Residential Care – see page 37

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OP D

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Bridgwater TA6 3LS
Tel: 01278 450450

Advert inside back cover

OP D PD MH SI YA

Burnham Lodge Nursing Home

147 Berrow Road,
Burnham-on-Sea TA8 2PN
Tel: 01278 783230

OP PD

Casa di Lusso

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OP D PD LDA MH YA

Holywell Nursing Home **RCPA**

120 Brent Street, Brent Knoll, Highbridge TA9 4BB
Tel: 01278 760601

OP D PD

Rosary Nursing Home, The

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Tel: 01278 727500

OP D PD SI

St Michael's

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Axbridge BS26 2DW
Tel: 01934 732358

OP PD LDA YA

Stockmoor Lodge

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Tel: 01278 434535 **Advert page 40**

OP D YA

South Somerset care homes

Ashcroft

30 Ashcroft, Chard TA20 2JH
Tel: 01460 394061

LDA YA

Ashley House – Langport

The Avenue, Langport TA10 9SA
Tel: 01458 250386

OP D

Autism Wessex – Barn Close

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

LDA YA

Autism Wessex – Middle Path

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

LDA YA

Beechwood House Care Home

60 West Coker Road, Yeovil BA20 2JA
Tel: 01935 472793

OP

Blackberry Hill

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

LDA YA

Burnworthy House

South Street, South Petherton TA13 5AD
Tel: 01460 240116

OP D YA

Cambian Lufton Manor College

Lufton, Yeovil BA22 8ST
Tel: 01935 403120

LDA YA

Cary Brook

Millbrook Gardens, Castle Cary BA7 7EE
Tel: 01963 359700

OP D YA

Chard Manor

Tatworth Road, Chard TA20 2DP
Tel: 01460 261016

LDA YA

Compton View Residential Care Home **RCPA**

267 St Michaels Avenue, Yeovil BA21 4NB
Tel: 01935 476203

OP

Dimensions Somerset – Selwyn House

52 Southway Drive, Yeovil BA21 3ED
Tel: 01935 479143

OP LDA YA

Dimensions Somerset – Spring View

Preston Grove, Yeovil BA20 2DU
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Dimensions Somerset – The Maples

Catherine's Close, Castle Cary BA7 7HP
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OP LDA YA

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

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Manor Lodge Care Home

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OP YA

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OP D PD SI

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OP D MH

Highfield House Residential Care Home

High Street, Castle Cary BA7 7AN

Tel: 01963 350697

OP

Huish House

Huish Episcopi, Langport TA10 9QP

Tel: 01458 250247

PD LDA SI YA

Lodge, The

Advert inside front cover

Portway, Langport TA10 ONQ

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OP LDA MH YA

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OP D

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OP YA



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OP D

Have you considered all housing options? See the information beginning on page 36.

South Somerset care homes with nursing

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OP PD YA

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OP D PD LDA MH YA

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OP D SI YA

West Abbey

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OP D YA

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

Mendip care homes

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Tel: 01458 447244 **Advert page 76**

OP D PD YA

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