



Bournemouth, Christchurch, Poole & Dorset

Adult Care & Support Services Directory **2026/27**

The essential guide to choosing and
paying for care and support

In association with





Poole Home Care

First Floor, Elizabeth House
40 Lagland Street
Poole
Dorset BH15 1QG



Quality Care in the Community

Our Mission

We aim to provide our clients with a comprehensive service of care of the highest quality within their own home environment. We strive to offer a flexible, efficient and professional service which is tailored to meet each person's individual needs.

Our Vision

To promote and offer the highest level of care and excellence when providing our services of care.

Our Goals

We aim to deliver and honour a service that individuals can be proud of.

Our Objectives

To continue to improve on the above to ensure we can deliver quality care to an exceptional standard.

Our Values

Commitment

Being committed and honouring that commitment in every way we can.

Attention to detail

Tailoring a person centred care package to meet the individual needs of each client.

Respect

Respecting the rights and choices and beliefs of all clients.

Extra mile

Always going above & beyond of what is needed to ensure high standard of client satisfaction in every way.

For more information, please don't hesitate to contact us:

01202 022360 • 07376 787 563
info@poolehomecare.co.uk

Inspected and rated

Good



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If you need extra copies of this Directory, free of charge, call the **Adult Social Care Hub** (Bournemouth, Christchurch and Poole residents) on **01202 123654**, email **ASCHub@bcpcouncil.gov.uk** or for those who are deaf, have hearing loss or are speech impaired, use the **Relay UK** service (**www.relayuk.bt.com**). For British Sign Language (BSL) users accessing the SignVideo app, select 'SignVideo Directory Services', then 'BCP Council Adult Social Care'. For **Dorset Council** (residents in the rest of Dorset), call **01305 221016**. For British Sign Language (BSL) users accessing the SignVideo app, select 'SignVideo Directory Services' then 'Dorset Council'.



All the listings of care homes, care homes with nursing and home care providers in this publication are supplied by the Care Quality Commission (CQC) in association with BCP Council and Dorset Council. Neither BCP Council, Dorset Council nor Care Choices can be held liable for any errors or omissions. The information contained in the 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 BCP Council nor Dorset Council.

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.



Welcome

We believe that everyone should be able to live safely and independently in their own homes for as long they can. However, at some point, many of us need help to look after ourselves; because of illness, accident, disability or simply getting older. It's important to remember what your strengths are. Recognise what you can do and what matters to you. Whether that's going out with friends and family, gardening, cooking or art, think about what your strengths are and how you can keep them.

You may need some help and support to continue doing what matters to you. That's why we want you to be as involved as possible in choosing and arranging the right care and support for you. Whether this is at home, help to get out and about to do everyday tasks, or being involved in the activities you enjoy. This will help you to achieve the things that are most important to you. The aim

is to help you live the life you want.

This Directory provides information about a wide range of help and support available through independent providers, voluntary and community organisations, your local council and the health authority. Within this Directory, services that are provided by your local council are described as 'Adult Social Care' and are provided by:

- BCP Council.
- Dorset Council.

Further information about care and support to help you remain safe and independent, as well as a wide range of providers, can be found at **www.bcpCouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory** and **www.dorsetCouncil.gov.uk/care-and-support-for-adults**

Bournemouth, Christchurch and Poole (BCP) and Dorset Councils' Adult Social Care Service Directory

If you are looking for advice on how to stay safe and independent at home, the BCP Council Adult Social Care Service Directory is a great place to start. It is designed to help you make informed choices, with the right support to suit your life; because sometimes, a little help can make a big difference.

You can use the directory to find:

- Support at home, including personal care.
- Local activities, events and community groups.
- Charities and organisations that can help you to stay connected and well.
- Advice on money, transport, home adaptations and daily living aids.
- Information for carers, including how to look after their own wellbeing.

Whether you are looking for help with everyday tasks, ways to stay active or planning for the future, the directory can help you find what matters to you.

The website has a focus on adults living in Bournemouth, Christchurch and Poole, but much of the information is also useful for people living in the wider Dorset area, no matter whether you receive financial support or arrange your own care.

If you do not have access to the internet, you can still get the information you need. Call the Adult Social Care Hub on **01202 123654** (residents of Bournemouth, Christchurch and Poole) or Dorset Council (residents in the rest of Dorset) on **01305 221016**.

Find out about:

- How to stay safe and independent at home, including equipment to aid your daily living and care at home.
- Social opportunities including lunch clubs, day opportunities and befriending schemes.
- Transport options to help you get out and about.
- Information and support for carers including advice and information about looking after

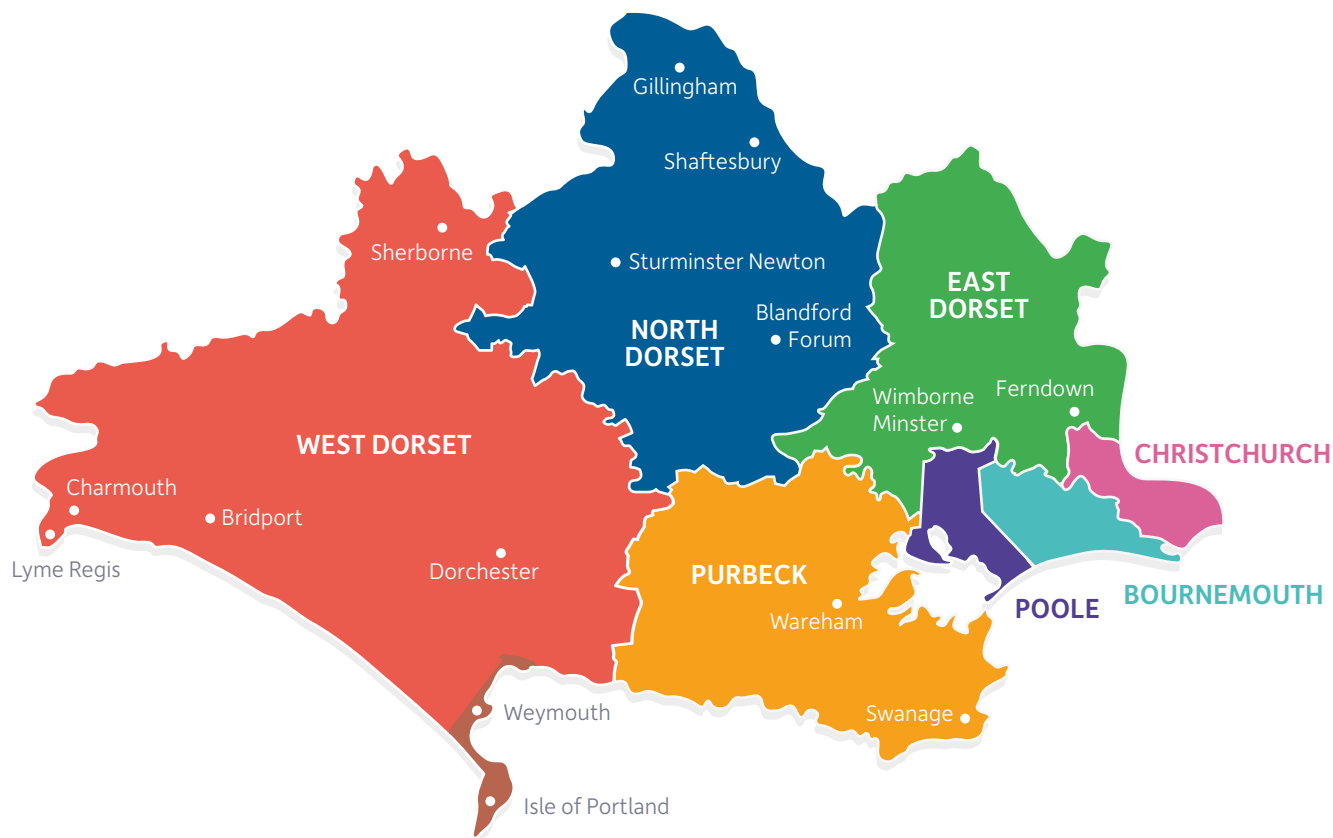
yourself and taking a break from caring.

- Plus, much, much more.

Visit www.bpcouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory or scan the following QR code.



Regions covered by this Directory



Home care providers

Bournemouth	23
Christchurch	27
Poole	29
Rest of Dorset	31

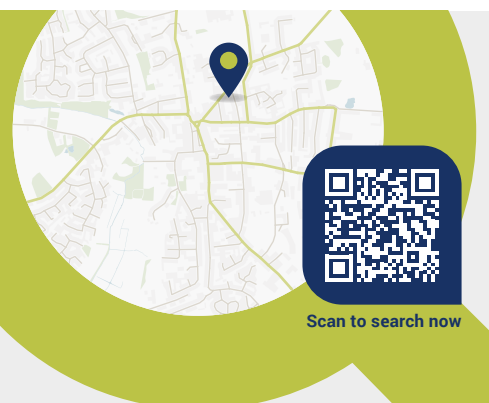
Care homes/care homes with nursing

Bournemouth	61	North Dorset	73
Christchurch	64	Purbeck	75
Poole	66	East Dorset	76
West Dorset	69		

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



Visit www.carechoices.co.uk

Planning for your future care

Prepare to live better – it's never too early to start planning for your future. Planning ahead and knowing what your options are can help you to make informed decisions and be more prepared. It can also help avoid decisions being made in a rush that may not be right for you.

It is also important to think about how you might pay for any support you need. Not everyone qualifies for funding from their local council, and even those who do may only receive partial funding. Planning ahead gives you more choice and control of your situation.

There are changes you can make that can have a positive impact and help you stay independent for longer.

These are the top 10 things to consider:

1. Think about how you will pay for your care – planning gives you more choice and control.
2. Look after yourself – small changes now can make a big difference later.
3. Check if you are entitled to any welfare benefits – make sure you are claiming all the benefits you are entitled to.
4. Plan for the future – if the time comes when you can't manage your money, you may need

someone to make decisions for you.

5. Think about adapting your home – small changes can help you stay safe and independent in the future.
6. Think about downsizing – moving to a more manageable home could make your life easier.
7. Think about moving closer to family, friends, shops and services – being closer to these will make life easier if your needs change.
8. Find out what support is available in your community. Stay connected, use your skills to help yourself and others and keep yourself healthy and well.
9. Think about the type of care you might want – talk with your family about the type of care and support you might need in the future and how you would want your care to be provided.
10. Find out if you qualify for help from your local council – not everybody gets funding.

Further information can be found at www.bcpccouncil.gov.uk/adult-social-care-and-health, www.dorsetcouncil.gov.uk/care-and-support-for-adults or by contacting Adult Social Care in your area using the details on page 60.

Helping you stay safe and independent

Safeguarding adults

Abuse can happen anywhere. It can happen at home, in the street, where you work, in a care home, hospital, day centre or in any other public place where you may spend time. Everyone has the right to live in safety, free from abuse and neglect.

What is abuse?

Many people may associate abuse with physical harm, but it can also come in the form of financial, neglect, discrimination, intimidation or sexual harm. Examples of abuse include:

- **Physical** – hitting, injuring, pushing, kicking, restraining someone inappropriately, misusing medication, controlling what someone eats or denying someone of their liberty.
- **Psychological/emotional** – intimidation, threatening, humiliation, extortion (obtaining something like money through force or threats), racial, verbal or psychological abuse.
- **Sexual** – rape, indecent exposure, inappropriate looking or touching, involving a person in a sexual activity which is unwanted or not

understood or sexual attention or activity that is not consented to.

- **Neglect and acts of omission** – not providing food, clothing, attention or care, withholding of aids or equipment (continence, walking, hearing or glasses), failure to provide access to appropriate health or social care, misuse of medication by inappropriately giving medication, overdosing or withholding it, imposed isolation or confinement or preventing someone from seeing people or having visitors.
- **Self-neglect** – a person being unable or unwilling to care for their own essential needs, including their health or surroundings. For example, their home may be very unclean or there may be a fire risk due to hoarding.
- **Financial or material abuse** – theft or misuse of money, property or personal possessions, putting pressure on a person in connection with wills, property or inheritance or postal and internet scams.
- **Discriminatory** – treating people less favourably or unfairly on the grounds of their race, ethnicity, religion or belief, age, gender, gender identity, disability, culture, sexuality or mental health needs, including hate crime.
- **Modern slavery** – a person being forced to work for little or no pay, being held against their will, tortured or treated badly by others.
- **Organisational** – neglect and providing poor care in a care setting, such as a hospital or care home or in a person's own home.
- **Domestic violence and abuse** – threatening behaviour, violence or abuse between adults who are or have been in a relationship together, or between family members, regardless of gender or sexuality. This could be a one-off incident or a pattern of incidents or threats, violence or controlling behaviour, being forced to marry, honour-based violence or female genital mutilation (FGM).

Who is at risk of abuse?

Anyone can experience abuse, but some people may be more at risk, including those who:

- Rely on other people for their care and support.
- Are older or frail and unable to protect themselves.

- Live with a mental health condition.
- Have a physical or learning disability.
- Have a serious sight or hearing impairment.
- Live with dementia.
- Misuse alcohol or drugs.
- Have a long-term health condition.

If someone tells you they are being abused or think they could be, do the following:

- Stay calm and listen to them.
- Offer them reassurance and support.
- Write down what they tell you using their own words.
- Keep any evidence safe.
- Get in touch with your local council or the Police.
- In an emergency, dial **999**.

Please do not:

- Press them for more details.
- Contact the person they have said is causing them harm.
- Promise to keep it secret.
- Assume that someone else knows what's going on and will get in touch.

All public services, including the Police, local authorities and NHS, take adult abuse very seriously. This process is usually referred to as 'adult safeguarding'. Everyone has a part to play in keeping people safe.

Reporting abuse

If you are worried that someone is being abused or neglected call your local authority. Contact the Police on **999** if you think someone is at immediate risk of harm.

Adult Social Care Hub

Bournemouth, Christchurch and Poole residents.
Tel: **01202 123654** (for Relay UK, use the phone or desktop app. Visit **www.relayuk.bt.com** for more information).

Email: **aschub@bcpccouncil.gov.uk**

SignVideo: Select 'SignVideo Directory Services', then 'BCP Council Adult Social Care'. →

→ Dorset Council Adult Social Care

Residents in the rest of Dorset. Tel: **01305 221016**

SignVideo: Select 'SignVideo Directory Services', then 'Dorset Council'.

If it is outside of normal office hours, please call the Emergency Duty Service on either of the following numbers.

Bournemouth, Christchurch and Poole

Bournemouth, Christchurch and Poole residents.

Tel: **0300 123 9895**

Dorset

Residents in the rest of Dorset. Tel: **01305 221000**

You can also tell a health or social care worker such as a social worker, nurse, doctor or occupational therapist.

If you report abuse:

- Your concerns will be taken seriously.
- The matter will be dealt with sensitively.
- It will be made sure that the person is safe.
- The situation will be investigated fully.

You will be asked to provide a name and contact details so that your local authority can get in touch to ensure it has all the information it needs to keep the person safe.

Home safety and preventing falls

Making your home safer can help reduce the risk of falls and injuries, supporting you to stay independent and confident in your home.

Falls, slips and trips can lead to serious injuries, like broken bones. Falls are also a leading cause of disability in later life. A fall at home can affect your health, lead to a hospital stay or make it harder to stay independent. But there are simple things you can do to reduce the risk.

Family, friends, neighbours and support workers can help make your home safer while supporting your independence.

Here are some practical ways to reduce the risk of falling:

- Keep walkways clear and remove clutter.
- Make sure floors and carpets are secure and even.
- Ensure your home is well lit and warm.
- Fit handrails where needed, for example, on stairs or in the bathroom.

Looking after your health and wellbeing is also important. Staying active, eating well, drinking enough water and wearing well-fitting shoes or slippers can all help to prevent falls. It is also a good idea to get any foot problems checked quickly.

For more advice or support, contact the Safe and Independent Living (SAIL) service (see page 39).

Loneliness and isolation

Many people who live alone can feel lonely or isolated. Fortunately, there are several opportunities across Dorset to get out, meet people and socialise. These include lunch clubs, coffee mornings and clubs organising visits and outings. Details of these can be found at **www.bpcouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory** or **www.helpandkindness.co.uk/community-directory**

If, for any reason, you find it difficult to get out

and about or simply want to talk to someone, befriending or Good Neighbour schemes can help. See page 37 for further information.

There are lots of things to do across Dorset, offering a way to meet new people. There are also opportunities for you to share your own skills, learn new ones and contribute to community projects.

Volunteering can be a positive way to be involved in the local community. See page 38 for more.

Free walks

You may want to consider taking part in regular, short, guided health walks that take place every week throughout Dorset. These free walks offer a great opportunity to get out in the fresh air and meet new people at the same time as keeping you fit and healthy.

Details of these walks can be found at **www.bcpCouncil.gov.uk** (search 'Walking') or **www.helpandkindness.co.uk/community-directory**

For those living with memory loss and dementia, Memory cafés are a great way to meet with others in a social setting. See page 39 for further information.

Libraries

Libraries in Dorset do much more than lend books. They have a range of events and opportunities to meet people, such as reading groups, craft and

chat groups, as well as computer learning groups. Details for your local library can be found on your council's website as follows.

BCP Council

Web: **www.bcpCouncil.gov.uk/libraries**

Dorset Council

Web: **www.dorsetCouncil.gov.uk/libraries**

Making friends and meeting new people

There are many ways to connect with others in your area. For further information, visit **www.bcpCouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory** or **www.helpandkindness.co.uk/community-directory**

Alternatively, contact your local Adult Social Care department (see page 60).

Equipment to help you

At some point in our lives, perhaps because of disability or simply getting older, everyday tasks can become more difficult. This might mean struggling to get out of a chair, in and out of the bath or even to open a jar or lift a kettle. Sometimes, it is struggling to see buttons clearly or read instructions.

Many people don't ask for help because they worry it means giving up their independence. However, finding the right equipment for you can help you to stay independent for longer and do more yourself.

There are hundreds of aids that can help you to carry on living independently; from helping you with eating, dressing and bathing, to help with getting around your home. For examples of these, see pages 13 to 14. Whatever you have difficulty with, there is almost certainly a solution for you.

Getting advice about equipment

There are several organisations which provide equipment and advice. If you are not sure what type of equipment can help you, visit an Independent Living Centre (contact details can be

found on page 60). This is a great way to see and try out equipment without any pressure. Some items of equipment can be borrowed for free so that you can try them at home.

You can also get free and impartial advice from Living Made Easy, a national charity that provides advice, information and training on daily living aids. Visit **<https://livingmadeeasy.org.uk>** for contact details.

If you have a sight or hearing impairment, sight and hearing centres offer an opportunity to try out specialist equipment and get advice. Contact details for sight and hearing centres can be found on page 60.

You can find further information about equipment that can help with daily living from one of the many equipment suppliers in Dorset.

Details of these and advice about how to return equipment is available at **www.bcpCouncil.gov.uk/equipmentandadaptations** or **www.dorsetCouncil.gov.uk/live-at-home**

Community Equipment Loan Service

This service provides a range of equipment to help you live independently at home. The service is provided by Medequip (www.medequip-uk.com/contact/pan-dorset) on behalf of BCP Council, Dorset Council and the NHS and includes delivery, fitting, servicing, collection and recycling.

How to access equipment

To access equipment, you will need to be assessed by a health or social care professional. You can ask your GP for a referral or contact your local council's social care services directly. To find out if you are eligible and how to request an assessment, see page 50. Following an assessment, equipment is then prescribed and provided on loan to support independent living for as long as you require it and are living in Bournemouth, Christchurch, Poole or the Dorset area.

Returning community equipment

All equipment loaned by the Community Equipment Service should have a Medequip label with the Medequip customer service phone number. If your equipment is no longer required and ready to be returned, call **01305 235499** or email **PanDorset@medequip-uk.com**

You can also return equipment directly to Medequip at Unit 1, Provence Close, Bournemouth BH11 9UJ. Opening hours are Monday to Friday, 8.00am to 5.00pm.

You can also return equipment directly to your local return point. Visit www.medequip-uk.com/contact/pan-dorset

to find your nearest drop-off location.

Why?

All items returned will be assessed and safety tested before being either repaired and reused within the community or stripped down for recycling.

Self-care

Self-care empowers you to stay independent, giving you the confidence to remain in your own home and complete everyday tasks safely. With a wide range of equipment choices available through local mobility retailers or online, finding the right equipment for you has never been easier, and you have control over what you use. This can range from food preparation and mobility to dressing and bathing aids.

You could also consider shopping online at www.manageathome.co.uk, Medequip's online retail store for daily living aids, delivered directly to your home. Visit www.manageathome.co.uk/pages/catalogue-request to order your free catalogue.

VAT relief is also available on many products, giving you financial help if you are disabled or have a chronic illness. To find out more, visit www.manageathome.co.uk (select 'VAT Relief').

For online advice, visit www.manageathome.co.uk/blogs/advice-hub/ This is a resource developed with Medequip's Clinical Team. It provides practical articles, clinical insights and product guidance to help you make informed decisions and use equipment safely and effectively.

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Telecare

Telecare is a simple way to help you feel safer at home. This works through a device called a 'careline', which is connected to your telephone line and can be used in an emergency.

When you press the button, it alerts your carer or a 24-hour monitoring and response centre. At the centre, a trained operator will try to speak to you through the base unit. If you do not respond, they will call someone you have chosen (for example, a relative, neighbour or friend) or the emergency services if needed. This means that help is always available at the press of a button.

Different types of sensors can be added to the careline to check for some problems automatically. For example, it could raise the alarm if you fall over, do not return to bed if you get up in the night, do

not get up in the morning as expected, leave the bath running or forget to turn the heating on. This means that you, your carer and relatives can relax, knowing that support is available.

If you are not sure whether Telecare is right for you, you could visit an independent living centre. These have many types of equipment on display and experienced staff to advise you. Contact details can be found on page 60.

Your local council may be able to provide Telecare for you if you are eligible (see page 50). In some cases, this means there may be no charge for the provision, installation or maintenance of the equipment. There may be a small charge for the monitoring, and you may be asked to contribute towards this.

Home maintenance and adaptations

Making changes to your home can help you stay independent and make everyday tasks easier. Even small adaptations can make a big difference to your comfort, safety and confidence.

There are many ways in which your home can be adapted. For example:

- Putting in ramps or handrails so it is easier to get in and around the home.
- Widening doors or putting in a stair lift so it is easier to move between rooms.
- Altering bathroom and kitchen fittings to make them easier to reach.
- Adapting heating controls or light switches so they are easier to use.

Many adaptations are relatively simple and inexpensive but can make a big difference. For instance, a handrail might be all you need to help you get safely upstairs to the bathroom.

Bournemouth, Christchurch and Poole

The BCP Handyvan Service offers practical help with household tasks and repairs. There is no labour charge; you only pay for the materials used. If you live in Bournemouth, Christchurch or Poole, are over 60, have a disability or long-term condition and

receive certain benefits, you may be eligible for the service.

For more information and to check if you qualify, call **01202 942331**, email **referrals@handyvanservice.co.uk** or visit **www.handyvanservice.co.uk**

Dorset

The Dorset Accessible Homes Service (DAHS) is locally based, with offices in Dorchester and Blandford Forum. It works on behalf of Dorset Council and is available to anyone in the Dorset Council area.

As well as providing practical help with home adaptations, repairs and improvements, the service offers free advice, support and information on:

- Checking whether you are entitled to any financial help.
- Your housing options.
- Deciding on home adaptations that might help you.
- Carrying out minor repairs.
- Making your home more energy efficient.

Contact **DAHS** on **0333 003 0010** or visit **www.dorsetaccessiblehomes.co.uk**

Occupational Therapy

Occupational therapists (OTs) can help you to stay independent by offering advice and support if you're finding everyday tasks more difficult – whether that is due to a long-term health condition, disability or changes that come with ageing.

OTs can work with you to find practical solutions that make life easier and help you feel more confident in your home.

Services available include:

- Free loan of equipment (such as commodes, perching stools and items to raise the height of a chair or bed).
- Advice and equipment to help you move safely, for example, from a bed to a chair or in and out of the bath.
- Suggestions for alternative equipment suppliers, benefits advice and other services.
- Training and guidance for carers.
- Small changes (sometimes called minor

adaptations) to your home that make it easier to get around.

- Recommendations for bigger changes (sometimes called major adaptations) to your home to improve access to all essential facilities within it. Advice and assistance can be given about funding.
- Support when you are coming home from hospital.
- Collection of equipment if your circumstances change and you no longer need equipment.

Assessing your needs

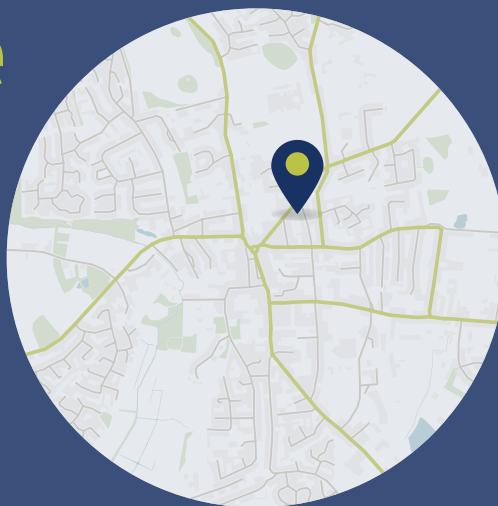
A member of the Occupational Therapy Team will arrange to visit you at home (or wherever feels right for you). They will talk to you about what's working well, what's difficult and what might help. They will also look at any risks and how to reduce them.

Contact your local Adult Social Care department for further information using the contact details on page 60.

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



Scan to search now

www.carechoices.co.uk



 CareChoices

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://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? ☐

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? ☐

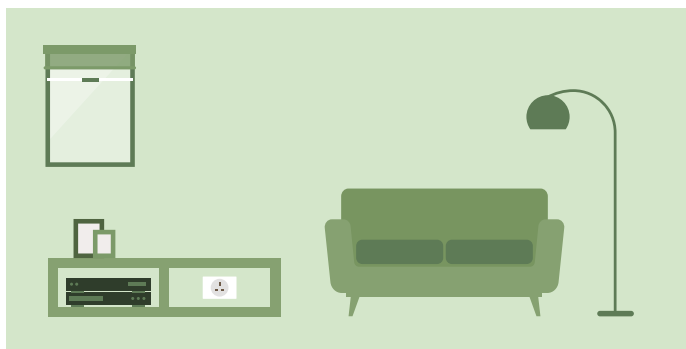
Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Notes

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 tipplers 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

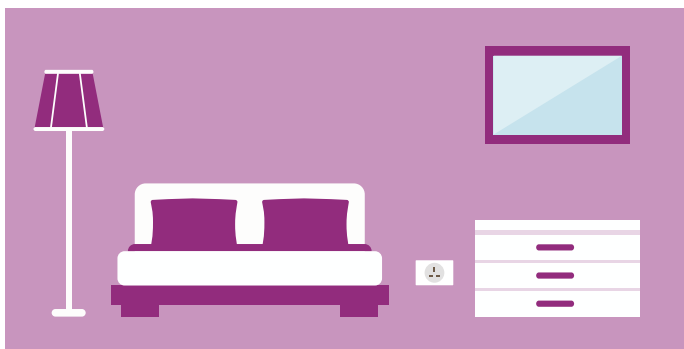


Level indicator



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 16.

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

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

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



If it's **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool while brushing your teeth. You might like to buy a raised toilet seat or a seat with a built-in support frame if it's **hard to use your toilet**. Flush-lever extensions are also available. Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip-resistant bath mat, grab rails, a half step to help you get in and out of the bath, or a bath or shower seat. Tap turners can also be used in the bathroom.

Council Adult Social Care Contacts

BCP residents. • Tel: **01202 123654** (for Relay UK, use the phone or desktop app. Visit www.relayuk.bt.com for more information). Email: aschub@bcpcouncil.gov.uk • Web: www.bcpCouncil.gov.uk/adult-social-care-and-health SignVideo: Select 'SignVideo Directory Services', then 'BCP Council Adult Social Care'.

Dorset Residents. • Tel: **01305 221016** • Web: www.dorsetcouncil.gov.uk/care-and-support-for-adults • SignVideo: select 'SignVideo Directory Services', then 'Dorset Council'.



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Leaving hospital

If you need extra support after leaving hospital, health and social care staff will work together to ensure you are discharged safely and get the help you need. This may be at home or in another place of care. Someone in the team

will contact you soon after you leave hospital to arrange a full conversation about what matters to you and what support might help. For more information, visit

<https://ourdorset.org.uk/homefirst>

Reablement

If you've had an illness, accident, hospital stay or are feeling less confident at home, you may need a bit of support to help you get back to doing things for yourself. Reablement is short-term support provided in your home. A team will work with you to rebuild your confidence and skills, whether that's getting dressed, preparing meals or moving around safely. Most people find that this support helps them regain their independence and allows for them to continue living at home.

Please note, this service is available to all adults in Bournemouth, Christchurch, Poole and Dorset.

To find out if you can access reablement, Adult Social Care will find out what you want to be able to do and agree when help is needed.

If you are eligible, support in your home may then be arranged to help you regain confidence and ability in carrying out daily living tasks, such as:

- Dressing and getting into and out of bed.
- Washing and shaving.
- Managing the toilet.
- Eating and drinking.

The amount of help needed varies with each person and their circumstances.

You might need only a few visits a week or several visits a day. Over the period of reablement, the amount of help you need should reduce quickly, as your confidence and ability improve.

Reablement is free of charge, provided that:

- Your local council agrees that reablement can help you.
- You are not already receiving care services.
- You are finding it difficult to manage your personal care or daily living needs due to frailty, following an illness or fall, or after a stay in hospital.

At the end of a period of reablement, most people can live independently at home. However, if you still need some support, your local Adult Social Care Team will work with you to see how much more help or support may be needed. They will also tell you how much this might cost and whether the council will pay something towards that cost.

For further information, visit

www.bcpccouncil.gov.uk (search 'reablement') or **www.dorsetcouncil.gov.uk/care-and-support-for-adults/** Alternatively, contact the Adult Social Care department in your area using the details on page 60.

Personal care in the home

If you find you do need longer term care, a care assistant can visit you at home to provide the support you need. This kind of support can make a big difference in helping you to stay independent and living in your home.

Everyone's needs are different; some people may need help several times a day with a range of tasks. Others might only need help with one or two tasks less frequently.

Some of the things you can get help with include:

- Preparing meals and cooking.
- Personal care, like getting in and out of bed, washing, dressing and going to the toilet.
- Cleaning and other household tasks.
- Shopping, collecting medication and paying bills.
- Help with paperwork (bills, banking and letter writing).

- Help with getting out and about to appointments or social activities.

If you would like help from your local council, it will need to find out if you meet the national eligibility criteria. This includes looking at your needs and whether it will pay something towards the cost of your care at home. Contact your local Adult Social Care department for more information; details can be found on page 60.

Local home care agencies begin on page 23 or can be found at **www.bcpccouncil.gov.uk** (search 'home

care providers') or

www.dorsetcouncil.gov.uk/choose-care

Alternatively, contact your local Adult Social Care department (see page 60). Alzheimer's Society has advice on care in the home for people living with memory loss conditions. Contact details can be found on page 59.

Before you decide which provider or agency to use, it is sensible to check its rating and report from the Care Quality Commission. See page 55 for more information.

Live-in care

Live-in care is a viable and increasingly popular alternative to residential care. This is where a fully trained care worker lives and works in your own home to provide one-to-one support. The carer will support you with your individual needs and help you to maintain your independence in comfortable and familiar surroundings.

The carer must be allowed breaks and have somewhere to sleep at night. You are expected to

provide a private bedroom with furnishings like a bed and storage, a bathroom they are free to use and internet access. You may also be required to install a lock on their bedroom door for privacy.

Live-in care can be temporary, for example for a few days or weeks whilst you recover from a hospital stay to help you regain confidence and independence, or a form of long-term support. You can receive care by day or night, or both. →

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Poole - 01202 618 616 New Milton - 01425 508 335

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➔ However, you may need more than one care worker if you need care by night and day as live-in carers must be allowed regular breaks.

What can live-in carers do?

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary. Common duties of a live-in carer may include:

- Helping you get in and out of bed.
- Dressing, bathing, toileting and other personal care tasks.
- Administering medication.
- Mobility support.
- Cooking and meal preparation.
- Domestic tasks, such as cleaning or laundry.

Many live-in carers help people with simple daily or weekly tasks or help them to get out and about to continue doing the activities they enjoy. Live-in carers can also provide emotional support and companionship.

The main benefits of live-in care are:

- Support in your own home.
- One-to-one personalised care.
- Flexible routines based on your preferences and support needs.
- Reassurance and assistance at all times of day and night.
- Continuity of care from one or two carers.

It is important to ensure that your live-in care package is tailored to your individual needs and that

the carer supporting you is trained in how to care for people with your level of need.

How much does live-in care cost?

The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require. The best way to find out how much live-in care may cost is to enquire with an agency or independent care worker.

For more information on how to pay for live-in care, see page 50.

Is live-in care the best choice for you?

Live-in care can be suited to a lot of people with a wide range of care and support needs. It is best suited for people who:

- Want to remain living in their own home.
- Want to maintain their independence.
- Have complex and changing care needs.
- Desire companionship in addition to care and support.
- Need short-term respite care or long-term care and support.

See the checklist on page 21 for a list of useful questions to ask potential live-in care providers.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 55.

Finding care in your area

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

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

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

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 55), 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**

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with live-in 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? ☐ ☐ ☐

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

Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

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? ☐ ☐ ☐

Notes

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*See page 55.

Are staff able to help with administering medication if required? ☐ ☐ ☐

Has the agency's carers worked with someone with my level or kind of need before? ☐ ☐ ☐

What services do the agency's carers do? Will they help with daily tasks, such as cooking and cleaning or pet care? ☐ ☐ ☐

Regulation

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see the agency's contract terms? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

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

Cost

What is the weekly cost of the care service? ☐ ☐ ☐

What services are charged as extras? ☐ ☐ ☐



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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?

Record keeping

- How does the agency record your care? Is this electronic, paper or both?
- How is your personal information kept safe?
- Can you or a family member see your care records if they want to?

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 55.



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Bournemouth home care providers

See page 27 for the **Service User Bands** key

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Reablement Service

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Bournemouth
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Sagecare (Bournemouth)

Bournemouth
Tel: 01202 399669

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Tel: 07305 064270

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Shauna Health Care Service Solutions Ltd

Dorchester
Tel: 07777 498692

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Silverstead Homecare Ltd

Bournemouth
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St Anne's Care Home

Bournemouth
Tel: 01202 425642

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Tender-Care Services Ltd

Moordown
Tel: 01202 533532

OP

TP Care at Homes

Bournemouth
Tel: 07881 117247

OP PD YA

UK Supported Living Services

Bournemouth
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OP LDA MH YA

YOU-CAS Ltd

Bournemouth
Tel: 01202 247270

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Christchurch home care providers

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Christchurch
Tel: 01305 234059

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Alina Homecare – Christchurch

Christchurch
Tel: 01202 283222

OP D PD YA

Altogether Care – Care At Home Ltd Christchurch

Christchurch
Tel: 01202 937643

OP D PD LDA SI YA

Apex Prime Care – Christchurch

Christchurch
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OP D PD LDA MH SI YA

Bloomfield Care BCP

Christchurch
Tel: 01202 001307

OP D PD SI YA

CaringSmart Ltd – Dorset

Christchurch
Tel: 0203 642 8633

OP D PD SI YA

Christchurch Care

Christchurch
Tel: 01202 496516

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Community Support Services East

Christchurch
Tel: 01202 483360

LDA YA

Dimensions Dorset Domiciliary Care Office

Christchurch
Tel: 07785 515196

OP LDA YA

Dorset Domiciliary Care Agency

Christchurch
Tel: 01202 486403

PD LDA YA

Ethos Care

Christchurch
Tel: 01202 835868

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OP D LDA YA

Farmhouse Care Agency Ltd

Christchurch
Tel: 01202 375945

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Homelium Dorset

Christchurch
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OP D PD YA

Inter-County – Christchurch

Christchurch
Tel: 01202 487435

OP D PD MH SI YA

Lordgrace Delight Healthcare – Dorset

Christchurch
Tel: 07445 201800

OP D PD SI YA

New Leaf Care Services Ltd

Christchurch
Tel: 0330 088 2422

LDA SI YA

Quality Care Dorset Ltd

Christchurch
Tel: 01202 070073

OP D PD SI YA

Sylviancare Bournemouth and Poole

Christchurch
Tel: 01202 912368

OP D PD MH SI YA

Visiting Angels East Dorset

Christchurch
Tel: 01202 133306

OP D PD SI YA

For information on home care and how it could help you, see page 16.

Poole home care providers

Advertisers are highlighted

Absolute Care – Westbourne

Bournemouth
Tel: 01202 757515

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Adriel Care Ltd

Poole
Tel: 0844 800 0227

OP D PD LDA SI YA

Adriel Supported Living Care

Poole
Tel: 0238 235 0049

OP D PD LDA MH YA

Agape Care Solutions

Poole
Tel: 01202 744715

OP D PD LDA SI YA

Agincare UK Poole

Poole
Tel: 01305 234059

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Alina Homecare Poole

Poole
Tel: 01202 816146

OP D PD LDA SI YA AD

Altogether Care – Care At Home Ltd Poole

Poole
Tel: 01202 310222

OP D PD LDA SI YA

Anna Home Care

Poole
Tel: 01202 986082

OP D PD SI YA

BCP Supported Living Service

Poole
Tel: 01202 128887

OP PD LDA SI YA

Blossom Home Care Poole

Poole
Tel: 07834 388630

OP D PD SI YA

Chommzy Care Services Ltd

Poole
Tel: 07539 298995

OP D PD MH SI YA

Clear Pathway Care

Poole
Tel: 07528 277294

OP D PD LDA MH YA

Corfe Care Ltd

Broadstone
Tel: 01202 090106

OP D PD SI YA

Dana Care

Poole
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OP



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

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Dorset Supported Living

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Tel: 01202 606026

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Eleanor Nursing & Social Care Ltd – Poole Office

Poole
Tel: 01202 672800

OP D PD LDA MH SI YA

FastFallsResponse Ltd

Poole
Tel: 01202 912639

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Faye Hammond Consultancy Ltd

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Tel: 07455 028559

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GoodOaks Home Care

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Horizon Homecare (Southern) Ltd

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Tel: 01202 737456

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Klass Care Ltd

Poole
Tel: 01202 795793

OP D PD LDA MH SI YA

Lewis-Manning Hospice Care

Poole
Tel: 01202 708470

OP PD YA

Lifeways Community Care (Poole)

Poole
Tel: 01202 330830

OP PD LDA YA

Maidment Court

Poole
Tel: 01202 674423

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Oasis Healthcare Solutions Ltd

Broadstone
Tel: 0333 344 7573

OP D PD SI YA

Poole Home Care Ltd

Poole
Tel: 01202 022360

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Pramacare

Poole
Tel: 01202 207300

OP D PD LDA MH SI

Quay Care (Poole) Ltd

Poole
Tel: 01202 671999

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Ramah Ker Services Bournemouth

Bournemouth
Tel: 01202 283697

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Right at Home Bournemouth and Poole

Bournemouth
Tel: 01202 280855

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RS Holistic Care Ltd

Poole
Tel: 01202 806054

OP D PD MH SI YA

Shapes Domiciliary Service

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Tel: 01202 718238

PD LDA YA

St Patrick Healthcare

Poole
Tel: 01202 253995

OP D PD LDA MH SI YA

Poole home care providers continued

Sugarman Health and Wellbeing – Dorset

Poole

Tel: 01202 606006

OP D PD LDA MH SI YA AD

Suite One

Poole

Tel: 07769 784598

OP D PD

Sunburst House

Poole

Tel: 01202 031824

OP D

SuppLiCan Care and Support

Poole

Tel: 01202 124981

OP D PD YA

Swanton Community Services

– Bournemouth, Christchurch and Poole

Poole

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Tuckam Care

Broadstone

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Waverly Care Services Ltd

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OP D YA

Westcliff Healthcare Solutions

Poole

Tel: 01202 287815

OP D LDA MH YA

Your Life (Poole)

Poole

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OP D SI YA

For information on paying for home care providers, see page 50.

Dorset home care providers

Advertisers are highlighted

2 Victory Court

Dorchester

Tel: 07952 262261

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A&M Community Services Ltd

Weymouth

Tel: 07412 916275

OP YA

A1 Care – Dorchester Branch

Dorchester

Tel: 01305 595929

OP D PD LDA MH SI YA AD

AA-I-Care – 35 Southwell

Portland

Tel: 01305 821001

OP PD MH SI YA

Abbots Care Ltd (East Dorset Branch)

Wimborne

Tel: 0330 094 5511

OP D PD LDA MH SI

AbilityAvenue Care

Sherborne

Tel: 01935 633263

OP D PD LDA MH YA

Advance Dorset

Broadstone

Tel: 01202 871714

OP D PD LDA MH SI YA

Agincare Live-In Care (South West)

Portland

Tel: 01305 443111

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Agincare UK Ltd

Bridport

Tel: 01308 459777

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Tel: 01305 265666

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Ferndown

Tel: 01305 265666

OP D PD LDA MH SI YA

Weymouth

Tel: 01305 777977

OP D PD LDA MH SI YA AD

Alina Homecare – Dorchester

Dorchester

Tel: 01305 443422

OP D PD YA

All About Care (South West) Ltd

Weymouth

Tel: 01305 261177

OP PD YA

See the checklist on page 21 for useful suggestions of questions to ask when looking at home care providers.

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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Blandford

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OP D PD LDA SI YA

West Moors

Tel: 01202 894925

OP D PD LDA SI YA

Wareham

Tel: 01929 556566

OP D PD LDA SI YA

Weymouth

Tel: 01305 766099

OP D PD LDA SI YA
Angel Carers (UK) Ltd

Bridport

Tel: 01308 459204

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Angel Holistic Care Ltd

Shaftesbury

Tel: 01747 359017

OP D
Apex Prime Care

Dorchester

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Ashbee Home Care Ltd

Weymouth

Tel: 07891 376707

OP D PD SI YA
Avo Care Ltd

Poole

Tel: 01202 772282

OP YA
Bee Case Management

Weymouth

Tel: 01243 769081

OP PD YA
Better Care at Home

Dorchester

Tel: 01305 520590

OP D PD MH SI
Birch Social Ltd

Weymouth

Tel: 07724 537007

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Bloomfield Care Ltd

Wareham

Tel: 01202 099699

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Bluebird Care Ferndown

Dorset

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Bluebird Care West Dorset

Dorchester

Tel: 01305 236655

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Bramley Homecare Ltd

Shaftesbury

Tel: 01747 855844

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Bridgewater Care

Wimborne

Tel: 01202 028029

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BS Care Management Services

Wimborne

Tel: 07312 094882

OP D PD YA
Calmiving Healthcare

Dorchester

Tel: 01305 231574

OP D PD SI YA
Candlelight Homecare Services
Wimborne Area Office

Wimborne

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Care Purbeck

Swanage

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Care Unlimited Dorchester Ltd

Dorchester

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Caremark (Weymouth & West Dorset)

Weymouth

Tel: 01305 858290

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Casterbridge Homecare

Portland

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Chele Care Ltd

Dorchester

Tel: 07460 118262

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Cinox Healthcare – Shaftesbury Office

Shaftesbury

Tel: 07854 280352

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Daley Home Care

Bridport

Tel: 01308 898345

OP D PD MH SI YA

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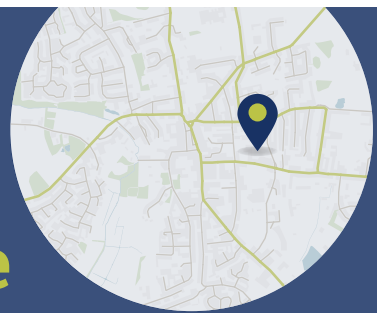


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Destiny Healthcare

Dorchester

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OP YA
Dimensions Dorset West Domiciliary Care Office

Weymouth

Tel: 07702 972921

OP LDA YA
Domiciliary Care Dorset

Wimborne

Tel: 01202 877059

OP YA
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Dorchester

Tel: 01929 405685

PD LDA SI YA
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LDA YA
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Tel: 01305 239289

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iDirect

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Ferndown

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Weymouth

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Weymouth Care and Support Service

Weymouth

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

Community support

Lunch clubs and meal deliveries

There are several lunch clubs in Dorset. For many, these provide a social occasion as well as an important meal. In some cases, transport can be provided, although you may be asked to pay towards the cost. There is a Community Transport Service in Dorset; details begin on the next page.

Details of lunch clubs and other eating opportunities can be found at **www.bcpccouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory** or **www.helpandkindness.co.uk/search/dorset/lunch+clubs**

Alternatively, contact your local Adult Social Care

department (see page 60).

Meal delivery services can provide hot, frozen or chilled meals delivered to your door on the days you choose, temporarily or permanently. Why not try a few as part of your regular diet? Many meal providers can cater for special diets. Companies providing meal delivery services can be found at **www.bcpccouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory** or **www.helpandkindness.co.uk/community-directory**

Alternatively, contact your local Adult Social Care department (see page 60).

Befriending and Good Neighbour schemes

These are a great way to combat loneliness and isolation for those who have difficulty in getting out and about.

Befrienders are volunteers who keep in regular contact and give you a link with the outside world. A befriender provides conversation and companionship over a period, either through visits or a chat over the phone at a pre-arranged time. This can help to reduce feelings of loneliness and increase motivation and confidence.

Good Neighbour schemes are also provided

by volunteers. As well as giving company and friendship, a Good Neighbour can offer practical help such as collecting a prescription or changing a light bulb.

A list of these services can be found at **www.bcpccouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory** or **www.helpandkindness.co.uk/community-directory**

Alternatively, contact your local Adult Social Care department (see page 60).

Day services

These offer a wide range of opportunities for adults of all ages and needs, run by qualified and experienced staff. They provide an opportunity to interact and engage with others in their community, have a meal, get involved in leisure and social activities or visit new places and learn new things.

Day services intend to:

- Help you gain the practical skills needed for independent living, such as cooking and laundry.
- Give you advice on a range of subjects, including opportunities to try out equipment to help with daily living tasks.

- Provide gentle exercise and help with mobility.
- Provide social activities, such as craft and hobbies, games, outings and entertainment.

Some offer training or work projects for people with disabilities. Others help those recovering from illness, such as stroke.

Day services usually provide light refreshments such as tea, coffee, cakes and biscuits. Some may offer a cooked lunch. There are also opportunities to give carers a break from their caring responsibilities.



➔ To find out what's available in your local area, visit www.bcpccouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory, www.helpandkindness.co.uk/community-directory or

www.communitycatalysts.co.uk/smallgoodstuff (select 'Search the directory'). Alternatively, contact your local Adult Social Care department (see page 60).

Volunteering

This can be a positive way to spend time and be involved in the local community.

Research shows that the benefits of volunteering can include:

- A longer life – being a volunteer can extend your life expectancy, when compared with non-volunteers.
- Ability to cope with ill health – volunteering can help people come to terms with an illness and help take their mind off things.
- Improved family relationships – a study comparing older volunteers with older

non-volunteers showed that the volunteers had better relationships with their family.

- Meeting new people – volunteering is a good way to meet people. This can be vital for older volunteers and people who might feel isolated.
- Improved self-esteem and sense of purpose – volunteering can bring back your self-esteem and motivate you. Improved self-esteem can have a positive effect on other areas of your health and life.

Find out about volunteering opportunities in your area by contacting your local volunteer centre; details can be found on page 60.

Transport services

One of the problems people encounter in getting out and socialising is finding transport. Many people without their own transport find it difficult to use public transport. This can make essential journeys to the hospital, doctor, dentist, optician or chiropodist difficult. It can also create a sense of isolation.

Some clubs, societies and groups provide transport. In other cases, one of the many community transport schemes across the county can help. Transport can be provided by a bus or minibus or, in many cases, volunteers' own cars. These services need to be booked in advance and will pick you up from home. Some vehicles have been adapted to meet the needs of those with a disability. Charges for the services vary; some make a charge to cover costs, others ask for a voluntary contribution.

Details of many of the community transport services on offer across Bournemouth, Christchurch and Poole are available at www.bcpccouncil.gov.uk/roads-and-travel/travel-and-transport and www.dorsetcouncil.gov.uk (search 'Community

transport directory') for services in the Dorset Council area.

If you are disabled, you might find a Blue Badge helpful. This can enable you to park closer to your destination. For more information about the Blue Badge Scheme and how to apply, visit

www.bcpccouncil.gov.uk/parking/blue-badges-for-disabled-parking or www.dorsetcouncil.gov.uk/parking/blue-badges

Hospital transport

The NHS does not generally provide transport for non-emergency hospital visits but community transport schemes can. If no scheme is available, transport may be provided for medical reasons if no other transport is available.

If you think you might be eligible for free patient transport, or want advice on getting to your hospital appointment, call the **Dorset Patient Transport Advice Centre (PTAC)** on **01278 727457** or visit <https://nhsdorset.nhs.uk/health/nepts>

PTAC is open Monday to Friday, 8.30am to 6.30pm.

Information and advice about services

Safe and independent living (SAIL)

The SAIL scheme is a partnership of respected agencies in Dorset including local councils, police, fire, NHS and voluntary organisations. SAIL is a trusted signposting initiative. The aim is to provide help that enables people to remain living in their own homes for as long as they wish. It covers concerns such as advice on warmer homes, fire safety, memory loss

and benefit entitlement as well as many other topics. All the advice is free but some of the services may be chargeable.

For further information and access to the online SAIL form, use the following contact details.

Dorset & Wiltshire Fire and Rescue

Web: www.dwfire.org.uk (search 'S.A.I.L.').

Living with dementia

The term 'dementia' describes a collection of symptoms, which may include a decline in memory, reasoning and communication skills, mood changes and a gradual loss of skills needed to carry out daily activities.

Symptoms are caused by changes in the brain, often due to certain conditions like Alzheimer's disease and stroke. Dementia can affect people of any age but is most common in older people. Dementia is a progressive condition. It can start with small changes such as memory loss (although forgetting things is not always a symptom of dementia). The rate of progression varies, and each person will experience dementia differently.

Diagnosis first steps – see your GP

People experiencing memory loss and dementia may become isolated from those around them and from sources of help and support. It is therefore essential that if you, or someone close to you, has symptoms of memory loss or dementia, you seek a proper diagnosis from a GP.

Memory Assessment Service

This service provides specialist help for residents of Dorset with a memory problem affecting their daily life. The service aims to diagnose the cause and offer treatment and advice. It can also direct you to other services that can provide support. If you would like to know more about the Memory Assessment Service, call **0300 303 5342**.

Help and Care Dementia Co-ordinator Service

This service works with people living with dementia to feel supported and to maintain

independence, choice and control over their life. Dementia Co-ordinators also support carers of people with dementia, providing useful information, advice and signposting to local services. If you would like to know more about the Help & Care Dementia Co-ordinator Service, call Help & Care on **0300 123 1916** or email memory@helpandcare.org.uk

Memory cafés

These are places where people with dementia, their families and carers can meet. In a social setting, you can get information from experts and learn from the experiences of others. Many cafés also organise activities and guest speakers. They are great places to get help and support or just take a break.

A list of Memory cafés can be found at www.bcpccouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory or www.helpandkindness.co.uk/community-directory

Alternatively, contact your local Adult Social Care department (see page 60).



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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 49. 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 55.

Living with a long-term health condition

A long-term condition is usually an illness that cannot be cured but its symptoms and complications can normally be controlled with treatment. Examples include arthritis, asthma, diabetes, epilepsy and high blood pressure. Long-term conditions can impact your life in many ways. For example, your role within the family, your job, your accommodation and your finances.

Help & Care has a free health and wellbeing coaching service which supports people with long-term health conditions and carers to feel more confident managing themselves on a daily basis.

More information about the service and how to register can be found at **www.helpandcare.org.uk** or by speaking to an adviser on **0303 111 3303**.

Support if you are looking after someone

Checklist for carers

- Let your GP practice know.
- Register with your local Carer Support Service*.
- Check you are getting the right benefits.
- Get equipment advice from an occupational therapist.

*If the person you care for lives in Dorset, contact **Help & Care** on **0300 111 3303**, email **contact@helpandcare.org.uk** or visit **www.helpandcare.org.uk**

If the person you care for lives in Bournemouth, Christchurch or Poole, contact BCP Carer Support on **01202 128787**, **carersupport@bcpcouncil.gov.uk** or visit **www.bcpcarersupport.org**

Many people do not think of themselves as carers, just someone looking after a relative, friend or neighbour. However, anyone who provides unpaid care and support to a friend or relative who could not manage without their help is a carer. Carers may be able to get practical or financial support, even if the person being cared for is not entitled to free social care support.

There are various services and groups that may be available, including:

- Information and advice.
- A discount card for you to use at local businesses.

- Opportunities to take a break with replacement care.
- Courses that will help you feel more confident to care.
- Counselling sessions.
- Carers' coffee and chat groups.
- Benefits advice for you and the person you care for – this could be used to make home adaptations, buy equipment or pay for respite care. Not all benefits are means-tested.
- The Carers in Crisis Scheme, which helps carers to set up a plan for what should be done in an emergency.
- Information and advice about equipment that can help.

Looking after someone can be a positive experience, but it can also be isolating and physically and mentally exhausting. As a carer, you may have little time to look after your own health and wellbeing. Let your GP know that you are a carer, and your doctor can help look after your health.

Should you need treatment or hospitalisation, your doctor will be able to give you information and advice. Being recorded as a carer on your confidential medical records also entitles you to a free flu vaccination.

Carers often experience back and neck conditions,

stress-related illness or recurrent or long-running viral infections. Looking after yourself is vital and will help you maintain your health and continue to care.

Registering with your local Carer Support Service allows you to access a wide range of information and support, including special concessions and discounts. You should contact the service where the person you are caring for lives (even if this is not your local area).

Carers are also entitled to a carers' assessment which will help to identify help and support that is available. This is a conversation about how caring affects your life and what support could help you. You should request this from the council where the cared-for person lives. It does not matter if the cared-for person is not having services from their

local council or funding their own care.

The assessment looks at how caring affects your life and helps to work out how you can do the things that are important to you and your family. It covers your caring role, your physical, mental and emotional health and how caring affects your work, leisure, education, wider family and relationships. It can be done away from the person being cared for.

If you share caring responsibilities with someone else, you can each ask for a separate carers' assessment from Adult Social Care.

Remember, carers will be able to get support even if the person they care for does not currently receive help from their local council, or they fund all their care.

Resource for those supporting disabled children



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

for parents, carers and practitioners supporting children from birth to 25 years with additional needs. As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships.

To find out more, visit

www.myfamilyourneeds.co.uk

There is also information and advice available for people aged between 14 and 25 years old who are moving from Children's to Adults' services at

www.bcpCouncil.gov.uk or

www.dorsetCouncil.gov.uk (search 'Preparing for adulthood').



- Free regional SEND guides
- Ask the Experts series
- Real-life blogs
- Practical advice
- Directory of services

Support for families of children with additional needs - **from birth to adulthood**



www.myfamilyourneeds.co.uk



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Most of us want to continue to live in our homes for as long as possible. There is lots of support to help with this. Many people who have considered leaving their home have found that, with the right help, they don't need to. Information and advice to support you to continue living in your home can be found at www.bcpccouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory or www.dorsetcouncil.gov.uk/care-and-support-for-adults

Alternatively, contact your local Adult Social Care department (see page 60).

However, if you find you can't manage in your home, there are other options that may work for you before you need to consider residential care, including:

Downsizing

You may find your home is too large for your needs. The benefits of downsizing might include:

- Reduced expenditure on utilities such as gas and electricity.
- Reduced living costs such as home insurance and maintenance.
- Release of capital tied up in the house.
- An opportunity to get a house more suited to your needs. For example, a bungalow or a house with better access.

Retirement living

This is where you would own your own home in a purpose-built development. You will not need to worry about tasks such as gardening, window cleaning and other property maintenance. Additional support is provided by a manager and a 24-hour emergency call response system. There is an emphasis on a communal environment, with the opportunity to socialise with other people and join in with activities and events on offer.

If you are thinking about retirement living, some things to consider include:

- Any service charges that cover maintenance and management costs.

- Running costs such as ground rent, Council Tax and utility bills.
- Costs for any additional services that might be available.

Sheltered housing

This could be ideal for you if you are mainly independent but need some help and the security of having someone close at hand. Most sheltered housing schemes consist of 20 to 40 self-contained flats or bungalows, often with communal areas, such as a lounge and garden, and organised social activities. They usually have a scheme manager, who may live on site, and an alarm system to provide 24-hour emergency help.

Extra care housing

This is similar to sheltered housing, with on-site staff available providing care and support. In some schemes this is available 24-hours a day. Extra care housing allows you to remain independent whilst providing you with peace of mind, knowing that help is at hand if you need it.

You can buy or rent your home and pay for the care you want separately, as and when you need it. This means you have your own front door, your own kitchen, lounge and bedroom, and you have security of tenure because you own the lease on your property or you have a tenancy. Extra care housing offers many facilities, often including a dining room, restaurant, communal areas, laundry, gardens, guest facilities and social activities – often there will be a lot of space for socialising outside of your flat. One benefit of such schemes is the sense of community that is created.

If you are considering extra care housing, it is worth finding out more about:

- Any service charges that cover maintenance and management costs.
- Running costs such as Council Tax and utility bills.
- Costs for any additional services that might be available.

You could still be eligible for benefits, so while things like service charges can look expensive you can often get help to meet the costs. Furthermore, it is important to remember that extra care can offer support to keep you independent in your own home.

Supported living

This is mainly for younger adults with care and support needs. It can be provided in a flat or house you rent or share, where support is arranged separately to the tenancy agreement.

The aim of supported living is to help you maintain or increase your independence over time. It does this by providing a package of support. This varies with individual need and ability and could be from a few hours a week to 24-hour support.

Examples of support include:

- Managing your home and finances.
- Personal care and help with tasks such as shopping and cooking.
- Accessing education opportunities.
- Finding voluntary or paid employment.
- Taking part in social and leisure activities and community life.

Shared Lives schemes

Previously known as 'adult placement', Shared Lives is a care and support service for people over 16 years old, who have mental or physical needs and want to live independently, but with the support of a family or community network. People can regularly visit their carers in the day, stay overnight or move in. It is an alternative to

supported living or residential care.

All Shared Lives placements are regulated by the Care Quality Commission.

Supported accommodation

This initiative in the Dorset Council area is for young people aged 16 to 25 who have care and support needs (aged 18 to 25 for those who are homeless, have a mental health condition or misuse drugs or alcohol). Supported accommodation helps you get back on your feet and teaches valuable housing-related life skills. Supported accommodation can be your home for a maximum of two years, or less if you are ready to move on sooner.

Examples of support include:

- Managing your home, including managing a tenancy.
- Managing benefits, bills and finances.
- Support with tasks such as shopping, washing and cooking.
- Accessing education opportunities.
- Accessing a doctor and dental services.
- Finding voluntary or paid employment.
- Taking part in social and leisure activities and community life.

Visit **www.bcpccouncil.gov.uk** or **www.dorsetcouncil.gov.uk** for further information.

Alternatively, contact your local Adult Social Care department (see page 60).

Choosing a care home

Care homes may be an option if you can't manage at home and other housing options aren't right for you. You will be looked after by trained staff and will have your own room.

However, they are not the right choice for everyone. You will get support and companionship, but you may have less independence and flexibility than you

would in your own home.

As well as thinking about whether a care home is right for you, you will also want to consider the cost. A care home (without nursing care) can cost anything from £500 to more than £2,000 a week.

It has been found that many people go into a care

home before they need to. If you move into a care home funded from your savings, there may come a time when you can no longer afford to stay there, and you may need help from Adult Social Care. If this happens, your local Adult Social Care department might be able to help, but it has a limit on how much it can contribute. This could mean you may have to move into a different home with costs within the council's funding level.

Moving into a care home is a big decision. If you still think it might be right for you, it is best to talk to your local Adult Social Care department first.

They will talk to you about your needs and give independent advice on the best choice for you; see page 50 for information on assessments.

All care providers in the country must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings. These inspection reports are available from the care service or the CQC (visit www.cqc.org.uk).

Further information about the CQC can be found on page 55.

Types of care home

Care homes offering personal care only

If you require 24-hour care in a home but don't need nursing care, subject to a needs assessment, a care home offering only personal care may be the best option. Personal care includes bathing, feeding, dressing and help with moving. You will need to pay the full cost of your care if your capital/savings are above £23,250. If you have less than this amount, your local council may be able to assist with funding if it agrees living in a care home is the best way of meeting your needs.

Care homes with nursing

These provide the same personal care as a care home, but with nursing staff on duty 24 hours a day. If you think you may need nursing care in a home, you will need to be visited by a social worker or a care manager to work out what care you will need. This visit might be in your own home, in hospital if you've been ill or in a care home. You will be fully involved in planning

your care needs.

If a care home providing nursing care is the best solution for you, the social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly: the current amount is £267.68 per week.

The figures mentioned here may change in the lifetime of this Directory – check with Adult Social Care for the latest information. See page 50 for more information on paying for your care.

If you are looking for a care home for someone with dementia (with or without nursing), there are some homes that specialise in this. They may have staff that have been specifically trained and an environment that is better suited to residents living with dementia. See the residential dementia care checklist on page 41.

Out of area care options

You can choose a care home outside the area you currently live in. You may want to be closer to friends or family or you may want to relocate to another part of the country. Speak to your local council for more information on out-of-county care.

If you're self-funded (paying for your own care), you have freedom of choice. However, it is

important to check whether your local council will agree to fund your place in the home of your choice if your savings fall below the capital limit in the future. If the local authority will not fund the placement, or the home is unable to meet the council's funding rate, you need to bear in mind that the possibility of needing to move to an alternative home increases substantially.



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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 55.

Social care services

Eligibility for Adult Social Care services

If you feel you have care and support needs that cannot be met using the local and community resources mentioned so far in this Directory, contact your local Adult Social Care department. Details can be found on page 60.

Adult social care can talk to you about what matters most to you and what support might help.

The conversation will start with the aim of understanding things from your point of view. You will be given the chance to communicate what you would like to change or experience to live the life you want to lead. The conversation will focus on your strengths, what you can do and what resources are available to help you stay as independent as possible. This could include doing something in a different way, using equipment or technology to support you or embracing adaptations that can help you, without the need for care provided by Adult Social Care.

During the conversation, different parts of your life and what is important to you will be discussed.

You will also be asked about the following topics to find out more information about you:

- How you look after yourself.
- What is working well for you and what is difficult.
- The kind of support you have now.
- Your physical and emotional health.
- Your involvement in your community.
- Whether or not you have a carer.
- What support you need.

A social care worker will ask about any care and support you currently get from other people. This could include your family or friends who give you unpaid support. The social care worker will also have the chance to share their views and ideas if you are happy for them to do so.

Paying for care services

The figures in this section are subject to change in the lifetime of this Directory. Check **www.gov.uk** for the latest information.

It is important to understand that most people will have to pay something towards the cost of their care. You may be eligible to receive financial support from your local council if you have savings or capital of less than £23,250, but the council

will need to carry out a financial assessment. How much you pay towards your care and support is dependent on your financial situation.

If you have more than £23,250 you are likely to have to cover the full cost of your care. Also, if you expect your capital to fall below £23,250 as a result of paying for care, your local council may then help you with the cost, depending on an assessment of your finances.

What will you have to pay for your care?

Your home is not included in your financial assessment if you are receiving home care.

If you are moving into residential care, the value of your home is included in the assessment of your capital unless one of the following still lives there:

- Your partner (that is, your husband, wife or civil partner, or someone you live with as if they were

your husband, wife or civil partner).

- A relative who is over 60 or disabled.
- A child under 16 who you, or a former partner, are responsible for.

How much will you have to pay?

You will need to ask Adult Social Care for an

assessment of your care needs. This will define your eligible needs and how they will be best met. Any support options you consider must be able to meet these needs. Your local Adult Social Care department will also assess your financial situation. This determines how much it will pay, if anything, and how much you will have to pay.

If you have capital and savings between £14,250 and £23,250 you will be required to pay £1 a week towards your care fees for every £250 you have above £14,250. You may also need to contribute part of your income.

If your capital and savings are less than £14,250, and the support you choose charges fees which are within your local authority's funding level, your contribution will be assessed only on your income.

To ask your local Adult Social Care department for

an assessment, see the contact details on page 60.

If you are moving into a care home or care home with nursing and, apart from your property, your capital and savings are less than £23,250, your council may help with your care costs for the first 12 weeks. See below for more information. After this time, you can apply for a loan to help you whilst your property is being sold; this is called a Deferred Payment Agreement. See page 52 for more information.

If you are moving into a care home and your local council is contributing towards your care fees, your choice of care home will be limited to those that accept your local authority's funding level. If you choose a more expensive home, you will have to arrange for a third party to 'top-up' the difference; see page 52 for more information.

Paying for your own care

You can still ask for a care needs assessment even if you are paying for your own care. This helps make sure the support is right for you.

If you are initially paying for your own care and your capital is likely to reduce to £23,250 as a result of paying your care fees, you must tell your local council well in advance of this happening. They may then be able to help with your care fees (provided your care needs assessment has shown that you need support). They will carry out a financial assessment (see above) to confirm the date from which your funds fell below £23,250, and the amount they, and you, will pay towards your care.

If you are in residential care and the home you have chosen charges more than your local authority will pay, you must find someone to pay the difference. This is called a 'top-up' payment. Whoever does this, whether a family member or a charity, they should understand the cost could increase, and they will have to pay the top-up for as long as necessary. If you cannot find someone to help you meet the extra cost, you may have to move to a home within your local authority's funding levels. For more information on top-ups, see page 52.

Understanding your rights before choosing

your support is essential. It is important to seek financial and legal advice about the various options you may have before committing yourself. Money Helper offers free and impartial advice about finances. Call **0800 011 3797** or visit **www.moneyhelper.org.uk/en**

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the Department of Work and Pensions (DWP). It's paid at the lower rate of £76.70 a week if you need care by day or night and at the higher rate of £114.60 a week if you need care during the day and night. Everyone who needs care can, and should, claim Attendance Allowance. If you are paying the full cost of residential care, with or without nursing care, you will be entitled to the higher rate.

NHS-Funded Nursing Care

If you live in a care home which provides nursing care, you may be entitled to NHS-Funded Nursing Care, whether you are a temporary or permanent resident. It is not means-tested and is currently £267.68 a week. This is paid directly to the home.

12-week property disregard

If you move into a care home permanently and your home is included in your financial assessment, your

local council may help with the cost of your care for the first 12 weeks. This is called the 12-week property disregard.

This can apply if:

- Your former home is included in your financial assessment.
- Your other capital is less than £23,250.
- Your income is not enough to meet your care home fees.

Deferred Payment Agreements

After the 12-week property disregard period your council may be able to continue to help you with the cost of your care through a Deferred Payment Agreement. This means the council pays your care fees and recovers the money later.

If you are eligible, your local council will charge any financial help given against the value of your home. This means the amount paid will be taken back once your property has been sold or from your estate. There may be a limit on how much the council will pay and you may still have to contribute from your income. You should not have to sell your home in your lifetime to pay for your care.

If your property isn't actively listed for sale, the Department for Work and Pensions (DWP) may treat it as part of your capital, which could affect your Pension Credit and other benefits.

Whatever your circumstances:

Remember:

- It is just your own financial circumstances which are assessed, not your partner's.
- Your assessment will be made up of two elements: one to understand your care needs and one to understand your finances.
- A care home with nursing will generally be more expensive than those without.

Consider claiming:

- Universal Credit.
- Income Support.
- Pension Credit.
- Savings Credit (if you are over 65).

Everyone can claim:

- Attendance Allowance, worth either £76.70 or £114.60 a week depending on your care needs.

Moving into a care home with nursing?

- You may be eligible for the NHS Nursing Care Contribution – currently £267.68 a week.

Always seek advice

Independent help is available to guide you through your financial options. There may be several solutions to retain your capital whilst paying for care. You can contact Money Helper on **0800 001 3797** for free and impartial advice.

For more information about what your local council may pay towards care costs, use the following contact details.

Adult Social Care Hub

Bournemouth, Christchurch and Poole residents.
Tel: **01202 123654** (for Relay UK, use the phone or desktop app. Visit **www.relayuk.bt.com** for more information).

Email: **aschub@bcpcouncil.gov.uk**

SignVideo: Select 'SignVideo Directory Services', then 'BCP Council Adult Social Care'.

Dorset Council Adult Social Care

Residents in the rest of Dorset.

Tel: **01305 221016** • Web: **www.dorsetcouncil.gov.uk/care-and-support-for-adults**

SignVideo: Select 'SignVideo Directory Services', then 'Dorset Council'.

Third party payments (top-ups)

Your support assessment may have found that you need a particular type of accommodation, such as a care home. However, this is subject to suitability, availability and cost.

Other financial contributions (top-ups) will need to be paid if you choose accommodation which is more expensive than the amount allocated in your Personal Budget. For more information about

Personal Budgets, see page 54.

Under the Care Act 2014, your local council will try to make sure you have a choice of accommodation that meets your assessed needs and helps you to achieve the best outcomes.

If you express an interest for a particular care home, your local council will arrange for your care to be provided within that home if:

- It is suitable for your assessed care and support needs.
- The cost is within the amount of your Personal Budget.
- A suitable vacancy is immediately available.
- The care provider is willing to accept your local council's terms and conditions.

Your local council will make sure you have the right to a genuine choice. If you choose a care home outside of Dorset, your local council will still arrange your care, provided it will meet your assessed needs and outcomes. Your Personal Budget will be adapted to the cost of care in your agreed area.

If you choose a care home which costs more than the amount in your Personal Budget, you will need to arrange other financial contributions, or 'top-up' payments. These payments are usually made by someone else, such as a family member or friend.

If you are not able to express your own choices, your local council will act on the choices expressed by your advocate, carer, Power of Attorney or Court Appointed Deputy in the same way it would act on your own wishes.

When someone else agrees to pay a top-up on

your behalf, your local council will make sure the individual is willing and able to pay the top-up for the duration of your stay in the care home. You can have more than one person contributing towards your top-up.

Your local council will ask the individual to give details of their financial situation, including assets, savings and liabilities, as well as the individual's income and expenditure. If the individual cannot show they will be able to afford the top-up, your local council will consider moving you to another, less expensive care home, which can meet your needs and outcomes identified in your support assessment.

The payment for the top-up cannot come from your own assets and cannot usually come from your bank account either. If you have more than one person making top-up payments, your local council will ask one of the individuals to take responsibility for signing the agreement and paying the top-up by direct debit. The council will ask both individuals to show that they are able to meet their share of the cost, for the duration of your stay in the care home.

Care fees can increase

It is normal for the fees charged by providers to increase each year. If you are not paying your own fees, the amount that Adult Social Care can contribute may not increase at the same rate as the home fees increase. If this happens, speak to your local council about your options.

If you are already living in a care home, plan ahead and find out what help you can get from your local council if your savings fall below the £23,250 limit, explained on page 50.

Financial care planning

Depending on your circumstances, you may not qualify for funding from your local council. Even if you do, the amount you receive may not be enough to completely cover your care costs. If this happens you will need to think about how you are going to pay towards your care costs or even pay for it all yourself. Financial advice is fundamental to enable you to make well-informed choices about how to pay for care and to help you understand how your

resources can be used flexibly to fund a wide range of care options.

There are some regulated financial advisers who specialise in care-funding advice, often referred to as specialist care-fee advisers.

Specialist care-fee advisers can help you to consider the options available when it comes to funding

your long-term care. They are regulated by the Financial Conduct Authority (FCA) and they may be accredited members of the Society of Later Life Advisers (SOLLA). They must stick to a code of conduct and ethics and take responsibility for the suitability of any product they recommend.

The Society of Later Life Advisers can help you to find an adviser in your area who is qualified to offer independent advice and who specialises in financing long-term care and equity release. For further information, call **0333 202 0454** or visit **<https://societyoflaterlifeadvisers.co.uk>**

NHS Continuing Healthcare (CHC)

This is provided solely by the NHS for eligible people who have extensive and primary healthcare needs. This is free of charge, wherever it is delivered, and can be provided in any setting. In your own home, the NHS funds all care required to meet your assessed needs. In a care home, the NHS makes a contract with the home and pays the full fees for your accommodation as well as all your care.

You can ask for a CHC assessment by health and social care professionals who will visit you to identify and prioritise your needs. The assessment

will be used to decide if you are eligible for NHS Continuing Healthcare, what services may be provided and where and who funds them.

Your needs will be reviewed regularly and your care and/or funding arrangements may change if your situation changes.

Contact your GP, district nurse, social worker or other healthcare professional who can advise on the appropriateness of NHS Continuing Healthcare. If appropriate, they will make an application on your behalf.

Personal Budgets, Direct Payments and Individual Service Funds

A Personal Budget is the amount of money a council allocates to an individual to meet their care and support needs. If you have been assessed as eligible to receive support from your local council, you will be advised of your Personal Budget amount.

Direct Payments are one of the ways that you can choose to receive your Personal Budget if you are eligible. This means having money paid into a specific Direct Payments bank account (that you will need to set up) or into a holding account arranged by Adult Social Care. You can then use this money to purchase your own care, rather than the council arranging it for you.

Direct Payments give you choice and control over your care and you can use your Personal Budget to buy services directly from your chosen provider; you cannot use it to buy healthcare or long-term residential care.

If you would rather not manage your Direct Payment yourself, you can also receive an Individual Service Fund (ISF). This is where you choose a provider (not the council) to look after your Personal Budget. The provider uses your Personal Budget to arrange

services and support for you. You can buy services and support from your chosen providers. With an ISF, you get choice and control over your support without having to manage the money yourself.

Some people use their money to buy care or support from agencies or organisations, to help with everyday tasks, such as washing or getting dressed. Other people might employ a personal assistant. Alternatively, your outcomes may be focused around other areas of life. For example, leisure and social activities. In this case, you may wish to purchase day care or recreational pursuits.

For more information, visit **www.bcpccouncil.gov.uk** (search 'Direct Payments') or **www.dorsetcouncil.gov.uk/pay-for-care**



Have your say

Inspecting and regulating care services



Health and social care services, except personal assistants and micro providers, must be registered with the Care Quality Commission (CQC).

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

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

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

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website (www.cqc.org.uk). Care providers must also display their latest rating at their premises and on their website.

You can also tell the CQC about your experiences

of care – good or bad. It can use your information to see where it should inspect next, and what to look out for when it does. If you want to share your experience of care, visit

www.cqc.org.uk/give-feedback-on-care

CQC assurance

The CQC assurance framework for Adult Social Care requires the CQC to visit local authorities and assess their processes. Local authorities across England can be visited at any time by the CQC to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the 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/guidance-regulation/local-authorities

Tel: **0300 061 6161**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

Write to: CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Advocacy

This is a way for people to tell others what they want when they might not be, or feel, able to do so on their own. An advocate gets to know your views and wishes and gives you support to tell others what these are. Family and friends or health and social care staff can help you speak up. But it may be difficult if you have different ideas about what you want.

An independent advocate helps you to:

- Express your views and concerns.
- Access information and services.
- Explore choices and options.
- Defend and promote your rights and responsibilities.



→ Advocates speak for you without judging you or giving you their views and opinions.

If you are seeking help from Adult Social Care and you appear to need the support of an advocate, your local council has a duty to provide you with one throughout the process.

There is one provider for all advocacy support, excluding Independent Health Complaints Advocacy, across Dorset Council, BCP Council and NHS Dorset.

South West Advocacy Network (SWAN)

Tel: **0333 344 7928** • Email:

reception@swanadvocacy.org.uk • Web: **www.swanadvocacy.org.uk/services-near-you/dorset**

The Advocacy People

Provides Independent Health Advocacy in Dorset and Bournemouth, Christchurch & Poole.

Tel: **0330 440 9000**

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

Web: **www.theadvocacypeople.org.uk/services/nhs-complaints-advocacy**

Comments, compliments and complaints

All organisations need to know how they are performing. They are happy to receive your feedback on their service, whether it is a compliment or complaint. Feel free to tell them what you think, and your comments can be used constructively to improve the service.

If you do need to make a complaint, you should feel able to complain about any aspect of your care that affects your happiness or comfort. This could be about the way you are treated by a staff member or the quality of the food you are served. You can also make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a complaint should not be difficult for you. Providers are required under essential standards of quality and safety to have a simple and easy-to-use complaints procedure that they will be happy to give you. If you are concerned about the care that you, a friend or a relative is receiving, please speak to the manager 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 initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If Adult Social Care has arranged and funded your care, another option is to complain to your social worker/care manager or the complaints manager in your local council.

Bournemouth, Christchurch and Poole residents

The Complaints Officer, Adult Social Care Commissioning

BCP Council, Civic Centre, Bourne Avenue, Bournemouth BH2 6DY

Tel: **01202 126227** • Email:

comments.adultsocialcare@bcpcouncil.gov.uk

Residents in the rest of Dorset

Complaints Team

Dorset Council, County Hall, Colliton Park, Dorchester DT1 1XJ • Tel: **01305 221000**

Email: **customerservices@dorsetcouncil.gov.uk**

Healthwatch Dorset

This is the county's independent health and social care champion. It exists to ensure that people are at the heart of care. Dedicated teams of staff and volunteers listen to what people like about local health and care services, and what can be improved. These views are then shared with the decision-making organisations, so together a real difference can be made.

Healthwatch Dorset also helps people find information they need about health and care in their area.

Contact **Healthwatch Dorset** on

0300 111 0102, email

enquiries@healthwatchdorset.co.uk

or visit **www.healthwatchdorset.co.uk**

Useful contacts

Dorset Care Association (DCA)



The Dorset Care Association (DCA) is the independent voice of adult social care across Dorset, representing and supporting care providers, partners and stakeholders throughout the county. Established in 2022 and fully funded by Dorset Council, the DCA provides expert guidance, sector intelligence, advocacy and practical support to its growing membership of care providers.

The Association keeps members informed of key developments affecting the sector, including Care Quality Commission (CQC) updates, commissioning activity, workforce challenges, funding opportunities, policy changes, fair cost of care negotiations and emerging best practice. Members receive regular communications, networking opportunities and access to specialist advice on a wide range of operational and strategic matters.

The DCA works in close partnership with Dorset Council, NHS organisations, care providers and voluntary sector partners to promote collaboration, improve outcomes and ensure the voice of the independent care sector is heard at both local and national levels. Through its membership of the Care Association Alliance

(CAA), and with its Chief Executive serving as the South West representative on the national Board and Co-Chair for the SW CAA, the DCA helps influence policy, share intelligence and advocate for providers across the region. The DCA hosts regular webinars, business breakfasts, networking events and provider forums, alongside the annual Dorset Care Awards and Dorset Care Conference, celebrating excellence and innovation across the sector.

The DCA also leads Dorset's highly successful Trusted Assessor Service, supporting discharge pathways across Dorset County Hospital and community hospitals. The service has completed more than 5,000 assessments, helping to reduce delays, improve patient outcomes and achieve an exceptional record of no failed discharges.

In addition, the DCA provides support on international recruitment, sponsorship and workforce matters, whilst also offering advice and signposting to families and individuals seeking guidance on care and support services.

To find out more about the **Dorset Care Association** and membership opportunities, visit **www.dorsetcare.co.uk** or contact Billy Lintell by emailing **billy.lintell@dorsetcare.co.uk**.

National Care Association (NCA) – Working towards a sustainable future for social care



The natural choice for all social care SME providers

NCA provides the united voice for all small- to medium-sized care providers across our country. Its membership is a mix of providers from across the sector and 80% of the association's board consists

of care providers delivering complex care across adults, domiciliary, learning disability, mental health and children's services throughout the country.

NCA represents the responsible voice of care providers who collectively provide a safe, comfortable and caring environment for anyone requiring care and support – whether long- or short-term respite, convalescence or rehabilitation.

The care home of today is an all-inclusive supportive

environment where providers try to replicate the ambience of the client's home, with good-quality furnishings and surroundings, together with a warm, caring atmosphere backed up by qualified, professional nursing and highly skilled care staff. A total package of care is provided, designed exclusively for the individual, which encompasses social, medical and welfare needs.

You may be looking for yourself or a close family member or friend. Looking at homes or services within NCA Membership will bring you a level of comfort as the provider will have signed up to good practice and a support promise. NCA is able to support care providers through the ever-changing climate of care and support they are operating in.

What should you expect from a high-quality NCA home?

- 24-hour social care and nursing services provided by a team led by a qualified nurse or manager.
- Accommodation furnished and equipped to provide comfortable 'homely' surroundings. Most homes have lifts, lounges, dining rooms and gardens and/or conservatories. Many will welcome personal items which meet the regulations for safety.
- Social and occupational therapy activities designed to enhance the client's quality of life.
- Compassionate palliative and end of life care, working with the client, relatives and under professional medical direction.

The most important consideration from your perspective is that the care home provides a holistic approach to care – all aspects of health are taken into consideration and the use of NHS or GP resources ensures prompt action. It is important that early choices are made to stop you from suffering unnecessarily with pain or discomfort and prevent avoidable admission to hospital.

NCA is committed to supporting providers, which was demonstrated after the Chancellor's Budget in October 2024, when the cost of employing the workforce was raised through changes in the Employer's National Insurance contributions. In response, NCA sent a letter to the Chancellor

which was co-signed by over 125 organisations and individuals which included national and local representatives.

This letter resulted in the formation of #ProviderUnite, which has evolved into a grassroots movement with over 4,500 signatories in four months and an unprecedented rally, led by NCA, into Westminster to raise the issues of the challenges on the day it was debated by the Lords. The movement continues to grow. More recently, the association has chosen to support the 'Care About Care' campaign to raise awareness of the challenges faced by the sector in relation to perceptions, image, funding and workforce.

National Care Association remains a proactive association fighting for the rights of every individual to access care and support when they need it.

National Care Association Birmingham office

Derek Whittaker House, 50 Tunnel Lane, Kings Norton B30 3JN

Kent office

Suite 4, Beaufort House, Beaufort Court, Sir Thomas Longley Road, Rochester ME2 4FB

Tel: **01634 716615**

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

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



Other useful contacts

Age UK

Independent charitable organisation dedicated to promoting the wellbeing of all older people.

Age UK Bournemouth, Poole and East Dorset

700 Wimborne Road, Bournemouth BH9 2EG

Tel: **01202 530530**

Web: www.ageuk.org.uk/bournemouthpooleeastdorset

Age UK North, South and West Dorset

Units 1&2, 5 Crown Square, Poundbury DT1 3EN

Tel: **01305 269444**

Email: enquiries@ageuknswd.org.uk

Web: www.ageuk.org.uk/northsouthwestdorset

Alzheimer's Society

Leading the fight against dementia.

Dementia Support Line: **0333 150 3456**

BCP Council Adult Social Care Directory

Web: www.bcpCouncil.gov.uk/adult-social-care-and-health/adult-social-care-directory

Care Choices

Publisher of care services directories around the country that also offers a helpful website for care seekers.

Web: www.carechoices.co.uk

Care Quality Commission

The independent regulator of health and adult care in England.

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: **0300 061 6161**

Contact form: www.cqc.org.uk/contact-us/contact-us-online-form

Web: www.cqc.org.uk

Citizens Advice

Helps people resolve legal, money and other problems by providing free, independent and confidential advice.

Bournemouth, Christchurch and Poole

Tel: **0808 278 7939**

Web: www.citizensadvicebcp.org.uk

Dorset area

Tel: **0800 144 8848**

Web: www.citizensadvisedorset.org.uk

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

NHS Dorset

This organisation is responsible for planning to meet the healthcare needs of people and communities in Dorset.

Vespasian House, Barrack Road, Dorchester DT1 1TG

Tel: **01305 368900**

Email: customer.careteam@nhsdorset.nhs.uk

Web: <https://nhsdorset.nhs.uk>

PramaLIFE

Provides clubs, groups and activities for older people across Bournemouth, East Dorset and Poole.

Tel: **01202 804914** • Email: info@pramalife.uk

Web: <https://prama.org.uk/pramalife> →



**my family
our needs**

Support for families
of children with
additional needs -
from birth to adulthood

- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

Scan to visit
our website!



www.myfamilyourneeds.co.uk
hello@myfamilyourneeds.co.uk

[@weareMFON](#) [@weareMFON](#)
[@wearemfon](#) [@My-Family-Our-Needs](#)

→ Adult Social Care departments

BCP Council

Adult Social Care Hub

Bournemouth, Christchurch and Poole residents.
BCP Council Civic Centre, Bourne Avenue,
Bournemouth BH2 6DY

Tel: **01202 123654**

(for Relay UK, use the phone or desktop app.

Visit www.relayuk.bt.com for more information).

Email: aschub@bcpcouncil.gov.uk

Web: www.bcpCouncil.gov.uk/adult-social-care-and-health

SignVideo: Select 'SignVideo Directory Services', then 'BCP Council Adult Social Care'.

Dorset Council Adult Social Care

For residents in the rest of Dorset.

Adult Social Care, County Hall, Colliton Park,
Dorchester, Dorset DT1 1XJ

Tel: **01305 221016**

Web: www.dorsetcouncil.gov.uk/care-and-support-for-adults

SignVideo: select 'SignVideo Directory Services', then 'Dorset Council'.

For more information about SignVideo BSL apps, visit www.signvideo.co.uk

Complaints advice

Adult Social Care

BCP Council

Tel: **01202 126 227**

Dorset Council

Tel: **01305 221016**

NHS Dorset Customer Care Team

Tel: **01305 368926**

Email: customer.careteam@nhsdorset.nhs.uk

Independent living centres

Dorset Accessible Homes Service

Tel: **0333 003 0010**

Web: www.dorsetaccessiblehomes.co.uk

Sight and hearing centres

Bournemouth Blind Society

5 Victoria Park Road, Bournemouth BH9 2RB

Tel: **01202 546644**

Web: www.bournemouthblindsociety.uk

Dorset Sensory Impairment Prevention and Support Service

Sight and Hearing Team, Millbrook Healthcare,
Sunrise Business Park, Higher Shaftesbury Road,
Blandford Forum DT11 8ST

Tel: **0333 003 0010** • Email:

dorsethiacontactus@milbrookhealthcare.co.uk

Web: www.millbrook-healthcare.co.uk

Dorset Blind Association

17 Bournemouth Road, Ashley Cross BH14 0EF

Tel: **01202 712865**

Email: info@dorsetblind.org.uk

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

Volunteering services

Bournemouth, Christchurch and Poole Community Action Network

Tel: **01202 466130**

Email: hello@can100.org

Web: <https://can100.org>

Volunteer Centre Dorset

Tel: **01305 269214**

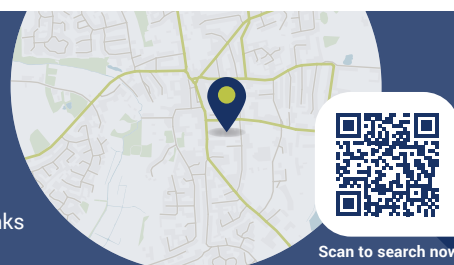
Email: info@volunteeringdorset.org.uk

Web: www.volunteeringdorset.org.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



Visit www.carechoices.co.uk

Care home and care home with nursing listings

Bournemouth care homes

Advertisers are highlighted

Acorn Lodge – Bournemouth

12 Grand Avenue, Southbourne,
Bournemouth BH6 3SY
Tel: 01202 426085

LDA

Acorn Luxury Care Ltd

76 Wimborne Road, Bournemouth BH3 7AS
Tel: 01202 515713

OP D PD MH SI YA AD

Adamscourt Residential Care Home

7 Talbot Avenue, Talbot Woods,
Bournemouth BH3 7HP
Tel: 01202 529855

OP D

Apple House

186 Seafield Road, Bournemouth BH6 5LJ
Tel: 01202 429093

LDA

April Court

186 Poole Lane, Kinson, Bournemouth BH11 9DS
Tel: 01202 924810

OP D PD LDA MH SI YA

Aucklands Care

2 Ken Road, Southbourne, Bournemouth BH6 3ET
Tel: 01202 427166

OP D LDA MH SI YA AD

Beaufort View

1 Beaufort Road, Southbourne, Bournemouth BH6 5AJ
Tel: 01202 418877

PD LDA SI YA

Blenheim Care Home

17 Dunbar Road, Talbot Woods,
Bournemouth BH3 7AZ
Tel: 01202 557090

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OP D YA

Blue Roof Bungalow Care Home

Mill Road North, Throop,
Bournemouth BH8 0DW
Tel: 01202 529508

LDA

Branksome Heights

44 Branksome Wood Road, Bournemouth BH4 9LA
Tel: 01202 769429

OP D PD SI YA

Cambian Asperger Syndrome Services Ltd

18 Kings Park Road, Boscombe,
Bournemouth BH7 7AE
Tel: 01202 729911

LDA

30 Milton Road, Charminster,
Bournemouth BH8 8LP
Tel: 01202 293158

LDA

14 Southwood Avenue, Southbourne,
Bournemouth BH6 3QA
Tel: 01202 436140

LDA YA

Castle Dene

Throop Road, Bournemouth BH8 0DB
Tel: 01202 397929

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OP D

Cherry Tree Lodge

100 Wick Lane, Southbourne,
Bournemouth BH6 4LB
Tel: 01202 429326

OP

Clarendon House

36 Crabton Close Road, Boscombe,
Bournemouth BH5 1HN
Tel: 01202 396933

OP D PD LDA MH YA

Clifton House

1 Grantley Road, Boscombe,
Bournemouth BH5 1HW
Tel: 01202 393385

MH

Coastal Lodge

26 Knyveton Road, Bournemouth BH1 3QR
Tel: 01202 924812

OP D PD MH SI YA AD

Dalvey House

35 Belle Vue Road, Southbourne,
Bournemouth BH6 3DD
Tel: 01202 423050

OP

Eilat

106 Lowther Road, Bournemouth BH8 8NS
Tel: 01214 576860

OP PD MH YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Elms, The

28 Elmsway, Southbourne, Bournemouth BH6 3HU
Tel: 01202 431886

LDA

Evergreens, The

2 Berkeley Road, Talbot Woods,
Bournemouth BH3 7JJ
Tel: 01202 526925

OP YA

Fair Haven

23 Knyveton Road, Bournemouth BH1 3QQ
Tel: 01202 553503

OP D PD

Glenhurst Manor

44a West Cliff Road, Bournemouth BH4 8BB
Tel: 01202 761175

OP YA

Highview Residential Home

42-44 Foxholes Road, Southbourne,
Bournemouth BH6 3AT
Tel: 01202 428799

OP D MH

James Burns House

Greenways Avenue, Bournemouth BH8 0AS
Tel: 01202 523182

OP D PD LDA MH YA

Kings House

1 Earle Road, Westbourne, Bournemouth BH4 8JQ
Tel: 01202 764455

MH

Kingsman House Care Home

11-13 Branksome Wood Road, Bournemouth BH2 6BT
Tel: 01202 318567

OP D MH YA

Linkfield Court (Bournemouth) Ltd

19 Knyveton Road, East Cliff,
Bournemouth BH1 3QG
Tel: 01202 558301

OP D PD YA

Lyndale

2 Alumdale Road, Westbourne,
Bournemouth BH4 8HX
Tel: 01202 764425

MH

Magna Road

109 Magna Road, Bournemouth BH11 9NE
Tel: 01202 582448

OP PD LDA MH SI YA

Meyrick Cottage

1a Meyrick Park Crescent, Bournemouth BH3 7AG
Tel: 01202 253406

PD LDA MH YA

Meyrick Lodge

3 Meyrick Park Crescent, Bournemouth BH3 7AG
Tel: 01202 911718

LDA SI

Milton Grange

9 Milton Road, Charminster, Bournemouth BH8 8LP
Tel: 01202 554351

OP D MH

Nightingale

46-48 Stourcliffe Avenue, Bournemouth BH6 3PX
Tel: 01202 419537

LDA YA

Pear Tree House

59 Richmond Wood Road, Queens Park,
Bournemouth BH8 9DQ
Tel: 01202 055311

LDA YA

Piers, The

166 Columbia Road, Ensbury Park,
Bournemouth BH10 4DT
Tel: 01202 520937

PD LDA YA

Pines Residential Care Home, The

39 Portchester Road, Charminster,
Bournemouth BH8 8JU
Tel: 07940 775669

OP PD LDA MH YA

Portelet Cottage

32 Milton Road, Bournemouth BH8 8LP
Tel: 01202 073114

OP D

Portelet Grange

10 Clifton Road, Bournemouth BH6 3PA
Tel: 01202 397094

OP MH YA

Portelet House Care Home

22 Grand Avenue, Southbourne,
Bournemouth BH6 3SY
Tel: 01202 422005

OP D MH

Portelet Lodge Care Home

42 Westby Road, Boscombe,
Bournemouth BH5 1HD
Tel: 01202 398982

OP D MH YA

Portelet Manor Rest Home

23/25 Florence Road, Boscombe,
Bournemouth BH5 1HJ
Tel: 01202 397094

OP D MH

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

Primrose Lodge Southborne

42 St Catherine's Road, Southbourne,
Bournemouth BH6 4AD
Tel: 01202 429514

OP

Redcroft

255 Belle Vue Road, Southbourne,
Bournemouth BH6 3BD
Tel: 01202 428158

OP PD LDA SI

Richmondwood Rest Home

19 Richmond Park Avenue, Queens Park,
Bournemouth BH8 9DL
Tel: 01202 511179

OP D PD MH SI YA

Riverview Care Home

Throop Road, Bournemouth BH8 0DG
Tel: 01202 516411

OP LDA YA

Seabourne House Care Home

1 Clifton Road, Southbourne,
Bournemouth BH6 3NZ
Tel: 01202 428132

OP D MH

Seacliff Care Home

9 Percy Road, Boscombe, Bournemouth BH5 1JF
Tel: 01202 396100

OP D

Southbourne Beach Care Home

42 Belle Vue Road, Southbourne,
Bournemouth BH6 3DS
Tel: 01202 437600

OP D PD SI YA

St Anne's Care Home

21-23 Wayside Road, Southbourne,
Bournemouth BH6 3ES
Tel: 01202 425642

OP D PD LDA SI YA

St Anne's Court

16a St Anthonys Road, Bournemouth BH2 6PD
Tel: 01202 551208

OP

St Bridgets Care Centre

14 East Avenue, Talbot Woods,
Bournemouth BH3 7BY
Tel: 01202 291347

OP PD SI

Stratfield Lodge Residential Home

63 Wellington Road, Bournemouth BH8 8JL
Tel: 01202 553596

OP D PD LDA MH SI YA

Talbot View

66 Ensbur Avenue, Ensbur Park,
Bournemouth BH10 4HG
Tel: 01202 537571 **Advert page 40**

OP D PD SI YA

Talbot Woods Lodge

64 Wimborne Road, Bournemouth BH3 7AR
Tel: 01202 293390

PD LDA SI

Ventana Homes Ltd

33 Florence Road, Boscombe,
Bournemouth BH5 1HJ
Tel: 01202 390209

PD LDA

Wallfield

29 Castlemain Avenue, Southbourne,
Bournemouth BH6 5EJ
Tel: 01202 924817

OP LDA YA

White Lodge & St Helens

15-17 Boscombe Spa Road,
Bournemouth BH5 1AR
Tel: 01202 395822

OP D PD MH SI

Willow Lodge

4 Harvey Road, Bournemouth BH5 2AD
Tel: 01202 423063

OP PD MH YA

Willowbeech

Bournemouth BH8 8LT
Tel: 01202 200910

LDA YA

Windsor Court Care Home

34 Bodorgan Road, Bournemouth BH2 6NJ
Tel: 01202 554637

OP D LDA

Winton Lodge

6 Ascham Road, Bournemouth BH8 8LY
Tel: 01202 291878

LDA YA

Woodside

131 Magna Road, Bournemouth BH11 9NE
Tel: 07394 288799

PD LDA SI YA

Zetland Court

128 Alumhurst Road, Bournemouth BH4 8HU
Tel: 01202 769169

OP D YA

Use the checklist on page 49 to decide between three prospective care homes.

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

Avon Cliff

50-52 Christchurch Road, Bournemouth BH1 3PE

Tel: 01202 789998

OP YA

Branksome Heights

44 Branksome Wood Road, Bournemouth BH4 9LA

Tel: 01202 769429

OP D PD SI YA

Drumconner Care Home

20 Poole Road, Westbourne, Bournemouth BH4 9DR

Tel: 01202 761420

OP PD

Farway Grange Care Home (Nursing)

31-33 Howard Road, Queens Park,

Bournemouth BH8 9EA

Tel: 01202 511399

OP D PD MH YA

Florence Road

32 Florence Road, Boscombe, Bournemouth BH5 1HQ

Tel: 01202 396933

PD YA

Great Oaks

Poole Lane, Bournemouth BH11 9DP

Tel: 01202 087444

OP D YA

Muscliff Nursing Home

5 Tolpuddle Gardens, Bournemouth BH9 3RE

Tel: 01202 516999

OP D PD SI YA

Queensmount Bupa Care Home

18 Queens Park West Drive,

Bournemouth BH8 9DA

Tel: 01202 124 128 **Advert page 67**

OP YA

Westbourne Tower Care Home

16-18 Poole Road, Bournemouth BH4 9DR

Tel: 01202 036683

OP D PD SI YA

Wickmeads

2 Wickmeads Road, Bournemouth BH6 4LG

Tel: 01202 436490 **Advert page 40**

OP D PD SI

Christchurch care homes

See page 63 for the **Service User Bands** key

Avon Lee Lodge

Preston Lane, Burton, Christchurch BH23 7JU

Tel: 01202 476736 **Advert page 65**

OP

Avondene Care Home

171 Stanpit, Christchurch BH23 3LY

Tel: 01202 483991

OP

Corner Cottage

63 Manning Avenue, Christchurch BH23 4QX

Tel: 01425 276527

OP PD LDA YA

Greenways

61 Greenways, Highcliffe,

Christchurch BH23 5BB

Tel: 01425 275697

PD LDA SI YA

Laurels, The

195 Barrack Road, Christchurch BH23 2AR

Tel: 01202 470179

OP D

Little Amberwood

1 Amberwood Gardens, Walkford,

Christchurch BH23 5RT

Tel: 01202 022002

OP LDA YA

Naseby Care Home

8 Avenue Road, Christchurch BH23 2BY

Tel: 01202 471096 **Advert page 47**

OP D

Stour Road Care Home

14 Stour Road, Christchurch BH23 1PS

Tel: 01202 481160

OP D PD SI YA

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✉ enquiries@avonleelodge.co.uk

www.avonleelodge.co.uk

Preston Lane, Burton, Christchurch, Dorset, BH23 7JU.

See the information on page 46 to learn more about different types of care homes.

Tricuro Avon View

Avon View provides high-quality care and support for people in later life, including those living with dementia or requiring nursing care.

The home offers both private and local authority-funded placements, with 81 en-suite bedrooms, adapted bathing facilities, welcoming communal areas and enclosed gardens. Conveniently located near local shops, amenities, and public transport, it combines community access with a calm, homely environment.



Residents can personalise their rooms, which are designed to be practical and accessible. A range of lounges, dining areas and quiet spaces offer choice and comfort, while the safe, well-maintained gardens provide opportunities to enjoy fresh air and outdoor time throughout the year.



Get in touch to learn more!

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Email: enquiries@tricuro.org

Visit: tricuro.co.uk



Avon Reach

Farm Lane, Mudeford, Christchurch BH23 4AH
Tel: 01425 272666

OP YA

Avon View

Advert page 65

Loring Road, Christchurch BH23 2GZ
Tel: 01202 797888

OP D PD MH SI YA

Fairmile Grange Care Home

Royal Close, Christchurch BH23 2FR
Tel: 01202 007569

OP D YA

Highcliffe Nursing Home

5 Stuart Road, Highcliffe, Christchurch BH23 5JS
Tel: 01425 688328

OP D YA

Homefield Grange

Salisbury Road, Winkton, Christchurch BH23 7AR
Tel: 01202 238700

OP D YA

Silverways Nursing Home

Silver Way, Highcliffe, Christchurch BH23 4LJ
Tel: 01425 272919

OP

Poole care homes

Alexandra House

Alexandra Road, Parkstone, Poole BH14 9EW
Tel: 01202 747001

Advert page 40

OP D PD SI

Amberwood Lodge

6 St Osmunds Road, Poole BH14 9JN
Tel: 01202 007339

LDA YA

Anchor House

1 Evering Avenue, Parkstone, Poole BH12 4JF
Tel: 01202 735914

PD LDA YA

Aranlaw House Care Home

26 Tower Road, Branksome Park, Poole BH13 6HZ
Tel: 01202 763367

OP D MH

Beach House

94 Alexandra Road, Poole BH14 9EP
Tel: 01202 739930

OP PD LDA YA

Chalgrove Care and Nursing Home

5-7 Westminster Road East,
Branksome Park, Poole BH13 6JF
Tel: 01202 767493

Advert page 47

OP D PD MH SI YA

Clover Grove Residential Care Home

40 Upper Golf Links Road, Broadstone BH18 8BY
Tel: 01202 163817

OP D PD SI YA

Coral House

15 Alder Hills, Poole BH12 4AJ
Tel: 01202 710531

D PD LDA MH YA

Dorset House

Coles Avenue, Hamworthy, Poole BH15 4HL
Tel: 01202 672427

Advert page 40

OP D PD SI YA

Dunes, The

49 Cynthia Road, Parkstone, Poole BH12 3JE
Tel: 01202 740237

OP PD LDA YA

Eagles Mount Care Home

25 Birds Hill Road, Poole BH15 2QJ
Tel: 01202 671111

OP D MH

Elizabeth House

Dolbery Road, Parkstone, Poole BH12 4PX
Tel: 01202 744545

Advert page 40

OP D PD SI YA

Grange, The

2 Mount Road, Parkstone, Poole BH14 0QW
Tel: 01202 715914

OP D PD LDA MH YA

Kingland House Residential Home

Kingland House, Kingland Road, Poole BH15 1TP
Tel: 01202 675411

OP D PD YA

Laurels and Pine Lodge, The

33-37 Foxholes Road, Oakdale, Poole BH15 3NA
Tel: 01202 743202

OP D MH YA

Lawford Lodge

56 Hoyal Road, Poole BH15 4HZ
Tel: 01202 718238

PD LDA SI YA

Lilliput House

299 Sandbanks Road, Poole BH14 8LH
Tel: 01202 709245

OP

Long Close Retirement Home

23 Forest Road, Branksome Park, Poole BH13 6DQ
Tel: 01202 765090

OP

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



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Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. We may record or monitor our calls. Phone calls are free to 0808 numbers.



Look in the listings for our care homes:

[The Links*](#)

[The Lindsay*](#)

[Queensmount](#)

CS 04700

To learn more about how to pay for care services, see page 50 onwards.

See the checklist on page 49 for questions to ask prospective care homes.

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care UK

Marjorie House

1 Crichel Mount Road, Poole BH14 8LT

Tel: 01202 148220 **Advert page 40** OP D PD SI YA

Moorings, The

69 Brixey Road, Parkstone,

Poole BH12 3EY

Tel: 01202 734752 PD LDA YA

Park Lodge Residential Care Home

18 Ridgeway, Broadstone BH18 8EA

Tel: 01202 694232 OP

Regency Manor Care Home

16-17 Blair Avenue, Lower Parkstone,

Poole BH14 0DA

Tel: 01202 715760 OP D MH

Serenata Care Ltd Trading as Two Cedars

81 Dunyeats Road, Broadstone BH18 8AF

Tel: 01202 694942 OP

Shores, The

46 Brixey Road, Parkstone, Poole BH12 3EZ

Tel: 01202 730653 PD LDA YA

Southmead Rest Home

159 York Road, Broadstone BH18 8ES

Tel: 01202 694726 OP D

St Cecilia

29 Nelson Road, Poole BH12 1ES

Tel: 01202 767383 OP D

Tides, The

136 Lower Blandford Road, Broadstone BH18 8NZ

Tel: 01202 604056 OP PD LDA YA

Upton Bay Care Home

1 Hoyal Road, Poole BH15 4HY

Tel: 01202 088072 OP D YA

Waves, The

199 Churchill Road, Parkstone, Poole BH12 2JD

Tel: 01202 734857 PD LDA YA

Poole care homes with nursing

Aldbury, The

672-674 Ringwood Road, Parkstone, Poole BH12 4NA

Tel: 01202 746752 OP D YA

Ashley Court

6-10 St Peters Road, Poole BH14 0PA

Tel: 01202 715902 **Advert page 73** OP D YA

Bourne View

Langside Avenue, Poole BH12 5BN

Tel: 01202 403180 OP YA

Branksome Park Care Centre

17 Mornish Road, Poole BH13 7BY

Tel: 01202 761449 OP D PD LDA SI YA

Burwood Nursing Home **Advert outside back cover**

100 Dunyeats Road, Broadstone BH18 8AL

Tel: 01202 693224 OP D PD SI

Canford Chase

40 Western Road, Branksome Park, Poole BH13 6EU

Tel: 01202 766182 OP YA

Chalgrove Care and Nursing Home

5-7 Westminster Road East,

Branksome Park, Poole BH13 6JF

Tel: 01202 767493 **Advert page 47** OP D PD MH SI YA

Figbury Lodge

2 Mitchell Road, Poole BH17 8US

Tel: 01202 078810 OP D YA

Lindsay Bupa Care Home, The

47a Lindsay Road, Poole BH13 6AP

Tel: 01202 124 195 **Advert page 67** OP D YA

Links Bupa Care Home, The

1 Golf Links Road,

Broadstone BH18 8BE

Tel: 01202 124 360 **Advert page 67** OP D YA

Magna Care Centre

Arrowsmith Road, Cranford Magna,

Wimborne BH21 3BQ

Tel: 01202 601831 OP YA

Oakdale

Kingsmill Road, Poole BH17 8RQ

Tel: 01202 091802 OP D YA

Park Manor Care Home

8 St Aldhelms Road, Poole BH13 6BS

Tel: 07964 922333 OP PD YA

Potteries, The

187 York Road, Broadstone BH18 8ES

Tel: 03301 620944 **Advert page 67** OP D PD LDA MH YA

Shaftesbury Horizons

12 Lindsay Road, Poole BH13 6AS

Tel: 01202 762897 PD LDA SI YA

Agincourt Care Home

116 Dorchester Road, Weymouth DT4 7LG

Tel: 01305 777 999 **Advert page 47**

OP YA

Bosworth Care Home

6 Southdown Avenue, Weymouth DT3 6HR

Tel: 01305 833100 **Advert page 47**

OP D PD SI

Broadwindsor House

Beaminster DT8 3PX

Tel: 01308 868353

OP

Buxton House

423b Radipole Lane, Weymouth DT4 0QJ

Tel: 01305 760834 **Advert page 40**

OP D PD SI YA

Cheriton Care Home

10 Weymouth Avenue, Dorchester DT1 2EN

Tel: 01305 265365 **Advert page 47**

OP D YA

Chestnuts Residential Care Home (Weymouth)

93b Wyke Road, Weymouth DT4 9QS

Tel: 01305 784996 **Advert page 70**

OP D PD MH SI

Coneygar Lodge

Coneygar Park, Bridport DT6 3BA

Tel: 01308 427365

OP

Crecy Care Home

45 Spa Road, Weymouth DT3 5EP

Tel: 0800 012 1247

Advert page 47

OP D PD MH SI AD

Culliford House

Icen Way, Dorchester DT1 1ET

Tel: 01305 266054

OP D MH

Danmor Lodge Ltd12-14 Alexandra Road, Lodmoor Hill,
Weymouth DT4 7QH

Tel: 01305 775462

OP D PD YA

Eastbury House

Long Street, Sherborne DT9 3BZ

Tel: 01935 812132

OP

Encompass Care Respite Accommodation and Outreach ServiceEncombe, 5 Prince of Wales Road,
Dorchester DT1 1PW

Tel: 01305 251935

OP PD LDA MH SI YA

Encompass Care Specialist Mental Health Services Elsadene

1 Verne Road, Weymouth DT4 0RX

Tel: 01305 776613

OP PD MH YA

Evergreens Lodge, The

Westbury, Sherborne DT9 3QZ

Tel: 01935 812046

OP D YA

Fairfield House Residential Care Home

Charmouth Road, Lyme Regis DT7 3HH

Tel: 01297 443513 **Advert page 70**

OP D PD YA

Friary House

26 Carlton Road North, Weymouth DT4 7PY

Tel: 01305 782574

OP D YA

Garden House

Priestlands, Sherborne DT9 4HN

Tel: 01935 813188

OP

Glencairn House Retirement Home

16-17 Cornwall Road, Dorchester DT1 1RU

Tel: 01305 268399

OP D PD

Grassington House

50 Prince of Wales Road, Dorchester DT1 1PP

Tel: 01305 267968

OP D

Grove Lodge

Hyde Crook, Frampton, Dorchester DT2 9NW

Tel: 01300 320098

OP D

Harbour House

George Street, West Bay, Bridport DT6 4EY

Tel: 01308 423277

OP

Hayes, The – Tricuro Ltd

Culverhayes, Long Street, Sherborne DT9 3ED

Tel: 01935 814043

OP D PD MH SI YA

Hyde Care Home, The

Walditch, Bridport DT6 4LB

Tel: 01308 427694

OP D PD SI YA

Ingleside Residential Care Home

648 Dorchester Road, Weymouth DT3 5LG

Tel: 01305 812667

OP D PD MH

Kingsley Court

28 Dorchester Road, Weymouth DT4 7JU

Tel: 01305 787811

OP D

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs



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Fairfield House is a leading residential care home in Lyme Regis, offering high-quality residential care in a truly unique hillside setting overlooking Lyme Bay. Located in the heart of Dorset's stunning Jurassic Coast, our home is dementia-friendly and provides personalised senior care, comfort, and a supportive lifestyle tailored to every resident.

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- Dementia care
- Continuing care
- Respite and day care



Lawns, The – Tricuro Ltd

Fernhill Avenue, Weymouth DT4 7QU

Tel: 01305 760881

OP D PD MH SI YA

Legh House

117 Rylands Lane, Weymouth DT4 9QB

Tel: 01305 773663

OP

Maiden Castle House

12-14 Gloucester Road, Dorchester DT1 2NJ

Tel: 01305 251661 **Advert page 40**

OP D PD SI YA

Montrose Care Home

40 Prince of Wales Road, Dorchester DT1 1PW

Tel: 01305 262274

OP D PD MH

Old Vicarage Care Home, The

Leigh, Sherborne DT9 6HL

Tel: 01935 873033

Advert page 73

OP PD SI

Park House

Martinstown, Dorchester DT2 9JN

Tel: 01305 889420

OP D PD LDA SI YA

Primrose Lodge Weymouth

121-122 Dorchester Road, Weymouth DT4 7LG

Tel: 01305 786568

OP

Rawleigh House

The Avenue, Sherborne DT9 3AJ

Tel: 01935 816630

OP PD LDA SI YA

Rodlands Care Home

4 Ullswater Crescent, Radipole, Weymouth DT3 5HE

Tel: 01305 782736 **Advert page 70**

OP

Selwood House Care Home

Chestnut Road, Charlton Down, Dorchester DT2 9FN

Tel: 01305 510404 **Advert below**

OP D YA

Shire House Care Home

Sidmouth Road, Lyme Regis DT7 3ES

Tel: 01297 442483

OP

Trafalgar Care Home

207 Dorchester Road, Weymouth DT4 7LF

Tel: 01305 232843 **Advert page 47**

OP D PD MH SI

Trinity Manor

Bradford Road, Sherborne DT9 6EX

Tel: 01935 678483

OP D PD YA

Wolfeton Manor

16 East Hill, Charminster, Dorchester DT2 9QL

Tel: 01305 262340

OP



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www.countrycourtcare.com







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

Abbey View

Fairfield, Bristol Road, Sherborne DT9 4HG
Tel: 01935 813222

OP YA

Anning House

Cross Road, Weymouth DT4 9QX
Tel: 01305 233300

OP D PD SI YA

Bymead House

Axminster Road, Charmouth DT6 6BS
Tel: 01297 560620

OP PD

Casterbridge Lodge

Advert page 70

Winterbourne Steepleton, Dorchester DT2 9LG
Tel: 01305 889455

OP D PD LDA MH SI YA

Casterbridge Manor

Acreman Street, Cerne Abbas, Dorchester DT2 7AL
Tel: 01300 341008 **Advert below**

OP D PD MH SI

Castle View

Bridport Road, Poundbury, Dorchester DT1 2NH
Tel: 01305 756476

OP YA

Fairfield House

41 Putton Lane, Chickerell DT3 4AJ
Tel: 01305 779933

OP D PD MH SI YA

Lyme Regis Care Home with Nursing

14 Pound Road, Lyme Regis DT7 3HX
Tel: 01297 442322

OP D PD SI YA

Pine Martin Grange

Sandford Road, Sandford, Wareham BH20 7AJ
Tel: 01929 551144

OP D PD SI YA

Queen Charlotte, The

432 Chickerell Road, Chickerell, Weymouth DT3 4DQ
Tel: 01305 773128

OP D MH YA

Signature House

2 Maumbury Gardens, Dorchester DT1 1GR
Tel: 01305 257248

OP D PD MH SI YA

Somerleigh Court

Somerleigh Road, Dorchester DT1 1AQ
Tel: 01305 259882

OP D

St James' Park Care Home

Higher Street, Bradpole, Bridport DT6 3EU
Tel: 01308 421174

OP D YA

Upton Manor

1 Dorchester Road, Upton BH16 5NJ
Tel: 01202 012591 **Advert page 48**

OP D MH YA

Weymouth – Weymouth Care Home

21 Glendinning Avenue, Weymouth DT4 7QF
Tel: 01305 784518

OP D PD YA

Weymouth Manor

Radipole Lane, Weymouth DT4 0TX
Tel: 01305 443248

OP D PD SI YA

See page 73 for the **Service User Bands** key



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- Dementia care
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- Respite and day care



Castleman House – Tricuro Ltd

Fairfield Bungalows, Blandford Forum DT11 7HS

Tel: 01258 452315

OP D PD MH SI

Castleman Plus

Heddington Drive, Blandford Forum DT11 7HX

Tel: 07778 056895

OP D PD YA

Ivers

Hains Lane, Marnhull DT10 1JU

Tel: 01258 820164

LDA YA

Larks Leas

Milldown Road, Blandford Forum DT11 7DE

Tel: 01258 452777 **Advert page 74**

OP

Malthouse Care Home, The

Bay Road, Gillingham SP8 4EW

Tel: 01747 822667

Advert below

OP D

Millbrook House

Child Okeford, Blandford Forum DT11 8EY

Tel: 01258 860330

OP

Mulberry Court

Common Mead Lane, Gillingham SP8 4RE

Tel: 01747 822241

OP PD LDA SI YA

Nazareth Lodge

Penny Street, Sturminster Newton DT10 1DE

Tel: 01258 472511

OP

Old Rectory, The

High Street, Stalbridge, Sturminster Newton DT10 2LL

Tel: 01963 362624

OP D

Spetisbury Manor

Spetisbury, Blandford Forum DT11 9EB

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OP

St Denis Lodge Residential Home

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OP D



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Poole, BH14 0PA

Blandford Grange
Blandford Forum, DT11 7DE

The Malthouse
Gillingham, SP8 4EW

The Old Vicarage
Sherborne, DT9 6HL



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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- Great reputation for End of Life Care

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www.larksleas.co.uk

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*All Homes rated 'Good' in all areas on the date of ad production (April 2022).

North Dorset care homes with nursing

Advertisers are highlighted

Blandford Grange Care Home

Milldown Road, Blandford Forum DT11 7DE

Tel: 01258 458214 **Advert page 73**

OP D YA

Cedars Nursing Home, The

Angel Lane, Shaftesbury SP7 8DF

Tel: 01747 852860

OP D PD SI YA

Fern Brook Lodge

Fern Brook Lane, Shaftesbury Road,
Gillingham SP8 4QD

Tel: 01747 834020

Advert page 40

OP D YA

Mellowes Care Home, The

Common Mead Lane, Gillingham SP8 4RE

Tel: 01747 898349

OP D YA

Newstone House

Station Road, Sturminster Newton DT10 1BD

Tel: 01258 474530

OP D YA

Whitecliffe House

Whitecliffe Mill Street,
Blandford Forum DT11 7BQ

Tel: 01258 450011

OP YA

Purbeck care homes

See page 76 for the **Service User Bands** key

Anglebury Court – Tricuro Ltd

21 Bonnets Lane, Wareham BH20 4HB

Tel: 01929 552585

OP D PD MH SI YA

Castle Farm Care Home

Castle Farm Road, Lytchett Matravers, Poole BH16 6BZ

Tel: 01258 857642 **Advert adjacent**

OP

Clifftop Care Home

8 Burlington Road, Swanage BH19 1LS

Tel: 01929 422091

OP

Dragonfly Care Home

56 High Street, Langton Matravers, Swanage BH19 3HB

Tel: 01929 500575 **Advert below**

OP D

Gainsborough Care Home

53 Ulwell Road, Swanage BH19 1LQ

Tel: 01929 253106 **Advert page 47**

OP D PD MH SI

Heathcote Care Home

6 Cecil Road, Swanage BH19 1JJ

Tel: 01929 423778

D MH

Walc House

1 Springfield Road, Swanage BH19 1HD

Tel: 01929 422200

LDA YA

See page 50 for information on how to pay for care services.

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DRAGONFLY
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Cedar Avenue, St Leonards, Ringwood BH24 2QG

Tel: 01202 877764

OP D PD MH SI

Chestnut Lodge

43 Glenwood Road, West Moors,

Ferndown BH22 0EN

Tel: 01202 892116

OP

Church Road

48 Church Road, Ferndown BH22 9EU

Tel: 01202 290305

OP D PD MH SI YA

Clarence House

6 Dudsbury Crescent, Ferndown BH22 8JF

Tel: 01202 894359

OP D

Denewood House Care Home

12-14 Denewood Road, West Moors,

Ferndown BH22 0LX

Tel: 01202 892008

Advert below

OP D

Fairlawn

St Marys Road, Ferndown BH22 9HB

Tel: 01202 877277 Advert page 40

OP D PD SI YA

Fernside

15 Turbary Road, Ferndown BH22 8AP

Tel: 01202 949325

OP PD LDA YA

Five Gables Care Home

268 Station Road, West Moors, Ferndown BH22 0JF

Tel: 01202 875130

OP D PD SI

Foxes Moon Residential Home

40 Ringwood Road, St Ives, Ringwood BH24 2NY

Tel: 01425 474347

OP D

Gables, The

7 West Moors Road, Ferndown BH22 9SA

Tel: 01202 855909

LDA YA

Heathland House

405 Wimborne Road East, Ferndown BH22 9LZ

Tel: 01202 078127

OP D PD SI YA

Highgrove Care Home

Stapehill Road, Stapehill, Wimborne BH21 7NF

Tel: 01202 875614 Advert page 78

OP

Holmwood Rest Home

39 Chine Walk, West Parley, Ferndown BH22 8PR

Tel: 01202 593662

OP

Hyacinth House Care Home

179-181, Wimborne Road West, Wimborne BH21 2DJ

Tel: 01202 012 582 Advert adjacent

OP D YA

Kings Park Care Home

14 Church Road, Ferndown BH22 9EU

Tel: 01202 088 080 Advert adjacent

OP D YA

Marchfield House

434 Ringwood Road, Ferndown BH22 9AY

Tel: 01202 861845

OP D MH

Mile Oak Rest Home

2 The Acorns, Wimborne BH21 2EW

Tel: 01202 885225

OP D PD SI

Parley Place Care Home

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OP D YA



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

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Stapehill, BH21 2DJ

01202 012 582

R S

Kings Park

14 Church Road,
Ferndown, BH22 9EU

01202 088 080

D R S

Moors Manor

243 Ringwood Road,
Ringwood, BH24 2DW

01425 383 912

N D R S

Parley Place

300 Christchurch Road,
West Parley, BH22 8SL

01202 040 986

D R S



N Nursing Care

D Dementia Care

R Residential Care

S Short Breaks

Pogles Wood

119 Lonnen Road, Wimborne BH21 7AU
Tel: 01202 841075

PD LDA SI YA

Streets Meadow – Tricuro Ltd

Hanham Road, Wimborne BH21 1AS
Tel: 01202 884620

OP D PD MH SI YA

Summerhill Residential Home

46 Glenwood Road, West Moors, Ferndown BH22 0ER
Tel: 01202 870935

OP D PD SI

Two Wells

Salisbury Street, Cranborne BH21 5PU
Tel: 01725 517223

LDA

Waterloo Care Home

Ringwood Road, Three Legged Cross,
Wimborne BH21 6RD
Tel: 01202 824807

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OP D

Home care listings begin on page 23.

East Dorset care homes with nursing

Amberwood House

418-424 Ringwood Road, Ferndown BH22 9AX
Tel: 01202 851510

OP YA

Brook View

Riverside Road, West Moors, Ferndown BH22 0LQ
Tel: 01202 891333

OP YA

Ferndown Manor

110 Golf Links Road, Ferndown BH22 8DA
Tel: 0333 321 1998 Advert page 67

OP D PD MH YA

Ferndown Nursing Home

9 Dudsbury Crescent, Ferndown BH22 8JG
Tel: 07968 105155

OP

Fernhill

122 Ringwood Road, Longham, Ferndown BH22 9AW
Tel: 01202 651800

OP D YA

Forest Hill House Nursing Home

Rushall Lane, Corfe Mullen, Wimborne BH21 3RT
Tel: 01202 631741 Advert page 74

OP

Moors Manor Care Home

243 Ringwood Road,
Ringwood BH24 2DW
Tel: 01425 383912

Advert page 77

OP D YA

Oakdene Nursing Home

Ringwood Road, Three Legged Cross,
Wimborne BH21 6RB
Tel: 01202 813722

OP D

St Ives Country House Care

Horton Road, Ashley Heath,
Ringwood BH24 2EE
Tel: 01425 481220

Advert page 40

OP D PD SI

Verwood House Care Home

42-44 Ringwood Road,
Verwood BH31 7AH
Tel: 01202 167719

Advert page 48

OP D PD LDA MH SI YA

Wimborne Manor

2 Lonsdale Road, Wimborne BH21 2GA
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OP D PD SI YA



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BH21 7NF

www.familycare.co.uk

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

Home care providers

2 Victory Court	31	AQS Homecare Dorset	23	Christchurch Care	27
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Abacus Care Solutions Ltd	23	Bee Case Management	33	Services East	27
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AbilityAvenue Care	31	Better Care at Home	33	Daley Home Care	33
Abitol Services Ltd – Bournemouth	23	Better Care at Home East	23	Dana Care	29
Absolute Care		Birch Social Ltd	33	Destiny Healthcare	35
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Adonai Care Services Ltd	23	Bloomfield Care Ltd	33	Dimensions Dorset West Domiciliary Care Office	35
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Agape Care Solutions	29	Bluebird Care West Dorset	33	Dorset Supported Living	30
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Agincare UK Ltd	31	Bridgewater Care	33	Edith Healthcare Ringwood	25
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AJ Zion Ltd	23	Calmliving Healthcare	33	Eleanor Nursing & Social Care Ltd – Poole Office	30
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Support for families of children with additional needs – from birth to adulthood

Got a question? We're here to help!

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Burwood Nursing Home



We are a family owned and managed care home where the direct involvement of our family on a daily basis means that we provide care of the highest quality within a homely and unique environment.

As a family we have been providing care to the local community for over 40 years and with the experience and knowledge gained over time we strive to stay at the forefront of residential and nursing care.

The design of our home is based on providing a community within a safe and secure environment while promoting access and wellbeing to those that are less able to do the things they have always done. A major aspect of the design is to provide stimulation and variety, something that is recognised to assist in wellbeing as we grow older as well as something that everyone is entitled to when living in care.

All of our bedrooms have ensuite wet rooms, are equipped with overhead hoists, and all have lovely views of our gardens and woodland. We believe that variety and stimulation is so important and activities such as singing and dancing have a wonderful effect on wellbeing.

The home has its own pub, the Railway Tavern, serving pub lunches and an art deco theatre for musical and drama productions. The local community are also actively involved such as theatrical groups using our theatre to rehearse and put on shows for us and other local care homes. There are cameras in the garden, including one in a bird box, so residents are able to watch what goes on in the garden on their televisions.

We also have wonderful staff who truly enjoy their work and being a part of what we do in many ways, from providing care to singing and dancing in our theatre.

The home has been described as a cruise ship, everything is on board.



"Burwood's 'interesting, varied and stimulating environment creates a feeling of well being and certainly improves the health of residents."



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To arrange a visit call **01202 693224**
or email **admin@burwood.care**