



Worcestershire

Care Services Directory 2019/20

The essential guide to choosing and paying for care and support

In association with



Looking for a care home?

We offer a free service, to help you make the right choice



Having successfully helped hundreds of families, and with over 10 years' experience in the industry, we are here to make the process of finding a care home a lot easier. We have a vast knowledge of the care home sector and we offer a large portfolio of care homes to choose from. We will always match the care home to the needs of the client.

Our Advisors appreciate the need for confidentiality, sensitivity and reassurance at all times, and are available at a time to suit you, including evenings and weekends.



The Service

At How to Find a Care Home you will find that all our Advisors have a high level of experience and a great understanding of the problems you face when looking for a care home. The personalised support we provide will enable you to choose the right care home whether it is for yourself, your family or a friend.



Funding Advice

How to Find a Care Home work with self funding clients, and clients that are funded by Social Services and the NHS. Our Advisors are able to give information about the implications of these types of funding and what benefits are applicable, so that an informed choice can be made.



Care Homes

How to Find a Care Home works extensively with hundreds of care homes in Worcestershire, the West Midlands and also nationwide. Whether you are looking for Residential, Nursing or Dementia Care, we can help you.

Call the number below to speak to one of our Advisors

0800 193 0443

E: findacarehome@btinternet.com www.howtofindacarehome.uk

We are here to make a difficult decision easier.

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 **worcestershire**
county council

All the listings in this publication of care homes, care homes with nursing and home care providers are supplied by the Care Quality Commission (CQC) and neither Worcestershire County Council nor Care Choices Ltd can be held liable for any errors or omissions.

To obtain extra copies of this Directory, free of charge, call **Care Choices** on **01223 207770**.

Alternative formats

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



Welcome from Worcestershire County Council

Welcome to the 2019/20 Worcestershire Care Services Directory which provides information on a range of social care services that are available across the county. Some of these are provided directly by us but most are provided by private, voluntary or charitable organisations who already support thousands of adults with social care needs.

Our aim is for people to live independent lives to keep them happy and healthy and to support them having greater choice in the services they access, and how they access them. This Directory is for everyone, to help people to independently make the right decisions for the future at the right time. The Directory is complemented by other information sources such as the Worcestershire County Council website. Visit www.worcestershire.gov.uk/info/20500/adult_social_care

We are committed to working with providers of social care to raise standards and maximise the quality and choice of services that are available in Worcestershire. We work closely with providers to ensure that people's needs are met and liaise with inspectors to ensure that care providers meet appropriate standards. We wish to help people

make the right decisions for their care needs and to promote independent living as much as we can.

I hope you will find this Directory useful and if you require any further information about the many services available in the county, then please do not hesitate to contact us through our Adult Contact Team on **01905 768053**.



Avril Wilson
Interim Director of Adult Services
Worcestershire County Council

Worcestershire County Council

Tel: **01905 768053**

Email: socialcare@worcestershire.gov.uk

Web: www.worcestershire.gov.uk/info/20500/adult_social_care

Introduction

Staying as independent as possible is important to everybody. This Directory contains information about the care and support services available to help you to do this, whether you choose to remain at home, move into a housing scheme that provides some care or consider moving to a care home or care home with nursing.

Your first step to accessing services is to have a conversation with Adult Social Care to discuss your specific needs, what options are available to you within the community and what you might consider if these don't fully meet those needs. The Care Act calls this a 'needs assessment' and it's free,

irrespective of your income and available to all those who appear to have care and support needs. More details are provided on page 7. We've been working to make this process more open and proportionate to your needs but are always glad for feedback to improve our conversations further. The information you provide will help us determine whether you are eligible for financial support via a Personal Budget, which allows you to buy in your own support and take control of your situation.

Depending on your level of income or savings, you may be expected to pay some or all of the costs towards your care and we can advise on this through

a financial assessment. If you are expected to pay for the whole cost of your care (commonly called a 'self-funder'), we can still advise on the best options for your care in order to help you get the most for your money. This is discussed on page 23 for those paying for care at home and 46 for those paying for residential care. You will find information on benefits you may be able to claim on page 47.

Worcestershire County Council also understands the importance of Assistive Technology to help maintain and improve people's lives to allow them to remain living independently for as long as possible. You will find more information on Assistive Technology on page 12.

Support or care to help you remain living in your own home may be the option that best suits your circumstances. Things you can do to make life easier at home, what is available and how you can access it are explained on pages 10 and 11. A list of local home care providers begins on page 27.

Useful checklists featuring questions to ask providers are also included in this edition. The Assistive Technology checklist is on page 13, the home care agency checklist is on page 21, another addressing care homes is on page 43, while one covering residential dementia care is on page 45.

Comprehensive lists of care homes and care homes with nursing in Worcestershire start on page 55.

We also have some information and advice about care decisions, making a comment or complaint about a service and how solicitors can help you, starting on page 48.

All of this information and more is also available to you through the **Worcestershire County Council** website and the links on that site. Visit www.worcestershire.gov.uk/info/20500/adult_social_care or contact the **Adult Contact Team** on **01905 768053**.

Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 50), indicating the quality of care provided.

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

Worcestershire County Council does not in any way recommend or endorse any of the organisations listed in this Directory, other than services directly delivered by the council. The information in this Directory relating to other Providers of Goods and Services is for general information purposes only and does not purport to provide recommendations or make any offer and does not guarantee the quality of the goods/services. Other providers of goods or services are available.



Welcome from Worcestershire Care Association



Worcestershire Care Association (WCA) is pleased to be associated with this publication produced by Care Choices. We hope you find this Directory useful in your search for appropriate care in Worcestershire.

We are a not-for-profit organisation which represents the care industry in Worcestershire. Although we are part of the West Midlands Care Association family, The Worcestershire Care Association can trace its routes back to 1986 as the Hereford and Worcester Association of Care Home Proprietors. The Association merged with the West Midlands Care Association in 2005.

At WCA, we pride ourselves on offering the crucial support care providers require to deliver sustainable excellence within the community. We have a close working partnership with the Worcester CCGs, Worcestershire County Council, Skills for Care and the Worcestershire Care Homes Excellence Partnership.

The strength of the Association lies in its membership, drawn from across the county, embracing learning disability, mental health, nursing care, supported living, dementia, residential care

and physical disability. Membership continues to grow and represents a significant proportion of the care sector in each area. Members work together to help each other and share best practice, talking to the local authorities as a group to ensure their voice is heard.

We also run conferences for care and support providers to help them to share best practice and learn from one another, with an aim to improve the quality of care across Worcestershire and the West Midlands.

WCA works closely with other Associations around the country and nationally and draws upon the large network and resources available from our parent organisation the West Midlands Care Association. This enables us to spread the local message to the Government and national organisations. It also helps us to gather best practice and learning from around the country.

Globe House, Park Lane, Halesowen B63 2RA

Tel: **01384 637116**

Email: **enquiries@worcs.care**

Web: **www.worcs.care**

Where do I start?

Whether you are looking for advice and help for yourself, for a loved one or for another, the first step is to contact Worcestershire County Council, so we can discuss what it is that you need. We will learn what's important to you and, by talking together, we can hopefully help you to find the support that best suits your needs, whether this is freely available or whether we need to look at support which has a cost.

This approach is intended to be both proportionate and personal to you and your individual circumstances. This way of working together

also ensures you have control over the decisions discussed.

You may only need support for a short while or maybe, you need something a little more long-term. We can provide support in both situations but will never make long-term plans for someone when their life is in crisis; it's always better to address that need first before considering where we go from there. If you do need support on a long-term basis, we will talk to you some more to complete an assessment that determines whether, and how much, you would be asked to pay towards the costs of your care.

If you are assessed as needing to pay the full costs of your care, you can make arrangements for yourself but, as a result of your conversations with us, you

will have a much better idea of the range of options that are available to you and what to look for when purchasing services.

Your assessment conversation

If you appear to have care or support needs, you have a legal right to an assessment of your care needs and finances. Councils are statutorily obliged to support you in this, regardless of whether you access their services. The assessment (which is free) will consider:

- what your main needs are;
- what strengths and resources you are able to draw on;
- what options are already available to you to support these needs;
- how you can best be supported to live as independently as possible;
- your home and how you are coping in it;

- your emotional wellbeing;
- your diet; and
- any health and medical treatments you need.

You can contact Worcestershire County Council for information and advice by calling the **Adult Contact Team**.

Tel: **01905 768053**

Email: **socialcare@worcestershire.gov.uk**

Web: **www.worcestershire.gov.uk/info/20500/adult_social_care**

Write to: ACT, PO Box 585, Worcester WR4 4AD

If you find this difficult you can ask a friend, relative or your doctor to do this on your behalf.

Personal Budgets

If you are eligible for support from Worcestershire County Council, you may be offered a Personal Budget.

A Personal Budget is the amount of money allocated to eligible people to help fund their care and support. The amount you may receive will depend on your eligible needs and the costs of meeting those needs. The money can be either a full or a partial contribution to such costs and should be spent in line with a costed support plan that has been agreed by both you and Worcestershire County Council.

You may also choose to pay for additional support on top of the budget with a 'top-up' payment, explained further on page 47. Any eventual contractual agreement for services is between you and your care provider, not Worcestershire County Council.

Depending on the local authority's policies, a Personal Budget may be taken by an eligible person:

- in the form of a Direct Payment paid into a Pre-Payment Account created by Worcestershire

County Council, held directly by you or, where you lack capacity, by a 'suitable person'; or

- by way of an account held and managed by an organisation in line with your wishes, or as an account placed with a third party (provider) and accessed by you in direct negotiation with the provider; or
- payable into a bank account specifically opened for the Direct Payment user and to be used solely for those purposes.

Personal Budgets cannot currently be used to pay for residential care. Information on paying for care can be found on page 23 if you are receiving home care and page 46 if you are moving into a care home.



Assessments from hospital

If you have been admitted to hospital and you might need care on discharge, you may be referred to social workers, a member of the integrated discharge team who support with transfers from acute hospitals to home, or have your care delivered elsewhere. This referral is completed by the ward staff. Ward staff or the integrated discharge team should also work with you to restart any services that were in place prior to admission, should they still be required.

If you can return home but require support, this will be provided in your home while assessment conversations are completed. This support can be provided for up to six weeks. During this time, discussions surrounding any contribution you may have to make for any ongoing services will take place.

If returning home from hospital is not possible, you may be offered a discharge to assess bed. This is to

allow people who need assessments of their care to have an opportunity to further recover and time to make a decision outside of a busy hospital setting. These placements are usually up to four weeks. You will be allocated a social worker who will meet with you and your representative to assess your needs and discuss your options. You may also be considered for NHS Continuing Healthcare, see page 9 for more information on this.

If it is felt that NHS Continuing Healthcare is appropriate for you, there will be no charge to you whilst you are under the scheme. Once an assessment of your long-term care needs has been completed, you may be removed from this scheme.

There will be further discussions with a social worker if you do require services and a financial assessment will be completed to clarify what contribution you might need to pay for ongoing services.

Reablement

Reablement (sometimes called rehabilitation) is an intensive short-term service that helps people regain skills and confidence, for example, after a fall or hospital stay. You will need to have an assessment of your care needs to decide if you are eligible for reablement. If you are eligible, a reablement worker will support you for a limited period.

Reablement usually helps people to learn or re-learn daily living skills. Reablement is not about doing things for you, it's about giving you the

skills and confidence to do things for yourself. It can also mean that you do not start to depend on support that could cost you money. For example, a reablement worker could help you regain your confidence following a fall or provide support that enables you to prepare a meal if there has been a change in circumstances that means you need to cook. Through reablement, pieces of equipment may also be identified that could support you to regain or maintain your independence for as long as you can.

Intermediate care

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

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

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



NHS Continuing Healthcare

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

residential care home or in a person's own home. There are national eligibility criteria for NHS Continuing Healthcare and eligible people will have been assessed to have a 'primary health need'.

Personal health budgets

A personal health budget is an amount of money allocated to support someone who is in receipt of NHS Continuing Healthcare to purchase care to meet their needs. The aim is to enable people with long-term conditions and disabilities to have

greater choice, flexibility and control over the healthcare and support they receive.

The **NHS website** can be a good source of general information on these subjects, visit **www.nhs.uk**

Supporting your independence

Care and support is the term used to describe the help that some people with illness or disability need to promote their wellbeing so that they can live a life that is as fulfilled and independent as possible.

Care and support can include help with normal day-to-day activities like washing, dressing, getting to work, eating and being part of your community. It might also include emotional support at a time of difficulty.

Care and support can also include the help given by family and friends, Worcestershire County Council and other organisations and the help that people may buy themselves. If you are caring for a family member or friend, you may need support to do so.

Any decisions about care and support must involve you, taking in to account your wellbeing and what is important for you and your family so that you can stay well and independent for as long as possible.

Adapting your home

People who live with a long-term health or physical condition can experience difficulty in getting around in their home and completing everyday tasks independently and safely.

You may be starting to think that your home might not be suitable for you anymore, in which case, adapting your home or moving to a readily-adapted home could be for you.

You can speak to an occupational therapist who may be able to help you. They may suggest:

- a stair lift;
- access ramps; or
- grab rails around the home.

You may want to consider significant building works to change the layout of your property, including:

- widening doorways to fit a wheelchair;

- replacing your bath or shower unit with a level-access shower;
- adding a downstairs toilet, bathroom or bedroom so that you don't have to keep using the stairs; or
- installing low-level kitchen units.

To make these changes, you will need advice from qualified builders on what to do.

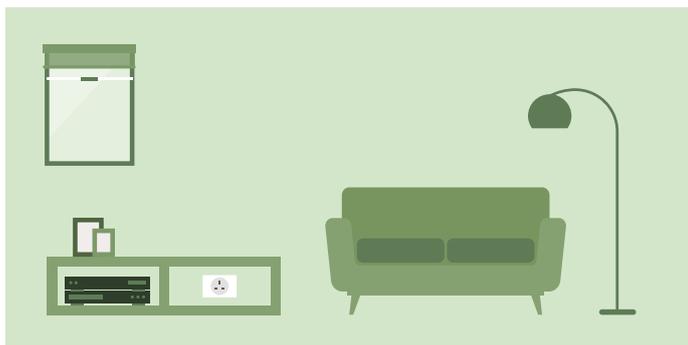
Buying or renting an already adapted home

Some homes have already been adapted. You can look in your local paper if you wish to buy a suitable house, bungalow or flat. These are normally in special developments.

If you want to rent a home, you can contact your local housing association who will help you find a more suitable property. See page 35 for more on accommodation options.

Making life easier at home

If you're having difficulties with everyday tasks at home, these simple solutions could make life easier and keep you independent. These are a starting point; other solutions are available which might better suit your needs.



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

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

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

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

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



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

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

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

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

Using taps can be made easier by fitting tap turners. You could also consider changing to lever-style taps which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

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



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

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support, see page 17.

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

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

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



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

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

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

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

Worcestershire County Council

Tel: **01905 768053**

Email: socialcare@worcestershire.gov.uk

Web: www.worcestershire.gov.uk/info/20500/adult_social_care



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Home Improvement Agencies (HIAs)

HIAs are local not-for-profit organisations funded and supported by local and central Government. They pride themselves in working professionally and sensitively with older and disabled homeowners, providing advice, support and assistance to help them repair, improve, maintain or adapt their home to meet their changing needs. Most HIAs provide three main services:

- information and advice on repairs or adaptations you may be considering. This usually entails a visit to your home and is often free;
- a handyman service for small jobs and repairs. Typically, the HIA will employ its own handypersons and charge you an hourly rate for their services; and

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

HIAs may also be helpful if you are not sure you can afford the home repairs or adaptations you need. They can advise on your eligibility for any grants and, if necessary, put you in touch with an independent financial adviser.

For further information and contact details for local HIAs, visit www.housingcare.org

Special equipment

There is a range of equipment available to make life easier and to improve safety and independence in the home, such as stair rails, raised toilet seats and shower stools.

These simple items are often referred to as 'simple aids for daily living'. If you would like more information, you can discuss this with an occupational therapist or social worker.

Assistive Technology and Telecare

Assistive Technology and Telecare refers to devices or systems that support a person to maintain or improve their independence, safety and wellbeing. It can help:

- restore confidence for people who feel vulnerable in their own homes;
- users to remain independent both in their home or supporting them out and about;
- monitor health conditions and reduce the need for hospital admission; and
- give carers peace of mind their loved ones are safe whilst they are not with them.

Home environment control technologies can operate doors, curtains or windows by voice, remote or even eye movement.

Telecare refers to sensors which detect falls, inactivity, fire/smoke, flooding, CO2 and extreme temperatures as well as support outside of the home.

The sensors can trigger an alert either directly to a relative or carer, or to trained operators at a 24-hour call centre. Telecare can also warn of problems by sounding an alarm, flashing lights or vibrating a box which can be kept in a pocket or under a pillow.

A wide range of mobile Telecare devices are also available to support individuals outside of the home; GPS locating technology helps keep users safe and can direct help to their exact position.

Worcestershire County Council understands the importance of Assistive Technology to help maintain and improve people's lives to allow them to remain living independently for as long as possible. We are working with several providers to develop Technology Enabled Care packages for individuals.

To find out more, visit www.worcestershire.gov.uk/info/20500/adult_social_care or contact [Worcestershire County Council](http://www.worcestershire.gov.uk) on **01905 768053** to see if you are eligible for an assessment.

We suggest you consider the following questions before buying any Assistive Technology. If you are in any doubt about what technology might help meet your needs, you can contact your council or visit www.asksara.org.uk

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

Suitability

- Does the equipment support your specific needs?
- Are you willing to use it?
- Will it fit into your everyday life and routine?
- Have you tried a demo of the equipment?
- Do you understand what the equipment is for?
- Do you need to take it with you when you leave the house? Is it transportable?
- Does the equipment have any limitations that would make it unsuitable for you?
- Will it work alongside any Assistive Technology you already have?

Usability

- Is a simpler piece of equipment available, e.g. a pill case rather than an automated pill dispenser?
- Does the equipment need a plug socket, and will its wire cause a trip hazard?
- Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?
- Are you able to use it? Are there any aspects you don't understand?
- Is it portable?

Notes

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- Will it need to be installed by a professional?
- Can the retailer provide you with training in using the equipment?

Reliability

- Will it work if you have pets or live with other people, e.g. could someone else set off a sensor alarm by accident?
- Have you read reviews of the particular piece of equipment you are looking at? Consider these before making your purchase.
- Can you speak to someone who already uses it?
- Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this.
- Is it durable? If you might drop it, is it likely to break?

Cost

- Do you know how much it costs?
- Will you need to pay a monthly charge?
- Are there alternative solutions that might be free?
- Is there a cost associated with servicing the equipment?

Travel Wallet

The Worcestershire Travel Wallet is an exciting scheme which supports people with various disabilities to make the best use of public transport. It aims to help people overcome some of the communication barriers that they may face on a daily basis.

Under this scheme, if you have a disability, you will be provided with a recognisable plastic wallet which will enable you to organise your tickets/travel pass. It also enables you to display simple messages that you can show to drivers/ticket staff to assist in your journey. Some of these messages will be simple requests for patience, such as 'please wait for me to find a seat' and others might be more specific to your particular journey, such as 'could you let me know when we get to the College'.

You can show these cards when seeking assistance with your journey, whether this is when boarding a bus, buying tickets, on a train platform or in other circumstances.

The idea initially came from the Worcestershire People's Parliament, which is an organisation comprised of people with learning disabilities and is fully supported by Worcestershire County Council as being of value to people with a wide range of disabilities or age-related frailty.

To request a wallet and a set of message cards, contact the **Adult Contact Team**.

Tel: **01905 768053**

Email: **socialcare@worcestershire.gov.uk**



Support for carers

Worcestershire County Council has a duty to provide information, advice and support to ensure that the wellbeing of all carers is promoted. We help carers to maintain their independence and good health, with the aim of reducing their support needs.

We work with various services to support carers to identify the resources already available to them in their family and community networks and put support in place to complement these where necessary.

Who is a carer?

A carer is anyone, over the age of 18, who cares, unpaid, for a friend or family member who, due to illness, disability, a mental health condition or an addiction cannot manage without their support.

For more information or to find out if you are a carer, take the Carer Aware online course at

https://e-services.worcestershire.gov.uk/CarerAware/launch_nolms.html (Please note, the course requires Adobe Flash to be installed on your computer).

What support is available?

The Worcestershire Integrated Carers Hub, provided by the Worcestershire Association of Carers, offers access to support for carers, whatever their level of caregiving or support requirements. Support provided includes:

- advice, information and support (helpline, face-to-face and group based);
- training/information and wellbeing sessions;
- helping carers have their say about services;
- telephone befriending and volunteering opportunities; and
- community engagement and partnership working.

Worcestershire Integrated Carers Hub

Helpline: **0300 012 4272**

Email: **mail@carersworcs.org.uk**

Web: **www.carersworcs.org.uk/worcestershire-integrated-carers-hub**

If further support is still required, carers are also entitled to a carers' assessment from Worcestershire County Council. This looks at the impact on the carer as a result of their caring role and identifies any eligible needs they might have. It also looks at how these can be met within the carer's support plan. We deliver this under an approach known as the 'Three Conversation Model'. Contact the Adult Contact Team to find out more on **01905 768053**.

Young carers can access support from Worcestershire Young Carers delivered by Youth Support Services. Support available includes signposting, one-to-one support and youth clubs for young people with a caring role at home.

Worcestershire Young Carers

Tel: **01905 619886**

Email: **youngcarers@yss.org.uk**

Web: **www.yss.org.uk**

Resource for those supporting disabled children

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



and practitioners supporting children from birth to 25 years with additional needs.

As well as guidance, policy and signposting, there is a lifestyle section for parents covering topics such as health and wellbeing, work, family and relationships. Visit **www.myfamilyourneeds.co.uk**



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

www.myfamilyourneeds.co.uk

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

Ask questions

Get involved

Join the family

✉ **hello@myfamilyourneeds.co.uk** • **@WeAreMFON**

Subscribe today



The mark of excellent care



About us

Caremark is a home care provider offering care and support to people in their own homes and community. We are here to support you manage daily tasks so you can enjoy your life to the fullest.

Our dedicated care team are here to assist you to remain as independent as possible, with the dignity you deserve. Caremark understands that you are unique and takes great care to match carers and customers, ensure compatibility, empathy and mutual respect. Your care package will be tailored to your specific needs.

Our Services

- All aspects of personal care
- Assistance with daily living
- Meal preparation and assistance with daily nutrition
- General companionship
- Respite care for carers
- Support to maintain your safety and security
- Assistance with medication

Free no obligation care needs assessment by senior member of staff. Please contact us for more information.

Habito is a 24/7 live in care and support service for customers who would like to continue living in their own home but would like some care and support with day-to-day living. Habito gives you greater choice and control during your day and means you can enjoy much more flexibility.



Redditch and Bromsgrove
Office: 01527 521777
E: redditch@caremark.co.uk

Worcester & Malvern Hills
Office: 01905 452595
E: worcester@caremark.co.uk

www.caremark.co.uk

Care in your own home

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

- personal care, such as help with getting dressed or washing;
- help with eating, preparing and cooking food;
- help with taking medication; or
- help around the home with tasks such as washing up and laundry.

Why choose home care?

Reasons for choosing home care can vary. Sometimes, after a stay in hospital, someone might find they need some help whilst they recuperate. Others can find that a long-term condition or disability means they need some assistance at home.

After a stay in hospital, someone may carry out an assessment of your situation to see if home care will benefit you. You and your family will be fully involved in looking at what will suit you best if you'd like them to be.

Alternatively, you or those close to you might notice changes in your ability to manage the day-to-day things you normally cope with easily, like preparing meals or looking after yourself. If this happens, contacting Adult Social Care is a good first step towards finding help.

How home care can help you

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

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

Finding the right support

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 50), indicating the quality of care provided.

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

The Care Quality Commission (www.cqc.org.uk) is responsible for checking that any care provided meets essential standards of quality and safety. Further information is on page 50.

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

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

The benefits of using a regulated agency include:

- assessing your care needs and tailoring a plan to meet those needs;

The best home to be in is your own

- We are very proud of our local reputation of providing an excellent service and relationship led care.
- We are the only UK home care provider which has received City and Guilds accreditation for our Dementia training.
- We turn up on time – every time, and our visits are never rushed.
- We carefully match CAREGivers to each client, we ensure continuity and never send a stranger.
- We offer Personal Care, Memory Care, Companionship and Nutritional support.



THE QUEEN'S AWARDS
FOR ENTERPRISE:
INNOVATION
2016



96% OF CLIENTS*
RECOMMEND



Redditch, Bromsgrove,
Alcester and Studley

01527 810855

www.homeinstead.co.uk/rb

Stourbridge, Hagley and
Halesowen

01562 885589

www.homeinstead.co.uk/hagley

Kidderminster

01562 754757

[www.homeinstead.co.uk/
kidderminster](http://www.homeinstead.co.uk/kidderminster)

Received an **OUTSTANDING**
in **caring** from the CQC.



- advertising, interviewing and screening suitability of workers;
- arranging necessary insurance cover;
- providing training and development for care workers;
- managing workers' pay, including compliance with

the National Minimum Wage;

- managing employment relationships, including sickness, absence and disciplinary matters; and
- managing health and safety issues.

For further help when speaking with home care agencies, use the checklist on page 21.

Living with dementia at home

Dementia is not a disease but a collection of symptoms that result from damage to the brain. These symptoms can be caused by a number of conditions. The most common type of dementia is Alzheimer's disease.

Common symptoms of Alzheimer's disease and other forms of dementia include:

- memory loss, especially issues with recalling recent events, for example forgetting messages, routes or names, and asking questions repetitively;
- increasing difficulties with tasks and activities that require organisation and planning;
- becoming confused in unfamiliar environments;
- difficulty finding the right words;
- difficulty with numbers and/or handling money in shops;
- changes in personality and mood; and
- depression.

More detailed information about the symptoms of dementia is available on the NHS website. Visit www.nhs.uk

How can I reduce my risk of dementia?

What's good for your heart is good for your head. A healthy lifestyle can reduce your risk of developing dementia when you get older. It can also prevent cardiovascular diseases, such as stroke or heart attacks.

Find out what you can do to reduce your risk of dementia at www.nhs.uk/conditions/dementia/dementia-prevention

Become a Dementia Friend

Dementia is a confusing and scary disease, both for those who live with it and those who care about someone living with dementia. By becoming a Dementia Friend, you can understand more about dementia and learn that offering a little support can make a lot of difference. Visit www.dementiafriends.org.uk for more information.

Living well with dementia

Worcester Dementia Action Alliance is helping to raise awareness of what you can do to reduce your risk of dementia and how we can all help people living with dementia. You can get involved in your local area as a volunteer and help to create Dementia Friendly places and communities. Find out more at www.dementiaaction.org.uk/local_alliances/16146_worcestershire_dementia_action_alliance

In Worcestershire, we have dementia friendly towns, supermarkets and businesses. Look out for the dementia friendly logo in your local community. It may be that your local supermarket has a slow lane with extra help in place for people living with dementia.



Award winning service shows we care



We offer outstanding care and support to enable you to live independently in the comfort and privacy of your own home.

We can help you with

- Domiciliary Care
- Live-in Care
- Dementia Care
- Respite Sitting
- Companionship
- Accessing the Community
- Learning Disabilities



Outstanding in Caring*

*CQC Rated as Outstanding in Caring

Carefour
Supporting Independent Living



as rated on
homecare.co.uk

"I like the Care Team at Carefour - they are now part of my extended family"
- Mrs J, Worcester

Our friendly care advisors are ready to help

Call us today

01905 699699

or visit us online

www.carefour.co.uk

EXCEPTIONAL CARE IN YOUR OWN HOME



"All the visiting carers have been lovely and have treated my father with great care. The whole team has been excellent and I would recommend them to anyone in our position."

Andrew, son
Audley Care customer

Care tailored to you

Audley Care Ellerslie

From companionship and general assistance to emergency, long-term and specialist care, our highly trained, discreet and friendly staff will help you with as little or as much as you want.

Contact us to find out more

01684 437 101

info@audleycare.co.uk

www.audleycare.co.uk



Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

How long has the agency been operating?

How long are staff allocated per visit?

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

Does the agency have experience with your specific needs?

Staff

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

Are all staff checked with the Disclosure and Barring Service?

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

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

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

Does the agency have both male and female staff?

Accommodating your needs

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

Does the agency have a training scheme in place?

Are all staff trained to a certain level?

Are staff able to help with administering medication if required?

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

Regulation

Will your support plan be reviewed at regular intervals?

Can you see the agency's contract terms?

Can you lodge a complaint easily?

Are complaints dealt with quickly?

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

Notes

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*See page 50.

‘Moving into a care home’. What were your first thoughts on reading those words? Resignation, inevitability, dread, the worry that it would mean you having to sell your home?

Chances are, you want to live well in your own home for as long as possible. And you’re not alone - research shows that nearly three-quarters of us feel like that.

But what if illness, dementia or a condition like Parkinson’s means living life your way isn’t easy? Perhaps you’re wondering whether a care home might be a good idea after all.

There is another way, and it’s called live-in care

Live-in care from a trusted independent care provider like Agincare gives you one-to-one support, 24 hours a day. You live at home, alongside any family or pets, and keep your independence. A carefully-matched care worker comes to live with you.

It’s an affordable alternative to moving into a care home. And because you’re still living there, your home’s value isn’t taken into account as an asset.

Living in your own home means you’re still part of your local community, with your social life and timetable. And your family and friends have peace of mind, knowing help is on hand 24/7.

Care tailored to you

Live-in care is different for everyone. It could be simple companionship, so you don’t feel isolated or lonely. Or if housework is getting too much for you, your care worker can take care of cooking, cleaning and laundry.

If you need support with medication, eating and drinking, your care worker is there to help. And Agincare’s live-in care staff are experienced in supporting people with more complex conditions, such as dementia, MS and cerebral palsy, or providing reassuring and sensitive palliative and end-of-life care.

Caring for someone with dementia

Many of the 850,000 people in the UK living with dementia are cared for at home by their families. Live-in respite care can minimise disruption to their routine and lifestyle at home, while their regular carer takes a well-deserved break. Live-in care can also become a full-time solution.

When Agincare starts supporting someone living with dementia, they work with the family to compile a personal life story, understanding their history, likes and dislikes.

Helping you get back on your feet

If you’re worried about recovering at home after illness, a hospital stay or fall, an Agincare live-in care worker can come and live with you, giving you the intensive support and encouragement you need to regain your independence and skills.

Live-in care is particularly good for people who’ve been in hospital – your consultant will only discharge you if they agree you’re able to manage on your own, or that the right level of care is in place to support you at home.

Agincare’s live-in care service is special because they fully manage it. Other live-in care services – such as introductory services – offer less protection and fewer guarantees for the same price. Agincare employs and pays the care staff, which means they have a duty of care. For example, if your care worker is ill, it’s Agincare’s job to find someone to replace them.



When a care home’s not on your ‘to-do’ list

Agincare is fully regulated by the Care Quality Commission, giving you a higher level of protection and peace of mind. And they’re always at the end of a phone should you need support.

A personal approach to arranging live-in care

Having been providing care since 1986, Agincare understands that having someone coming to live in your house can be a big step. That’s why they take so much care matching client and live-in care worker.

Agincare’s comprehensive assessment and matching process is done by people, not a computer. The team will come to your home to discuss a tailored package with you.

Agincare looks for hard-working people with a special blend of compassion, common sense, reliability and a great sense of humour. All their care staff are English-speaking and enhanced DBS (police) checked.



Carol’s story

Carol lives in a village 10 miles outside Bath. She was introduced to Agincare’s live-in care nearly four years ago.

“Maggie’s changed my life - she’s quite simply a lifeline, helping me keep my independence. Maggie drives me wherever I want - to the shops, hospital appointments, trips to Cornwall. We’ve even been on a cruise!

“If I need something in the night, Maggie’s there to help me. She’s become one of the family - we go to my daughter’s every week for Sunday lunch. Live-in care has changed my life. As long as you can stay in your own home, that’s the main thing.

Call Agincare now on 0808 163 5101 or visit www.agincare.com/live-in-care

Paying for care in your home

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

If you have more than £23,250 in savings or capital, you will have to pay the full cost of your care. The value of your home is not counted when working out charges for non-residential care. If you have more than £23,250, you should tell Adult Social Care when your savings are likely to fall below this amount. Worcestershire County Council calculates charges in accordance with national eligibility criteria set by the Government. This ensures people are only required to pay what they can afford, taking into account capital, savings, income and expenditure.

Your financial assessment looks at how much money you have, including your income, gives an allowance (set by the Government) for everyday living expenses and makes allowance for disability-related expenditure. This is the extra amount you spend as a result of your disability or illness. We can help you to identify these costs. We will also carry out a full benefit check and, if you want us to, assist you with claiming your full entitlement. Figures mentioned here may change over the lifetime of this Directory.

Non-means-tested care and support

Care provided by the NHS in your own home is free; for example, services provided by a community or district nurse. Intermediate care, if received at home, may also be free. Some people do not have to pay towards care services. For example, aftercare services provided under section 117 of the Mental Health Act are free of charge.

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

dependent on the level and type of help you need. These, along with eligibility information, can be found at www.gov.uk

Other ways to fund your care and support

If you do not qualify for financial assistance from Adult Social Care, there are various ways in which you could consider paying for care and support. It is important that you seek independent financial advice when considering other funding options. There are independent financial advisers that focus specifically on care funding advice, often referred to as specialist care fees advisers. They are regulated by the Financial Conduct Authority (FCA) and must stick to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend.

The **Society of Later Life Advisers (SOLLA)**

aims to assist consumers and their families in finding trusted accredited financial advisers who understand financial needs in later life.

Visit www.societyoflaterlifeadvisers.co.uk to find a SOLLA-accredited independent financial adviser.

The **Money Advice Service** is a free and impartial service set up by the Government, offering unbiased advice.

Tel: **0800 138 7777**

Web: www.moneyadvice.service.org.uk

Further information on paying for care can be found beginning on page 46.



Happiness at home.

with home and live in care

Worcestershire's Only CQC 'Outstanding' rated Home Care Agency

Inspected and rated

Outstanding 



“The Quality of care which our inspector found here was exceptional” CQC

Being able to live at home can be one of the most important comforts in an older person's life, and because family and friends can't always be there Home Instead Senior Care is here to help.

Our approach to delivering care is very different. We take pride in helping our clients lead a more comfortable and confident life, helped by CAREGivers whose maturity and life experience eases communication and ensures dignity. We pride ourselves on continuity of care, so our clients see the same CAREGivers time and time again, allowing a relationship based on trust and companionship to develop into friendship.

“My sister and I were not prepared for the emotional and physical demands that our mother's Alzheimer's placed on us. It was all so overwhelming. So we reached out and found someone we could trust to help us when we can't be there and Mum enjoys her company. We are all very grateful!”

Ruth B Client's daughter



Other care agencies claim they specialise in Dementia care - **we can prove it**. Our CAREGivers complete a bespoke Alzheimer's and Dementia Care programme, uniquely certified by City and Guilds, gaining specialist skills in communication, interaction and enabling, backed by a management team trained by the Dementia Studies department at the University of Worcester.

All our CAREGivers have their own transport and are fully insured to take clients out should they wish - please note there are no hidden mileage fees from ourselves as we do not charge to get to and from our clients. Our CAREGivers are all enhanced DBS checked, trained, assessed and regularly spot checked and supported by a large team of experienced managers and senior carers.

Our CAREGivers do not wear uniform as our clients have told us they prefer to be seen with someone who could be a relative or friend.

For us, nothing is more important than providing a convenient and reliable care solution that works for everyone in your family.

From just an hour or two a week, to Live-in care, our service is available 24 hours a day, and is tailored to your personal needs.



Our Services tailored to your needs:

- Personal care
- Live-In care
- Companionship
- Specialist dementia and Alzheimer's care
- Home from hospital care
- Light housekeeping
- Shopping
- Companion for social occasions/appointments
- Meal preparation
- Respite support
- Convalescence support
- CAREGivers matched to you

and much more...

“ I'm very pleased with Home Instead. They are really excellent with my 94 year old mother. They are always punctual and they are the first company to keep sending the same person. I would definitely recommend them. ”

James P, Client's son.

National Care Provider of the Year Award

Home Instead holds the Queen's award for Enterprise for innovation in Care and has been ranked the UK's No.1 for quality in Home Care Provision by industry watchdog LaingBuisson.

We are proud to be registered suppliers to the NHS and Worcestershire County Council.



THE QUEEN'S AWARD:
 FOR ENTERPRISE:
 INNOVATION
 2016



Call us now for a free, no obligation consultation

01905 420404 : Worcester, Droitwich and surrounding areas

01684 438501 : Malvern, Upton and surrounding areas

01386 300801 : Evesham, Pershore and surrounding areas

www.homeinstead.co.uk

*Worcestershire's Only 'Outstanding' Home Care Agency rated by CQC at time of print of this publication.

Home is where the care is

A realistic alternative
to residential care



Find out more about our home and live in care
and the difference it can make to your life.

Contact the Bluebird Care teams:
bromsgrove@bluebirdcare.co.uk

or call us on **01527 916442**

worcesterandwychavon@bluebirdcare.co.uk

or call us on **01386 764830**

bluebirdcare.co.uk/bromsgrove-redditch

bluebirdcare.co.uk/worcester-wychavon



A & M Bewdley Care Services

Kidderminster
Tel: 01562 750060

OP D PD MH SI YA

Acer Care

Worcester
Tel: 01684 568001

OP D LDA MH SI YA

Agincare

Worcester
Tel: 08000 121 247

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Alina Homecare

Bromsgrove

Bromsgrove
Tel: 01527 575904

OP D PD LDA MH SI YA AD

All For You Home Care Ltd

Redditch
Tel: 01527 758448

OP D PD LDA MH SI YA

Amber Support Services

Bromsgrove
Tel: 01527 873426

PD LDA

Audley Care Ltd

– Audley Care Ellerslie

Malvern
Tel: 01684 437101

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Autonomy Care Ltd

Malvern
Tel: 07738 496108

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Beavers

(Worcester) Ltd

Malvern
Tel: 01684 576633

OP D PD LDA MH SI YA AD

Bewdley Care Ltd

Kidderminster
Tel: 01562 69771

OP D PD MH SI YA AD

Bloomsbury Worcestershire

Worcester
Tel: 01905 726943

OP D PD LDA MH SI YA

Bluebird Care (Bromsgrove & Redditch)

Bromsgrove
Tel: 01527 916442

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Bluebird Care

(Worcester & Wychavon)

Evesham
Tel: 01386 764830

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Broad Group, The

Worcester
Tel: 01905 330602

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Broomhill Care Ltd and Broomhill24 Ltd

Malvern
Tel: 01684 562087

OP D PD MH

Care 4 Me Ltd

Malvern
Tel: 01684 491607

OP D PD LDA MH SI YA

Care Force Ltd

Bromsgrove
Tel: 01527 577247

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Care Group (Malvern) Ltd, The

Malvern
Tel: 01684 572156

OP D PD SI YA

Carefour Services Ltd (Worcestershire)

Worcester
Tel: 01905 699699

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Caremark

(Redditch and Bromsgrove)

Redditch
Tel: 01527 521777

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OP D PD LDA MH SI

Caremark

(Worcester & Malvern Hills)

Worcester
Tel: 01905 452595

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Caremark

(Wychavon and Wyre Forest)

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

Making a Difference to People's Lives

Award winning excellence in home care

Care Force provides friendly, flexible care that meets your individual needs. Our person-centred approach encourages and promotes independence at all times.



Personal Care • Support with Medication • Meal Preparation • Household Tasks • Attending Appointments • Shopping • Social Activities

We also provide 24 hour live-in care, sleep in service and waking nights.



01527 577247 | enquiries@care-force.co.uk

Holland House, 12a High Street, Bromsgrove B61 8HQ

www.care-force.co.uk

Inspected and rated GOOD by CQC



Eclipse HomeCare

making a difference

- Hourly Care
- Daily Care
- Live in Care



If you would like to give or receive care from our 'Award Winning' team then please give us a call

01905 641 070

(all areas)

www.eclipsehomecare.co.uk



Do you need a helping hand?

If you are looking for an alternative to residential care or extra support for those everyday tasks that are becoming difficult for you or a loved one – then we're here to help in **Worcestershire** from 30 minutes per week to full-time live-in care.

Our care teams have been providing award-winning quality home care since 1989 and can help with: personal care, housekeeping, help getting around or even to provide a break to an existing family member or care-giver.



Looking for care?
0808 274 2935

For more information
www.helpinghands.co.uk



Agincare

Live-in Care

Fully managed high quality
affordable live-in care

from £795 per week



CONTACT US TODAY

08000 121 247 | AGINCARE.COM

Carewatch Wyre Forest

Kidderminster
Tel: 01562 744738

OP D PD LDA MH SI YA AD

Caring People

Redditch
Tel: 01527 68680

OP D PD LDA MH SI YA AD

Civicare Central Ltd

Droitwich
Tel: 01905 770110

OP D PD LDA MH SI YA AD

Commit2Care Services Ltd

Redditch
Tel: 03333 551213

OP D PD LDA SI YA

Contemporary Care Ltd

Malvern
Tel: 07791 617341

OP D PD SI YA

Crossroads Caring for Carers

Worcester
Tel: 01905 729293

OP D PD LDA MH SI YA AD

Deaf Direct

Worcester
Tel: 01905 746301

OP SI YA

Dependable Care LLP

Redditch
Tel: 0800 001 6027

OP PD LDA SI YA

Dependable Home Care Services

Worcester
Tel: 07514 447470

OP PD YA

**Dimensions Worcestershire & Oxfordshire
– Domiciliary Care Office**

Worcester
Tel: 0300 303 9037

LDA

Divine Health Services Ltd

Bromsgrove
Tel: 0330 995 0101

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Duo Homecare

Worcester
Tel: 07905 822906

OP D PD SI YA

Eclipse HomeCare (Worcester, Malvern & Droitwich)

Worcester
Tel: 01905 641070

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Eclipse HomeCare (Kidderminster, Bromsgrove & Gilbert Court)

Bromsgrove
Tel: 01527 831890

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Eclipse HomeCare (Redditch & Terryspring Court)

Redditch
Tel: 01527 66565

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OP D PD LDA MH SI YA AD

Eclipse HomeCare (Teme Valley & Bromyard Areas)

Tenbury Wells
Tel: 01584 812594

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Ellarose Homecare Services Ltd

Birmingham
Tel: 0121 517 0006

OP D PD SI YA

Everyday Living Care Ltd

Evesham
Tel: 01386 765292

OP D PD LDA SI YA

Evolving Care Ltd

Redditch
Tel: 01527 757140

OP D LDA MH YA

Excalibur Serviced Offices

Redditch
Tel: 01527 909435

LDA YA

Faraday Business Centre

Redditch
Tel: 07714 469494

OP PD MH YA

First Care Solutions Ltd

Evesham
Tel: 07479 903587

OP PD YA

Full Care Solutions Ltd

Evesham
Tel: 01386 329400

OP D PD SI YA

HappyLife Care

Worcester
Tel: 07401 772572

OP D PD LDA MH SI YA

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



Providing Excellence in Care



For more information, contact us:
01527 834616 • 0330 995 0101
info@divinehealthservices.co.uk
www.divinehealthservices.co.uk



Divine Health Services Limited is an established **Nursing and Homecare agency** which provides, **professional** and **reliable** healthcare staff to our clients. Our **vast experience** gives our edge in providing **quality placement** services to hospitals, nursing and residential care facilities, including home care and live-in care clients.

We specialise in providing **skilled healthcare workers** across the UK to clients requiring the best clinical staff available. Here at Divine Health Services we pride ourselves in recruiting Nurses and healthcare workers temporary, contract and permanent placements throughout the UK.

Our Services include:

- Complex care
- Palliative care
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OP PD

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Bromsgrove

Advert page 28

Tel: 0808 274 2935

OP D PD LDA MH SI YA AD

Helping Hands Worcester

Worcester

Advert page 28

Tel: 0808 274 2935

OP D PD LDA MH SI YA

HF Trust – Worcestershire DCA

Evesham

Tel: 01386 442731

LDA

Hillview Independent Living Office

Pershore

Tel: 07951 978083

OP D PD LDA MH SI YA

Home Care Service

Worcester

Tel: 01905 843341

OP D PD LDA MH SI YA AD

Home Instead Senior Care

Evesham

Tel: 01386 300801

Advert page 24 & 25

OP D PD LDA MH SI YA

Malvern

Tel: 01684 438501

OP D PD LDA MH SI YA

Worcester

Tel: 01905 420404

OP D PD LDA MH SI YA

Home Instead Senior Care Kidderminster

Kidderminster

Tel: 01562 754757

Advert page 18

OP D PD LDA MH SI YA

Home Instead Senior Care Redditch and Bromsgrove

Redditch

Tel: 01527 810855

Advert page 18

OP D PD LDA MH SI YA

Home Instead Senior Care Stourbridge

Stourbridge

Tel: 01562 885589

Advert page 18

OP D PD LDA MH SI YA

Homecare Malvern

Malvern

Tel: 01684 897797

OP D PD LDA MH YA

Homecare4u Kidderminster

Kidderminster

Tel: 01562 227238

OP D PD LDA MH SI YA

Homecare4U Worcester

Worcester

Tel: 01905 745655

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Homecare4u Worcestershire

Redditch

Tel: 01527 759142

OP D PD LDA MH SI YA

House of Care Services Ltd

Bromsgrove

Tel: 02476 637969

OP D PD LDA MH

Ignite Health and Home Care Service

Kidderminster

Tel: 01562 515073

OP D PD LDA MH SI YA AD

Infinity Home Care Ltd

Kidderminster

Tel: 01562 911652

OP D PD LDA SI YA

Kare Plus Homecare West Midlands

Redditch

Tel: 01527 60092

OP D PD SI YA

KEMP Hospice

Kidderminster

Tel: 01562 861217

OP PD

MacIntyre Worcestershire Supported Living

Bromsgrove

Tel: 01527 435906

OP D LDA

Management HQ, Headway Worcester Trust

Worcester

Tel: 01905 729729

PD

Mayfair Care Agency Ltd

Evesham

Tel: 01386 41492

OP D PD MH SI YA

Nationwide Care Services Ltd

(Worcester)

Worcester

Tel: 01905 458792

OP D PD SI YA

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

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🌐 **www.radis.co.uk**



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www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk • 🐦 [@WeAreMFON](https://twitter.com/WeAreMFON)

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Ask questions

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Award-winning Day Care Centre for adults in Redditch & Bromsgrove specialising in dementia care

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VIP Day Centre Bromsgrove Amphlett Hall, Crown Close, Bromsgrove, B61 8DW | Tel: 07733 749 531
Email vipdaycentre@gmail.com | Facebook: VIP Day Centre | Twitter: @VIPDayCentre | www.vipdaycentre.co.uk



New Doves Care

Kidderminster
Tel: 07484 358722

OP D PD LDA

North Star Foundation

Droitwich
Tel: 01905 772233

PD LDA MH SI YA AD

Norton Hall

Worcester
Tel: 01905 357766

OP D PD

Old Friends Care

Redditch
Tel: 01527 525583

OP D PD LDA MH SI

Options Bredon House

Worcester
Tel: 01905 830234

LDA YA

Orbital 4 Support Ltd

Kidderminster
Tel: 01562 748809

PD LDA SI YA

People in Action Domiciliary Care – Worcester

Worcester
Tel: 01905 755843

OP D PD LDA MH SI YA

Phemacare Ltd

Worcester
Tel: 01905 360105

OP D PD MH SI YA AD

Priceless Care Services Ltd

Evesham
Tel: 01386 764767

OP D PD SI YA

Principle Care Agency Ltd – Head Office

Evesham
Tel: 07368 435522

OP D PD LDA MH SI YA

Quality Health and Homecare Services Ltd

Evesham
Tel: 01386 424824

OP YA

R&L Healthcare Ltd

Worcester
Tel: 01905 455669

OP D PD LDA MH SI YA

Radfield Home Care Bromsgrove and Redditch

Bromsgrove
Tel: 01905 24166

OP D MH SI YA

Radfield Home Care Worcester

Worcester
Tel: 01905 427863

OP D PD LDA MH SI YA

Radis Community Care (Clarence Park Village)

Malvern
Tel: 0330 100 8199

Advert page 32
OP D YA

Radis Community Care (Meadow Court)

Worcester
Tel: 0330 100 8199

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OP D PD LDA MH SI AD

Radis Community Care (Worcester)

Malvern
Tel: 0330 100 8199

Advert page 32
OP D PD LDA MH SI YA AD

Rainbow Care Solutions (Redditch)

Redditch
Tel: 01527 585700

OP D PD LDA MH SI YA

Regal Swan Care Ltd, The

Stourport-on-Severn
Tel: 07570 050892

OP D

Rely Care Agency Ltd

Worcester
Tel: 01905 339331

OP PD LDA MH SI YA

Richmond Village Wood Norton DCA

Evesham
Tel: 01386 897475

Advert page 42
OP D YA

Riverside Home Care

Stourport-on-Severn
Tel: 01299 823777

OP YA

Sanctuary Home Care Ltd – Worcester

Worcester
Tel: 01905 676950

OP D PD LDA MH SI YA AD

Selborne Care Ltd

Droitwich
Tel: 01905 779548

OP PD LDA MH SI YA

**Shaw Community Living (SLS) Ltd
– West Midlands Branch**

Evesham
Tel: 07824 323709

OP D PD LDA MH SI YA AD

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

Home care provider listings continued

Snowdrop Home Care

Kidderminster

Tel: 07535 251051

OP D PD LDA MH YA

Social Care Academy

Evesham

Tel: 0800 002 5973

OP D PD LDA SI YA

Spectrum Days

Droitwich

Tel: 07972 704378

PD LDA SI YA

Spring Retirement Ltd

Evesham

Tel: 01386 365247

OP D PD SI

STARS Adult Day Centre

Worcester

Tel: 01905 355995

OP D PD LDA MH YA

Stoke Heath Homecare Ltd

Redditch

Tel: 02470 44495

OP D LDA YA

Stone House Care and Medical Ltd

Kidderminster

Tel: 01562 825603

OP PD YA

Stourport Nursing and Homecare Ltd

Bewdley

Tel: 01299 403353

OP PD

Supreme Home Care Redditch and Bromsgrove

Redditch

Tel: 01527 844444

OP D PD MH SI YA AD

Surecare

(Kidderminster, Stourport and Bewdley)

Bewdley

Tel: 01299 406099

OP D PD LDA MH YA

Swallow Community Care

Worcester

Tel: 01386 553388

D PD SI

T.L.C. Home Care Services

Evesham

Tel: 01386 47888

OP D PD LDA MH YA

Talyor Made Care Ltd

Bewdley

Tel: 07460 387155

PD LDA SI YA

Tapcare Services Ltd

Bromsgrove

Tel: 07809 249455

OP D PD LDA MH SI YA

TLC Care At Home Ltd

Bewdley

Tel: 01299 272897

OP D PD LDA MH SI YA

Turning Point

– Worcestershire

Worcester

Tel: 07815 174826

OP PD LDA YA AD

West Midlands Supporting Living Service

Kidderminster

Tel: 01562 745963

OP D PD LDA MH SI YA AD

Windmill Hill Consultants Ltd

Birmingham

Tel: 0121 448 3348

OP YA

Worcestershire Domiciliary Care Branch

Redditch

Tel: 01527 541575

OP PD LDA MH SI YA

WyndSOR Home Care Ltd

Worcester

Tel: 01905 613725

OP D PD MH

Your Elysium Ltd

Worcester

Tel: 01905 930700

OP PD YA

Your Life (Bromsgrove)

Malvern

Tel: 01527 872749

OP D PD SI

Your Life (Malvern)

Malvern

Tel: 01684 892076

OP SI

Yourlife (Droitwich)

Droitwich

Tel: 01905 770288

OP D PD SI

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

Accommodation options

Extra Care housing

Extra Care offers housing for people aged 55 and over. It gives you the opportunity to live in a home of your own with 24/7 support on hand, should you need it.

Living in Extra Care housing will give you or your loved one independence and choice over their own life. It also gives people control over their finances and social lives, maintains privacy and provides flexible support should your needs change.

Tenants of Extra Care facilities have their own front door, privacy and space to live in, but support is always available if it's needed.

Schemes usually include:

- one- or two-bedroom apartments;
- an on-site restaurant;
- social and community activities;
- a hairdresser;

- a gym; and
- a shop.

Facilities often hold community and social events for residents to engage with one another and meet new people.

The cost of Extra Care is split into three areas:

- Housing – the cost of renting, buying or shared ownership of your home.
- Service charge – this covers home maintenance, communal facilities, support and some utility costs.
- Individual care costs are dependent on the level of care required.

Find out more about Extra Care opportunities at www.worcestershire.gov.uk/info/20331/housing_and_care_homes/1685/extra_care_housing/1

Supported Living

Supported Living is a term used to describe situations in which people who have care and/or support needs rent their home, and their personal care or support is provided by a different organisation. This means they can change their support without having to move or can move and take the same support with them. They may also own their own home. People also have greater security of tenure and can claim a wider range of welfare benefits than in residential care.

Supported Living can be delivered in a range of settings, including individual flats or houses, clusters of self-contained flats on the same site, shared accommodation or extra care housing. The individual, a private landlord, a housing association, a local authority or a charity may own the property.

Supported Living refers to the way in which accommodation and support are organised, rather

than the amount of support. This will be tailored to individual need and can include access to support 24-hours a day if assessed as necessary, although many people do not require this – particularly with the use of Assistive Technology (discussed on page 12).



Shared Lives

Shared Lives offers individuals with eligible needs the opportunity to be supported in a family setting. Shared Lives Carers are care workers who open their homes to adults who may have learning difficulties, learning disabilities, mental health conditions, physical disabilities or dementia. Care workers provide long-term or replacement care, support and accommodation.

Shared Lives Carers can support individuals with daily routines, for example helping with personal care, attending appointments and accessing the local community. They also provide friendship, support with gaining independence and help people to continue doing the things they enjoy.

Shared Lives can make a real difference to people

by helping them to live as independently as possible, supporting new life experiences and social inclusion. Shared Lives is registered with the Care Quality Commission (CQC) and has a 'Good' rating. View the latest inspection ratings at www.cqc.org.uk/location/1-982233179

If you are interested in the scheme, you can download the **Shared Lives** booklet or watch videos about what it's like to live in a Shared Lives placement.

Tel: **01905 765622** (select option three)

Email: sharedlivesadmin@worcestershire.gov.uk

Web: www.worcestershire.gov.uk/info/20563/shared_lives_scheme

Specialist services

Learning disability

The Government has indicated that services for people with disabilities should promote the following key principles:

- Respect people's rights.
- Actively promote people's independence.
- Ensure that people have, and can make, choices in all areas of their lives.
- Create opportunities for people to be included rather than separated from society.

If you are assessed as eligible for support, we will be able to help you find the right support to meet your needs. Services can include help in the home (explained on page 17), adaptations and equipment (see page 12) and holidays.

For people looking to move out of their family home, there are several options that could be explored, such as living in your own home with support, a Supported Living scheme (explained on page 35) or residential care. These options can give greater independence and choice.

If you, or someone you care for, have a learning disability and would like to know more about what housing options are available to you, you can download a helpful guide produced by the **Worcestershire Learning Disability Partnership Board**. This guide has been written in easy read, visit www.worcestershire.gov.uk/info/20331/housing_and_care_homes/1683/housing_options_for_people_with_a_learning_disability

If you have other accessibility requirements, please contact the **Positive Living Options Team** on positivelivingoptionsteam@worcestershire.gov.uk

Community Learning Disability Teams (CLDTs) work with adults aged 18 and over who have a learning disability and are not able to manage without the right kind of support.

You can get help and advice on problems you may be experiencing with being listened to or understood; your education; keeping well; money and work; somewhere to live; things to do and

helping others to care for you.

Support can come from social workers, community nurses, dieticians, occupational therapists, physiotherapists, psychiatrists, psychologists,

speech and language therapists or your doctor. The CLDTs will also help you get advice and support on advocacy benefits, housing and from the police if necessary. Contact Worcestershire County Council on **01905 768053** for more information.

Mental health

It is important to look after your mental health and wellbeing. Some mental health conditions, such as depression and anxiety, are common. Looking after your state of mind is just as important as taking care of your body. If you do feel down, anxious or distressed, you are not alone. If you have such an illness, it's important to get the right treatment.

Your GP should be your first point of contact if you need help with a mental health condition or you are concerned about your mental health.

There are also services you can self-refer to, such as Worcestershire Healthy Minds or the Wellbeing Hub.

Adult Mental Health teams

Worcestershire Healthy Minds

Worcestershire's Healthy Minds service provides assessment and psychological interventions to patients aged 16 and over, presenting with common mental health problems such as anxiety and/or depression in the Improving Access to Psychological Therapies (IAPT) model. The service consists of a comprehensive range of mental health specialties within one service:

- Cognitive Behavioural Therapy Service.
- Counselling and Psychology Service.
- Gateway Worker Service.

Within each specialty, the service aims to provide as early an intervention as possible, preventing problems from escalating and signposting to appropriate services where necessary. Treatment consists of individual, group and digital online therapy and is in-line with evidence-based practice.

Web:

www.hacw.nhs.uk/our-services/healthy-minds

Wellbeing Hub

An information and signposting service for people over the age of 16 who are experiencing low mood, anxiety or stress, and feel that they would benefit from support from local community providers.

Web: **www.hacw.nhs.uk/wellbeinghub**

Community Assessment and Recovery Service

The Community Assessment and Recovery Service (CARS) is an exciting redesign of what was previously known as the Community Mental Health Teams (CMHTs). CARS offer a recovery focused provision to adults who are experiencing a more serious mental illness.

CARS will work with you during your recovery when you may need more support than is available from the Wellbeing Hub or Worcestershire Healthy Minds. The service's ethos is recovery and enabling people to access the appropriate level of support.

The team includes nurses, social workers, support workers, psychiatrists, psychologists, occupational therapists and people with lived experience of mental illness such as peer support workers. You could also benefit from our Employment and Vocational Specialist Team who have received national accreditation for their exemplary work.

If intervention from CARS is appropriate, staff will offer you the support to help you maximise your potential for sustained wellbeing and if required, plan with you your progression to other services to continue your recovery, such as Healthy Minds or your GP.

Web: **www.hacw.nhs.uk/ourservices/mental-health-services/community-assessment-recovery-service**

Physical disability

If you have a physical disability or a long-term condition, Adult Social Care and other organisations in the independent and not-for-profit sectors may be able to connect you to a range of services to help

you live as independently as possible.

There are also services available to support someone who may be your carer.

Sensory service

The service provides support to adults who are:

- severely sight impaired or sight impaired with a diagnosed sight loss;
- deaf or hard of hearing having been assessed by an audiologist; or
- deafblind or have a degree of dual sensory loss.

The sensory service includes rehabilitation workers, social care workers and deafblind service co-ordinators who provide specialist assessment, information and advice. The service also provides rehabilitation training in mobility and daily living skills and may provide equipment to help maintain or regain your independence.

The sensory service can also carry out carers' assessments where the carer is supporting someone

with a sensory impairment.

Action on Hearing Loss

Tel: **0808 808 0123**

Textphone: **0808 808 9000**

SMS: **07800 000360**

Email: **information@hearingloss.org.uk**

Web: **www.actiononhearingloss.org.uk**

RNIB

Tel: **0303 123 9999**

Email: **helpline@rnib.org.uk**

Web: **www.rnib.org.uk**

Sense

Tel: **0300 330 9256** • Textphone: **0300 330 9256**

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

Web: **www.sense.org.uk**

Advocacy

Advocacy services aim to support people to have their voices heard and their views, wishes and individual needs taken into account during decision making processes. It ensures that people are treated fairly and not subject to discrimination or unfair treatment.

A range of advocacy services is provided including:

- Community Advocacy – for people who may be vulnerable or face disadvantage and need an advocate to help with one-off issues. This is a non-statutory service so is subject to availability.
- Independent Mental Health Advocacy (IMHA) – for people subject to detention under the Mental Health Act.
- Independent Mental Capacity Advocacy (IMCA) – for people who lack capacity to make decisions concerning changes in accommodation or serious

medical treatment.

- Relevant Persons Representatives (RPR) – for adults who are deprived of their liberty in care homes or hospitals to ensure their rights under the Mental Capacity Act are respected and upheld.
- NHS and Adult Social Care complaints – available for people who wish to make a complaint about Adult Social Care or their NHS care or treatment.
- Care Act Advocacy – for people who would have substantial difficulty in being involved in their own care and support process and who don't have another appropriate person to provide this support.
- Appropriate Adults Service – to support vulnerable adults when they have been detained by the police for interview.

These services help to protect the rights of some of the most vulnerable people, enabling them to:

- express their views;
- obtain and understand independent advice and information;
- have access to services and support to meet their needs; and

- negotiate and resolve conflict.

Onside Independent Advocacy

Williamson House, 14 Charles Street,
Worcester WR1 2AQ

Tel: **01905 27525**

Email: **info@onside-advocacy.org.uk**

Web: **www.onside-advocacy.org.uk**

Bereavement support

The death of a loved one or close friend is one of the most difficult times in each of our lives. Whether this is following a long-term illness, or sudden and unexpected, the grieving process is deeply personal.

The Bereavement Support Worcestershire website provides information and links to organisations and services which may be able to offer support and assistance across a range of needs, from practical activities to emotional support. Visit **www.bereavementsupportworcestershire.org.uk**

Bereavement Support South Worcestershire is part of the Family Support Team at St Richard's Hospice. It offers a wide range of support to patients and their families.

Many of the meetings and group support sessions are held in the Snowdrop Centre at St Richard's Hospice, which offers a comfortable, light and airy setting.

Visit **www.strichards.org.uk/our-care/supporting-the-family/bereavement-service** for more information.

Palliative and end of life care

Worcestershire Acute Hospitals NHS Trust has a specialist palliative care team which provides advice and support for patients with advanced life-limiting illnesses and their families and carers. Based at the Alexandra Hospital, Redditch and Worcestershire Royal Hospital, the team also provides clinical advice and education to professional staff such as doctors and nurses.

St. Richard's Hospice cares for patients and families in Worcestershire who are living with life-

threatening illnesses. Each year they give free care and support to around 2,500 patients and family members, helping them towards the best quality of life possible. Visit **www.strichards.org.uk** for more information.

KEMP Hospice provides a major support system for the Wyre Forest Community. Its primary goal is to provide palliative care and support, adding to the quality of life for patients and their carers. Find out more at **www.kemphospice.org.uk**

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you think** 

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- ⊙ What could we do better?

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FIELD HOUSE RESIDENTIAL HOME



Field House really is unique and offers great care with a real home from home feel in a small stately home.

The care team has been described as 'incredible', 'extraordinary' and 'extremely loving'. Everyone strives to make living at Field House fun, fulfilling, relaxing and worry-free. There are a wide range of activities which are tailored to the interests of each individual resident.

Catering and dining? Well please come and see the wonderful home cooked food prepared and even sample the fresh cakes that are always available.

There is constant reinvestment into the building and staff strive to continually improve how they provide care - it is quite unlike any care home in the area.

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info@fieldhousecarehome.com • www.fieldhousecarehome.com

Individual Quality Care Assured



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- 'Simply brilliant' care team
- Relaxed, friendly and enjoyable atmosphere
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- A privately run home with a real difference

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- Links to inspection reports
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 CareChoices

Care homes

All care home providers in England must be registered with the Care Quality Commission (CQC). All services are inspected by the CQC, which reports on its findings and rates each home. These inspection reports and ratings are available at the home or from

the CQC website (www.cqc.org.uk).

Before you decide whether to move into a care home, you might like to contact Worcestershire County Council for a need's assessment (see page 7).

Types of care home

Care homes (personal care only)

If you need someone to look after you 24 hours a day, but don't need nursing care, a care home offering only personal care may be an option. Personal care includes bathing, feeding, dressing and help with moving but it must be paid for in full if your capital/savings exceed £23,250. This figure may change during the lifetime of this Directory. See page 46 for more information on paying for your care.

Care homes with nursing

A care home with nursing provides the same care and support as a care home offering personal care, but with 24-hour nursing staff on hand. If you think you may need nursing care in a home, you will need to be visited by a social care worker to assess what care you will need. This visit might be in your own

home, or in hospital if you've been ill or in a care home. You will be fully involved in planning your care needs.

If, after a need's assessment, a care home providing nursing care is the best solution for you, a social care worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly: the current amount is £165.56 per week, see page 47 for more information. This figure may change over the lifetime of this Directory.

For help with finding care homes and care homes with nursing, visit www.carechoices.co.uk to search across the country.

Activities in care homes

The word 'activity' can imply many different things but, in the context of a care home, it should mean everything a resident does from when they open their eyes in the morning until they go to sleep at night. Activities should stimulate residents emotionally, physically and mentally and, in a good care home, should encompass all aspects of daily life. They can range from choosing what to wear, to helping with tasks around the home or garden, to listening to the radio or joining in with an art or exercise class. Above all, activities provide a point of interest, fun and challenge to each day. They should enable people to participate in daily life, be engaged and maintain hobbies or activities they have enjoyed throughout their life, as well as offering the opportunity to try something new, if they wish. Lots of care homes now employ a dedicated activity

co-ordinator. What they do and how they do it varies from one home to another. Increasingly, they are fully integrated into the staff team, play a key part in developing care plans and ensure that all staff appreciate the part they play in delivering high-quality activity provision.

Ensure you speak to any potential providers about the activities they provide in their care home.





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We have state-of-the-art facilities, private en suite bedrooms and beautifully appointed lounges and dining rooms.

Enjoy the wider village complex with your family including:

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- Friendly and caring team offering support 24/7
- Stylishly appointed private en suite bedrooms
- Village cinema and restaurant
- Book ahead respite breaks available



NURSING | DEMENTIA | RESIDENTIAL | RESPITE

**For more information or to arrange a tour
call the Village Advisers on 01386 897475**

E: woodnorton@richmond-villages.com | richmond-villages.com/woodnorton

Richmond Wood Norton, Evesham Road, Wood Norton, Evesham WR11 4TY



Find us on

carehome.co.uk

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

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

Activities

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

Life in the home

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

Personal preferences

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

Catering

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

Fees

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

*See page 50.

Care homes and dementia

A good care home will follow the concept of a person-centred approach to care for people with dementia. This means that the unique qualities and interests of each individual will be identified, understood and accounted for in any care planning.

The person with dementia will have an assessment and an ongoing personalised care plan, agreed across health and social care. This should identify a named care co-ordinator and address their individual needs.

They must also have the opportunity to discuss and make decisions, together with their carers, about the use of advance statements, advance decisions to refuse treatment, Lasting Powers of Attorney and Preferred Priorities for Care.

It is important that care and support options are tailored to the needs of the individual. Make sure staff know the person you care for by providing life story books, telling staff about their likes and dislikes and providing belongings that bring comfort and have meaning for the person you care for.

Within the home, much is down to the attitude and skills of the manager and the staff. Do they provide an environment that enables a person with dementia to exercise choice and personal preferences even in the later stages of the condition? Who is the person in charge of championing dementia care best practice in the home?

Further questions to consider are included in the residential dementia care checklist opposite.

Design and technology

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

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

Staff training

Dementia-specific training is essential to ensure that care home staff have an understanding of how best to support and care for people with dementia. Ask to speak with the Dementia Champion and question the placement if the home does not have a specific Dementia Lead.

For help with finding a care home for someone with dementia, visit www.carechoices.co.uk to search for care homes across the country.



Search for care in your area 

www.carechoices.co.uk 

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

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

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Design

- Are there clear signs throughout the home?
- Has the home been designed or adapted for people with dementia?
- Are the home and grounds secure?
- Are there prompts outside the residents' rooms to help people identify their own?
- Is the décor familiar to your loved one?

Choices

- Do residents get choice in terms of what they wear each day?
- Are residents encouraged to be independent?
- Can residents decide what to do each day?
- Can residents have a say in the décor of their room?

Activities

- Are residents able to join in with household tasks like folding washing?
- Are there activities on each day?
- Can residents walk around outside on their own?
- Are residents sitting in front of the TV or are they active and engaged?
- Are there rummage boxes around?

Health

- Can residents get help with eating and drinking?
- How often does the home review residents' medication?
- Does the home offer help if a resident needs assistance taking medication?
- Do GPs visit the home regularly?

Staff

- Are staff trained to identify when a resident might be unwell?
- Are staff trained to spot when someone needs to go to the toilet?
- Do the staff have any dementia specific training/experience?
- Will your loved one have a member of staff specifically responsible for their care?

Approach to care

- Does the home follow a specific approach to dementia therapy, for example, validation therapy?
- Will the home keep you informed about changes to your loved one's care?
- Does the home have a specific approach to end of life care?
- Does the home keep up to date with best practice in dementia care?

*See page 50.

Paying for residential care

When a local authority provides or arranges services for you, you may be asked to contribute towards the

cost of care at home or in a care home, depending on your personal circumstances.

Financial assessment

To determine whether or not you will need to contribute towards the cost of your support, Worcestershire County Council will conduct a financial assessment. This will look at your capital, savings and income. Most people are likely to have to contribute something towards the cost of their care. The value of your home is included as part of your capital in this assessment if you are moving into residential care, except in limited circumstances. It is not included if you are receiving care in your own home. If you choose not to have a financial assessment, you will be responsible for paying the full cost of your care and support.

If you have capital and savings of less than £23,250, you will be asked to contribute part of your income and Worcestershire County Council may meet the shortfall.

If you have capital and savings between £14,250 and £23,250, you are likely to have to contribute towards the cost of your care. You may need to contribute part of your income, and a sliding scale operates

whereby you also contribute £1 for each £250 you have in capital and savings above the lower figure.

If your capital and savings amount to more than £23,250, you will have to pay the full cost of your care yourself. However, you are still entitled to an assessment of your needs from us and you may be able to get some support with funding your care, see page 47.

These figures may change during the lifetime of this Directory.

If you are eligible for a financial contribution towards your support from us and you are moving into a care home or care home with nursing, you will be given a choice of homes that accept the fee level we would usually pay for someone with your needs. If the home you choose charges a fee in excess of our funding limit, you will need to find someone else to meet the additional amount. This is often referred to as a 'third party payment' or 'top-up' (explained further on page 47).

Running out of money

If your capital and savings are likely to reduce to £23,250 through payment of care home fees, you must let the council know well in advance. It must undertake an assessment of your circumstances before deciding if it will make a contribution.

If you become eligible for our support with funding your care, and the home you are living in charges more than our fee levels, you must find someone to help pay the difference. This is known as a 'top-up' or 'third party payment', see page 47 for more

information. If funds for a top-up are not available, you will need to find accommodation which can meet your needs at our fee level.

Understanding your rights before moving into care is essential. There are a number of financial products and specialist companies that may be able to help.

It is important to seek independent financial and legal advice before committing yourself to anything. See page 48 for more information.

Non-means-tested support

Some non-means-tested support may be available to you; you may wish to explore these options

before approaching Worcestershire County Council for a financial assessment.

Benefits

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

If you are entitled to the mobility component of Disability Living Allowance or Personal Independence Payment, this payment will not stop once you are in a care home and is not included in

your financial assessment.

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

NHS Continuing Healthcare

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

If you are eligible for NHS Continuing Healthcare, you can receive the services in any setting, including your own home or in a care home.

Self-funding your care

Paying for care can be an expensive and long-term commitment, so it is recommended that you seek specialist information and advice before entering into any arrangements. It is important that you seek specialist advice from appropriately qualified and regulated financial advisers, see page 48 for suggested contacts.

Twelve-week property disregard

If your former home is included in your financial assessment but your other capital and savings are less than £23,250, and your income is not enough to meet your care home fees, Worcestershire County Council may share the cost of the first 12 weeks of permanent care, provided it agrees that care is needed.

Deferred Payment Agreements

After the twelve-week property disregard period,

you may be considered for a Deferred Payment Agreement. This will allow you to delay selling your former home during your lifetime. Any fees paid by Worcestershire County Council will be charged against the value of your home and must be repaid once the house is sold from your estate. Interest is payable throughout the period of the loan and there is a fee to join the scheme which covers all legal and administrative costs for the lifetime of the loan. Worcestershire County Council may limit the amount of the loan.

NHS Nursing Care Contribution

Whether you are a temporary or permanent resident, if you live in a care home that provides nursing care, you may be entitled to a non-means-tested Registered Nursing Care Contribution (sometimes referred to as Funded Nursing Care) towards the cost of your nursing care. This is paid directly to the home.

Third party payments

If you are eligible for financial support from us, you should be offered a choice of homes that meet our funding rates. If you decide to live in a more expensive home and someone is able to make an additional payment for you, they will have to pay the difference between our rate and the amount the home charges. This additional payment is called a 'top-up' or 'third party payment'.

You are not allowed to make this additional payment yourself, except in limited circumstances, so the responsibility usually falls to a family member, friend or charity.

Before anyone agrees to pay your top-up, they should be aware that the amount may increase, usually once a year, and they need to be confident

that they can sustain the payments for as long as they are required. They will need to sign a contract with Worcestershire County Council to confirm that they can do this. If the additional payments stop being paid for any reason, then you should seek help and advice from us. You may have to move to a different home within our funding levels.

If you are already a resident in a care home, and no top-up was required at the time you became a resident, the home may seek to introduce one at a

later date, which would need to be agreed first with Worcestershire County Council.

This may happen if a change to your arrangements is made at your request or with your agreement, for example you move to a more expensive room.

It is important to note that councils have a duty to offer you a place at a home that accepts their funding rates. If no such place is available, a top-up should not be charged.

Seeking financial advice

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

Everyone is encouraged to seek unbiased, expert advice from independent financial advisers to help work out how to pay for long-term care. Independent financial advisers are regulated by the Financial Conduct Authority (FCA) and must take shared responsibility for the suitability of any product they recommend.

Unlike advisers who are tied to particular providers, specialist care-fees advisers can offer advice on products from across the whole market.

A list of independent financial advisers who are accredited by the Society of Later Life Advisers can be found at www.societyoflaterlifeadvisers.co.uk

or you can call **0333 202 0454**.

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

Age UK

Tel: **0800 055 6112**

Web: www.ageuk.org.uk/moneymatters

Citizens Advice

Web: www.citizensadvice.org.uk

Money Advice Service

Tel: **0800 138 7777**

Web: www.moneyadvice.service.org.uk

Paying for Care

Web: www.payingforcare.org

Important information

Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care

providers that meet your needs across the country.

Your search can be refined by the type of care you are looking for and the results can be sent to you by email. They can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number

and the service's latest CQC inspection report and rating (see page 50), indicating the quality of care provided. You can also view an electronic version

of this Directory on the site and have it read to you by using the 'Recite Me' function. Visit www.carechoices.co.uk

How solicitors can help

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

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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing

their own affairs should they not have an LPA. The Court procedure is presently very slow, and the fees are quite expensive so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An 'advance directive' allows you to communicate your wishes in respect of future medical treatment but it is not legally binding. You may instead wish to make a living will, properly known as an 'advance decision', setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed even if you die as a result.

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



mfg
solicitors

Concerned about paying for care?

Call Amanda Piper in our Care Team:
01562 820181 or email:
amanda.piper@mfgsolicitors.com

t: 0845 55 55 321
w: mfgsolicitors.com [@mfgsolicitors](https://twitter.com/mfgsolicitors)

If you don't have your own solicitor, ask family or friends for their recommendations. Contact several firms, explain your situation and ask for an estimate of cost and an idea of timescales involved. Many firms will make home visits if necessary and will

adapt their communications to meet your needs. It's important to find a solicitor who specialises in this area of the law. Citizens Advice offers an advice service and will be able to recommend solicitors in your area.

Comments, compliments and complaints

If you use a home care agency or move into a care home or care home with nursing, you should feel able to comment on any aspect of your life which affects your happiness or comfort. This might be anything from the way you are treated by staff to the quality of the food you are served. You should also feel free to make comments and suggestions about possible improvements to your surroundings and the services provided.

Making a comment, whether complimentary or a complaint, should not be made difficult for you and should not affect the standard of care that you receive whether in your own home or in a care home or care home with nursing. Care services are required to have a simple and easy-to-use complaints procedure.

If you are concerned about the care that you, a friend or a relative are receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

If your complaint is about a breach of regulations, contact your local office of the Care Quality Commission (see below for more information

about the CQC).

If your local authority has arranged or contributed to the cost of your care and support, another option is to raise your complaint with your social worker/ care manager or the department's designated complaints manager.

Consumer Relations Officer

Adult Social Care Services, Consumer Relations Office, Worcestershire County Council, County Hall, Spetchley Road, Worcester WR5 2NP

Tel: **01905 844096**

Email: **representations@worcestershire.gov.uk**

Further information can be found on the **Worcestershire County Council** website at **www.worcestershire.gov.uk/info/20326/care_and_support/928/adult_social_care_-_complaints_procedure**

If you have been unable to resolve your complaint you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask them to assist you. The Local Government and Social Care Ombudsman looks at complaints about councils and some other authorities and organisations, including Adult Social Care providers (such as care homes and home care providers). It is a free service and its job is to investigate complaints in a fair and independent way.

Inspecting and regulating care services



Health and social care services must be registered to show that

they meet a set of standards. The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers and inspects and rates services. When things go wrong, the CQC can also take action to

protect people who use services.

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

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

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

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

Tel: **03000 616161**

Email: enquiries@cqc.org.uk

Web: www.cqc.org.uk

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

Safeguarding adults

How do I report safeguarding concerns?

You might have concerns about abuse and neglect for yourself or someone you know.

- if it is an emergency, dial **999**;
- to report a crime or potential crime to the police, you can phone the non-emergency number **101**; or

- to report a safeguarding concern, please call **01905 768053**.

The information below tells you more about safeguarding adults and what happens when you report abuse or neglect.

What is adult safeguarding?

Sometimes adults with care and support needs are unable to protect themselves from the risk or experience of abuse or neglect.

'Safeguarding' is a term that describes the process for protecting them, and it is covered by law.

The Care Act 2014 sets out the safeguarding responsibilities of local services who must work together to safeguard adults in a way that supports them in making choices and having control about how they want to live. For more information, visit www.gov.uk/government/publications/care-act-2014-part-1-factsheets/care-act-factsheets

What is abuse and neglect?

Abuse or neglect is an action, or lack of action, that leads to harm occurring to another person. Abuse or neglect may be deliberate or result from negligence or ignorance. The Care Act 2014 and statutory guidance set out what is recognised as forms of abuse.

What will happen if the concerns are about me?

Your safeguarding concern will be passed to the Adult Safeguarding Team who will contact you.

The team will discuss the outcomes you wish to achieve and whether you have support or need an advocate to help you explain what you want to happen. See the independent support section on page 52.

The team will also establish who you want to be involved. Further information may need to be gathered and a decision will need to be made regarding whether a formal section 42 enquiry is required or whether there is other action that should be taken. A section 42 enquiry refers to the part of the Care Act 2014 which places a duty on Worcestershire County Council to make appropriate enquiries.

The aim of this process is to assist you to live the life you want, with support and protection if needed.

What will happen if the concerns are about someone else?

Further information may need to be gathered and a decision will need to be made regarding whether Worcestershire County Council must make enquiries, or instruct an agency to do so, whenever abuse or neglect is suspected. Again, this is called a section 42 enquiry.

We will need to establish whether the person you are concerned about has capacity to consent to the safeguarding process, and whether they need an advocate to support them. If you tell us you are worried about someone being abused, you may not always be told all the details of actions taken. This is

because we have a duty to keep information about people safe.

Independent support

Worcestershire County Council will arrange for an independent advocate (see page 38) to represent and support a person who is the subject of a Safeguarding Enquiry or a Safeguarding Adult Review, if they need help to understand and take part in the enquiry or review, and to express their views, wishes or feelings. If an individual is felt to be lacking capacity to engage with the safeguarding process, a Mental Capacity Assessment will be completed to test if the person has capacity to make decisions about their protection.

Worcestershire Safeguarding Adults Board



(WSAB) promotes wellbeing and helps to reduce the risk of harm for people with care and support needs.

More information on the WSAB can be found at www.safeguardingworcestershire.org.uk



The Disclosure and Barring Service (DBS)

There is a barring system for all those intending to work or working with children and adults care and support. This service combines the criminal records checking and barring functions. For disclosure information and services, visit www.gov.uk/dbs

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

Care providers and suppliers of care workers are also required to refer workers to the DBS where, in their view, the individual has been guilty of misconduct that harmed or placed at risk of harm an adult with care and support needs. People who know they are confirmed on the list but seek employment in care positions will face criminal charges, including possible imprisonment. It is also an offence for an employer or voluntary organisation to knowingly employ a barred person in a regulated activity role.

What happens if I can't make decisions for myself?

Some adults are unable to make decisions for themselves because they lack the mental capacity to do so. This may be due to dementia, a learning disability, mental disorder or a severe brain injury. These people may need more care and protection than others to ensure they do not suffer any harm. It may be necessary to apply restrictions that deprive them of their liberty in order to prevent harm.

Depriving someone of liberty can include ensuring a person cannot leave, giving care or medication that controls the person's choices and actions, or going against the wishes of family.

This applies whether the restrictions are actively applied or only potentially and applies whether or not the person objects themselves.

In these cases, the staff responsible must apply to the local Deprivation of Liberty Safeguards (DoLS) Team for an assessment. Failure to do so may be a breach of the law. The assessments check that restrictions within the care are necessary, in the person's best interests, and lead to a DoLS Authorisation. No costs are involved to the person or family.

Are you concerned that someone you know is being deprived of their liberty?

If you think someone you know is being deprived of their liberty and the deprivation is not authorised, the first step is to approach the staff who are looking after them to see if care could be given in a way that is less restrictive. If not, ask whether they have taken the necessary steps to request a DoLS assessment. It does not matter whether you think the care is necessary or not – an authorisation should still be requested.

If the staff do not act, contact the DoLS Team. If there is an authorisation in place but you think the level of restriction exceeds that which is necessary, you can also query this – ask the staff to contact the DoLS Team to request a review of the authorisation.

In either of the above circumstances, if you have attempted to address your concerns with the staff

concerned, but you remain uncertain about the care arrangements, please contact the DoLS Team and it will be looked in to formally. The team also offer advice.

DoLS is set to be replaced by the Liberty Protection Safeguards. For more information, get in touch with the organisations listed below.

Worcestershire County Council DoLS Team

Tel: **01905 822624**

Learn more about the Mental Capacity Act 2005 and what it means for you and your family. Visit **www.gov.uk** and search 'mental capacity act'.

The **Social Care Institute for Excellence** website provides more information about DoLS, visit **www.scie.org.uk/publications/ataglance/ataglance43.asp**

You can also see **Alzheimer's Society's** factsheet on DoLS by searching 'DoLS' at **www.alzheimers.org.uk**

In certain circumstances, an application may need to be made to the **Court of Protection**. Find out more about this at **www.gov.uk/courts-tribunals/court-of-protection**



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

www.myfamilyourneeds.co.uk

✉ hello@myfamilyourneeds.co.uk 🐦 @WeAreMFON

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

Ask questions

Get involved

Join the family

Residential care in Worcestershire



Bromsgrove 55	Redditch 59	Wychavon 63
Malvern Hills 57	Worcester 61	Wyre Forest 67



Search for care in your area



www.carechoices.co.uk
🔍

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

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

Blenheim House

Moundsley Hall Care Village, Walkers Heath Road,
Birmingham B38 0BL
Tel: 0121 433 3000

OP D PD LDA YA

Bluebrooke Nursing & Residential Care Home

242 Stourbridge Road, Catshill, Bromsgrove B61 9LE
Tel: 01527 877152

OP D PD

Breme Residential Care Home

46 Providence Road, Bromsgrove B61 8EF
Tel: 01527 571320

OP D PD LDA SI YA

Burcot Grange

23 Greenhill, Burcot, Bromsgrove B60 1BJ
Tel: 0121 445 5552

OP D PD SI YA

CTTM Elmfield Cottage

Alcester Road, Hollywood, Birmingham B47 5NS
Tel: 0121 430 4297

LDA MH SI YA

Exmoor Drive

1-7 Exmoor Drive, Bromsgrove B61 0TW
Tel: 01527 576591

LDA

Grosvenor House Care Home

Aqueduct Lane, Coopers Hill, Alvechurch B48 7BS
Tel: 0121 447 7878

OP

Hillside

Alcester Road, Hollywood, Birmingham B47 5NS
Tel: 0121 430 2126

OP LDA

Hopwood Court

Birmingham Road, Hopwood, Alvechurch B48 7AQ
Tel: 0121 445 4743

OP D PD

Housman Court

School Drive, Bromsgrove B60 1AZ
Tel: 01527 575440

OP D

Kensington House

Moundsley Hall Care Village, Walkers Heath Road,
Birmingham B38 0BL
Tel: 0121 433 3000

OP D PD MH YA

Lawns Residential Care, The

School Lane, Alvechurch, Birmingham B48 7SB
Tel: 0121 445 4098

OP D PD SI YA

Leys Residential Home, The

Old Birmingham Road, Alvechurch,
Birmingham B48 7TQ
Tel: 0121 445 5587 **Advert below**

OP D PD MH

Lodge at Burcot Grange, The

23 Greenhill, Burcot,
Bromsgrove B60 1BJ
Tel: 0121 445 5552

OP D PD SI YA

Merecroft

Seafields lane, Alvechurch,
Birmingham B48 7HN
Tel: 0121 706 9902

LDA MH YA

Oaks Care Home, The

432 Birmingham Road, Marlbrook,
Bromsgrove B61 0HL
Tel: 01527 876450

OP D PD

Redwood House Residential Home

Cherry Hill Road, Barnt Green B45 8LL
Tel: 0121 447 7447

OP D PD

Regents Court Care Home

128 Stourbridge Road, Bromsgrove B61 0AN
Tel: 01527 879119

OP

School Drive, 7 (Dimensions)

Spadesbrook House, Bromsgrove B60 1AX
Tel: 01225 335066

LDA

Wythall Residential Home

241 Station Road, Wythall,
Birmingham B47 6ET
Tel: 01564 823478

OP



The Leys

Old Birmingham Road,
Alvechurch B48 7TQ
Contact: Jeanette Westwood
Tel: 0121 445 5587

At The Leys, we believe in providing a **home** for our residents, and the care we would want for our own loved ones.

www.facebook.com/theleysresidentialhomealvechurch

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



Dedicated to delivering dignified and respectful care
in each of our residential care homes.

www.blossom-care.co.uk



Wishmoor

21 Avenue Rd, Malvern WR14 3AY

01684 569162

wishmoor@blossom-care.co.uk

 Wishmoor Rest Home



Blossom House

5 Avenue Rd, Malvern WR14 3AL

01684 574000

blossomhouse@blossom-care.co.uk

 Blossom House - Residential Care Home



For care homes.
For Living

Your local Bupa care homes in Worcestershire.

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

Call us for advice or to arrange a visit

0808 273 2766

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday.
Closed Sunday and bank holidays. We may record or monitor our calls.

Look in the
listings for
Heathbrook
House and
The Springs



Q117255 FEB19 CS 01087

Bromsgrove care homes with nursing

Advertisers are highlighted

Bluebrooke Nursing & Residential Care Home

242 Stourbridge Road, Catshill,
Bromsgrove B61 9LE
Tel: 01527 877152

OP D PD

Buckingham House

Moundsley Hall Care Village, Walkers Heath Road,
Birmingham B38 0BL
Tel: 0121 433 3000

OP D YA

Chandler Court

Recreation Road, Bromsgrove B61 8DT
Tel: 0333 455 2317

OP D PD MH YA

Grosvenor House Care Home

Aqueduct Lane, Coopers Hill, Alvechurch B48 7BS
Tel: 0121 447 7878

OP

Havencroft Nursing Home

Lea End Lane, Hopwood, Birmingham B48 7AS
Tel: 0121 445 2154

OP

Heathbrook House Care Home

223-229 Worcester Road, Stoke Heath,
Bromsgrove B61 7JA
Tel: 01527 908278 **Advert page 56**

OP D

Kenilworth House

Moundsley Hall Care Village, Walkers Heath Road,
Birmingham B38 0BL
Tel: 0121 433 3000

OP D YA

Kensington House

Moundsley Hall Care Village, Walkers Heath Road,
Birmingham B38 0BL
Tel: 0121 433 3000

OP D PD MH YA

Meadows Nursing Home, The

656 Birmingham Road, Spring Pools,
Bromsgrove B61 0QD
Tel: 0121 453 5044

OP D PD

Moundsley House

Walkers Heath Road,
Birmingham B38 0BL
Tel: 0121 433 3000

OP D PD YA

St George's Nursing Home

100 Old Station Road,
Bromsgrove B60 2AS
Tel: 01527 837750

OP D

St John's Court

St Johns Street, Bromsgrove B61 8QT
Tel: 01527 575070

OP D PD SI YA

Tutnall Hall Care Home

Tutnall Lane, Bromsgrove B60 1NA
Tel: 01527 875854

OP

Wayside Care Home

25 New Road, Bromsgrove B60 2JQ
Tel: 01527 837774

OP D PD YA

Malvern Hills care homes

Avenue Care Home, The

23 Avenue Road,
Malvern WR14 3AY
Tel: 01684 575922

OP LDA MH

Beechwood Residential Care Home

The Beeches, Holly Green,
Upton-upon-Severn WR8 ORR
Tel: 01684 595959

OP D PD SI YA

Blossom House Residential Home

5 Avenue Road,
Malvern WR14 3AL
Tel: 01684 574000 **Advert page 56**

OP PD YA

Chace Rest Home, The

Chase Road, Upper Welland, Malvern WR14 4JY
Tel: 01684 561813

OP D YA

Cleeve House

49 Hornyold Road, Malvern WR14 1QH
Tel: 01684 564454

OP D

College House Residential Home

Berrington Road, Tenbury Wells WR15 8EJ
Tel: 01584 810270

OP D

Dalvington / The Oaks

146 Lower Howsell Road, Malvern WR14 1DL
Tel: 01886 833424

PD LDA SI

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

Evendine House Residential Home

Evendine Lane, Colwall,
Malvern WR13 6DT

Tel: 01684 540225 **Advert page 40**

OP D

Hastings Residential Care Home

130 Barnards Green Road,
Malvern WR14 3NA

Tel: 01684 585000

OP D PD SI YA

Friends of the Elderly Malvern

148 Graham Road, Malvern WR14 2HY

Tel: 01684 574385

OP D

Howbury House Resource Centre

Pickersleigh Grove, Malvern WR14 2LU

Tel: 01684 571750

OP D PD

Hamilton House

Leigh Stinton, Malvern WR13 5DZ

Tel: 01886 832456

LDA YA

Matrixcare

369 Worcester Road,
Malvern WR14 1AR

Tel: 01684 568097

PD LDA SI YA

Haresbrook Park Care Home

Haresbrook Lane,
Tenbury Wells WR15 8FD

Tel: 01584 811786

OP D MH YA

Oaks, The

165 Worcester Road, Malvern WR14 1ET

Tel: 01684 572079

LDA



Parklands Care Home

A residential home set in a tranquil location





Parklands Care Home is a residential home on the edge of Redditch, Worcestershire. Set in seven acres of secluded grounds, it boasts views of extensive lawns, woodlands, and the Malvern Hills.

We aim to provide a **high standard of care** based on **individual needs**, giving comfort and friendship in a homely and cosy atmosphere. The Home specialises in **dementia care** and offer those affected with dementia **reassurance** and **support**, helping them live well with dementia. For more information on how we can help you or a loved one, contact us:

Tel: **01527 544581** • Email: admin@parklandscare.co.uk
Web: www.parklandscare.co.uk

Bowood
Court &
Mews,
Redditch





For award-winning, affordable luxury residential, dementia & day care, call Dawn on 01527 65115



Old Rectory, The

Church Street, Tenbury Wells WR15 8BP
Tel: 01584 810249

OP D PD

Options Malvern View

The Rhydd, Hanley Castle WR8 0AD
Tel: 01684 312610

LDA YA

Sense Tanglewood

72 Albert Road South, Malvern WR14 3AH
Tel: 01684 576327

PD LDA SI

Springfield House

3-5 Ranelagh Road, Malvern WR14 1BQ
Tel: 01684 574248

OP D

Wishmoor Rest Home

21 Avenue Road, Malvern WR14 3AY
Tel: 01684 569162 **Advert page 56**

OP D PD YA

For information on different types of care homes, see page 41.

Malvern Hills care homes with nursing

Boynes Care Centre, The

Upper Hook Road, Upton-upon-Severn, Worcester WR8 0SB
Tel: 01684 594001

OP D

Court House Care Home

3-5 Court Road, Malvern WR14 3BU
Tel: 01684 572271

OP D PD YA

Friends of the Elderly Malvern

148 Graham Road, Malvern WR14 2HY
Tel: 01684 574385

OP D

Mowbray Nursing Home

Victoria Road, Malvern WR14 2TF
Tel: 01684 572946

OP D PD

Springs Care Home, The

Spring Lane, Malvern WR14 1AL
Tel: 01684 879681 **Advert page 56**

D

Tewkesbury Fields

The Oxhey, Bushley, Tewkesbury GL20 6HP
Tel: 01684 882265

OP D PD

Waterside Care Centre

Leigh Sinton, Malvern WR13 5EQ
Tel: 01886 833706

OP D

Welland House Care Centre

Lime Grove, Welland, Malvern WR13 6LY
Tel: 01684 310840

OP D MH

Redditch care homes

Abbeycroft

16 Crabbs Cross Lane, Crabbs Cross, Redditch B97 5LD
Tel: 01527 540403

PD LDA MH

Bowood Court & Mews

Hewell Road, Batchley, Redditch B97 6AT
Tel: 01527 651115 **Advert page 58**

OP D PD MH SI YA

Brambles Residential Care Home

Birchfield Road, Redditch B97 4LX
Tel: 01527 555800

OP D PD SI YA

HF Trust – 1 Foxlydiate Mews

Lock Close, Redditch B97 6LQ
Tel: 01527 60482

LDA

Miles House – 4 Hentland Close

Winyates West, Redditch B98 0LP
Tel: 01527 455705

PD LDA

Parklands

Callow Hill Lane, Callow Hill, Redditch B97 5PU
Tel: 01527 544581 **Advert page 58**

OP D PD MH SI

St Martins Care Home Ltd

22 Feckenham Road, Headless Cross, Redditch B97 5AR
Tel: 01527 544592

OP D PD SI

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

welcome to

Stonebridge

DEDICATED DEMENTIA & MENTAL HEALTH CARE



Stonebridge is, first and last, a home; a house on a street. Some of us work here, some of us live here, but whatever we're doing, we're doing it together.

We specialise in the care of people facing the complex challenges that can come with advanced dementia or long term mental illness, most often manifesting as what others would call "challenging behaviours."

For more information please call us on

01527 542170 or email

info@stonebridgenursinghome.co.uk

or visit **www.stonebridgenursinghome.co.uk**

178 - 180 Birchfield Rd, Headless Cross,
Redditch, Worcestershire, B97 4NA

No uniforms, trolleys or routines, but lots of love, hugs and tender moments.

Eating, playing, laughing and crying together, supporting each other - because whoever we are, we're all trying to do the same thing - get through the day in the best way we can.

If you think you might need us, drop in or give us a call. We'll do everything we can to help.

Julia Foley RMN Registered Manager
01527 542170

Claire Cleaver RGN Deputy Manager
01527 542128

Margo Wicher RGN Deputy Manager
01527 542128

Fran Edmunds RN Director
01527 542170

Redditch care homes with nursing

Advertisers are highlighted

Cedars Nursing Home, The

Cedar Park Road, Batchley, Redditch B97 6HP
Tel: 01527 63038

OP YA

Southcrest Nursing Home

215 Mount Pleasant, Southcrest, Redditch B97 4JG
Tel: 01527 550720

OP D PD SI YA

Glenfield House Nursing Home

Middle Lane, Kings Norton,
Birmingham B38 0DG
Tel: 01564 823795

OP D PD SI

Stonebridge Nursing Home

178-180 Birchfield Road,
Headless Cross, Redditch B97 4NA
Tel: 01527 542170 **Advert page 60**

D MH

Worcester care homes

Albion Lodge Retirement Home

Hanley Swan, Robert End, Worcester WR8 0DN
Tel: 01684 310626 **Advert below**

OP YA

Bedwardine House Residential Care Home

Upper Wick Lane, Rushwick, Worcester WR2 5SU
Tel: 01905 425101

OP D PD

Bethany Lodge

222 Malvern Road, Worcester WR2 4PA
Tel: 01905 420088

LDA

Broad Group, The – 85 Bath Road

Worcester WR5 3AE
Tel: 01905 360439

LDA SI YA

Bromyard Road, 95

St Johns, Worcester WR2 5BZ
Tel: 01905 429527

MH

Cedar Gardens

122a Bromyard Road, St Johns, Worcester WR2 5DJ
Tel: 01905 421358

LDA

Constable House

6-8 Howard Road, Dines Green,
Worcester WR2 5RB
Tel: 01905 422150

LDA MH YA AD

Firs Rest Home, The

141 Malvern Road, St Johns,
Worcester WR2 4LN
Tel: 01905 426194

OP D PD MH SI

Juniper House Residential Care Home

2 Oak View Way, St Johns, Worcester WR2 5FJ
Tel: 01905 676950

OP D PD

Northwick Grange

19 Old Northwick Lane, Worcester WR3 7NB
Tel: 01905 453916

OP D PD

Options Bredon House

Hospital Lane, Powick, Worcester WR2 4SQ
Tel: 01905 830234

LDA YA

Pals Residential Care

79 Ombersley Road, Worcester WR3 7BT
Tel: 01905 612508

OP D PD

Phoenix House

122 Bromyard Road, St Johns,
Worcester WR2 5DJ
Tel: 01905 426190

LDA

Regent Residential Care Home

School Road, St Johns, Worcester WR2 4HF
Tel: 01905 337100

OP D PD LDA SI YA

South Hayes Care Home

101 London Road, Worcester WR5 2DZ
Tel: 01905 357429

OP

Albion Lodge Retirement Home



We are a family run establishment and the care we provide is very much based on the ethos that we look after people as if they are part of our own family. Offering **individualised care**, we aim to maintain independence whilst providing support.

What we offer : • Village setting • Two acres of lawns • Respite rooms • Special baths • Disabled access vehicle available for families • Two lifts • Ensuite rooms • Hairdressing and activities

01684 310626 • info@albionlodge.co.uk
www.albionlodge.co.uk

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

St Stephen's Care Home

St Stephens Terrace, Droitwich Road,
Worcester WR3 7HU
Tel: 01905 29224

OP D

Temecare Ltd – Teme Court Residential Care

Old Road, Lower Wick, Worcester WR2 4BU
Tel: 01905 426991

OP D PD

Willows Care Home, The

2 Tower Road, Barbourne, Worcester WR3 7AF
Tel: 01905 20658

OP D PD SI

Woodbury View

Martley Road, Worcester WR2 6QG
Tel: 01905 641745

LDA



Worcester care homes with nursing

Ablegrange Severn Heights Ltd

Old Hills, Callow End,
Worcester WR2 4TQ
Tel: 01905 831199

OP D PD

Fernhill House

Grange Lane,
Fernhill Heath WR3 7UR
Tel: 01221 165820

OP D

Henwick Grange

68 Hallow Road, St Johns,
Worcester WR2 6BY
Tel: 01905 424705

OP D PD YA

Latimer Court

Darwin Avenue,
Worcester WR5 1SP
Tel: 01905 401630 **Advert page 70**

OP D PD SI

Lawns Nursing Home, The

33 Main Road, Kempsey, Worcester WR5 3NF
Tel: 01905 821388

OP D

Norton Hall

Woodbury Park, Norton, Worcester WR5 2QU
Tel: 01905 357766

OP D PD

Perry Manor

Charles Hastings Way, Worcester WR5 1ET
Tel: 01905 728410

OP D PD SI

Shaw Red Hill Care Centre

229 London Road, Red Hill,
Worcester WR5 2JG
Tel: 01905 354000

OP D PD

Shrubbery Nursing Home, The

23-31 Shrubbery Avenue,
Worcester WR1 1QN
Tel: 01905 28916

OP D YA

Stanfield Nursing Home Ltd

Upper Wick Lane, Rushwick,
Worcester WR2 5SU
Tel: 01905 420459

OP D PD

Yew Tree Nursing Home

Yew Tree Place, Romsley,
Halesowen B62 0NX
Tel: 01562 710809 **Advert adjacent**

OP D PD

YEW TREE NURSING HOME
YEW TREE PLACE, ROMSLEY, HALESOWEN B62 0NX



WE OFFER:

- 24 hour Nursing Care in a warm and friendly environment
- Single and Double Bedrooms
- Most rooms are en-suite
- Specialist care for Dementia and Nursing

Don't take our word for it come and see for yourselves. No appointment necessary
T: 01562 710809

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

Abbey House – Evesham

7 St Wulstans Close, Evesham WR11 2GB
Tel: 01386 401401

Ash Grove

56 Ash Grove, Evesham WR11 1XN
Tel: 01789 298709

Briarlea Care Home

Badsey Road, Evesham WR11 7PA
Tel: 01386 830214

Brooklands

92 Northwick Road, Evesham WR11 3AL
Tel: 01386 423178

Cedar Lodge Care Home

Main Street, Offenham, Evesham WR11 8RL
Tel: 01386 446871

Cheltenham Road, 62

– Learning Disability and Autism
Evesham WR11 2LQ
Tel: 01386 442783

Corran Dean at Smokey Farm

Smokey Lane, Cropthorne, Pershore WR10 3NF
Tel: 01386 860231

Gloucester House – Learning Disability and Autism

21 Cheltenham Road, Evesham WR11 1LA
Tel: 01386 761658

Greenhill Park Residential Care Home

24 Greenhill Park Road, Evesham WR11 4NL
Tel: 01386 40836

Haven Rest Home, The

218 Worcester Road, Droitwich WR9 8AY
Tel: 01905 772240

Hawthorns

Walkmill Drive, Wychbold WR9 7PB
Tel: 01527 861755

Heathlands Residential Care Home

Station Road, Pershore WR10 1NG
Tel: 01386 562220

HF Trust – 1 & 2 Clementi Court Houses

Off 8 Glencoe Road, Bengeworth,
Evesham WR11 3QZ
Tel: 01386 48547

Lime Street, 21

– Learning Disability and Autism
Evesham WR11 3AW
Tel: 01386 422017

Mill House Care Home, The

Kington, Flyford Flavell WR7 4DG
Tel: 01386 793110

Newland Hurst

Newland Lane, Newland, Droitwich Spa,
Droitwich WR9 7JH
Tel: 01905 773156

Pershore Short Term Breaks

48 Station Road, Pershore WR10 1PD
Tel: 01386 552978

Priory Care Home, The

Crutch Lane, Dodderhill, Droitwich WR9 0BE
Tel: 01905 771595

Safeharbour (Droitwich)

52 Corbett Avenue, Droitwich WR9 7BH
Tel: 01905 796214

Stonebow House Residential Home

Worcester Road, Peopleton,
Persore WR10 2DY
Tel: 01905 840245

Upper Ford Lodge

Ford Lane, Droitwich WR9 0BQ
Tel: 01905 779949

Westmead Residential Care Home

Westmead Close, Westacre, Droitwich WR9 9LG
Tel: 01905 778353

Willow Bank Residential Home

Tilesford Park, Throckmorton,
Persore WR10 2LA
Tel: 01386 556844 **Advert page 66**

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

—
NO
HIDDEN
EXTRAS
—

No Worries

This is

Home

Cavendish Park is part of the award-winning Majesticare family of care homes. With over 20 years' experience in caring for older people we are proud to offer the highest standard of residential, nursing and dementia care in a warm and welcoming environment. We provide our residents with an engaging setting to socialise, dine, enjoy favourite activities and explore the beautifully landscaped gardens.

Encouraging a high quality of life is at the heart of our culture and ethos at Cavendish Park. Our highly trained and dedicated team approach every day with professionalism and compassion, delivering a service that's unique to each individual's needs.

Cavendish Park

by Majesticare



This is Cavendish Park

This is Care



For more information or to speak to a member of our team, please call: **01386 210 010**
or alternatively email: **info@cavendishparkcarehome.co.uk**

Socialise with us online: **f CavendishParkCareHome** **t @CavendishParkCH**

Cavendish Park Care Home Offenham Road, Evesham, Worcestershire WR11 3DX

Austen Court Care Home

Davies Road, Evesham WR11 2LE
Tel: 01386 306570

OP D PD SI YA

Hawthorns (Evesham), The

Church Street, Evesham WR11 1EP
Tel: 01386 444330

OP D PD

Bricklehampton Hall

Bricklehampton, Pershore WR10 3HQ
Tel: 01386 710573

OP PD

Pirton Grange Specialist Services

Worcester Road, Pirton, Worcester WR8 9EF
Tel: 01905 821544

OP D PD LDA MH SI YA AD

Brompton House Care Home

Station Road, Broadway WR12 7DE
Tel: 01386 853473

OP D PD

Rashwood

Wychbold, Droitwich WR9 0BP
Tel: 01527 861258

OP PD

Cavendish Park

Offenham Road, Evesham WR11 3DX
Tel: 01386 210010 **Advert pages 64 & 65**

OP D

Ravenstone

7a St Andrews Road,
Droitwich WR9 8DJ
Tel: 01905 773265

OP D PD

Corbett House Nursing Home

40-42 Corbett Avenue,
Droitwich WR9 7BE
Tel: 01905 770572

OP D PD MH SI YA

Richmond Village Wood Norton

Evesham Road, Wood Norton,
Evesham WR11 4TY
Tel: 01386 897475 **Advert page 42**

OP D YA

Dorset House

Blackfriars Avenue,
Droitwich WR9 8DR
Tel: 01905 772710

OP D PD SI

St Johns Nursing Home

St Peters Walk, Droitwich WR9 8EU
Tel: 01905 794506

OP D MH YA



RATED GOOD
BY CQC

WILLOW BANK

RESIDENTIAL HOME

Dementia Care Home in Stunning Rural Location Near Pershore.

- 24 hour personalised care for your loved one
- Extensive activities schedule & regular events
- Excellent home cooked meals & fresh cakes daily

"I would without reservation recommend Willow Bank. Their knowledge of Dementia Care is second to none."

Relative Review. carehome.co.uk

Call us now to find out more or arrange a tour with the manager, Carole.



Tilesford Park,
Throckmorton, Pershore,
Worcestershire WR10 2LA

01386 556844
willowbank@bucklandcare.co.uk
www.bucklandcare.co.uk



BUCKLAND CARE

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

Arden House

11 Roden Avenue, Kidderminster DY10 2RF
Tel: 01562 744056 **OP D PD LDA MH SI YA**

Areley House

Areley Lane, Stourport-on-Severn DY13 0AB
Tel: 01299 877727 **OP D**

Breach House

Holy Cross Lane, Belbroughton, Stourbridge DY9 9SP
Tel: 01562 730021 **OP D**

Brinton Care Home

103-104 Stourport Road, Kidderminster DY11 7BQ
Tel: 01562 825491 **LDA**

Bryden House

Marlpool Lane, Kidderminster DY11 5DA
Tel: 01562 755888 **OP D PD**

Cambrian House

294 Chester Road North, Kidderminster DY10 2RR
Tel: 01562 825537 **OP D PD**

Casa Mia Care Home

Cleobury Road, Far Forest, Kidderminster DY14 9EH
Tel: 01299 266317 **OP D PD MH SI YA AD**

Chandos Lodge

77 Stourbridge Road, Hagley, Stourbridge DY9 0QS
Tel: 01562 885858 **OP D PD**

Coppice Lodge

66-68 Walter Nash Road, Kidderminster DY11 7BY
Tel: 01562 637665 **LDA MH YA**

Dunley Hall and Ryans Court

Dunley, Stourport-on-Severn DY13 0TX
Tel: 01299 822040 **OP D PD MH SI YA AD**

Fairmont Residential Ltd

144 Chester Road South, Kidderminster DY10 1XB
Tel: 01562 634324 **LDA**

Favor House

38 Walter Nash Road, Kidderminster DY11 7BT
Tel: 01562 637435 **LDA MH YA**

Ferndale Close, 3

3 Ferndale Close, Hagley, Stourbridge DY9 0QA
Tel: 07980 145915 **LDA YA**

Field House

Rectory Lane, Stourport-on-Severn DY13 0TJ
Tel: 01299 828828 **PD MH YA AD**

Field House Rest Home

Thicknall Lane, off Western Road, Hagley, Clent, Stourbridge DY9 0HL
Tel: 01562 885211 **Advert page 40 OP D PD SI YA**

Firs Care Home, The

105 Habberley Road, Kidderminster DY11 5PW
Tel: 01562 741358 **OP D PD SI**

Gables Rest Home, The

18 Broomfield Road, Kidderminster DY11 5PB
Tel: 01562 745428 **OP D PD MH SI**

Grange Hill House Residential Home

516 Bromsgrove Road, Hunnington, Halesowen B62 0JJ
Tel: 0121 550 1312 **Advert inside back cover OP D PD**

Grove, The

8 Blakebrook, Kidderminster DY11 6AP
Tel: 01562 820728 **PD MH**

Hernes Nest House

Herne's Nest, off Park Lane, Bewdley DY12 2ET
Tel: 01299 402136 **OP D PD SI**

Honeybrook House

Honeybrook Lane, Kidderminster DY11 5QS
Tel: 01562 748109 **LDA**

Larches, The

59 Larches Road, Kidderminster DY11 7AA
Tel: 01562 829000 **PD MH YA AD**

Lorne House

14 Lorne Street, Kidderminster DY10 1SY
Tel: 01562 630522 **PD LDA MH YA**

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

HERONS PARK

NURSING HOME & DEMENTIA UNIT

PREVIOUSLY AWARDED DSDC GOLD ACCREDITATION FOR DESIGN IN 2012

Hérons Park Nursing Home is located in quiet parkland in Kidderminster, and has been part of the Royal Bay Group since 2006.

With a focus on the individual, Herons Park provides its residents with a comfortable and safe living environment coupled with dedicated professional nursing care. All efforts are made to ensure that residents experience a good quality of life, and our Registered Manager and our qualified care staff are always on hand to offer any support and advice you may need.



- 24 hour professional nursing staff
- Comfortable and secure living environment
- Modern purpose built home with en-suite rooms
- Moderate fees
- Seven day activities schedule plus outings
- Sensory gardens and patio areas
- WiFi, Hair & Beauty, Bar Refreshments on request
- Freshly prepared, locally sourced, "home-cooked" meals with varied menu choices.

Dedicated Dementia Care Unit

- Unique to the West Midlands
- Previously awarded Stirling DSDC Gold Accreditation for design in 2012
- Designed and Built to embody modern approaches to Dementia Care
- Specialist Staff and Trained Carers
- Focus on Personal Care and Quality of Life for residents



Please contact us for more information or discuss how we can help.

Héronswood Road • Spennells • Kidderminster • DY10 4EX

t: 01562 825814

e: admin.heronspark@royalbay.co.uk

www.royalbay.co.uk

Part of the Prestigious Royal Bay Care Homes Group

BLUE CROSS
The sign of a better
Nursing Home



Registered Nursing
Home Association



Malvern View

573 Birmingham Road, Lydiate Ash,
Bromsgrove B61 0HX
Tel: 0121 453 7727

OP D PD LDA MH SI YA

Maple Leaf Lodge

Icknield Street, Forhill, Birmingham B38 9EG
Tel: 01564 824594

OP D PD LDA MH SI YA

Mariantonia House Residential Care Home

17 Comberton Road, Kidderminster DY10 1UA
Tel: 01562 69445

D LDA MH

Milldale Close

3 Milldale Close, Kidderminster DY10 2PX
Tel: 01562 63424

LDA

Minster Grange Residential Home

Minster Road, Stourport-on-Severn DY13 8AT
Tel: 01299 826636

OP D PD MH SI AD

Nightingale Court

11-14 Comberton Road, Kidderminster DY10 1UA
Tel: 01562 824980

OP D

Nightingales Residential Home

Wolverley Court, Wolverley Road,
Kidderminster DY10 3RP
Tel: 01562 850201

OP PD SI

Offmore Farm Residential Home

Offmore Farm Close, Kidderminster DY10 3HB
Tel: 01562 515189

OP D PD

Poppies, The

17 Birmingham Road, Kidderminster DY10 2BX
Tel: 01562 743233

OP PD MH SI YA

Ravenhurst Residential Care Home

21 Lickhill Road North,
Stourport-on-Severn DY13 8RU
Tel: 01299 825610

OP D PD SI YA

Rockny House

25 Birmingham Road,
Kidderminster DY10 2BX
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128 Franche Road, Kidderminster DY11 5BE
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LDA MH

Rutland Villa

62 Chesshire Avenue,
Stourport-on-Severn DY13 0EA
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Shenstone House

Shenstone, Kidderminster DY10 4DH
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User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

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OP D PD MH SI YA

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OP PD

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Hollyfields

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Tel: 01562 823063

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Marlpool Lane, Kidderminster DY11 5DA
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Birmingham Road, Kidderminster DY10 2JZ
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Useful local contacts

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Droitwich Spa and District

Tel: **01905 772126**

Evesham

Tel: **01386 422700**

Herefordshire and Worcestershire

Tel: (Freephone) **0800 008 6077** or **01905 740950**

Malvern and District

Tel: **01684 560666**

Worcester and District

Tel: **01905 724294**

Alzheimer's Society

Worcestershire Local Office

Coach House, Old Rectory, Main Road,
Ombersley WR9 OEW

Tel: **01905 621887**

Email: worcestershire@alzheimers.org.uk

British Red Cross Worcestershire

Bradbury Court, Berkeley Business Park,
Wainwright Road, Worcester WR4 9GY

Tel: **0344 412 2808**

Citizens Advice

Please note there is a phone charge of 5p a minute.

Tel: **03444 111444**

Web: www.citizensadvice.org.uk

Community Transport

Operated by not-for-profit organisations throughout Worcestershire, providing journeys to a variety of locations for those who cannot use local bus services or for whom no alternative transport is available. Journeys can be offered in minibuses, accessible cars and volunteers' own vehicles and all drivers and assistants are DBS checked and

registered with their local scheme. Trips can be provided to hospitals, GP surgeries, shops, opticians, dentists, day centres, clubs, the library etc. and a fare is payable. Please contact in advance as operating times may vary.

Web: www.communitytravel.org.uk

Alfrick and Lulsley Community Car Scheme

Tel: **01886 884234**

Bluewave Community Transport

Tel: **01527 759650**

Broadwas and Knightwick Community Car Scheme

Tel: **01905 333288**

Bromsgrove Rural Rides

Tel: **01299 405832**

Bromsgrove Urban and Rural Transport (BURT)

Tel: **01527 585893**

Community Action Malvern and District

Tel: **01684 892381**

Community Transport Wyre Forest

Tel: **01299 405832**

Droitwich Spa and Rural CVS

Tel: **01905 779778**

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Tel: **01386 45035**

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Wyre Forest Dial-a-Ride

Tel: **01562 755084**

Wythall Dial-a-Ride

Tel: **0121 453 9682**

Deaf Direct

Aims to promote independence and equality of opportunity for deaf and hard of hearing people living in the communities of Herefordshire, Oxfordshire and Worcestershire.

Tel: **01905 746301**

Text: **07725 244129**

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

Web: **www.deafdirect.org.uk**

Disability Information Line (DIAL)

An independent charity providing information and advice services to disabled people and others on all aspects of living with a disability.

North Worcestershire

Tel: **01562 60241**

Email: **admin@dialinworcestershire.org.uk**

Web: **www.nwdial.org.uk**

South Worcestershire

Tel: **01905 27790**

Email: **mail@dialsworcs.org.uk**

Web: **www.dialsworcs.org.uk**

Headway

Provides information, activities, support and services to people with brain injuries, their families and carers.

Tel: **01905 729729** • Email: **enquiries@hwtl.org.uk**

Web: **www.headwayworcestershire.org.uk**

Healthwatch Worcestershire

Independent champion for people using health and social care services. Healthwatch Worcestershire is here to listen to people's experiences of publicly funded health and social care services, help improve the quality of services by letting those running them know what people want and to help people find out about local health and social care services.

Tel: **01386 550264**

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

Web: **www.healthwatchworcestershire.co.uk**

Onside Advocacy

Providing practical and proactive support to ensure fairness and equality for adults who may be vulnerable or disadvantaged.

Tel: **01905 27525**

Email: **info@onside-advocacy.org.uk**

Web: **www.onside-advocacy.org.uk**

Penderels Trust

Opening the door to independent living.

Tel: **01299 253225**

Email: **worcester@penderelstrust.org.uk**

Web: **www.penderelstrust.org.uk**

Sight Concern – Worcestershire

An independent charity that supports blind and partially sighted people throughout Worcestershire.

Tel: **01905 723245** • Email: **info@sightconcern.co.uk**

Web: **www.sightconcern.co.uk**

Worcestershire Association of Carers

A new countywide information, advice and support service for carers.

Tel: **0300 012 4272** • Web: **www.carersworcs.org.uk**

Worcestershire Directorate of Adult Services and Health

Worcestershire County Council, County Hall,
Spetchley Road, Worcester WR5 2NP

Tel: **01905 768053**

Email: **socialcare@worcestershire.gov.uk**

Web: **www.worcestershire.gov.uk**

Useful national contacts

Al-Anon Family Groups

Worried about someone's drinking? Help and hope for families and friends of alcoholics.

Helpline: **0800 008 6811** (10.00am to 10.00pm)

Email: **enquiries@al-anon.org.uk**

Web: **www.al-anonuk.org.uk**

AskSARA

Part of the Disabled Living Foundation, AskSARA is an easy-to-use, award-winning online self-help guide that is particularly useful if you are not sure what practical items might help you.

Web: **www.asksara.org.uk**

Action on Elder Abuse (AEA)

Works to protect and prevent the abuse of vulnerable older adults.

Helpline: **0808 808 8141**

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

Web: **www.elderabuse.org.uk**

Age UK

Inspires, supports and enables older people.

Tel: **0800 055 6112**

Web: **www.ageuk.org.uk**

Association of Charitable Organisations

A national umbrella body for benevolent charities.

Tel: **0207 255 4480**

Email: **info@aco.uk.net**

Web: **www.aco.uk.net**

Care Choices

Publisher of this Directory, Care Choices has a website providing comprehensive details of care providers as well as essential information.

Web: **www.carechoices.co.uk**

Carers UK

Advice and information to carers and the professionals who support them.

Tel: **0808 808 7777**

Email: **advice@carersuk.org**

Web: **www.carersuk.org**

Disabled Living Foundation (DLF)

A national charity providing impartial advice, information and training on independent living.

Simple electronic aids can be borrowed from them for free for up to two weeks including: gadgets which remind you of things you need to do; safety alarms and sensors; magnifiers and telephones with big buttons. A small deposit is required. There are also helpful factsheets on their website.

Tel: **0300 999 0004** • Email: **info@dlf.org.uk**

Web: **www.dlf.org.uk**

Elderly Accommodation Counsel (EAC)

Helps older people make informed choices about meeting their housing and care needs.

Tel: **0800 377 7070**

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

Web: **www.eac.org.uk**

Friends of the Elderly

A charity that supports older people who have a range of practical needs.

Tel: **0207 730 8263** • Email: **enquiries@fote.org.uk**

Web: **www.fote.org.uk**

Independent Age

A national charity that champions independence for older people by providing lifelong support, information and advice, practical help and emergency financial aid to older people on very low incomes.

Tel: **0800 319 6789**

Email: **advice@independentage.org**

Web: **www.independentage.org**

My Family, Our Needs

The lifestyle site for families, carers and practitioners supporting children and young adults with additional needs.

Web: **www.myfamilyourneeds.co.uk**



www.myfamilyourneeds.co.uk

For parents and carers of children with additional needs.

National Activity Providers Association

Promotes the importance of activities for older people.

Tel: **0207 078 9375**

Email: **info@napa-activities.co.uk**

Web: **www.napa-activities.co.uk**

NHS Website, The

The NHS is the UK's biggest health website and provides information on conditions, treatments, local services and healthy living.

Web: **www.nhs.uk**

Pensions Advisory Service, The

Provides information about pensions and other pensioner benefits.

Tel: **0800 011 3797**

Web: **www.pensionsadvisoryservice.org.uk**

Relatives and Residents Association, The

Exists for older people needing, or living in, residential care and their families and friends.

Tel: **0207 359 8136**

Email: **info@relres.org**

Web: **www.relres.org**

United Kingdom Home Care Association (UKHCA)

Professional association of home care providers from the independent, voluntary, not-for-profit and statutory sectors.

Tel: **0208 661 8188**

Email: **helpline@ukhca.co.uk**

Web: **www.ukhca.co.uk**

Veterans' Gateway

The first point of contact for Armed Forces personnel, veterans and their families seeking information about employability, finances, personal relationships, befriending and more.

Tel: **0808 802 1212**

Web: **www.veteransgateway.org.uk**



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CARLTON CARE GROUP



The Carlton Care Group has been providing professional, high quality care services for over 30 years through its award-winning residential care homes across the West Midlands.

Each Care Home comprises a team of qualified, caring professionals who understand that each resident's individual dignity and welfare is paramount. Our Care Homes provide a variety of first class facilities and services and all comply with stringent conditions set by the Care Quality Commission, the independent body that regularly inspects all care homes in England.

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Lapal House

Lapal Lane South, Halesowen
West Midlands B62 0ES
T: **0121 503 0326**

Beechcroft Residential Home

Salop Drive, Oldbury
West Midlands, B68 9AG
T: **0121 429 2993**

Grange Hill House

516 Bromsgrove Road, Hunnington
Halesowen, West Midlands B62 0JJ
T: **0121 550 1312**

For more information on any of our homes please call us on **0121 550 1312**
admin@carltoncaregroup.co.uk | www.carltoncaregroup.co.uk



Coate Water Care is a family run business that provides a high quality care service in all our Nursing, Residential and Dementia care homes.

- ✓ We provide 24 hour nursing, residential and specialist dementia care
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Westley Court
Rated **Good** by
the CQC 2018



Home Rated
Outstanding for
Service Response



Westley Court Nursing Home
Austcliffe Lane, Cookley,
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t: 01793 821200

e: info@coatewatercare.co.uk