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“ At Age UK Somerset we want all older people to have the opportunity to enjoy later life. ”

## Welcome to the 2nd edition of our Guide to Later Life in Somerset and North Somerset

We were delighted to see the 1st issue fly off the shelves and prove so useful to thousands of older people in our area. We hope you will share the contents of this guide with family and friends.

As this issue is published Age UK Somerset is about to reach it's 75th Anniversary! There is much to celebrate in reaching this older age and like many 75 year olds we are full of energy and enthusiasm for the years ahead. (Read about our events and how you can get involved on page 16).

Age UK Somerset is an independent local charity (a separate charity to Age UK) whose important purpose is to make a positive difference to the lives of older people in Somerset and North Somerset. We do this through providing information, advice, activities, services and support. We want to help ensure that later life means not just living longer, but also living better!

Since the last issue we have introduced an exciting multi-faceted new Wellbeing service (see pages 6 & 7), the number of older people we have supported has grown and the size of our wonderful Volunteering team has grown to almost 350!

As the number of local older people who turn to us for help continues to grow, so does our need for Volunteers to provide vital support. If you'd like to learn more about joining with us and lending a hand to make later life better in Somerset and North Somerset we'd be very happy to hear from you. Please see page 13 for details.

To ensure that the services we offer do meet the needs of local older people, we ask for feedback via short SOOM (Somerset Older Opinions Matter) surveys (see page 15 for details). We'd be grateful if you could sign up to take part. Your opinions and feedback matter to us.

In this guide in addition to the services we offer, other providers' services are also featured so that you and your family can have a useful reference booklet with all the information you might need in one place.

**If you cannot find the information you need in this guide don't hesitate to get in touch with us at Age UK Somerset. Whatever your enquiry, if our friendly team are not able to help you they will certainly be able to put you in touch with someone who can.**

Writing this foreword gives me a great opportunity to, once again, thank the Age UK Somerset 'family' of dedicated staff and volunteers; as a team they deliver so much good. I would also like to thank funders, partner organisations and our numerous supporters. Together we are helping older people to 'live their best later lives'.



**Philip Dolan**  
Chief Executive  
Age UK Somerset



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[www.ageuksomerset.org.uk](http://www.ageuksomerset.org.uk)



# We're here to offer Information and Advice

**Age UK Somerset offers a free and confidential information and advice service for older people, their families and carers.**

Growing older can bring about many changes in our lives, with decisions needing to be made and questions raised that we may never have considered before.

We may require support as we age, our financial situation may change, and we may find ourselves in a very different place and not know where to turn for information and advice that we can trust.

***Our experienced, friendly advisors can help. They can provide a wide range of information to help you make informed choices and get the most from later life.***

We have a small specialist team who answer a vast range of enquiries on a daily basis and provide information and advice on a wide range of issues such as money matters, health, social care, social activities and much more. Whatever your question they have probably been asked it several times before!

Not only can they give you up to date information about all of our charity's own services but they also have the knowledge and experience to be able to direct you to other organisations when they might be the better ones to help you.

The service is free of charge, confidential and aimed at those over 60 in Somerset and North Somerset as well as their families and those that care for them.

**We can provide information and advice on:**

- Financial issues
- Social Care
- Housing
- Council Tax
- Staying independent
- Choosing care and support
- Local social and leisure opportunities and activities
- Being a carer
- Other support that may be available locally
- Many other topics!

We can also offer a wide range of free guides and factsheets which are available on our website or from our office.

Our Information and Advice service is available by telephone and email between 9am and 4pm Monday to Friday. Face to face meetings in our office are also possible if an appointment is made in advance.

**For more information please contact:**

E: [infoandadvice@ageuksomerset.org.uk](mailto:infoandadvice@ageuksomerset.org.uk)

T: 01823 345613

**Or visit our website:**

[www.ageuksomerset.org.uk/infoandadvice](http://www.ageuksomerset.org.uk/infoandadvice)



# Help with your finances

## Assistance with claiming benefits

Age UK Somerset provides an independent, confidential and free welfare benefits service for older people to make the process of claiming benefits easier and less stressful. We can offer advice on benefits for people receiving the State Pension.

In the first instance we would talk with you about your eligibility for benefits. If you qualify for any government benefits we can work with you to make your claim.

Our team of trained Information and Advice Volunteers donate their time to deliver this service. All across Somerset and North Somerset our volunteers visit clients at home to provide support in completing benefit claim forms such as those for Attendance Allowance.

The Information and Advice team can also arrange a Benefit Entitlement Check over the telephone to check your eligibility for means-tested benefits including Council Tax reductions, Housing Benefit and Pension Credit.

### If you are receiving a State Pension we can help you with:

- Attendance Allowance
- Disability Living Allowance/Personal Independence Payments
- Carers Allowance
- Pension Credit
- Housing and Council Tax benefit

#### For more information please contact:

E: [infoandadvice@ageuksomerset.org.uk](mailto:infoandadvice@ageuksomerset.org.uk)

T: 01823 345613

#### Or visit our website:

[www.ageuksomerset.org.uk/helpwithbenefits](http://www.ageuksomerset.org.uk/helpwithbenefits)

If you might be interested in helping as a Volunteer with this service please see page 13.



## Pension Credit- the benefit with added benefits!

Pension Credit is a means-tested benefit for older people which means it is based on your income and your savings.

For those eligible to claim, not only does it give you more income each week, entitlement to Pension Credit gives you access to other benefits!

### By claiming Pension Credit you could automatically become entitled to:

- A free TV licence
- Free NHS dental treatment. You can also claim help towards the cost of glasses and transport to hospital.
- A Cold Weather Payment of £25 when the average temperature in your area is 0°C or below for seven days in a row between 1 November and 31 March.
- A discount on your water bill.
- If you rent your home, you may get Housing Benefit to help towards paying your rent.
- If you pay Council Tax, you could get help with Council Tax Reduction payments.
- If you are a carer or have a disability, you could get an extra amount of Pension Credit every week.

This is a great benefit as it unlocks so much other support, yet it's estimated that about 1 million older households are missing out on Pension Credit because people aren't automatically told that they are entitled to this benefit - to receive it they need to make a claim.

### If you want to check whether you are entitled to claim Pension Credit please contact:

[infoandadvice@ageuksomerset.org.uk](mailto:infoandadvice@ageuksomerset.org.uk)

T: 01823 345613

# Wellbeing Service

**We don't want any older person to feel they have no-one to turn to.**

**We want every older person to 'live their best life'. To help individuals lead the very best life they can, we have introduced a new 'Wellbeing Service'.**

This multi-faceted service has tons to offer. The Wellbeing service is about helping individuals feel less lonely, more supported and always listened to. It is also about working with individuals to identify their daily needs and then, with their agreement, matching them with the tailored support to help improve their quality of life.

## Walk and Talk

**Would you like to be more active and go out for a gentle walk with a friendly volunteer for company?**

**Then Walk and Talk could be right up your street!**

### What does the Walk and Talk programme offer?

This free programme is part of our Wellbeing service. It offers participants the opportunity for a Walk and Talk with a friendly volunteer. The service supports older people who would enjoy some company, the benefits of fresh air and a change of surroundings, and being more active, but who don't feel very confident going out by themselves. The aim is to improve each client's mental and physical wellbeing by providing a companion to enjoy some gentle exercise with.

After clients have registered they will be matched with a suitable volunteer. Then over an initial 16 week period the volunteer will call for the client and go out with them on a short walk starting from, and returning to, the client's home.

The pace and duration of the walks will be set by the client and will not be strenuous. The social aspect of having a friendly chat during the meeting is seen as just as important as the walk!



### What are the benefits of the service?

- A reduction in feelings of loneliness or isolation
- An increase in confidence
- An increase in fitness
- Improvement in physical, mental and emotional wellbeing
- Meeting new people, making new connections
- Being introduced to new activities in the area

### Who is the Walk and Talk programme for?

Walk and Talk is for anyone over 60 in the Somerset and North Somerset area who wishes to take part, with priority given to those who live alone.

## Chat and Map

### What does the Chat and Map programme offer?

This programme is part of our Wellbeing service and offers a holistic approach to solving a wide variety of issues that may be affecting the quality of life of an older person.

After the client requests an appointment, a member of the Age UK Somerset team visits them at their home. The visit starts with a chat and ends up mapping what daily life is like for individuals. Solutions can then be found to make daily life so much better.

The service treats everyone as individuals and the issues uncovered could range from struggling with rising bills, feeling isolated and lonely, or having trouble coping in their homes. Solutions may be provided through connecting the client with other elements of the Wellbeing service or other services provided by Age UK Somerset, and sometimes the client might be referred to services provided elsewhere.

### Who is Chat and Map for?

Anyone aged over 60 in Somerset or North Somerset. Priority will be given to those living alone.



## Friendly Phone Calls

### What does the Friendly Phone Calls programme offer?

If you sign up to join this programme you will be matched with a friendly Volunteer who will give you a call for a chat every week.

When visits weren't possible at the start of the pandemic we launched the Friendly Phone Calls programme so that older people would still get to hear a friendly voice and have someone to chat to over the phone. This programme has become an invaluable lifeline for those living alone and new friendships have been formed.

### Who is the Friendly Phone Calls programme for?

Those aged over 60 in Somerset and North Somerset who may sometimes feel lonely, isolated, or low and would appreciate having a telephone call from a friendly volunteer. Friendly Phone Calls provides an alternative to our Walk and Talk programme for those who have mobility or other issues making joining that programme unsuitable. Priority will be given to those living alone.



## Wellbeing Friends

### What is the Wellbeing Friends programme?

This programme, part of the Wellbeing service, matches a friendly volunteer with an older client in their local area for a weekly home visit to provide companionship and a window to the outside world. It's all about new friendships and enjoyable company and conversation to brighten the day. It is not about providing home help, transport or a shopping service.

### Who is the service for?

Those aged over 60 in Somerset and North Somerset who live alone and may sometimes feel lonely, isolated, or low. The service provides an alternative to our Walk and Talk programme for those who have mobility issues making joining that programme unsuitable.

**For more information on the Wellbeing Service**

E: [wellbeing@ageuksomerset.org.uk](mailto:wellbeing@ageuksomerset.org.uk) | T: 01823 345615

[www.ageuksomerset.org.uk/wellbeingservice](http://www.ageuksomerset.org.uk/wellbeingservice)

# Our Ageing Well Service

Providing opportunities for staying active as you age

## Our Ageing Well Service

As you get older, it becomes even more important to remain active if you want to stay healthy and maintain your independence. Some of the things you've previously enjoyed doing and taken for granted may start to become that little bit harder if you don't stay active.

We help people to stay fit and well through our Ageing Well service. This service works to improve the health and wellbeing of older people in the local area. The Ageing Well motto is "adding years to life, and life to years" and to achieve this we have more than 200 different exercise classes taking place each month across Somerset and North Somerset, so you are certain to find something you will enjoy.

### We offer sessions such as:

**Tai Chi, Pilates and Yoga** - These sessions are wonderful for older adults. They are low-impact activities that focus on improving balance and core-strength, which can help reduce the risk of falling, as well as easing the symptoms of a variety of health conditions. The easy to follow movements can be adapted for people with different ability levels, or can even be done seated.

**General Fitness** - There are different sessions such as Movement to Music, Table Tennis, Boccia (chair based bowling) and Mature Movers, which cater for different abilities. Some classes are chair-based but all are geared towards having fun and are very sociable.

**Flexercise** - These chair-based classes are led by our trained Volunteers and are great for any older adult who wants to stay active but isn't very mobile. Flexercise is relaxed and informal and the focus is on doing simple, gentle exercises, and the enjoyment of socialising in a group.

We are adding new sessions all the time. In Street we have started a 'Men on Mats' with the specific aim of encouraging more older gentlemen to get involved and add life to their years!

## You can stay active Online too

Alongside our community based sessions which take place in local halls or residential homes we also provide a way to stay fit in your own home with several online sessions taking place each week using Zoom technology.

### Other benefits of regular activity

1. Regular activity can lower your risk of heart disease, stroke, some cancers, depression and dementia.
2. Moving more helps your thinking skills like problem-solving, decision-making and remembering facts and words.
3. Being active can lessen aches and pains, help you stay steady on your feet and boost your mood.

In addition to the benefits that staying fit brings, these groups are very sociable so offer a great way to meet new people and have fun.

### For more information please contact:

E: [ageingwell@ageuksomerset.org.uk](mailto:ageingwell@ageuksomerset.org.uk)

T: 01823 345626

### Or visit our website:

[www.ageuksomerset.org.uk/ageingwell](http://www.ageuksomerset.org.uk/ageingwell)

If you might be interested in helping with this service please see page 13.





# Worried about Falls?

**If you feel less steady than you used to our Falls Prevention service can help. As we get older, the ageing process affects our balance, muscles and joints, so keeping active is really important.**

In Somerset around 8 people over the age of 65 are admitted to hospital every day as a result of a fall. Falls are a major cause of disability and the leading cause of mortality due to injury in older people aged over 75 in the UK. The effects of a fall on an older person can be devastating and not only physical. A fall can also have a serious psychological effect which can lead to a lack of confidence, increased isolation and it can rob people of their independence.

## **Thankfully there are things that can be done to prevent falls from happening!**

Improvements in strength, flexibility, balance and reaction times are considered the areas which can greatly reduce the risks of falling. We have a Falls Prevention team at Age UK Somerset who run special Stay Strong Stay Steady sessions across Somerset and North Somerset to help older people make these improvements. The weekly sessions are held in small groups and are also very sociable with new friendships being formed.

The Stay Strong Stay Steady exercise sessions follow the evidence based Otago programme which is designed specifically to prevent falls and consists of leg muscle strengthening, balance retraining exercises and a walking plan.

These sessions have been shown to prevent falls, increase participants' confidence and, by improving their balance and strength, to enable them to maintain their independence.

Our classes, which are endorsed by Somerset County Council and Public Health, are delivered by specifically trained instructors and to take part a referral needs to be made either by your medical professional, carer, Health Connector or you can self-refer. We form part of the Somerset Falls Pathway with many of our referrals coming from IRT departments in Community Hospitals and from local GPs.

The service has expanded to include Get Strong Get Steady classes that are suitable for those who are experiencing more advanced mobility issues. This 16 week programme is the perfect precursor to our Stay Strong Stay Steady programme.

By holding these classes we are working to reduce frailty and make a real difference to the lives of older people in Somerset and North Somerset.

### **For more information please contact:**

E: [fallsprevention@ageuksomerset.org.uk](mailto:fallsprevention@ageuksomerset.org.uk)

T: 01823 345614

[www.ageuksomerset.org.uk/fallsprevention](http://www.ageuksomerset.org.uk/fallsprevention)



# ‘Memory Connections’

## Specialist Dementia Therapy groups

**Memory Connections is the name of our Maintenance Cognitive Stimulation Therapy (MCST) programme which offers a successful and enjoyable way to treat the symptoms of mild to moderate dementia.**

### About our Memory Connections groups

At a Memory Connections group members enjoy a range of activities, supported by a specialist team of trained staff, which provide general stimulation for thinking, concentration and memory.

Each week we cover different themes and topics such as; Life History, Current Affairs, Word Games, Physical activity, Music, Creativity and much more.

The sessions are group led with the members choosing themes of interest. This leads to very enjoyable discussions and a great level of engagement and enthusiasm.

We run weekly sessions in small, friendly groups in venues across Somerset and North Somerset. They last for two hours which can give carers valuable respite time.

### How MCST works

MCST focuses on exercising parts of the brain which are not used day to day, creating new neural connections, stimulating brain growth and maintenance, encouraging new thoughts, communication, word finding and using the imagination when the memory is not accessible.

### The benefits of MCST

Maintenance Cognitive Stimulation Therapy is proven to initially slow the progression of dementia and increase quality of life.

### Comments from previous participants:

“

It's great to see my father being so much more positive after the 2 sessions. His level of engagement is greater and he seems to understand better how important it is for him to try and stay connected to the world around him.

”

“I really enjoy the sessions and consider everybody my friend now.”

“Your session today lifted Angela's spirits enormously. It's so nice to see her more cheerful.”



# ‘Memory Connections’

## Dementia MCST





## A C T I V I T I E S



- ✓ discussions
- ✓ word games
- ✓ quizzes
- ✓ physical activities
- ✓ creative and musical activities!



Evidence suggests MCST can be as beneficial as drug treatments and this form of therapy is the only non-drug treatment recommended by the National Institute for Clinical Excellence (NICE) for those who have recently received a dementia diagnosis. It also:

- Creates opportunities for people to learn in a relaxed and fun environment
- Improves concentration, mental abilities and memory
- Improves mood
- Allows people to express their feelings and views, and encourages peer support
- Improves the wellbeing of members and their carers
- Helps members and their carers to cope and live with dementia

**For more information please contact:**

E: [infoandadvice@ageuksomerset.org.uk](mailto:infoandadvice@ageuksomerset.org.uk)

T: 01823 345613

**Or visit our website:**

[www.ageuksomerset.org.uk/  
memoryconnections](http://www.ageuksomerset.org.uk/memoryconnections)

If you might be interested in helping with this service please see page 13.

## Scams

### How can I protect myself from scams?

Scams are increasingly common and can be very sophisticated. Many people are caught out. A scammer may try to approach you on your doorstep, by post, over the phone, by text or online pretending to be someone they're not and offering misleading services or investments. Visit our website where you'll find lots of information on what you can do to protect yourself from being scammed, and who you can turn to for help if it has happened to you.

**If you would like further advice on Scams please contact:**

E: [Infoandadvice@ageuksomerset.org.uk](mailto:Infoandadvice@ageuksomerset.org.uk)

T: 01823 345610

**Or visit our website:**

[www.ageuksomerset.org.uk/scams](http://www.ageuksomerset.org.uk/scams)

# Our Toenail Cutting service can help you stay comfortable on your feet

*This service is for those aged over 55 in Somerset. We are not able to offer this in North Somerset at the present time.*

**As you get older you might find that cutting your own toenails becomes more troublesome.**

Toenails can cause difficulties if they are not cut. Long toenails can become a hazard leading to falls and unfortunately, hospitalisation.

Our Toenail Cutting Service is our response to this serious problem and works in association with Somerset NHS Foundation Trust to keep older members of society comfortable, mobile and independent.

**Trimmed toenails can help with:**

- Remaining mobile
- Avoiding becoming isolated and housebound
- Reducing the likelihood of having a fall
- Avoiding the general discomfort which accompanies long toenails

**What does the service offer?**

We offer our clients a simple, good value toenail cutting service provided by trained staff in a clinic environment.

We don't cut finger nails and we can't provide any other kind of podiatry or chiropody service, ie, we cannot help with corns, bunions, hard skin, etc.

Once registered with us, clients are normally offered four toenail cutting appointments each year.

**Our service offers:**

- ✓ Low cost appointments
- ✓ Local clinics across Somerset
- ✓ Friendly, fully trained, professional staff
- ✓ Rated 'Good' by the Care Quality Commission

**Who can use the Toenail cutting service?**

**You may be interested in this service if you are aged 55 or over and:**

- are unable to hold clippers
- are unable to bend down

- are unable to reach your feet
- don't have enough strength in your hands

Unfortunately we can't cut the toenails of people who are on certain medications. Please don't hesitate to contact us to check.

**How much does it cost?**

We make a reasonable charge for each appointment (£15 per appointment in December 2022). In addition there is an initial small one-off charge to cover the cost of the clippers and nail file which then belong to the individual.

Compared to the price of a visit to a chiropodist our service offers a very cost effective way of keeping your toenails trimmed.

**How can someone start using the Toenail cutting service?**

- The first step is to contact your GP surgery and ask them to send a referral form to the NHS Podiatry service for an assessment to go on to our Toenail cutting service. You may not have to speak to your GP. The Practice Manager, Nurse or receptionist may be able to do this for you.
- After they receive your referral, the NHS Podiatry team will assess your eligibility for our service and if there are no issues will send you a letter of confirmation. In some instances they may contact you to arrange an initial appointment with them.
- The NHS Podiatry team will then contact us to let us know you are joining the Toenail cutting service. We will then contact you to arrange a location and date for your Toenail cutting appointment with us.

**For further information please contact us:**

E: [tnc@ageuksomerset.org.uk](mailto:tnc@ageuksomerset.org.uk)

T: 01823 345610

**Or visit our website:**

[www.ageuksomerset.org.uk/toenailcutting](http://www.ageuksomerset.org.uk/toenailcutting)

# How to get involved and help in our mission to make later life better in Somerset and North Somerset

With your help we can ensure everyone in Somerset and North Somerset has opportunities to age well and enjoy later life.

There are many ways that you could get involved. Every contribution helps to make a difference to the lives of older people in Somerset and North Somerset.

Whether you want to give your time by **volunteering**, take part in a **fundraising** event, **make a donation**, **share your opinions** or **help with our campaigns**, your support would be very much appreciated.

## Volunteering

There are many reasons why it's great to volunteer!

### Volunteers:

- Give something back to the community and make a difference in people's lives
- Develop new skills or build on existing experience and knowledge
- Feel their lives have a new sense of purpose
- Meet and spend time with people

Research has shown that the more we give, the happier we feel. Volunteering increases self-confidence and doing good for others and the community, provides a natural sense of accomplishment. Volunteering can also give a sense of pride and identity.

Living in a society with a growing older population, especially true in our area, means that there are more people who need our support. Our team of 350 brilliant volunteers are crucial to the running of our services. We could not function as a charity without them and we can never have enough!

You could boost someone's wellbeing as a Walk and Talk Volunteer, help reduce loneliness with a home visit as a Wellbeing Friend, or with a phone call as a Friendly Phone Calls volunteer; you could bring people together for gentle exercise and laughter as an Ageing Well Volunteer; you

*Throughout the year we put on events to say 'Thank you' for our Volunteers. Here are some Volunteers enjoying a Christmas get-together. © Somerset County Gazette*



could be a friendly face supporting our Memory Connections groups; or you could help put more money in the pockets of those who are struggling as an Information and Advice Volunteer.

Whatever your interests and talents we will have an opportunity to suit you and your contribution will be greatly appreciated.

### For more information contact:

E: [volunteers@ageuksomerset.org.uk](mailto:volunteers@ageuksomerset.org.uk)

T: 01823 345627

### Or visit our website:

[www.ageuksomerset.org.uk/volunteering](http://www.ageuksomerset.org.uk/volunteering)

## Small change = Big Change!

As an independent local charity (a different charity to Age UK) we rely on the support of people like you to help older people in Somerset. Giving a donation, however small, either as a one-off payment or regularly, can really make a difference to the work we do at Age UK Somerset.

**There are many ways you can donate to us.**

**To donate online:** Giving online is quick and easy. You can make a one-off donation or set up a regular monthly donation to support individuals that need it the most. Please visit our website: [www.ageuksomerset.org.uk/donate](http://www.ageuksomerset.org.uk/donate)

**Donate by post:** If you would like to make a donation by cheque, please make it payable to Age UK Somerset and send it in to us as Ash House, Cook Way, Taunton, Somerset, TA2 6BJ.

All money raised is spent supporting older people in Somerset and North Somerset.

## Leave a lasting legacy

Leaving a gift to Age UK Somerset in your Will enables us to continue to provide vital services for older people in Somerset and North Somerset. Every gift in every Will, no matter how large or small, makes a difference.

People also donate to us in memory of a loved one.

**For more information:**

E: [fundraising@ageuksomerset.org.uk](mailto:fundraising@ageuksomerset.org.uk) | T: 01823 345627  
or visit our website: [www.ageuksomerset.org.uk/yourlegacy](http://www.ageuksomerset.org.uk/yourlegacy)

## Fundraising to make life better for local older people

**Get your neighbours or work colleagues involved, round up your friends and family, and involve any groups and clubs of which you're a member. Fundraising activities can bring people together, be great fun, and it's all for a great cause!**

When you support us we'll be right behind you. Let us know what you have planned and we can offer support and help with promoting your fundraising event.

Perhaps you work for a local business who may be looking to support a good cause in their local community? Please let us know!

**Get in touch:**

E: [fundraising@ageuksomerset.org.uk](mailto:fundraising@ageuksomerset.org.uk) | T: 01823 345627

**If you need some inspiration visit our website:**

[www.ageuksomerset.org.uk/fundraising](http://www.ageuksomerset.org.uk/fundraising)

## Come along to an event

We frequently organise fundraising events such as talks or musical events and with this year being our 75th Anniversary we hope to host even more!

We'd love it if you could show your support (and have a good time), by coming along to one of our events.

**Stay up to date with what we have coming up by visiting our website:**

[www.ageuksomerset.org.uk/fundraisingevents](http://www.ageuksomerset.org.uk/fundraisingevents)



*Taking part in a Charity Quiz night at Rumwell Farm Shop  
© Rumwell Farm Shop.*

## Join in a campaign

Throughout the year we are involved in a number of campaigns either to raise awareness around important issues, or to raise vital funds. One such campaign is The Big Knit. Hundreds of local groups and individual knitters knit thousands of cute little hats and send them to us. Innocent drinks then put the hats on their smoothie bottles and give us 25p for each hat we send them. These 25ps add up and help us to fund projects to banish loneliness!

**For more information contact:** E: [fundraising@ageuksomerset.org.uk](mailto:fundraising@ageuksomerset.org.uk) | T: 01823 345627  
or visit our website: [www.ageuksomerset.org.uk/getinvolved](http://www.ageuksomerset.org.uk/getinvolved)



## Please share your opinions - they matter to us

If you are over 60 and living in Somerset or North Somerset we need your help! We need you to help us discover what the important issues are for older people in the area and one of the ways you can do this is by taking part in our SOOM (Somerset Older Opinions Matter) surveys.

Age UK Somerset's sole purpose is to make life better for older people in Somerset and North Somerset. To help us understand what is needed to achieve this, we need to hear from you. Your survey responses will be used to shape our services and help us to campaign for a better later life for all.

**We want to make sure local older people's voices are heard.**

**For more information contact:**

E: [communications@ageuksomerset.org.uk](mailto:communications@ageuksomerset.org.uk) | T: 01823 345627 or visit [www.soom.org.uk](http://www.soom.org.uk)



# 75th Anniversary



Age UK Somerset is celebrating it's 75th year of helping older people in Somerset and North Somerset in 2023 and we hope you can join us!

Age UK Somerset started off life in 1948 as the Somerset Older Persons Welfare Committee.

Since then, through thick and thin, we have been here to provide a helping hand for the local older people who need us.

To celebrate we are planning many special activities, competitions and events, including a big party for former staff and volunteers in November (if you used to work or volunteer for Age UK Somerset please get in touch!).

Please visit [www.75thAnniversary.co.uk](http://www.75thAnniversary.co.uk) or call **01823 345627** to learn more about the events we are planning and how you can get involved!

Phil Dolan (Age UK Somerset), Sophie Mitchell (Rumwell Farm Shop) and Kate Barrington (Age UK Somerset) looking egg-stremely egg-cited. © Rumwell Farm Shop.



We are delighted that during our 75th Anniversary in 2023, Rumwell Farm Shop and Cafe, located on the A38 between Taunton and Wellington, has chosen Age UK Somerset as their Charity of the Year!

They will be holding fundraising events throughout the year and are also donating proceeds, to help make later life better locally, every time someone buys half a dozen of their large eggs.

## Christmas Carols

In 2023, as it is our 75th Anniversary, we will NOT be having our usual Christmas Carol Service at Wells Cathedral. This year we will be doing something a bit different and a bit special!

To learn more please visit [www.75thAnniversary.co.uk](http://www.75thAnniversary.co.uk) or call **01823 345627**



## THE CORONATION

King Charles, like us, will also be turning 75 in November 2023, but that's not his only celebration this year. To find out what Age UK Somerset is doing to help ensure that no older people in our area have to celebrate alone visit:

[www.ageuksomerset.org.uk/coronation](http://www.ageuksomerset.org.uk/coronation)



# Will you rise to the 75 Alive! challenge?



**In 2023 Age UK Somerset is celebrating 75 years of helping local older people to enjoy their later lives. We're so pleased to have continued this long ... can you get to 75?**

**We mean by taking part in our 75 Alive! challenge!**

Join us and you'll be making a big difference, you'll feel great knowing that you are doing your bit to keep Somerset a great place to grow older, and you can have some fun!

## What is the challenge?

It's up to you! Your challenge can be as silly or as serious as you like as long as it includes the number 75!

You could do 75 different things, or 1 thing 75 times.

- You could start learning a musical instrument & give a performance in 75 days!
- You could do a lap of your favourite park 75 times!

- You could dye your hair purple for 75 days (or just dye 75% of it!)
- You could visit 75 places you've never been to in Somerset!
- You could spread some happiness by sending 75 postcards to friends or family you haven't spoken to in a while.

It's up to you! You can do it by yourself, or with a group of friends, or why not encourage your work colleagues, or people you share an interest with, to get involved and do something together?

## Could you raise £75 for Age UK Somerset?

If you could set yourself a target of raising £75 to enable Age UK Somerset to continue helping older people that would be wonderful!

Do let us know what you are planning to do and we will share it on our social media channels and on our website.

*Good luck!*

To find out how to take part in the 75 Alive! Challenge visit [www.75thAnniversary.co.uk](http://www.75thAnniversary.co.uk) or call 01823 345627

# 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.





**For helpful advice on estate planning and probate services please contact us**

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# Are you a Carer?

## Carers' assessments

### What to do when you first become a carer

If you provide care and support to an adult friend or family member, you may be eligible for support from your local council.

This support could include being offered money to pay for things that make caring easier. Or the local council might offer practical support, such as arranging for someone to step in when you need a short break. It could also put you in touch with local support groups so you have people to talk to.

The Care Act 2014 makes carer's assessments more widely available to people in caring roles. Local councils now have a legal duty to assess any carer who requests one or who appears to need support.

If you are a carer and you need some support, get in touch with the council covering the area where the person you care for lives. The council will be able to give you information and advice about how the assessment will work.

A carer's assessment is a discussion between you and a trained person either from the council or another organisation that the council works.

The assessment will consider the impact the care and support you provide is having on your own wellbeing, as well as important aspects of the rest of your life, including the things you want to achieve day-to-day.

It must also consider other important issues, such as whether you are able or willing to carry on caring, whether you work or want to work, and whether you want to study or do more socially.

The assessment could be done face-to-face, over the telephone or online.

The council will use the assessment to identify your support needs, and to discuss how these could be met. This might mean that the council will give you help or put you in touch with other organisations, such as local charities, that you can talk to.

### Eligibility for care and support services

A carer's assessment looks at the different ways caring affects your life, and works out how you can carry on doing the things that are important to you and your family. It covers your caring

role, your feelings about caring, your physical, mental and emotional health, and how caring affects your work, leisure, education, wider family and relationships.

Your physical, mental and emotional wellbeing should be at the heart of this assessment. This means that you can tell the council how caring for someone is affecting your life and what you want to be able to do in your day-to-day life.

When the assessment is complete, the local council will decide whether your needs are "eligible" for support from them. After the assessment, your council will write to you about their decision and give you reasons to explain what they have decided.

If you have eligible needs, your council will contact you to discuss what help might be available. This will be based on the information you gave them during your assessment.

If you do not have needs that are eligible, your council will give you information and advice, including what local care and support is available. This could include, for example, help from local voluntary organisations.

### Before your carer's assessment

If you have arranged to have a carer's assessment of your needs, give yourself plenty of time to think about your role as a carer and note your thoughts down. You might consider:

- whether you want to continue being a carer
- if you were prepared to continue, what changes would make your life easier
- if there is any risk that you will not be able to continue as a carer without support
- whether you have any physical or mental health problems, including stress or depression, which make your role as a carer more difficult
- whether being a carer affects your relationships with other people, including family and friends
- if you are in paid work, whether being a carer causes problems at your work (such as often being late)
- if you like more time to yourself so that you can have a rest or enjoy some leisure activity
- if you like to do some training, voluntary work or paid work

### Your decision to be a carer

When your carer's assessment is done, no assumptions should be made about your willingness to be a carer. This can be a very sensitive area, because many of us feel that we have a duty to those we care for. We sometimes rule out other options because we feel we have no choice. You have the right to choose:

- whether to be a carer at all
- how much care you are willing to provide
- the type of care you are willing to provide

There may be some parts of the role that you find more difficult than others.

Take a step back and think about your role as a carer. This can be useful in the discussion you have during a carer's assessment. You may wish to ask in advance for the assessment to happen in private, so that you can speak freely. It is vital that it considers whether the role of a carer is affecting your health or safety.

Carers sometimes take on physical tasks, such as lifting and carrying, which can cause long-term health problems. Others can find that the stress of the role can lead to depression or other mental health problems. In some cases, safety can be an issue; for instance, because of the behaviour of the person they look after.

During your assessment, explain any mental or physical health problems you are experiencing. Social services will consider all aspects of your health and safety, including caring tasks that might put your health or wellbeing at risk.

Some of the things you might need help with include:

- support to ensure you're able to attend any medical appointments
- support if you need to go into hospital for an operation (including recovery after surgery) that you might have been putting off because of your caring commitment.
- training for you, such as safely lifting

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A carer's assessment should also look at your own interests and commitments to see if and how they are disrupted by your role as a carer. If they are disrupted, a social worker could discuss with you whether some support could improve matters for you.

The assessment should look at:

- marriage or other such relationships
- friendships and community role
- paid employment or voluntary work
- interests, sport, leisure and hobbies
- time for yourself

One of the most important parts of your carer's assessment will be a discussion about your wishes concerning paid work, training or leisure activities.

The local council must consider the support you may need if you want to stay in your paid job or return to paid work. They must also consider the support you may need if you want to continue or start studying or training.

### **During and after a carer's assessment**

If you are looking after someone, the local council will consider a broad range of issues that can affect your ability to provide care as part of their assessment of your needs. When assessing your needs, social services must consider whether your role as a carer is sustainable. The assessment is about your needs and therefore you should:

- have a reasonably detailed discussion about all the matters relevant to you
- have the assessment in private if you want to, at a convenient time and place for you
- get relevant information, including about welfare benefits you could claim and details of other services
- have a chance to identify the outcomes that you want; any services should be appropriate for you and meet your needs
- be given flexibility and innovation in identifying services that may meet your needs
- have an opportunity to give feedback about the assessment
- be told about any charges before services are arranged

### **Support planning for carers**

After your assessment, you and the local council will agree a support plan, which sets out how your needs will be met. This might include help with housework, buying a laptop to keep in touch with family and friends, or becoming a member of a gym so you can look after their own health.

It may be that the best way to meet a carer's needs is to provide care and support directly to the person that they care for, for example, by providing replacement care to allow the carer to take a break.

It is possible to do this as long as the person needing care agrees.

Your support plan should consider whether your situation is likely to change, but you may want to contact social services and ask them to reassess you if this happens.

### **Carer's assessments and hospital discharge**

You might have a carer's assessment or a review of your support plan if the person you care for has been in hospital and is being discharged.

### **Carer's assessments and NHS continuing care**

As well as care and support organised by the council, some people are also eligible to receive help from the NHS. This help may be a nursing service for people who are ill or recovering at home after leaving hospital. It could include things like changing the dressings on wounds or giving medication.

If you are eligible for this kind of help, a health professional such as your GP or community nurse should be able to tell you.

In exceptional circumstances, where an adult has a complex medical condition and substantial ongoing care needs, the NHS provides a service called NHS continuing healthcare. NHS continuing healthcare provides care and support in a person's home, care home or hospice.

# 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.



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

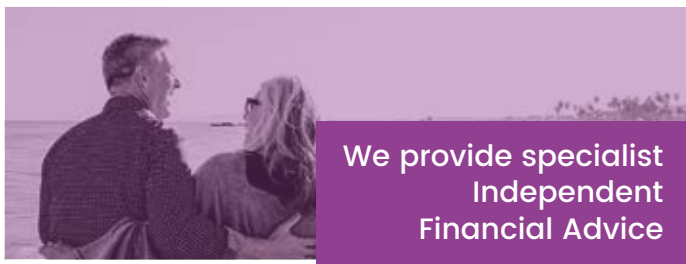
### How the council pays for and arranges your care

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.



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### Telephone Help

#### Get advice on paying for care from:

- Age UK Somerset on 01823 345610
- Somerset County Council Adult Social Care on 0300 123 2224
- North Somerset Council Adult Social Care on 01926 410410
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

### 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.



## 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.

Equity release can pay for the fees from the value of property you own. 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? or the Money Helper's equity release information.

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

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.

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[www.moneyhelper.org.uk](http://www.moneyhelper.org.uk)

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.

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:

Somerset County Council Adult Social Care on 0300 123 2224

North Somerset Council Adult Social Care on 01926 410410

Age UK Somerset on 01823 345610

# 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



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|----------|------------------------------|--------------------------|-------------------|--------------|
| BA3 4QE  | Amber Home Care              | The Old Redhouse Farm    | Near Radstock     | 01761 412011 |
| BA4 5LD  | Bluebird Care                | 1 Paul Street            | Shepton Mallet    | 01373 463838 |
| BA5 3DG  | Ddee Care                    | Bath Road                | Wells             | 07851 210160 |
| BA6 9JY  | Candlelight Homecare         | King Street              | Glastonbury       | 01458 831201 |
| BA11 2FE | Lifeline Homecare            | Marshall Way             | Frome             | 01373 823105 |
| BA11 5DL | Berkeley Home Health         | 4 The Business Courtyard | Frome             | 01373 836767 |
| BA20 1HB | Altogether Care              | Church Street            | Yeovil            | 01935 433069 |
| BA20 1HZ | Bluebird Care South Somerset | Market Street            | Yeovil            | 01935 584184 |
| BA20 1NA | FHS24 Nursing+Care Agency    | 123 Middle Street        | Yeovil            | 03301 241814 |
| BA20 1RG | Heartfelt Care               | 11 -12 High Street       | Yeovil            | 01935 479994 |
| BA21 3AQ | Redleif Care                 | 36 Preston Road          | Yeovil            | 07894 730512 |
| BA21 3TL | Wisteria Care                | The Forum                | Yeovil            | 01935 823495 |
| BA22 8RN | Alina Homecare               | Copse Road               | Yeovil            | 01935 513136 |
| BA22 8RN | Home Instead                 | Copse Road               | Yeovil            | 01935 577030 |
| BS21 6UH | Nobilis Care                 | Concorde Drive           | Clevedon          | 01275 595998 |
| BS21 7PD | Helping Hands                | 61 Hill Road             | Clevedon          | 07814 167317 |
| BS22 6JE | Home Instead                 | 202 High Street          | Weston Super Mare | 01934 526892 |
| BS22 7SB | Maria Care                   | Pastures Avenue          | Weston-super-mare | 01934 522570 |
| BS22 7SB | ARCH Care                    | Pastures Avenue          | Weston-super-mare | 01934 808746 |
| BS22 7SB | Right at Home                | Pastures Avenue          | Weston-super-mare | 01934 235410 |
| BS22 8NG | Homelife Carers              | Morston Court            | Weston-super-mare | 01934 900295 |
| BS23 1TR | Helping Hands                | 55A Oxford Street        | Weston Super Mare | 01934 315212 |
| BS24 0QE | Poppy's Homecare             | Purn House Farm          | Weston Super Mare | 01934 815025 |
| BS24 8EE | Access Your Care             | Belvedere Court          | Weston-super-mare | 01275 874861 |
| BS28 4EB | You are my sunshine          | 1 Borough Mews           | Wedmore           | 01934 710073 |
| BS48 1RB | Home Instead                 | Crown Glass Place        | Bristol           | 01275 391300 |
| BS8 3TG  | Audley Care                  | Beggar Bush Lane         | Bristol           | 01275 404135 |
| TA1 1BT  | Thornhill Care Services      | Flook House              | Taunton           | 07752 966698 |
| TA1 1SW  | Taunton Homecare             | Prioryfield House        | Taunton           | 01823 423352 |
| TA1 1UR  | Care Wyvern                  | Yarde Place              | Taunton           | 01823 325554 |
| TA1 2DX  | MJ Home Care Staffing        | Creech Castle            | Taunton           | 01278 558301 |
| TA1 2EP  | Somerset Care Community      | Hamilton Road            | Taunton           | 01823 447120 |
| TA1 2LR  | Live in Care                 | 4 Heron Gate             | Taunton           | 08007 723567 |
| TA1 3PJ  | Prestige Nursing Taunton     | 17 High Street           | Taunton           | 01823 216496 |
| TA1 4AJ  | Helping Hands                | 7 Corporation Street     | Taunton           | 01823 219748 |
| TA1 4TY  | Home Instead                 | Pitts Close              | Taunton           | 01823 211121 |
| TA3 6DG  | Ruby Care                    | Wrantage Mills           | Taunton           | 01823 480640 |
| TA3 7RE  | Hummingbird Care             | Royston Road             | Taunton           | 01823 602776 |
| TA4 1EL  | CL Lifestyles Night Care     | Rumwell Hall             | Taunton           | 08454 590188 |
| TA4 1EQ  | Way Ahead Care               | 1-3 The Courtyard        | Taunton           | 01823 321123 |
| TA6 3HW  | Dementia Care TLC            | West Quay                | Bridgwater        | 01278 455270 |

- 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. 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



*We care about your care*

Dementia Care TLC is a family run company providing reliable and affordable personal assistance services to our clients with a focus on person centred care.

We believe that care should fit around you, not the other way around and that this should be reflected in the type of care each individual receives from our services.

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01278 455270

[www.dementiacaretlc.com](http://www.dementiacaretlc.com)

[dementia.caretlc@gmail.com](mailto:dementia.caretlc@gmail.com)

## HOME CARE AGENCIES

| Postcode | Name                        | Address                    | Town/City  | Phone number |
|----------|-----------------------------|----------------------------|------------|--------------|
| TA6 3LJ  | Total Care                  | 112 Friarn Street          | Bridgwater | 01278 424514 |
| TA6 4HD  | 1-2-1 Live In Care          | 59 Windsor Road            | Bridgwater | 01278 324191 |
| TA6 4EN  | Future Living               | 22 Laburnum Close          | Bridgwater | 07557 953396 |
| TA6 6AD  | G H Quality Care            | 63 Taunton Road            | Bridgwater | 01278 445068 |
| TA7 9BP  | B & S Healthcare            | Moorsedge Farm             | Bridgwater | 01179 533455 |
| TA9 3RH  | Select Homecare Direct      | Kingfisher House           | Highbridge | 01278 795342 |
| TA11 6SB | Boocare                     | Canvin Court               | Somerton   | 01458 551674 |
| TA12 6HB | Laurel Homecare             | Cedar Lodge                | Martock    | 07711 511928 |
| TA18 7BQ | Libertas Care               | Old Mill Lane              | Crewkerne  | 00146 078726 |
| TA18 8AB | Care South Home Care        | 4a The Linen Yard          | Crewkerne  | 01460 270500 |
| TA2 6BD  | Mass Home Care              | Livingstone Way            | Taunton    | 01823 216575 |
| TA2 8BY  | My Willows (South West)     | Swingbridge House          | Taunton    | 08000 902312 |
| TA20 1LS | Lily Caring Angels          | 6 Denning Close            | Chard      | 01460 929090 |
| TA21 8YA | Netherclay Home Care        | Hawkridge House            | Wellington | 01823 668400 |
| TA21 9AD | Bluebird Care               | Westpark                   | Wellington | 01823 331194 |
| TA21 9RF | Butterfields Community Care | Foxmoor Business Park Road | Wellington | 18323 211112 |
| TA24 5UB | Carroll's Home Care         | 3 Friday Street            | Minehead   | 01643 707370 |
| TA24 6EW | Dunster Lodge Domiciliary   | Manor Road                 | Minehead   | 01643 800190 |

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.



**THE BIRCH DEMENTIA DAY CARE CENTRE**  
 A community engagement and activity centre for people living with Dementia in North Somerset.  
**07762 835 873 | www.the-birch.co.uk**

### 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. 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.



**The Willows Day Centre**

**The Willows is a dedicated space to meet new people and enjoy life**

A safe, social environment for those elderly or living life with dementia.

No two days are the same at The Willows, a hub that provides fun and engaging activities such as arts and crafts, baking, singing/dancing, gardening, as well as a 2 course meal and important social time. All of which, gives carers and families respite.

**Tel: 01935 591922**

**[www.osdaycentre.co.uk](http://www.osdaycentre.co.uk)**

Old School | High Street | Queen Camel | BA22 7NH

### 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.

# 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?



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**0800 817 4990**

- 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

#### **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

#### **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

**NURSING HOMES**

| Postcode | Name                        | Address            | Town/City         | Phone number |
|----------|-----------------------------|--------------------|-------------------|--------------|
| BA3 4DE  | Clare Hall Nursing Home     | Ston Easton        | Radstock          | 01761 241626 |
| BA3 5HT  | Pondsmead Care Home         | Shepton Road       | Bath              | 01749 841111 |
| BA4 6JS  | The Glen Care Home          | Shapway Lane       | Shepton Mallet    | 01749 830369 |
| BA5 3FB  | Torrwood Care Centre        | Gilbert Scott Road | Wells             | 01749 675533 |
| BA6 9NB  | St Benedicts Nursing Home   | 29 Benedict Street | Glastonbury       | 01458 833275 |
| BA6 9PZ  | Glastonbury Care Home       | Pike Close         | Glastonbury       | 01458 836800 |
| BA11 1BL | Catherine House Care Home   | Cork Street        | Frome             | 01373 451455 |
| BA11 1HJ | Belmont Villa Care Home     | 62 Weymouth Road   | Frome             | 01373 471093 |
| BA11 2AA | Rossetti House              | Welshmill Lane     | Frome             | 01273 489500 |
| BA16 0JJ | Arthurs Court               | 27 Highfield Road  | Street            | 01458 447244 |
| BA20 2FT | Cooksons Court              | Cooksons Orchard   | Yeovil            | 01935 421493 |
| BA21 3AD | Ivelhurst Nursing Home      | 27 Preston Road    | Yeovil            | 01935 426777 |
| BA21 3AE | The Knoll Nursing Home      | 33 Preston Road    | Yeovil            | 01935 421822 |
| BS20 8DU | Norewood Lodge Care Home    | 72 Nore Road       | Portishead        | 01275 818660 |
| BS21 6EU | Elm View Care Home          | Moor Lane          | Clevedon          | 01275 872088 |
| BS22 7AA | St George's Nursing Home    | 1 Court Close      | Weston Super Mare | 01934 524598 |
| BS23 1DW | Lyndhurst Park Nursing Home | 33-35 Severn Road  | Weston Super Mare | 01934 627471 |
| BS23 1ES | Albert House Nursing Home   | 19 Albert Road     | Weston Super Mare | 01934 622869 |
| BS23 1YD | Ellenborough Nursing Home   | 9-11 Neva Road     | Weston Super Mare | 01934 621006 |
| BS23 2BA | Jasmine Court Nursing Home  | 13 Park Place      | Weston Super Mare | 01934 622028 |



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## NURSING HOMES

| Postcode | Name                       | Address                    | Town/City         | Phone number |
|----------|----------------------------|----------------------------|-------------------|--------------|
| BS23 2BT | Beaufort Hall Nursing Home | 28-30 Birnbeck Road        | Weston Super Mare | 01934 620857 |
| BS23 2PE | Highcroft Nursing Home     | 7 Eastfield Park           | Weston Super Mare | 01934 622247 |
| BS23 2PX | Annabel House Care Centre  | 57 Bristol Road Lower      | Weston-super-Mare | 01934 416648 |
| BS23 2QT | Ambleside Nursing Home     | 6 Southside                | Weston Super Mare | 01934 642172 |
| BS23 4AT | Clarence Park              | 7-9 Clarence Road North    | Weston Super Mare | 01934 629374 |
| BS23 4BG | Beach Lawns                | 67 Beach Road              | Weston Super Mare | 01934 629578 |
| BS23 4BP | Parklands Care Home        | 13 Clarence Road East      | Weston-super-mare | 01934 626572 |
| BS23 4TA | The Manor House            | Uphill Road South          | Weston Super Mare | 01934 412207 |
| BS24 7FY | Summer Lane Nursing Home   | Diamond Batch              | Weston Super Mare | 01934 519401 |
| BS25 1DH | Winscombe Hall             | Winscombe Hall Care Centre | Winscombe         | 01934 843553 |
| BS25 5AD | The Russets                | 1 Pegasus Place            | Sandford          | 01934 825900 |
| BS48 1BZ | Silver Trees               | Brockway                   | Bristol           | 01275 859556 |
| BS48 1LX | Sycamore Lodge             | Lodge Lane                 | Bristol           | 01275 858000 |
| BS48 2DS | Argentum Lodge             | 81 Silver Street           | Bristol           | 01275 850430 |
| BS8 3RP  | Abbots Leigh Manor         | Manor Road                 | Bristol           | 01275 374669 |
| TA1 2BD  | Lavender Court             | Roman Road                 | Taunton           | 01823 279151 |
| TA1 2EH  | Hamilton Park Nursing Home | 6 Hamilton Road            | Taunton           | 01823 256650 |
| TA1 3EQ  | Calway House               | Calway Road                | Taunton           | 01823 333283 |
| TA1 4QW  | Mountbatten Nursing Home   | 82-84 Trull Road           | Taunton           | 01823 333019 |
| TA1 4RA  | Oake Meadows Care Home     | Wyvern Road                | Taunton           | 01823 337674 |
| TA2 6AQ  | The Firs Nursing Home      | 251 Staplegrove Road       | Taunton           | 01823 275927 |
| TA2 7PB  | Aspen Court                | Hope Corner Lane           | Taunton           | 01823 346000 |
| TA2 8LL  | Gotton Manor               | Cheddon Fitzpaine          | Taunton           | 01823 413118 |
| TA3 6SG  | Beauchamp House            | Hatch Beauchamp            | Taunton           | 01823 481500 |
| TA4 1AB  | Frethey House              | Frethey Lane               | Taunton           | 01823 253071 |
| TA4 1BT  | Wey House Nursing Home     | Norton Fitzwarren          | Taunton           | 01823 337391 |
| TA4 3BT  | Dunkirk Memorial House     | Minehead Road              | Taunton           | 01823 432407 |
| TA6 3LS  | Avalon Nursing Home        | 2-4 Taunton Road           | Bridgwater        | 01278 450450 |
| TA6 4GU  | Casa di Lusso              | Bower Lane                 | Bridgwater        | 01278 557100 |
| TA6 6WT  | Stockmoor Lodge            | 1 Nokoto Drive             | Bridgwater        | 01278 434535 |
| TA6 7JQ  | The Rosary Nursing Home    | Mayfield Drive             | Bridgwater        | 01278 727500 |
| TA8 2PN  | Burnham Lodge Nursing Home | 147 Berrow Road            | Burnham On Sea    | 01278 783230 |
| TA9 4BB  | Holywell Nursing Home      | 120 Brent Street           | Highbridge        | 01278 760601 |
| TA10 0NQ | Immacolata House           | Portway                    | Langport          | 01458 254200 |
| TA11 6DX | Castle House Nursing Home  | Castle Street              | Somerton          | 01458 223780 |
| TA11 7PB | Wessex House               | 21-25 Behind Berry         | Somerton          | 01458 273594 |
| TA12 6PQ | La Fontana                 | Fold Hill Lane             | Martock           | 01935 829900 |
| TA18 7AF | The Orchards               | Orchard Lane               | Crewkerne         | 01460 76267  |
| TA20 2HN | Oak Lodge                  | Lordsleaze Lane            | Chard             | 01460 67258  |
| TA21 0DW | Linden House Nursing Home  | Linden Hill                | Wellington        | 01823 667711 |
| TA21 9HY | Camelot House & Lodge      | Taunton Road               | Wellington        | 01823 666766 |
| TA21 9NS | Oaktree Court              | Middle Green Road          | Wellington        | 01823 662032 |
| TA21 9PH | Chelston Park              | West Buckland Road         | Wellington        | 01823 667066 |
| TA24 5AW | The Winsor Nursing Home    | 54 The Avenue              | Minehead          | 01643 707870 |
| TA24 8DT | Eastleigh Care Homes       | Periton Road               | Minehead          | 01643 702907 |

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.

### 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.

### 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’ve compared some later life housing options:

### 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.



**THE GLEN  
CARE HOME**

**Care Without Compromise**

Meeting individual needs in a homely setting and offering residential and nursing care, also for those living with dementia.

**Want to know more?  
Get in touch!**

**T.01749 830369**

E. [reception@theglencareshome.co.uk](mailto:reception@theglencareshome.co.uk)  
 @TheGlenCareHomeEvercreech  
[www.theglencareshome.co.uk](http://www.theglencareshome.co.uk)

Inspected and rated  
**Good**  
 Care Quality Commission

Shapway Lane | Evercreech | Shepton Mallet | Somerset | BA4 6JS

## RESIDENTIAL HOMES

| Postcode | Name                          | Address                    | Town/City         | Phone number |
|----------|-------------------------------|----------------------------|-------------------|--------------|
| BA4 4LU  | Field House                   | Cannards Grave Road        | Shepton Mallet    | 01749 342006 |
| BA4 5TZ  | St Cecilia Care Home          | 1 Hitchen Lane             | Shepton Mallet    | 01749 342809 |
| BA5 1TN  | Fletcher House                | Glastonbury Road           | Wells             | 01749 678068 |
| BA6 8NH  | The Cyder Barn                | Glastonbury Road           | Glastonbury       | 01458 834945 |
| BA7 7AN  | Highfield House Residential   | High Street                | Castle Cary       | 01963 350697 |
| BA7 7EE  | Cary Brook                    | Millbrook Gardens          | Castle Cary       | 01963 359700 |
| BA7 7ES  | South Cary House              | South Street               | Castle Cary       | 01963 350272 |
| BA11 3EA | Rowden House                  | 2 Vallis Road              | Frome             | 01373 462271 |
| BA11 4HR | Greenhill Grange Residential  | Greenhill Grange           | Frome             | 01373 471688 |
| BA16 0JJ | Southlawns                    | Highfield Road             | Street            | 01458 443635 |
| BA20 2BE | Grovelands                    | 45 Grove Avenue            | Yeovil            | 01935 475521 |
| BA20 2JA | Beechwood House Care Home     | 60 West Coker Road         | Yeovil            | 01935 472793 |
| BA21 3QG | The Elms Residential Home     | Yeovil Marsh               | Yeovil            | 01935 425440 |
| BA21 4NB | Compton View Residential      | 267 St Michaels Avenue     | Yeovil            | 01935 476203 |
| BA21 5LD | Sunningdale Lodge             | Sunningdale Road           | Yeovil            | 01935 422980 |
| BA22 8DB | Fir Villa Residential Home    | Camel Street               | Yeovil            | 01935 850670 |
| BA22 8QD | Wisteria House Residential    | 6 Montacute Road           | Yeovil            | 01935 822086 |
| BS20 6PU | Petersfield                   | Church Road South          | Portishead        | 01275 848362 |
| BS20 7HP | Cambrian Lodge                | 4 Battery Road             | Portishead        | 01275 848844 |
| BS21 6DY | Poets Mews Care Home          | 2 Cherry Avenue            | Clevedon          | 01275 404840 |
| BS21 7BT | Osborne House                 | 16 Bay Road                | Clevedon          | 01275 871020 |
| BS21 7DE | Worcester Lodge               | 30-32 Castle Road          | Clevedon          | 01275 874031 |
| BS21 7DZ | Gorselands Care Home          | 45 The Avenue              | Clevedon          | 01275 872315 |
| BS21 7RP | Winash Rest Home              | 9 Albert Road              | Clevedon          | 01275 873129 |
| BS21 7SR | Alvony House Residential      | 25 Linden Road             | Clevedon          | 01275 875573 |
| BS22 8AA | Acer House Care Home          | 141b Milton Road           | Weston Super Mare | 01934 637350 |
| BS22 9UZ | Sandpiper                     | Beach Road                 | Weston Super Mare | 01934 631893 |
| BS23 1DA | Stuart House                  | 21-23 Clevedon Road        | Weston Super Mare | 01934 429086 |
| BS23 1DA | Serenita                      | 15-19 Clevedon Road        | Weston Super Mare | 01934 620195 |
| BS23 1DN | Innisfree Residential Home    | 12-16 Severn Road          | Weston Super Mare | 01934 621611 |
| BS23 1XH | Gough House                   | 13 Ellenborough Park North | Weston Super Mare | 01934 622019 |
| BS23 1YD | Neva Manor Care Home          | 4 Neva Road                | Weston Super Mare | 01934 623413 |
| BS23 1YD | St Agnes Retirement Home      | 5-7 Neva Road              | Weston Super Mare | 01934 621167 |
| BS23 2BA | Park House Residential Home   | Park Place                 | Weston Super Mare | 01934 415701 |
| BS23 2LQ | Alice House                   | 8 Queens Road              | Weston Super Mare | 01934 625640 |
| BS23 2NT | Fig House                     | 16-20 Cecil Road           | Weston Super Mare | 01934 615202 |
| BS23 2PX | Butterfly House               | 47 Bristol Road Lower      | Weston-super-Mare | 01934 412091 |
| BS23 2RN | Nashley House Retirement Home | 27 Montpelier              | Weston Super Mare | 01934 620070 |
| BS23 2RP | Heathwood Care Home           | 9-11 Trewartha Park        | Weston Super Mare | 01934 627376 |
| BS23 2UZ | Tollington Lodge Rest Home    | 146 Milton Road            | Weston Super Mare | 01934 620630 |
| BS23 2XL | Pine Lodge                    | 13 Hazeldene Road          | Weston Super Mare | 01934 622539 |
| BS23 4AB | Granada House                 | 5 St Pauls Road            | Weston Super Mare | 01934 416102 |
| BS23 4BE | Dewdown House                 | 64 Beach Road              | Weston Super Mare | 01934 417125 |
| BS23 4BN | Stoneleigh Residential Care   | 24 Clarence Road South     | Weston Super Mare | 01934 626701 |
| BS23 4BN | Tilsley House Care Home       | 14-16 Clarence Road South  | Weston Super Mare | 01934 419300 |
| BS23 4NE | Rosewood Lodge                | 9 Uphill Road North        | Weston Super Mare | 01934 644266 |

## RESIDENTIAL HOMES

| Postcode | Name                           | Address              | Town/City         | Phone number |
|----------|--------------------------------|----------------------|-------------------|--------------|
| BS23 4NE | The Links                      | 7 Uphill Road North  | Weston Super Mare | 01934 625869 |
| BS27 3HY | Greenhill House                | Tweentown            | Cheddar           | 01934 740500 |
| BS27 3RA | Court House Retirement Home    | Market Cross         | Cheddar           | 01934 742131 |
| BS27 3TN | The Laurels                    | Westfield Lane       | Cheddar           | 01934 742649 |
| BS41 9JE | Lampton House                  | 125 Long Ashton Road | Bristol           | 01275 393153 |
| BS49 4DB | Somerset House                 | 157 High Street      | Bristol           | 01934 832114 |
| BS49 4LJ | Mendip Lodge                   | 11 Whitehouse Road   | Claverham         | 01934 834760 |
| TA1 2EP  | Halcon House                   | Hamilton Road        | Taunton           | 01823 353447 |
| TA1 2JT  | Moorhaven                      | Normandy Drive       | Taunton           | 01823 331524 |
| TA1 3EQ  | Calway House                   | Calway Road          | Taunton           | 01823 333283 |
| TA1 3JH  | The Rectory Care Home          | 2 Trinity Road       | Taunton           | 01823 324145 |
| TA1 3JR  | St Georges Care Home           | 17 Wilton Street     | Taunton           | 01823 275268 |
| TA1 5EE  | Netherclay House               | Netherclay           | Taunton           | 01823 284127 |
| TA1 5HA  | Abbeyfield                     | Heron Drive          | Taunton           | 01823 334238 |
| TA2 7PB  | Cedar Lodge                    | Hope Corner Lane     | Taunton           | 01823 286158 |
| TA2 8RH  | The Manor House                | Thurloxton           | Taunton           | 01823 413777 |
| TA3 7RE  | Hummingbird Care               | Royston Road         | Taunton           | 01823 602776 |
| TA4 2LA  | Pulsford Lodge                 | North Street         | Wiveliscombe      | 01984 623569 |
| TA4 4NR  | Croft House                    | Bridge Street        | Williton          | 01984 632536 |
| TA5 2PZ  | The Old Vicarage               | Stockland Bristol    | Bridgwater        | 01278 653056 |
| TA6 6JF  | Oak Trees                      | Rhode Lane           | Bridgwater        | 01278 451125 |
| TA7 9HT  | Wellfield House                | Manor Road           | Bridgwater        | 01278 722405 |
| TA8 1AA  | Frith House                    | Stear Drive          | Burnham On Sea    | 01278 782537 |
| TA8 2BY  | Beaufort House                 | 7 Rectory Road       | Burnham-on-sea    | 01278 786320 |
| TA8 2EZ  | The Towans Care Home           | Berrow Road          | Burnham On Sea    | 01278 782642 |
| TA8 2HW  | Tudor Lodge                    | 8 Brightstowe Road   | Burnham On Sea    | 01278 784277 |
| TA8 2PG  | Kathleen Chambers House        | 97 Berrow Road       | Burnham-on-sea    | 01278 782142 |
| TA8 2PN  | Broughton Lodge                | 88 Berrow Road       | Burnham On Sea    | 01278 782133 |
| TA10 9RZ | Portcullis House               | The Embankment       | Langport          | 01458 250800 |
| TA13 5AD | Burnworthy House               | South Street         | South Petherton   | 01460 240116 |
| TA16 5NF | Moorlands Residential Home     | 2 Moorlands Road     | Merriott          | 01460 74425  |
| TA16 5PR | The New Careford Lodge         | Church Street        | Merriott          | 01460 75592  |
| TA19 0EX | Vaughan Lee House              | Orchard Vale         | Ilminster         | 01460 52077  |
| TA19 9BQ | Hazelwell Lodge                | 67 Station Road      | Ilminster         | 01460 52760  |
| TA20 1EZ | Sunnyside Residential Home     | Crewkerne Road       | Chard             | 01460 239406 |
| TA20 1LJ | Sunnymeade                     | Helliars Close       | Chard             | 01460 63563  |
| TA20 3AG | Eleighwater House              | Combe St. Nicholas   | Chard             | 01460 67532  |
| TA20 3DB | Yew Tree Cottage Residential   | Hornsbury Hill       | Chard             | 01460 64735  |
| TA21 0BW | Nynehead Court                 | Nynehead             | Wellington        | 01823 662481 |
| TA21 0DW | Linden House Nursing Home      | Linden Hill          | Wellington        | 01823 667711 |
| TA21 8RH | Wellington and Longforth House | Longforth Road       | Wellington        | 01823 663667 |
| TA24 5DT | Glen Lyn                       | 2 Tregonwell Road    | Minehead          | 01643 702415 |
| TA24 5JB | Westerley Residential          | King Edward Road     | Minehead          | 01643 702066 |
| TA24 5PR | Wyndham House                  | Martlet Road         | Minehead          | 01643 703934 |
| TA24 5QB | Blenheim Lodge                 | North Road           | Minehead          | 01643 703588 |
| TA24 6EW | Dunster Lodge Residential      | Manor Road           | Minehead          | 01643 703007 |



## Age UK Somerset

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