





The Orders of
St John
Care Trust



Looking at care options and homes for a loved one can be an emotional, exhausting, and daunting decision.

At Grace Care Centre in Thornbury, we get it, and we're here to help.

Our caring team takes the time to get to know each resident and their loved ones to ensure the care, support and experience we provide is specific to them.

Perhaps, you'd like a hobby to be reflected in our weekly activity plan? Or a favourite meal you'd like our chef to add to our delicious freshly made menu? Or even the opportunity to book our private dining room for a special family occasion? We pride ourselves on making sure we tailor to the individual.

We're a charity

The Grace Care Centre is part of The Orders of St John Care Trust (OSJCT) which is a not-for-profit charitable organisation. This means that we reinvest back into our residents, team members and care homes.

Want to find out more?

Call **01172 356 342**

Visit osjct.co.uk/Gracecarecentre

Facebook/[Gracecarecentre](https://www.facebook.com/Gracecarecentre)

Where to find us:

Grace Care Centre
Whitebridge Gardens
Thornbury BS35 2FR



16 April 2024

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or call: 0333 210 5580



Age UK Bristol is committed to promoting equality and diversity and promoting a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to the workplace and enhance the way we work.

Introduction

Welcome to the latest edition of our Guide to Later Life

We want people to love later life and to get the most out of all that a great city like Bristol has to offer.

Our aim is to help people to stay well, independent and active in their communities, encouraging Bristol to be an Age Friendly city so that people are able to love later life. We do this through direct support from our own services, and also through signposting and referral on to partner organisations.

With that in mind, this Guide is packed with information and helpful resources. You'll find out more about our Information & Advice service, freely accessible to anyone over 55 years and for people interested in activities and events, our LinkAge services are the place to go. Do consider signing up to our Friends Ageing Better network for regular newsletters about events.

We know that some people need a bit more support to live the life they choose and you can find out more about our community services in this Guide, including about our Day Club which also provides respite for family carers. The Guide also helps with important life decisions such as choosing care and support and gives details of services regulated by the Care Quality Commission.

We've been working in Bristol for almost 30 years, but you may not know that we are an independent local charity and that we raise our own funds to work in the city. Over the years, we have built strong relationships with other organisations. So if you cannot find the information you need, please contact us on 0117 929 7537. If we cannot help you ourselves, we will find someone who can.

If you have ideas on how we can improve our services, or if you want to know more about us, please get in touch- we are here for you.

Kay Libby
CEO
Age UK Bristol



A word from our Chair, Mina Malpass

"I've been a trustee of Age UK Bristol for several years, taking over as Chair in 2020.

I am proud to be a part of the organisation and would like to thank our team of staff, volunteers and trustees for their commitment to ensuring people are safe, well and connected to others.

I hope you find this guide helpful and keep it handy so you can dip into it when needed."



Age UK Bristol
Canningford House
38 Victoria Street, Bristol BS1 6BY

0117 929 7537

admin@ageukbristol.org.uk
www.ageukbristol.org.uk

Charity number: 1042548

Information and Advice

Our experienced, friendly advisors provide a range of information to help you make informed choices.

They can tell you about our services and signpost you to other organisations. Our service is free and confidential and is for anyone over 55 who lives or works in Bristol. Our small specialist staff team work alongside trained volunteers.

We offer advice and information on a wide range of issues, including:

- Benefits and allowances, including Pension Credit & Attendance Allowance
- Social care services
- Housing
- Council Tax
- Priority debts, such as rent & utility arrears
- Choosing care and support

Do you have enough money?

You could be entitled to benefits and allowances that you weren't aware you could claim and which could help you keep your independence and improve your standard of living. We can help you access these, including Pension Credit and Attendance Allowance.

Do you need help with finding your way through the social care system?

Assessments, Care and Support Plans, eligibility criteria, and charging – accessing care can be bewildering. We can talk you through the system and the choices available to you.

Managing your affairs

Although not always easy to think about, it's worth considering what would happen to you and your affairs if you become unable to make decisions due to illness. A Lasting Power of Attorney (LPA) allows you to decide who should manage your affairs, both financially and with regard to your care.

Last year we raised over £2.1 million in unclaimed benefits and allowances for older people in Bristol. We helped hundreds of people in practical ways too, such as applying for Blue Badges to make travel easier and signposting people to other services.

Please contact us on our Helpline, 0117 929 7537, or by emailing advice@ageukbristol.org.uk

Our friendly, professional, experienced team receive excellent feedback:

“We received confirmation today that my mum's application for attendance allowance has been accepted. Thank you for your time, advice and support throughout the application process. I am certain that we would not have been successful without it.”

“Without Age UK Bristol, we would never be where we are today. So, thank you for all your successful claims and advice.”

Community Services



New Beginnings Day Centre Withywood

New Beginnings is a friendly and lively club, offering an enjoyable day with others supported by an experienced staff team.

Join us for a stimulating day. Activities will pick up on your interests but have recently included arts and crafts, singing, baking and gardening. We have a light and airy day room with access to a lovely garden. We aim to maintain and build on people's skills and strengths through our activities wherever possible.

A two-course, freshly prepared hot meal is offered, and we enjoy this in the Withywood Centre café on site.

Talk to us about the transport options that are available.

Referrals to our day club are often made via Adult Social Services, but you can call us if you'd like to make a private arrangement too.

To find out more, please call 0117 987 8406 or visit our webpage at www.ageuk.org.uk/bristol/our-services/new-beginnings/.



Memory Connections

Memory Connections is a friendly, activity group for people with early to moderate dementia. Weekly sessions include music, physical activity, crafts and topical discussions. Memory Connections uses Maintenance Cognitive Stimulation Therapy (MCST), which is the only non-drug intervention for dementia recommended by the National Institute for Health and Care Excellence. It supports cognitive function and memory, helping the brain to stay active and flexible for as long as possible.

There is a small charge for this popular service. Come and join us every Wednesday or Thursday:

Wednesdays

10am-12noon at the Tithe Barn, St Mary's Church, High Street, Shirehampton, Bristol, BS11 0DE

Thursdays

10am-12 noon, at Bradbury Hall, Trinity-Henleaze URC, Waterford Road, Henleaze, Bristol, BS9 4BT.

We plan to open more sessions this year. Call us for details.

For more information, call **0117 929 7537** or visit our website at www.ageuk.org.uk/bristol/our-services/mcst/



"The very best thing I do each week. It is such a joyous group and we all gain so much from each other's company."

Going Home from Hospital

Age UK Bristol is working with a number of partners to provide a comprehensive service for older people being discharged from Southmead Hospital and Bristol Royal Infirmary. We have Link Workers based in both hospitals and partners who work in the community.

Our Link Workers know the voluntary and community sector well and can ensure that individuals get the support they need for a smooth and timely return home.

What Link Workers can do

Link Workers can connect people to a wide range of services which can help with their practical, social or emotional needs.

These provide:

- Support with grants and benefits.
- Home adaptations, decluttering, and handyman services.
- Pendant alarms and TEC (Tech Enabled Care).
- Help around the home, cleaning and shopping.
- Support for carers.
- Local activities (e.g. befriending, walking clubs, social groups).
- Advice on housing, social care and power of attorney.

Keeping moving and preventing falls

There's a lot you can do to maintain your mobility and independence as you age. You can take steps to improve safety and prevent falls. Exercise is one of the best ways to prevent falls, as well as making you more confident and able to enjoy life.

About one third of people over 65 fall each year, with higher rates for over 75s. Up to 20 per cent of falls require medical attention. Falls make up half of the hospital admissions for accidental injury, especially hip fractures.

To find out what the risks are, you can ask for a falls risk assessment at your GP's surgery or at a specialist clinic. The falls assessment aims to discover anything that might cause you to fall and highlights specific things that can be done to help. You may need to have some adjustments made to your home, like hand rails or pendant alarms.





LinkAge
Engage. Inspire. Enjoy.

LinkAge at Age UK Bristol

**LinkAge at Age UK Bristol
Stay Connected.**

Get Active.

Enjoy Yourself!

Connecting with others helps lift our mood and improve our well-being. LinkAge provides a variety of activities that suit a wide range of people. See below for what Age UK Bristol can offer. We also promote other activities from our partners in our newsletters and our 'What's On' Guides.

To find out more and for a free 'What's On' Guide contact us at: **0117 929 7537** or by email: **linkage@ageukbristol.org.uk**.

Friends Ageing Better

Friends Ageing Better (FAB) is a community of people over 50 who get together to have fun, socialise and share what is happening in the city. Currently, FAB holds 9 weekly cafes across the city. FAB also has a weekly telephone group for members who cannot easily get out of the house and want to connect with others. We also run the popular FAB discos several times a year.

People are encouraged to become a member of FAB by phoning or filling in the online form on our website.

All members have the choice of receiving a regular newsletter by email or post to inform them of activities, events and offers from local organisations.

You can also find us on Facebook; just search for 'Friends Ageing Better'.



Tai Chi

We have trained older volunteers to run Tai Chi sessions in community venues. Tai Chi is a great activity to improve your balance, core strength and mental health. It can also help with pain management. Our chosen form of Tai Chi is Shibashi which is very accessible and can be done seated if need be. There is usually a small charge - to find a session near you go to www.ageuk.org.uk/bristol/our-services/linkage.tai-chi-shibashi/

Art on Zoom

Art on Zoom is a weekly group of amateur artists who enjoy meeting online and creating art together.

Sessions are run by Bristol Art for All who suggest a weekly theme to to fire up the imaginations. Sessions are not taught, but facilitated. All abilities are welcome, you just need to be open to trying new things and being creative. There is a small charge for this service.

To find out more, please see our webpage <https://www.ageuk.org.uk/bristol/our-services/linkage/art-club-on-zoom/> or call 0117 929 7537.

Calendar of activities

We have an online calendar of activities which organisations and clubs are invited to update with their own information.

From Art to Zumba, its all here.

Visit our website at

<https://www.linkagenetwork.org.uk/>



Active Ageing

Age UK Bristol doesn't just support older people with its own information and activities. We are pleased to support other organisations too and to encourage positive change in the city for the benefit of older people.

Our mission is to empower More Older People to be More Active, More Often.

Being physically active as we grow older can improve our wellbeing in lots of ways as well as reduce the risk of falls, developing depression, heart disease and dementia. It also increases our social networks, helping to reduce the risk of us becoming lonely or isolated. Active Ageing aims to transform attitudes to, and opportunities for, sport and physical activity for people aged 55 and over.

We work with a range of partners focusing on:

1. Active Hospitals – Enabling Home First

Changing the culture in Hospitals by raising the profile of physical activity and movement for patient recovery. Focus is on reducing patient deconditioning during hospital stays; improve patient flow through Hospital Admission to discharge; free up acute capacity; reduce time spent in hospital.

2. Falls Prevention: Retirement in ACTION (ReACT)

Falls prevention exercise in particular has been proven to be extremely effective in reducing falls. Falls and fractures in people aged 65 and over account for over 4 million hospital bed days each year in England alone.

Age UK Bristol is leading on the roll out of ReACT, (published in the Lancet Public Health), a community evidence-based intervention that identifies people with reduced mobility and increasing frailty. It provides strength and balance sessions that focus on self-management and maintaining independence, reducing fall risk and increasing motivation to be active. Importantly REACT incorporates a social session to tackle loneliness and social isolation and to promote well-being.

3. Inclusive Activities: Activities include Walking Sports, Nordic Walking, Ramblers Wellbeing Walks and Bristol Walk Fest

Bristol Walk Fest is one of the largest urban walking festivals in the UK. Every year in May, we promote walks and events across the city. Over 3,000 people took part in Walk Fest 2023, with 86 providers delivering 612 walks and events in total.

To find out more please contact Active Ageing by emailing karenlloyd@ageukbristol.org.uk

“This class was very relaxing, and I could immediately feel the physical benefit on my movement and balance. I could also feel the mental benefit of focussing on my body and breathing after a stressful week plus I've made a new friend!”



“It makes me feel relaxed and fluid, my energy feels cleansed.”

Our Wider Work in the City – Festivals

Bristol is a city of festivals and Age UK Bristol is the lead partner in two of them!



Alive Activities

Celebrating Age Festival:

The Celebrating Age Festival is an annual festival organised by us in partnership with others. It provides an opportunity for Bristolians to celebrate later life. The festival traditionally starts on 1st October each year - the International Day of Older Persons.

For more information about the next Celebrating Age Festival, visit our website <https://www.ageuk.org.uk/bristol/about-us/wider-work-in-the-community/celebrating-age-festival/>

or email: comms@ageukbristol.org.uk

Bristol Walk Fest:

Bristol Walk Fest began over a decade ago and is a celebration of everything to do with walking. This free festival showcases the best of Bristol for everyone to enjoy, either individually or with others, with inclusive walks and events taking place all over the city for people of all ages, interests and abilities.

The festival takes place every year during May from the 1st-31st to coincide with Living Streets' National Walking Month.

For more information about Bristol Walk Fest visit www.bristolwalkfest.com or email: info@bristolwalkfest.co.uk



Keeping up to date with the latest research

Bristol Research Forum on Ageing:

We're passionate about making sure practice and policy decisions in the city are informed by evidence. We work with the University of Bristol and the University of West of England to host quarterly events sharing the latest research related to ageing and older people's experiences. Events are free and open to anyone who is interested in the topic, from academics, professionals, to members of the public.

To find out more or to attend an event please visit www.ageuk.org.uk/bristol/our-services/research-forum/

Volunteering at Age UK Bristol

We love our volunteers and couldn't do our work without them! We have over 75 volunteers supporting Age UK Bristol services. Volunteers have a direct impact on older people here in Bristol.

Could you spare a few hours a week to support one of our services?

You will learn new skills, make friends and will be helping your community. You could become a volunteer Advice Worker and help people claim the money they are owed, or volunteer to work alongside older people on leisure activities, maybe hosting a regular catch-up session in a local cafe. Or you could help us 'behind the scenes' from our offices in an administrative role.

We have so many ways for you to volunteer, either in person or via the internet.

We are also looking for more people over 50 years to join our Readers Group. The group meets online a few times a year to suggest ways we could improve our services, or the city, for older people.

Please get in touch if you would like to participate.

Volunteers are an integral part of our team and have access to the training and support available to members of staff.

Do contact us if you would like to know more. Please contact us by telephone **0117 440 4303** or email: volunteering@ageukbristol.org.uk



"I like dealing with clients, it keeps my brain going. I trained as a lawyer and it's nice at my advanced age to still be able to do it, I'd like to continue volunteering as long as I



can. It's a bit close to home because my wife has Parkinson's, in a way it has been helpful for me to see how I can manage our affairs in the future."

Mike, Information & Advice Volunteer

“

"What a joy! I volunteered with the Shirehampton Memory Connection group for 7 months. As a volunteer I helped facilitate and plan, fun activities and discussions that aimed to stimulate and challenge. I've learned so much from our members during these discussions and we had such a giggle! It's been an absolute delight to watch each member grow in confidence and regain a sense of place and value in society after their diagnosis".

**Sue,
Memory Connections volunteer**”

”

Funlola, Helpline volunteer

"It's really good for me, I feel fulfilled when we get phone calls from clients who are so grateful for all of the support Age UK Bristol gives them."



Age UK Bristol - About Us



Age UK Bristol is a local charity, established almost 30 years ago to support older people.

We are a franchise of the national Age UK charity, but are completely reliant on our own fundraising.

Our aim is for Bristol to be an Age Friendly city so that people are able to love later life. We exist to improve the quality of life and promote the independence of all older people living in Bristol.

We want to ensure that everyone in Bristol can love later life, by supporting and empowering older people, helping other organisations to work together and championing the interests of older people in the city.

How are we funded?

We are an independent charity and raise all of our own funds through a combination of grants, contracts and payments for services, and through the generous support of local people.

We would not be able to continue our services without the financial support of local people and businesses.

Support Age UK Bristol

More local older people than ever are turning to us for support from help to apply for benefits to which they are entitled through to services to reduce feelings of loneliness from isolation. As a local charity, we need the support of the community to help us meet the growing need for our services.



Please consider supporting us with a financial donation. We welcome donations of any size, from £5 to £500 or more! A donation of any size makes a big difference and we, and the people we support, are very grateful.

You might also like to consider leaving a lasting legacy to us through a gift in your will. If you are able to do so, speak to your solicitor when making your will and tell them you would like to leave a legacy to Age UK Bristol, charity number 1042548, Canningford House, 38 Victoria Street, Bristol, BS1 6BY.

You can also donate funds in memory of someone you love.

To speak to us about making a donation or doing some fundraising for us.

Call **0117 9297537**

or email: fundraising@ageukbristol.org.uk

Stay in touch

Follow us @AgeUKBristol on   

Sign up for our newsletter to keep up to date with our services and events.



Keeping mobile and preventing falls

There's a lot you can do to maintain your mobility and independence as you age. You can take steps to improve safety and prevent falls.

Who is at risk?

About one third of people over 65 fall each year, with higher rates for over 75s.

Up to 20 per cent of falls require medical attention. Falls make up half of the hospital admissions for accidental injury, especially hip fractures.

Half of the falls reported by older people follow a trip or an accident. Some 90 per cent of hip fractures are caused by a fall.

Around 50 per cent of falls are preventable.

Assessing your level of risk

There are things to look out for that can help you, your family or carers know whether you are at risk of having a fall. To find out what the risks are, you can ask for a falls risk assessment at your GP's surgery or at a specialist clinic.

The falls assessment aims to discover anything that might cause you to fall and highlights specific things that can be done to help.

Following the assessment, the doctor or nurse will prepare a plan for you to help reduce your risk of falling in future.

You should ask your GP for more information if you think you need an assessment.

Make your home safer

There are changes you can make at home that will help you to prevent falls, like installing hand rails to keep you steady in the bathroom or out in the garden.

Exercise is one of the best ways to prevent falls, as well as making you more confident and able to enjoy life.

Some organisations, for example, your local Council, Housing association or a local private community alarm provider may offer a 24-hour community alarm service.

The service provides help and reassurance in an emergency to people who are elderly and at risk of falls. You can keep your alarm with you at all times as a pendant around your neck or on your wrist.

If you fall you press the button on the pendant to activate a separate alarm unit. This alarm unit has a powerful microphone and loud speaker, letting you talk to a member of staff who will get help.

You might also consider the option of sheltered housing, where you maintain your independence but have background support when you need it.

Keeping yourself steady

To stay firmly on your feet, a few simple changes - like making sure stairs are kept clear and well lit - can make all the difference and keep you mobile.

What to do if you have a fall

Try not to panic, but get help by making a noise like banging or shouting, using your personal alarm or dialling 999.

- make sure you keep warm, even just by tensing your arm and leg muscles
- wrap yourself with anything warm to hand

Afterwards, it's important to tell your doctor what's happened - that way you can receive the correct medical assistance.

Care after illness or hospital discharge (reablement)

If you or someone you know has been in hospital or had an illness or fall, you may need temporary care to help you get back to normal and stay independent.

This temporary care is called intermediate care, reablement or aftercare.

Most people receive this type of care for around 1 or 2 weeks, although it can be free for a maximum of 6 weeks. It will depend on how soon you are able to cope at home.

If you need care for longer than 6 weeks, you'll have to pay for it.

When you can get free short-term care and how to get it

After leaving hospital

Care can help you recover from an illness or an operation.

Hospital staff should arrange care before you leave hospital.

Speak to the person in charge of you going home (discharge co-ordinator) to make sure this happens.

Information:

Contact social services if you have been discharged and care hasn't been arranged.

Your hospital won't get involved after you leave.

After a fall or short illness

Care can help you avoid going into hospital if you don't need to.

If you or someone you know falls or needs help because they're ill, speak to your GP practice or social services.

They should be able to arrange for someone to come to your home and discuss what you need.

If you have started to find everyday tasks difficult

You can get help with daily tasks. This can help you learn new ways of doing things before needing paid home help.

If you find everyday tasks difficult, contact social services at your council and ask for a needs assessment. This will identify the type of care or equipment you need.

What care you'll get

A team with a mix of people from the NHS and social services will help you do the things you need to do to stay independent.

This might include getting dressed, preparing a meal, or getting up and down stairs.

They might care for you at first, but will help you practise doing things on your own.

Your team might include:

- a nurse
- an occupational therapist
- a physiotherapist
- a social worker
- doctors
- carers

They'll start with an assessment that looks at what you can do. You'll agree together what you want to do and set out a plan.

The plan will include a contact person who's in the team and the times and dates they'll visit you.

What happens when aftercare finishes

When care finishes, your team should work with you and your family or carers to agree what happens next.

This should include:

- other care you might need, such as home help
- how you can refer yourself again if you need to
- what you should do if something goes wrong
- information about what other types of support or equipment might help

Ask your team's contact person about what happens next if your care is coming to an end.

Your right to social care and support

If you think you need social care support, you'll need to think about what types of support you need – be it homecare workers, equipment or respite breaks.

Your first step to getting this sort of help should be to ask your local authority social services department for an assessment of your needs. This assessment will help you decide on the type of services you may want, as well as helping the local authority understand which services you need.

Your local authority may be able to offer you some care services for free. It's worth finding out if you can get free services from your local authority because the cost of buying care services is likely to be high if you have long-term care needs, and they could increase as you get older.

As part of the **CARE ACT** your local authority now has an obligation to assess anyone who appears to require care & support needs.

The authority should:

- Make an assessment of your needs regardless of your personal financial circumstances.
- Provide you with information about services and options available to you in your area.
- Offer you a carer's assessment if you are an unpaid informal/family carer.

The assessment by the local authority is important because it helps them work out what your difficulties are and what services will help you most. Often, only minor assistance is needed – such as meals on wheels and help with washing or dressing, yet these services could make a big difference to your life.

If your local authority decides you are eligible for social care support, they will carry out a financial assessment to determine how much you will need to pay towards your care, if anything.



After this, if you are eligible for care and support, social services or an independent adviser will work with you to create a care and support plan.

If you feel that your needs have changed over time, you can request a review of your care plan, or a re-assessment if you were not originally eligible for care and support. Contact the social care team at your local authority to discuss this.

Assessing your care and support needs

If you have care and support needs and find it difficult to look after yourself, your local authority may be able to advise you and provide you with some help.

The best way to get help from your local authority is to ask for a care and support needs assessment. You can do this by contacting the local authority adult social services department.

When you get assessed by the local authority, as a minimum you may be given information and signposting to other services, and ways that you might find funding to pay for them. However, if your needs meet the national eligibility criteria, your local authority will have to meet these needs.

The local authority will involve you throughout the assessment to identify what your needs are and how these impact on your wellbeing. They will also discuss with you how you wish to live your life and whether there are certain aims you would like to achieve but you are unable to do so because of your care and support needs.

The assessment will start to consider how your care needs might be met. This could include identifying how preventative services like simple aids (such as devices to open jars and tins more easily), adaptations to your home (such as handrails) or information about support available in the community might meet your need. It will also identify if you have a higher level of need where you may need help in your own home or care in a care home.

The assessment should be carried out in a way that ensures your involvement and that takes the right amount of time to capture all of your needs.

If you have a friend or family member looking after you as an unpaid carer, they can have a carer's assessment to see if they need support to carry on their caring role.

The local authority must give you a copy of your needs assessment or carer's assessment.

What are the national eligibility criteria for care and support?

The eligibility threshold for adults with care and support needs is based on identifying how a person's needs affect their ability to achieve relevant outcomes, and how this impacts on their wellbeing.

Local authorities must consider whether the person's needs:

- arise from or are related to a physical or mental impairment or illness
- make them unable to achieve two or more specified outcomes
- as a result of being unable to meet these outcomes, there is likely to be a significant impact on the adult's wellbeing

An adult's needs are only eligible where they meet all three of these conditions.

The specified outcomes measured include:

- managing and maintaining nutrition, such as being able to prepare and eat food and drink
- maintaining personal hygiene, such as being able to wash themselves and their clothes
- managing toilet needs
- being able to dress appropriately, for example during cold weather
- being able to move around the home safely, including accessing the home from outside
- keeping the home sufficiently clean and safe
- being able to develop and maintain family or other personal relationships, in order to avoid loneliness or isolation
- accessing and engaging in work, training, education or volunteering, including physical access
- being able to safely use necessary facilities or services in the local community including public transport and recreational facilities or services
- carrying out any caring responsibilities, such as for a child

Local authorities do not have responsibility for providing NHS services such as patient transport, but they should consider needs for support when the adult is attending healthcare appointments.



Planning for your future care needs

There may be times in your life when you think about the consequences of becoming seriously ill or disabled. This may be at a time of ill health or as a result of a life-changing event. It may simply be because you are the sort of person who likes to plan ahead.

You may want to take the opportunity to think about what living with a serious illness might mean to you, your partner or your relatives, particularly if you become unable to make decisions for yourself. You may wish to record what your preferences and wishes for future care and treatment might be.

The costs of long-term care

Care has never been free and everyone should think about the care they might need in the future. The long-term costs of care can be significant, and while none of us like to think that we will become old, ill or disabled, it does happen. Just like your pension, it is never too early to start thinking and planning your care and support needs and their costs. Even if you're generally fit and healthy and of working age, don't ignore your future care. If you're making long-term financial arrangements, you may want to take into account the potential costs of your future care needs.

The point at which you may be eligible for financial help from your local authority with your care costs is being extended. Currently, if you have more than £23,250 in assets, such as your home or savings, you will need to meet the full cost of your care.

How your local authority can help with planning your care

The Care Act 2014 makes clear that local authorities must provide or arrange services that help to prevent people developing care and support needs, or delay people deteriorating to the point where they would need ongoing care and support. Even if you don't want or need financial assistance with your care, your local authority can still help you plan your care, so it is worth contacting the adult social services of your local council to find out the options available to you and your family.

Local authorities must work with people in their areas to provide or arrange services that help to keep people well and independent.

This should include identifying the local support and resources already available, and helping people to access them.

They should make clear:

- what types of care and support are available - such as specialised dementia care, befriending services, reablement (short-term care time, for example, to get someone safe, happy and able to live independently in their home after they have been discharged from hospital), personal assistance and residential care
- the range of care and support services available to local people - in other words, what local providers offer certain types of services
- what process local people need to use to get care and support that is available

Financial planning for future care needs

Local authorities have to help people get independent financial advice, to enable planning and preparation for future care costs. This encompasses a range of services from generic sources of information and advice, such as websites or helplines, to tailored advice relating to specific financial products, which can only be provided by a regulated financial advisor. Some of these services may charge a fee.

The Money Helper website has tips on planning ahead for a time when you can't manage your own finances.

Making decisions about your future care needs and wishes

If you are nearing retirement age, it's important that you take account of your likely care needs and plan accordingly. You may wish to consider setting up a Power of Attorney or an advanced decision (living will).

These will help people to take account of your preferences if you lose the capacity to make decisions.

You will also want to ensure that you have thought about how you might pay for the care you need. Many of us will put off planning for care and support arrangements until the last possible moment.

Having an urgent need for care and support after a crisis may mean that we and our families feel pressured into making decisions quickly. Under such pressure, asking the right questions, thinking and planning for your future needs - including options for meeting the cost of care - are vital. It is important that you seek good advice on these subjects so that you can consider your best short-term and long-term options.

There are several factors to consider when planning social care. These include:

- the type of condition you have, and the best ways for you to stay healthy and independent
- the type of care you would prefer, and whether it would meet your needs
- where you would like to be cared for – in your own home, in a residential care setting such as a care home, or in the community while you are living at home
- where local people can find independent financial advice about care and support and help them to access it
- how people can raise concerns about the safety or wellbeing of someone who has care and support needs

If you think you need care now, or in the very near future, the best way to plan your care and find out about your care needs is to ask your local authority for an assessment. The sooner you ask for an assessment, the sooner that plans for your care can be made.

These plans should include what should be done in the event of an emergency.

- how much your care is likely to cost and whether you may be entitled to free care or financial help
- who you want to care for you, and whether, if you want friends or family to be your carers, they are able and willing to do so

You will need to weigh up the pros and cons of each care option against these factors.

One of the common decisions people are faced with is whether they should sell their home to pay for their care.

If you are thinking about moving into a residential care home and are worried about meeting the costs, ask your council for information about a “deferred payment

agreement”. This is an arrangement whereby the person agrees, with their local authority, to pay some of their care fees at a later date.

This means they should not be forced to sell their home during their lifetime to pay for their care. A person or their estate usually repays the local authority from the sale of their property at a later date. The Care Act 2014 introduces rules that mean councils have to offer deferred payments to people.

Independent advice on planning your care

If you are making plans for your future care - at whatever stage – it is worth getting advice.

You may want to get specific care advice from a charity, general advice from Citizens Advice or specialist legal, financial or welfare rights advice. If you have difficulty communicating or exerting your rights, you may want to have an advocate to deal with these issues on your behalf.

Your local authority social services department should have information about organisations in your area that help people who have social care needs. They may offer an advocacy service.

WARDS SOLICITORS

- Specialists in Older and Vulnerable Care
- Association of Lifetime Lawyers
- Society of Trust and Estate Practitioners (STEP) accredited
- Legal 500 Recommended for client care
- Home appointments available

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Are you a Carer?

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment.

It might recommend things like:

- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely
- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carers

A carer's assessment is free and anyone over 18 can ask for one. It's separate from the needs assessment the person you care for might have, but you can ask to have them both done at the same time.

How to get a carer's assessment

Contact adult social services at your local council and ask for a carer's assessment.

If you're a parent carer or a child, contact the children with disabilities department.

You can call or do it online.

Find your local social services team (England only)



How to tell if you're a carer

You're a carer if you're looking after someone regularly because they're ill, elderly or disabled - including family members.

Carers help with:

- washing, dressing or taking medicines
- getting out and about and travelling to doctors' appointments
- shopping, cleaning and laundry
- paying bills and organising finances

They can also give emotional support by:

- sitting with someone to keep them company
- watching over someone if they can't be left alone

All of these count as being a carer.

What happens in the carer's assessment

Someone from the council, or an organisation the council works with, will ask how you're coping with caring.

This includes how it affects your physical and mental health, work, free time and relationships.

The assessment is usually face to face. Some councils can do it over the phone or online.

Assessments usually last at least an hour.



How to prepare for your carer's assessment

You'll need:

- your NHS number (if you have one)
- your GP's name, address and phone number
- contact details of anyone who's coming to the assessment with you
- the name, address, date of birth and NHS number of the person you care for (if you have it)
- your email address

Give as much detail as you can about the impact caring for someone is having on your life. This will help make sure you get all the help and support you need.

Which? Later Life Care has a checklist of questions to help you prepare for a carer's assessment, regardless of your age.

Have someone with you

It can help if you have someone with you during the assessment. This could be the person you care for, a friend or relative.

You could also use an advocate. Advocates are people who speak up on your behalf. They can help you fill in forms and sit with you in meetings and assessments. They're often free. Find an advocate in your area



Telephone help

If you want to talk to someone about carer's assessments, call:

- Carers Together Wiltshire on 01380 710300
- your local council's adult social services department
- Carers Direct's free helpline on 0300 123 1053
- Age UK's free helpline on 0800 055 6112
- Independent Age's free helpline on 0800 319 6789
- Contact a Family's free helpline on 0808 808 3555

Getting the results

You'll usually get the results of the assessment within a week.

If you qualify for help from the council, they'll write a care and support plan with you that sets out how they can help.

Help with costs

Your council might be able to help with the costs. You might need a financial assessment (means test) first. This will be arranged for you after the carer's assessment.

You might also qualify for benefits for carers that can help with costs.

If you don't qualify for help from your council

If you're told you don't qualify for help and support, your council should give you free advice about where you can get help in your community. Ask if this doesn't happen.



Funding care

Care and support services in England have never been free. Most people have to pay something towards their own care and some will have to pay for all of the costs.

Your local authority (council) may cover some or all of the cost of care in some circumstances, but its help is “means-tested”. This means that who pays depends on what your needs are, how much money you have, and what level and type of care and support you require.

For most people needing social care services, the first place to start is by asking your local authority for an assessment of your social care (care and support) needs.

If the local authority considers that you need support that it can provide, it may also carry out an assessment of your finances. This assessment will determine whether the local authority will meet all the cost of your care, or whether you will need to contribute towards your care cost or whether you will have to meet the full costs yourself. Find out about support paid for by your local authority.

You might be eligible for the local council to pay towards the cost of your care if you have less than £23,250 in savings.

Exactly how much your council will pay depends on what care you need and how much you can afford to pay.

You will not be entitled to help with the cost of care from your local council if:

- you have savings worth more than £23,250
- you own your own property (this only applies if you’re moving into a care home)

You can ask your council for a financial assessment (means test) to check if you qualify for any help with costs.

You can choose to pay for care yourself if you don’t want a financial assessment

How the council pays for and arranges your care

If the council is going to pay towards your care, you’ll get a personal budget. The amount will be worked out when the council makes a care and support plan with you.

You can choose to get your personal budget in 3 ways, as:

- a direct payment into your bank account each month for you to pay for your care – the council will usually ask for receipts to see you’re spending your money on care
- the council arranges and pays for your care for you
- a mixed personal budget – the council arranges some of your care and you arrange and pay for the rest with a personal budget

You can speak to someone for advice on personal budgets by calling the Disability Rights UK Helpline free on 0330 995 0404.

How to arrange your care as a self-funder

You can:

- arrange and pay for care yourself without involving the council
- ask the council to arrange and pay for your care (the council will then bill you, but not all councils offer this service and they may charge a fee)

Find out what care you need

Even if you choose to pay for your care, your council can do an assessment to check what care you might need. This is called a needs assessment.

For example, it’ll tell you whether you need home help from a paid carer for 2 hours a day or 2 hours a week and precisely what they should help you with.

The needs assessment is free and anyone can ask for one.

How much will care cost?

Social care can be expensive. Knowing how much you’ll have to pay will help you budget.

Paying for carers at home

A typical hourly rate for a carer to come to your home is around £20, but this will vary depending on where you live.

Having a carer who lives with you costs from around £650 a week. But it can cost as much as £1,600 a week if you need a lot of care.

Telephone Help

Get advice on paying for care from:

- Age UK Bristol on 0117 929 7537
- Bristol City Council on 0117 922 2700
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

Paying for a care home

There are 2 types of care home:

- residential homes have staff that help with everyday tasks such as getting dressed and supply all your meals
- nursing homes also offer 24-hour nursing care

Prices for residential care and nursing care will vary according to where you live and the type of care you need. For example, serious health problems like dementia and chronic obstructive pulmonary disease (COPD) can increase the cost.

Benefits can help with care costs

You may be eligible for benefits, like Attendance Allowance and Personal Independence Payment (PIP), which aren't means-tested. You can use them to pay towards the cost of your care.

Can I avoid selling my home?

You won't have to sell your home to pay for help in your own home. But you may have to sell your home to pay for a care home, unless your partner carries on living in it.

Sometimes selling your home to pay care home fees is the best option. But there may be other ways to pay care home fees if you don't want to sell your home straight away.

Releasing money from your home (equity release)

Equity release lets you take money that's tied up in your home without selling it. It's available if you're over 55.

The equity released from the value of your property may be able to be used to pay for care fees. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.

Before taking such significant financial steps as equity release, you might want to get independent financial advice.

You can find information on equity release for care at home from:

- Which? www.which.co.uk/money/pensions-and-retirement/
- Money Helper's equity release information - www.moneyhelper.org.uk/en
- The Equity Release Council - www.equityreleasecouncil.com

If you're planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes. Because of the new rules, there are likely to be more financial products emerging that are designed to help people pay for care. But you have to pay interest on the money you take out.

Renting out your home



Whether you need advice yourself or you're looking for help for a loved one, we're here to help with all aspects of later life financial planning - all under one roof.

We offer independent advice the old fashioned way from our comfortable high street office in Westbury on Trym.

We can help with:

Pensions & Retirement	Power of Attorney
Savings & Investments	Trusts
Long-Term Care Planning	Inheritance Tax Planning
Wills	Probate

Get in touch for a relaxed chat about your circumstances with SOLLA Accredited adviser, Richard Higgs:

0117 3636 212 | office@haroldstephens.co.uk

www.haroldstephens.co.uk

50 High Street, Westbury on Trym, BS9 3DZ



Authorised and regulated by the Financial Conduct Authority: 592993

You can rent out your home and use the income to help pay your care home fees.

A deferred payment scheme

A deferred payment scheme can be useful if you have savings less than £23,250 and all your money is tied up in your property.

The council pays for your care home and you repay it later when you choose to sell your home, or after your death.

Ask your council if you're eligible for a deferred payment scheme.

You can get more information from:

- the Money Helper: deferred payment schemes
- Independent Age: guide to care home fees and your property

Get personal advice on care funding

The cost of care and support is likely to be a long-term commitment and may be substantial, particularly if you choose to go into a care home, or if you have care needs at an early age. If you or a member of the family need to pay for care at home or in a care home, it's important to understand the alternatives. This makes advice tailored to your individual needs vital.

You can get advice from:

- your local authority – through an assessment of your care and support needs, as well as advice on which services are available locally
- financial advice from a qualified, independent source – there are independent financial advisers who specialise in care funding advice; they are regulated by the Financial Conduct Authority and must stick to a code of conduct and ethics, and take shared responsibility for the suitability of any product they recommend

Get expert financial help

You can get unbiased expert advice from a specialist care fees adviser. They'll help you compare all your options before you decide what's right for you.

**Money
Helper**

For free and impartial money guidance, you can call us on

0800 138 7777



www.moneyhelper.org.uk

Find a specialist care fees adviser in your area with:

- PayingForCare, a free information service for older people
- the Society of Later Life Advisers (SOLLA) on 0333 2020 454

What you can get for free

You might be able to get some free help regardless of your income or if you're paying for your care.

This can include:

- small bits of equipment or home adaptations that each cost less than £1,000
- NHS care, such as NHS continuing healthcare, NHS-funded nursing care and care after you have been discharged from hospital

If your savings run out

If your savings fall below £23,250, your council might be able to help with the cost of care.

Contact your local council about 3 months before you think your savings will drop to below £23,250 and ask them to reassess your finances. Councils provide funding from the date you contact them. You won't be reimbursed if your savings are less than £23,250 before you contact them.

PLEASE NOTE:

The figures quoted are accurate at the time of going to press, however this information may change at any time. For accurate up-to-date information please contact either:

Age UK Bristol on 0117 929 7537 | Bristol City Council on 0117 922 2700

Services in your home

If you need help around the home, a good option is to have a care worker come in to your home to help you.

Types of homecare

Homecare comes in many forms and has many names used to describe it, including home help, care attendants and “carers” (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- cooking or preparing meals
- nursing and health care
- companionship

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

If you already know what you want, you can search NHS Choices directories for:

- local homecare services and agencies
- a list of national homecare organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support
- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

If you believe that you might benefit from some help at home, the first thing to do is to contact your social services department to ask for an assessment of your care and support needs.

To contact social services, go to GOV.UK: find your local authority.

If you are eligible for homecare services, the local authority may provide or arrange the help themselves.

Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren’t eligible for local authority help and want to get care privately, you can arrange it in several different ways.

Independent homecare agencies

If you use an independent homecare agency, you or the person you’re looking after has to find the care agency and pay them.

Do you require a little extra help and support at home?

Our care at home services include:
 Dementia care
 Personal care
 Assisted living • Live-In care
 Companionship
 Shopping visits
 Medication assistance
 Social activities

Committed to providing Quality & Compassionate Care at your doorstep

QUALITY & COMPASSIONATE CARE

Inspected and rated
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 Care Quality Commission

If you would like to know more about the services we offer and how we can help you:
 Call us today on: **0117 951 8679**

E: hello@qc-care.co.uk | www.qc-care.co.uk



The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account. Independent homecare providers are regulated by the Care Quality Commission (CQC).

Homecare agencies must meet CQC's national minimum standards and regulations in areas such as training and record-keeping. The CQC has the power to inspect agencies and enforce standards.

Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees.

Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and the person you're looking after so that they can assess your needs.

This also means that a joint decision can be made about the most appropriate type of care and support. You can find out more from the UK Homecare Association.

What are the disadvantages of using a homecare agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit. You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

Questions to ask when using a homecare agency

The fees some agencies charge can be quite high. Before deciding to go ahead with an agency, you should ask questions about the fee and what it covers, including:

- Does the agency check references?
- What training and supervision do they provide?
- What is their complaints policy?
- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency contracts to provide care every day, it must ensure that it does.)

Hiring a personal assistant (P.A.)

You can hire a "personal assistant" to act as a homecare worker for you. Personal assistants can offer you all that you'll get from an agency worker, but you'll also get the continuity, familiarity and ongoing relationship with your assistant.



However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.

Homecare from charities

Charities such as Age UK and Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

Marie Curie Nurses can provide practical and emotional support for people near the end of their lives in their own homes.

Safeguarding vulnerable groups

The DBS makes decisions about who is unsuitable to work or volunteer with vulnerable adults or children.

It makes this decision based on information held by various agencies and government departments. The service decides who is unsuitable to work or volunteer with vulnerable adults or children.

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
BS2 0NW	Fresh Haven Healthcare	Trinity Road	Bristol	01179 415321
BS2 8QN	Caafi Health Care	2 Upper York Street	Bristol	01179 247442
BS2 8YA	Happy Care	122 Grosvenor Road	Bristol	01173 364947
BS4 1ET	Caremark	1 Filwood Park Lane	Bristol	01174 032262
BS4 1TF	Bristol South Intermediate Care Service	30 Inns Court Green	Bristol	01173 773347
BS5 0HE	Prime Way Care	Felix Road	Bristol	01174 228442
BS5 0HE	Alef Care	Felix Road	Bristol	01179 415325
BS5 6XX	Quality & Compassionate Care	Eastgate Road	Bristol	01179 518679
BS5 8AU	Agincare UK	Blackswarth Road	Bristol	01179 637549
BS5 9AP	Avon Home Carers	Neath Road	Bristol	01179 586222
BS5 9FD	Candle Flame Care	1 Holmes Street	Bristol	01174 505268
BS5 9JJ	Clarity Homecare	27-31 Church Road	Bristol	07932 996254
BS6 5EA	Prestige Nursing	44 & 47 Montpelier Court	Bristol	01179 232222
BS6 5QZ	Harmony Home-Led Care	198D Cheltenham Road	Bristol	01174 411081
BS8 3AU	Clifton Care	1 Pembroke Road	Bristol	01179 741951
BS8 4JH	GA24Care	2 Portland Street	Bristol	03300 948668
BS9 1DW	Care 1st Homecare	Shirehampton Road	Bristol	01179 684809
BS9 2DR	Helping Hands	80 Shirehampton Road	Bristol	01174 286055
BS9 2HL	Sea Mills Care	Riverleaze	Bristol	07786 633411
BS9 3DH	Premier Homecare	24 Canford Lane	Bristol	01179 592013
BS9 3EF	Medacs Homecare	Westbury Court	Bristol	01179 506027
BS9 4PN	1st Grade Care	13 Harbury Road	Bristol	01174 270375
BS10 5DW	Home Instead	Southmead Road	Bristol	01174 350063
BS13 9NQ	B & S Healthcare	18 Kilmersdon Road	Bristol	01179 533455
BS14 0BB	Network Healthcare	24 Osprey Court	Bristol	01173 015040
BS14 9HY	Eleanor Nursing	26 Gilda Parade	Bristol	01174 569846
BS15 1AP	Hazelcare	317 Two Mile Hill Road	Bristol	01179 080085
BS16 2QQ	Epiphany in Care	The Vassall Centre	Bristol	01179 656095



If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison. Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children.

This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.

If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS. The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn't dismissed because they leave voluntarily.

If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to.

You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check. If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.

Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury.

This "manual handling" can result in back pain and in the most serious cases, permanent disability if not done correctly. The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured.

This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency). It is particularly important to consider insurance in this situation.

This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.



www.cqc.org.uk

We are the independent regulator of health and social care services in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

What's Extra Care Housing?

Extra Care Housing, sometimes known as assisted living, is a great choice for older people with care and support needs who wish to be active and independent.

Schemes are run with the view that getting older gives you time to do more and get more out of life. You will have your own flat, house or bungalow which you can rent, buy or part-buy, on your own or as a couple.

Each Extra Care scheme is designed to be a community hub with a wide range of facilities. This could include a restaurant, hairdresser, shop, health and wellbeing suite and hobby room.

Older people from the local community are also able to use some of the facilities. There are 13 schemes across Bristol. Each has a range of facilities which will help you stay healthy, independent and active.

What's in it for me?

- Your own flat, house or bungalow with your own front door
- The right level of care and support for you, seven days a week, 24 hours a day
- An active social life with residents and other members of the community
- Plenty of activities with your hobbies, interests and wellbeing in mind - it's unlikely you'll get bored.

Making an informed decision

Moving house is always a big decision, whatever your age, especially if you have lived in one place for some time. However, the right information, advice and support will help you choose.

We love our new home, the staff are brilliant and all the residents are so friendly. We're so glad we chose Extra Care Housing. We love living here and being part of the community!

We've compared some later life housing options below:

Care and support in your own home

For many people, adding the right adaptations or equipment can help them continue to live independently. Other people may require a burst of short term help, for example after a recent illness or disability.

Extra Care Housing

Extra Care accommodation is usually part of a larger complex with onsite facilities which can often be used by other older people in the community. It includes a 24 hour emergency alarm system, personal care and domestic help.

Sheltered or supported housing

This provides low level support for people who want to live independently. Schemes have individual properties with 24 hour emergency alarm systems and planned face to face welfare checks, depending on the level of support agreed.

Residential care homes

If you require specialist nursing care or need a very high level of personal care making it difficult to live independently, you may choose a care home.

Useful contacts:

Call Bristol City Council's Care Direct Team for more information **0117 922 2700**
For advice on other housing options, call Home Choice **0117 922 2400**

Frequently asked questions

Will there be staff on duty 24 hours?

Yes, there is always someone who can provide your planned care and respond to emergencies.

Who will provide my care and support?

There will be a team onsite who will work closely with the Council to provide your care and support. The care and support team will either work for the Extra Care Housing provider or for a partner care provider.

Are meals provided?

Usually a main meal lunch is provided in the restaurant at an extra cost, although some schemes include this as part of your agreement.

What facilities will be provided in my apartment?

Most properties have central heating and water included. Some have meters for electricity, which you will be expected to pay. Most kitchens have a cooker and hob included, and some already have a fridge. There are washing machines you can use in the communal laundry, or a care worker can do this if it's part of your support plan or for an extra cost. You will also need to bring your own furniture and pay for things like phone and internet charges and council tax.

Can I have friends and family to stay?

You can have anyone to visit and stay in your flat as it is your home. Most Extra Care Housing schemes also have a guest room which can be booked.

How long is the waiting list?

It varies depending on the accommodation you have applied for and the level of your care and support needs. If you need more help to live independently, you will be prioritised higher up the list.



Care homes & retirement living

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children. Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.



Consider other options for care first

Going into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying a considerable amount of money for your ongoing accommodation and care needs.

Before you opt for a move to a care home, you should think about other less disruptive – and potentially less costly – options, including:

- home care
- help to live independently at home

You should also consider whether you really need the amount of care on offer at a care home, and look at alternatives such as “extra care” housing schemes or warden-controlled sheltered accommodation. These options offer independence with an increased level of care and support.

Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer support, ensuring basic personal needs are taken care of.

A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help. Find care homes without nursing.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia. Find care homes with nursing.

Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason.

Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs.

Local authority help with the cost of residential care is means-tested. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.

In the financial assessment, the local authority can only take into account income and assets you own. The local authority cannot ask members of your family to pay for the basic cost of your care. Read more about local authority funding for care and funding your own care

If you choose a care home that costs more than the local authority usually expects to pay for a person with your needs, you may still be able to live in the care home if a relative or friend is willing and able to pay the difference between what the local authority pays and the amount the care home charges – this is known as a “top-up” fee.



However, if their situation changes and they are no longer able to pay the top-up, the local authority may have no obligation to continue to fund the more expensive care home place and you may have to move out. It is worth thinking about this potentially difficult situation when deciding on care home options. Do not cancel your tenancy or sell your home until the final decision has been made by the local authority. The value of your home must not be included in the local authority's means-testing until 12 weeks after you've confirmed that the care home placement will be permanent.

The Care Act 2014 is changing how people are able to pay for their own care, introducing the right for you to ask for the local authority to pay for the cost of your care while you try to sell your home. This is known as a "deferred payment scheme".

Choosing a care home if you're funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the best options for you in terms of its cost, location, services, and a host of other potential factors. Read on for tips on choosing your care home.

Choosing a care home if you're having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be available and most appropriate based on your needs.

Even if you're unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs? Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?



- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

A good care home will:

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there
- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful
- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making
- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care



Expert
dementia
care

care UK 

Guided by the latest academic evidence, our dementia specialists support each resident to live every day to the full.

If you're considering a care home, call **0330 127 7924** or visit careuk.com/bristol



Trusted to care

Ladden View, Yate
Trymview Hall, Westbury-on-Trym

An unsatisfactory care home might:

- have a code of practice, but not adhere to it
- fail to take into account residents' needs and wishes, with most decisions made by staff
- let residents' care plans become out of date, or fail to reflect their needs accurately
- have staff who enter residents' rooms without knocking, and talk about residents within earshot of other people
- deny residents their independence – for example, by not allowing someone to feed themselves because it “takes too long”
- have staff who don't make an effort to interact with residents and leave them sitting in front of the TV all day
- be in a poorly maintained building, with rooms that all look the same and have little choice in furnishings
- need cleaning, with shared bathrooms that aren't cleaned regularly

If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the local authority has set up the placement after a care needs assessment. Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

You should also:

- contact the benefits office, if you have one (including disability benefits, as these can be affected by care home stays)
- make sure other services at your previous address have been notified
- let friends and family know your contact details and when you might feel up to receiving visitors

RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
BS3 4EA	Claro Homes	11-16 Philip Street	Bristol	01179 636409
BS5 6PY	The Old Vicarage	250a Fishponds Road	Bristol	01179 512525
BS5 8JJ	The Turrets	7-9 Glebe Road	Bristol	01179 554058
BS5 9RG	Redfield Lodge	Avonvale Road	Bristol	01173 534320
BS6 6BH	Avenue House	Avenue House	Bristol	01179 892020
BS6 7JG	Belvedere Lodge	1 Belvedere Road	Bristol	01179 731163
BS6 7QQ	Stokeleigh Lodge	3 Downs Park West	Bristol	01179 624065
BS7 9NN	Shaldon House	77 Shaldon Road	Bristol	01179 518884
BS9 1JN	Stokeleigh	19 Stoke Hill	Bristol	01179 684685
BS9 3AS	Rosewood House	55 Westbury Road	Bristol	01179 622331
BS9 3JH	Westbury Care	Falcondale Road	Bristol	01179 079971
BS9 3TW	The Garden House	Cote Lane	Bristol	01179 494017
BS9 3UW	Katherine House	Cote House Lane	Bristol	01179 873540
BS10 5DW	Trymview Hall	Southmead Road	Bristol	03333 218354
BS10 6TU	John Wills House	Westbury Fields	Bristol	01173 773700
BS11 9TY	Penhill Residential Home	81 Station Road	Bristol	01179 822685
BS13 8AB	Ridgeway House	143 Highridge Green	Bristol	01179 645054
BS14 9BB	Bernash Care Home	544-546 Wells Road	Bristol	01275 833670
BS14 9BX	Hengrove Lodge	29 Petherton Road	Bristol	01275 833006
BS14 9EA	Rosedale House	163 West Town Lane	Bristol	01179 714991
BS16 1AA	The Elms	Park Road	Bristol	01179 652171
BS16 1DT	The Worthies	79 Park Road	Bristol	01179 390088
BS16 2HB	Rosemary Residential	2-4 Guinea Lane	Bristol	01179 584190
BS16 5BD	Whitelodge Care Home	101 Downend Road	Bristol	01179 567109
BS37 7ER	Ladden View Care Home	Fletcher Road	Bristol	01454 513479

Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations.

Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered.

The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards. Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services.

The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people's basic rights or safety are at risk.

Care home closures

Care homes will sometimes close. This can be because the owner decides not to carry on providing the service in that location (for instance, if they retire), or because the home has been sold or failed to meet legal standards. Proposals to close a care home can obviously cause great distress. If the care home is operated by the local authority, it has to follow a consultation process with residents and families. It may be best to get specialist legal advice in this situation. You can find an appropriate solicitor through the Law Society.

NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
BS3 4EA	Claro Homes	11-16 Philip Street	Bristol	01179 636409
BS4 5HU	Arbour Walk	7-21 Hungerford Road	Bristol	01173 745791
BS5 8GG	Riversway Nursing Home	Crews Hole Road	Bristol	01179 555758
BS5 9FF	Saffron Gardens	Prospect Place	Bristol	01179 396681
BS6 6JT	St Joseph's Home	66 Cotham Hill	Bristol	01179 733815
BS6 7JG	Meadowcare Home	2-3 Belvedere Road	Bristol	01179 730174
BS7 0DL	Field House	Blakeney Road	Bristol	01179 690990
BS7 8SU	Horfield Lodge	Kellaway Avenue	Bristol	01179 166630
BS9 1DE	Druid Stoke Care Home	31 Druid Stoke Avenue	Bristol	01179 681854
BS9 1JA	Saville Manor Nursing Home	Saville Road	Bristol	01179 687412
BS9 1JF	Waltham House	Stoke Park Road	Bristol	01179 682097
BS9 3AE	Hazelwood Gardens Nursing	Channells Hill	Bristol	01179 500810
BS9 3JH	Westbury Care	Falcondale Road	Bristol	01179 079971
BS9 3TW	The Garden House	Cote Lane	Bristol	01179 494017
BS10 5NL	Dearbourne Manor	575 - 579 Southmead Road	Bristol	01179 467216
BS10 6TU	John Wills House	Westbury Fields	Bristol	01173 773700
BS10 7QD	Oakhill Mansions	College Park Drive	Bristol	01179 501201
BS11 9NJ	Granville Lodge	West Town Road	Bristol	01179 823299
BS13 8ES	Bishopsmead Lodge	Vicarage Road	Bristol	01179 359414
BS13 9JS	Hartcliffe Nursing Home	15 Murford Avenue	Bristol	01179 641000
BS14 0AU	Bamfield Lodge	1 Bamfield	Bristol	01275 891271
BS14 8ET	Robinson House Care Home	304 Sturminster Road	Bristol	01275 544452
BS15 1TF	Mortimer House	Britton Gardens	Bristol	01179 610863
BS16 1HB	Frenchay Park Gardens	140 Frenchay Park Road	Bristol	01179 659957
BS35 2FR	OSJCT Grace Care Centre	Whitebridge Gardens	Bristol	07824 695098



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