CareChoices Publications









Bournemouth, Christchurch, Poole & Dorset

Adult Care & Support Services Directory **2023/24**

The essential guide to choosing and paying for care and support

In association with

BCP Council

Dorset Council

Dementia Friends

CARE

www.carechoices.co.uk

Poole Home Care



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

Quality Care in the Community

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

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

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

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

Our Values

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

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

Respect
Respecting the rights and choices and beliefs of all clients.

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

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

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

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If you need extra copies of this Directory, free of charge, call the **Adult Social Care Contact Centre** (Bournemouth, Christchurch and Poole residents) on **01202 123654**, email **asc.contactcentre@bcpcouncil.gov.uk** or for those who are deaf, have hearing loss or are speech impaired, use the **Relay UK** service by dialling **18001 01202 123654**. For British Sign Language (BSL) users accessing the SignVideo app, select 'SignVideo Directory Services' then 'BCP Council Adult Social Care'. For **Dorset Council** (residents in the rest of Dorset), call **01305 221000**. For British Sign Language (BSL) users accessing the SignVideo app, select 'SignVideo Directory Services' then 'Dorset Council'.

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

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

Welcome

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

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

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

- BCP Council.
- Dorset Council.

Further information about care and support to help you remain safe and independent, as well as a wide range of providers, can be found at **www.bcpcouncil.gov.uk/ascservicedirectory** and **www.dorsetcouncil.gov.uk/care-and-support-for-adults**

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

If you are looking for advice on how to stay safe and independent in your own home, the BCP Council Adult Social Care Service Directory will help you to make informed choices with the right help and support. Sometimes a little help can go a long way. The website gives information about Adult Social Care and community services to help people lead independent lives with the support they need.

The site has a wide range of information, such as how to access activities and groups in local areas, help around the home and personal care services, keeping mobile and staying safe, as well as dealing with money and finances. There are also tips and advice on health and wellbeing, as well as information about transport, home adaptations, daily living aids and much more to help people make informed choices. Lastly, the site has a strong focus on helping carers to find the support they may need for themselves.

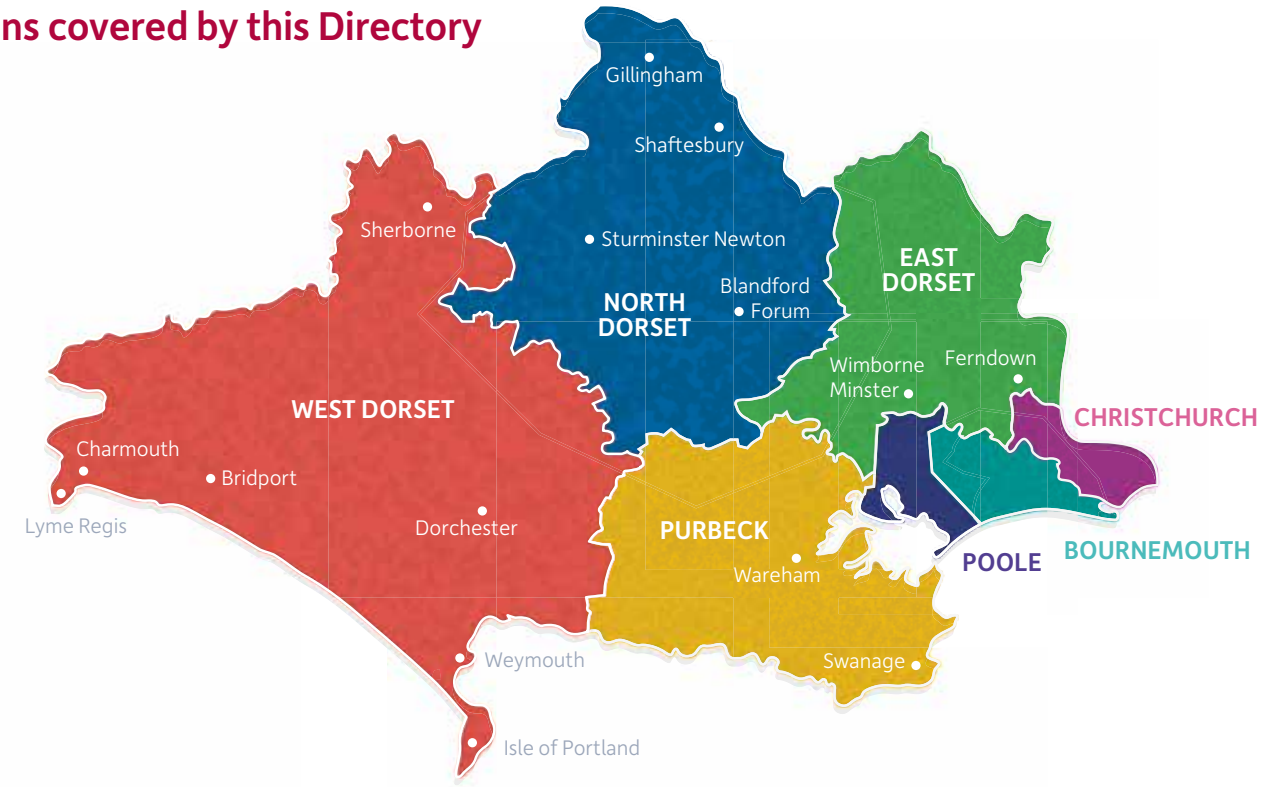
The website is primarily for adults in Bournemouth, Christchurch and Poole, although much of the information will be useful to adults across the whole of Dorset, whether they qualify for financial support or pay for their own care. The Directory covers Bournemouth, Christchurch, Poole and wider Dorset.

If you do not have internet access, call the Adult Social Care Contact Centre on **01202 123654** (residents of Bournemouth, Christchurch and Poole) or Dorset Council (residents in the rest of Dorset) on **01305 221000**. Find out about:

- How to live safely and independently at home including equipment to aid your daily living and care at home.
- Social and eating opportunities including lunch clubs, day opportunities and befriending schemes.
- Transport options to help you get out and about.
- Information and support for carers including advice and information about looking after yourself and taking a break from caring.
- Plus, much, much more.

Visit **www.bcpcouncil.gov.uk/ascservicedirectory** or scan the following QR code.

Regions covered by this Directory



Home care providers

Bournemouth	23
Christchurch	27
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Care homes/care homes with nursing

Bournemouth	59	North Dorset	75
Christchurch	65	Purbeck	76
Poole	66	East Dorset	77
West Dorset	69		

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We provide a range of services from regular and reliable visiting care to 24-hour live-in care. Whether it's a short daily visit or round-the-clock support, our dedicated care plans are centred around you or your loved one.

✓ Rated 4.8 on ★ Trustpilot
✓ Regulated by the CQC and CIW
✓ Free care assessments
✓ Providing care for over 30 years

Contact your local branch today!

Ferndown	Christchurch
01202 147 440	01202 139 863
Poole	**New Milton**
01202 618 616	01425 508 370

for more details visit: **helpinghands.co.uk**

Because, life is better at home



Planning for your future care

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

It's important to think about how you are going to pay towards your care and support costs, or how you would pay for it all yourself if needed. Not everybody is entitled to funding from their local council. Even if you are, the amount you get may not be enough to completely cover the cost.

There are changes you can make that can have a positive impact and delay the need for care and support. These are the top 10 things to consider:

1. Think about how you will pay for your care – planning gives you more choice and control.
2. Look after yourself – small changes now can make a big difference later.
3. Check if you are entitled to any welfare benefits – make sure you are claiming all the benefits you are entitled to.
4. Plan ahead – if the time comes when you can't manage your money, you may need someone to make decisions for you.
5. Think about adapting your home – stay safe and independent in the future.
6. Think about downsizing – moving to a more manageable property could make your life easier.
7. Think about moving closer to family, friends, shops and services – being closer to these will make life easier if your needs change.
8. Find out what support is available in your community. Stay connected, use your skills to help yourself and others and keep yourself healthy and well.
9. Think about the type of care you might want – talk with your family about the type of care and support you might need in the future and how you would want your care to be provided.
10. Find out if you qualify for help from your local council – not everybody gets funding.

Further information can be found at **www.bcpcouncil.gov.uk/ascplanyourcare**, **www.dorsetcouncil.gov.uk/care-and-support-for-adults** or by contacting Adult Social Care in your area using the details on page 57.

Helping you stay safe and independent

Safeguarding vulnerable adults

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

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

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

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

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

Who is at risk of abuse?

People may be at risk of abuse if they:

- Depend on other people for their care and support.
- Are older, frail and unable to protect themselves.
- Have a mental health condition.
- Have a physical or learning disability.
- Have a serious sight or hearing impairment.
- Have dementia.
- Misuse alcohol or drugs.
- Have a long-term illness.

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

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

Please do not:

- Press them for more details.
- Contact the alleged abuser.
- Promise to keep it secret.
- Assume that someone else knows what's going on and will get in touch.

All public services, the Police, local authorities and the NHS take adult abuse very seriously. This process is usually referred to as 'adult safeguarding'. Protection from abuse is more effective if we all take responsibility for adults at risk.

Reporting abuse

If you know an adult is being abused, or think they may be, call your local authority. Contact the Police on **999** if you think someone is at immediate risk of harm.

Adult Social Care Contact Centre
Bournemouth, Christchurch and Poole residents.
Tel: **01202 123654**
Email: **asc.contactcentre@bcpcouncil.gov.uk**
Textphone and Relay UK: **18001 01202 123654** (people who are deaf, have hearing loss or who are speech impaired).
SignVideo: Select 'SignVideo Directory Services' then 'BCP Council Adult Social Care'.

➔ Dorset Council Adult Social Care
Residents in the rest of Dorset.
Tel: **01305 221000**
SignVideo: Select 'SignVideo Directory Services' then 'Dorset Council'.

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

Bournemouth, Christchurch and Poole
Bournemouth, Christchurch and Poole residents.
Tel: **0300 123 9895**

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

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

If you report abuse:

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

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



Home safety/falls prevention

Improving safety in the home can help prevent people from having falls and injuring themselves, whilst allowing them to continue to live independently. Falls, slips and trips can lead to broken hips or wrists and other injuries. Falls are also a leading cause of disability amongst older people. Falls in the home can result in ill health, lengthy hospital stays, residential care, loss of independence and can greatly affect your quality of life.

Various aspects of the home can be improved to reduce the risk of someone having a fall. Family, friends, neighbours and carers can help make things safer for you while allowing you to stay independent and self-sufficient.

Clearing away clutter, ensuring floors and carpets are safe, making sure the home is well-lit and warm and installing handrails where necessary, are all useful ways to improve home safety.

Taking steps to improve and maintain your health and general wellbeing is an important aspect of falls prevention. Remaining active, eating well, drinking enough fluids, paying attention to foot problems and wearing properly fitting shoes and slippers can contribute to avoiding falls.

Contact Safe and Independent Living (SAIL) if you would like further help and advice (see page 37).

Loneliness and isolation

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

If, for any reason, you find it difficult to get out and about or simply want to talk to someone, befriending or Good Neighbour schemes can help. See page 35 for further information.

There are lots of things to do across Dorset, offering a way to meet new people.

There are also opportunities for you to share your own skills, learn new ones and contribute to community projects.

Volunteering can be a positive way to be involved in the local community. See page 36 for more.

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

Details of these walks can be found at **www.bcpcouncil.gov.uk/healthwalks** or **www.helpandkindness.co.uk**

For those living with memory loss and dementia, Memory cafés are a great way to meet with others in a social setting. See page 37 for further information.

Libraries
Libraries in Dorset do much more than lend books. They have a range of events and opportunities to meet people, such as reading groups, craft and chat groups as well as computer learning groups. Details for your local library can be found on your council's website as follows.

BCP Council
Web: **www.bcpcouncil.gov.uk/libraries**

Dorset Council
Web: **www.dorsetcouncil.gov.uk/libraries**

Making friends and meeting new people
There will be many social opportunities available in your area. For further information, visit **www.bcpcouncil.gov.uk/ascservicedirectory** or **www.helpandkindness.co.uk**

Alternatively, contact your local Adult Social Care department (see page 57).

Equipment to help you

At some time in our lives, perhaps because of disability or just getting older, many of us find it more difficult to carry out everyday tasks.

This might be getting out of your chair or struggling to get into the bath. Sometimes, just getting the lid off a jar or lifting a heavy kettle can be difficult. Not being able to clearly see buttons on controls or read instructions brings its own difficulties.

Many people don't ask for help because they feel this means giving up their independence. In fact, the range of equipment that is available can mean that you do not have to rely on others and can stay independent for longer.

There are hundreds of aids that can help you to carry on living independently; from helping you with eating, dressing and bathing, to help with getting around your home. For examples of these, see pages 12-13. Whatever you have difficulty with, there is almost certainly a solution for you.

Getting advice about equipment
There are several organisations which provide equipment and advice.

If you are not sure what type of equipment can help you, visit an Independent Living Centre (contact details can be found on page 57). This is a great way to see and try out equipment without any pressure. Some items of equipment can be borrowed for free so that you can try them at home.

You can also get free and impartial advice from the Disabled Living Foundation (DLF), a national charity that provides advice, information and training on daily living aids. See page 56 for contact details.

If you have a sight or hearing impairment, sight and hearing centres offer an opportunity to try out specialist equipment and get advice. Contact details for sight and hearing centres can be found on page 57.

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

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

Telecare

Telecare works through a 'careline' which is connected to your telephone line. A careline gives you a button to press in case of emergency. This alerts your carer or a 24-hour monitoring and response centre. At the centre, a trained operator will try to speak to you through the base unit. If you do not respond, they will call your named contact (for example, a relative or neighbour) or the emergency services if needed. This means that help is always available at the press of a button.

Different types of sensors can be added to the careline to check for some problems automatically. For example, it could raise the alarm if you fall over, do not return to bed if you get up in the night, do not get up in the morning as expected, leave the bath running or forget to turn the heating on. This means that you, your carer and relatives can relax, knowing that you are always safe.

If you are not sure whether Telecare can help, you could visit an independent living centre. These have many types of equipment on display and experienced staff to advise you. Contact details can be found on page 57.

Your local council may be able to provide Telecare for you if you are eligible (see page 48). This means there may be no charge for the provision, installation or maintenance of the equipment. There is a small charge for the monitoring, and you may be asked to contribute towards this.

Home maintenance and adaptations

Adapting your home to meet your needs could make it easier to get around or carry out daily tasks. There are many ways in which your home can be adapted. For example:

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

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

Bournemouth, Christchurch and Poole
The BCP Handyvan Service provides practical help and support around the home and there's no hefty labour charge either – you just pay for the materials used. For all general household tasks and repairs, the Handyvan Service should be able to help. If you live in Bournemouth, Christchurch or Poole, are aged over 60 and receive certain benefits, you can apply to use this service.

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

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

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

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

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

Occupational Therapy

Occupational therapists (OTs) offer help and advice to people who are unable to do everyday tasks due to physical illness, long-term disability, a learning disability or issues associated with ageing. OTs can help you be as independent as possible and reduce obstacles within your environment.

Services available include:

- Free loan of equipment (such as commodes, perching stools and items to raise the height of a chair or bed).
- Advice and equipment to help you transfer from a bed to a chair or get in and out of the bath.
- Signposting to alternative equipment suppliers, benefits advice and other services.
- Training for carers.
- Minor adaptations to your home to improve access to all essential facilities within it.
- Recommendations for major adaptations to your home to improve access to all essential facilities within it. Advice and assistance can be given about funding.
- Assistance when you're discharged from hospital.
- Collection of equipment if your circumstances change and you no longer need equipment.

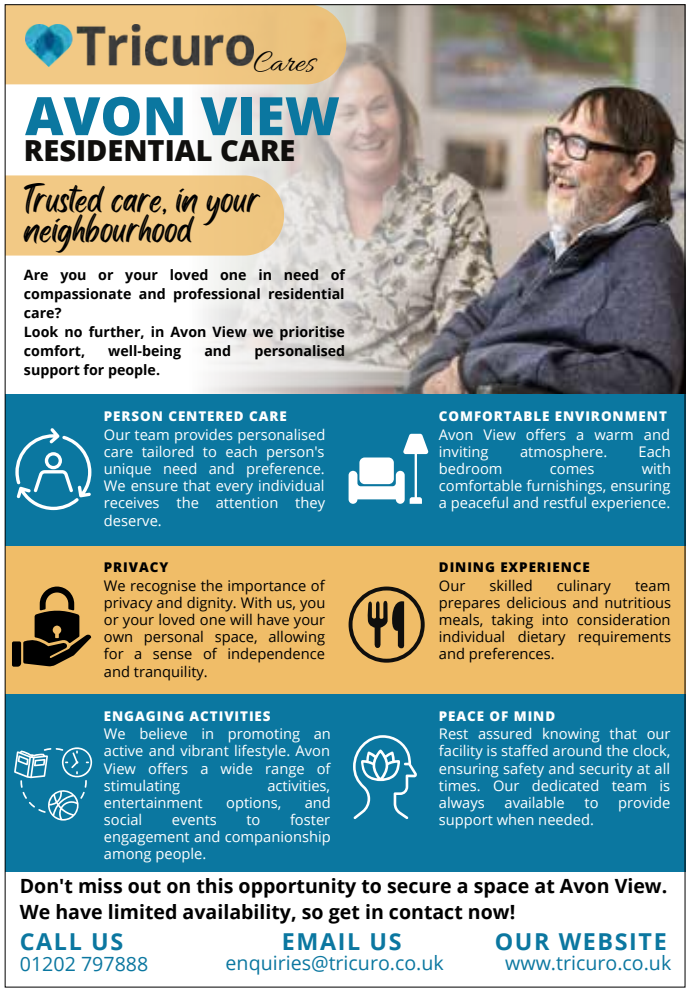


Assessing your needs

A member of the Occupational Therapy team will visit you at home (or wherever you feel is appropriate) to carry out an assessment of your situation, including areas of risk.

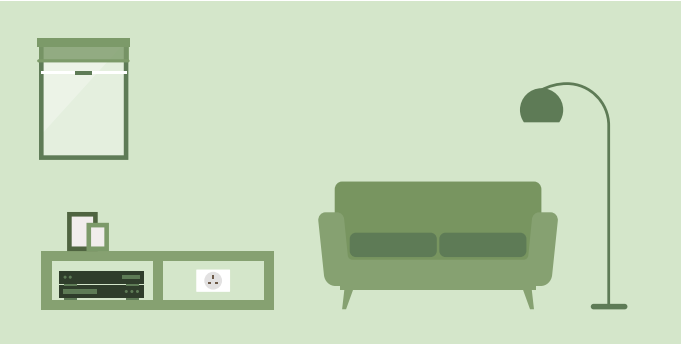
Contact your local Adult Social Care department for further information using the contact details on page 57.





Making life easier at home

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



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

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

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

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

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



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

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

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

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

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



Handled plug



Chair raisers



Chopping board

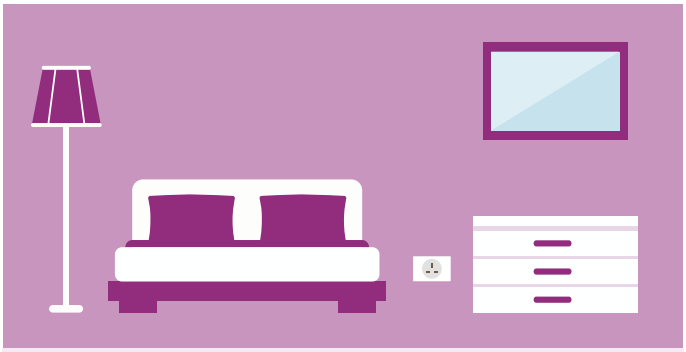


Level indicator



Teapot tipper

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



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

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

Adult Social Care Contact Centre
BCP residents. • Tel: **01202 123654**
Email: **asc.contactcentre@bcpcouncil.gov.uk**
Textphone and Relay UK: **18001 01202 123654**
SignVideo: Select 'SignVideo Directory Services' then 'BCP Council Adult Social Care'.

Dorset Council Adult Social Care
Residents in the rest of Dorset. • Tel: **01305 221000**
Web: **www.dorsetcouncil.gov.uk/care-and-support-for-adults** • SignVideo: select 'SignVideo Directory Services' then 'Dorset Council'.



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Assistive technology checklist

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It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit **https://asksara.livingmadeeasy.org.uk**

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

Suitability

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

Usability

- [ ] Is a simpler piece of equipment available (e.g. a pill case rather than an automated pill dispenser)?
- [ ] Does the equipment need a plug socket and will any wires cause a trip hazard?
- [ ] Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you?
- [ ] Are you able to use it? Are there any aspects you don't understand?
- [ ] Will it need to be installed by a professional?
- [ ] Can the retailer provide you with training in using the equipment?

Reliability

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

Cost

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

Notes

Leaving hospital

If you need specialist care after leaving hospital, you will be supported by health and social care staff who will work as a team to discharge you safely and support you at home or in another place of care.

You will be contacted by someone in the team soon after you are discharged to arrange a full assessment of your needs. For more information, visit **www.dorsethealthcare.nhs.uk/home-first**

Reablement

If you have had an illness, accident, just come home from hospital or are becoming frail, you might find it difficult to look after yourself. You might not feel strong enough to cope or you may simply have lost confidence. Many people just need a bit of help to get back on their feet.

Reablement is a short period of intensive support in your home. Staff will work with you to help you regain old skills or develop new ones. In most cases, this is all you need to regain your independence and be able to carry on living in your own home.

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

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

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

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

The amount of help needed varies with each person and their circumstances. You might need only a few visits a week or several visits a day. Over the period of reablement, the amount of help you need should reduce quickly, as your confidence and ability improve.

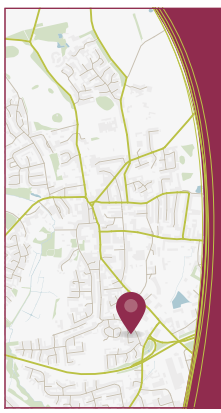
Reablement is free of charge, provided that:

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

At the end of a period of reablement, most people can live independently at home. However, if you are not fully independent, your local Adult Social Care team will work with you to see how much more help or support may be needed. They will also tell you how much this might cost and whether the council will pay something towards that cost.

For further information visit **www.bcpcouncil.gov.uk/reablement** or **www.dorsetcouncil.gov.uk/care-and-support-for-adults**

Alternatively, contact the Adult Social Care department in your area using the details on page 57.



Search for care in your area

CareChoices

www.carechoices.co.uk

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

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

Home Instead

To us, it's personal

Live well, *your* way



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

- Home Help
- Companionship
- Personal Care
- Dementia Care
- Live-in Care
- Palliative Care

Home Instead Bournemouth & Christchurch
01202 853197
homeinstead.co.uk/bournemouth-christchurch

Home Instead Poole
01202 853198
www.homeinstead.co.uk/poole

Home Instead East Dorset & Blandford
01202 912826
homeinstead.co.uk/east-dorset-blandford

Inspected and rated
Good
Care Quality Commission

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Personal care in the home

If you find you do need longer term care, a care assistant can visit you at home to provide the support you need. This can make all the difference in maintaining your independence.

Everyone's needs are different; some people may need help several times a day with a range of tasks. Others might only need help with one or two tasks less frequently. Some of the things you can get help with include:

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

If you would like help from your local council, it will need to find out if you meet the national eligibility criteria, including whether it will pay something towards the cost of your care at home.

Contact your local Adult Social Care department for more information; details can be found on page 57.

Local home care agencies begin on page 23 or can be found at **www.bcpcouncil.gov.uk/ascservicedirectory** or **www.dorsetcouncil.gov.uk/choose-care**

Alternatively, contact your local Adult Social Care department (see page 57). Alzheimer's Society has advice on care in the home for people with memory loss conditions.

Contact details can be found on page 56. Before you decide which provider or agency to use, you should check its rating and report from the Care Quality Commission. See page 53 for more information.



Farmhouse Home Care

Provides domiciliary, home care services to clients in and around Christchurch, New Milton & Barton on Sea, Burton, Highcliffe and surrounding areas.

There is nothing more important to us than the health and wellbeing of our clients and we pride ourselves on achieving positive outcomes. We work closely with every client, their health professionals, and their families, to shape a bespoke care plan to suit their individual needs.



If you have any specific questions about what we do, or you require more information, please don't hesitate to contact us and we will be happy to have a chat about your specific needs.

Tel: **01202 375945** • **www.farmhousecareagency.co.uk**

FARMHOUSE CARE

Live-in care

Live-in care is a viable alternative to residential care, where a fully trained care worker lives and works in your own home to support your individual needs and help you maintain your independence. The carer must be allowed breaks and have somewhere to sleep at night.

Support available from live-in carers can range from personal care and mobility assistance to more complex health requirements, as necessary.

The cost of live-in care varies depending on your circumstances, including the level, type and duration of care that you require.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 53.

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 53), 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**

There's nothing like the comfort of your own home.



We can provide:
- Elderly support
- Companionship
- Emergency care
- 24-hour care
- Live-in care
- Respite care
- Mental health support
- Physical disability support
- Sensory impairment support
- Learning disability support
- Brain & spinal injury care

Our experience means that we understand everyone's care needs are different. Finding the right type of care begins with identifying what's important to you.

Whether you require weekly, daily or Live-in care, we can build a unique plan to suit your every need. Care at home offers a practical and affordable alternative to moving into a residential setting, helping you to keep your independence.

We will work closely with you to handpick your Carers, so you can genuinely connect with your team. Our skilled team will make sure you're able to continue doing all things you love such as staying active, socialising or cooking.

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nurseplusareathome.com
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- Shopping
- Trips Out
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carehub.agincare.com/dorset

Inspected and rated Good
CareQuality Commission

Lily's Care Services

It does not matter if all you need is a little help around the house, assistance with personal care or full-time support. At Lily's Care Services, we assess your needs to provide a tailored service based on your requirements.

Lily's Care Services only hires experienced care staff who respect your independence. We empower your family and friends to be more directly involved with your care, without compromising on the quality of our services.

Your requirements may change. This is why our services are adaptable every step of the way and you will receive the highest standard of service while under our care.

We would love to chat about your needs.

We can help with:

- Personal Care
- Palliative Care
- Cancer Care
- Live-in Care
- Complex Care
- Shopping
- Housekeeping
- Companionship
- Mobility
- Leisure Activities
- Alzheimer's and Dementia Care





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www.lilyscareservices.co.uk

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Tel: 0120 207 0073

www.qualitycaredorset.co.uk







Here at Quality Care Dorset we provide the highest standards of care in the comfort of your own home.

Quality Care Dorset is a small, family-run business, registered with the Care Quality Commission in the adult social care sector. All of our carefully-selected staff are fully qualified and insured. We succeed by delivering the very best customer service with compassion.

We are always looking to recruit care staff.

At Quality Care Dorset we value our staff, we give ongoing support throughout your employment with us, personally and professionally.

Our services support your chosen lifestyle.

Services we povide:

- Medication Administration
- Personal Care

(see website for full details)

- Companionship
- Meal Preparation
- Housekeeping
- Shopping

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Award-winning support for you and your loved ones.

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- Meal preparation
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- Specialist dementia care
- Hospital to home

... and much more

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5 STAR EMPLOYER Work Buzz 2023

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www.rightathome.co.uk/bournemouth

01202 280 855

Home care agency checklist

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	Fees per week	Quality rating*
Agency 1	£	
Agency 2	£	
Agency 3	£	

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

*See page 53.

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Discover the comfort of Home Care Services with A1 Care: Our exclusive "two-week trial" campaign*

- Free assessment within a maximum 24 hours;
- Immediate start date within a maximum 48 hours once the assessment has been completed;
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* *The campaign runs for the 2023 only. Quote: "A1CareChoices".*

Our services include

- Personal care • Meal preparation at home
- Domestic tasks • Shopping • Toileting
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- Companionship and social activities
- Medication management and administration
- Home from hospital and rapid response
- End of life care
- Continuing and complex care
- Care for couples

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Bournemouth | 01202 122022

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- Domiciliary Care • Registered General Nurses

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EMAIL: **info@homelyhealth.uk** | VISIT: **www.homelyhealth.uk**

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Bournemouth home care providers

Advertisers are highlighted

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Adonai Care Services Ltd
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Age UK Bournemouth
Winton
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Apex Prime Care Bournemouth
Bournemouth
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Tel: 01202 529933
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Better Care at Home East
Bournemouth
Tel: 01202 259055
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Bournemouth
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Caremark Poole & East Dorset
Bournemouth
Tel: 01202 590509
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Tel: 01202 559482
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Edith Healthcare Ringwood
Bournemouth
Tel: 01202 922390
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Service User Bands	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

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BH8 8BT

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Personalised care and support in your own home

We can help you with:

- Support with medication
- Support with personal hygiene and care
- Light housework
- Support with shopping and meal preparation
- Companionship
- Support with attending appointments

Caremark is an established and highly regarded home care provider offering support across Bournemouth.

When the time comes that you or your relative needs support at home, we fully understand that you might be worried about your dignity or safety. Although inviting strangers into your home to care for you is bound to initially be stressful, we will try to reduce your anxiety by listening to you carefully and making sure that you are comfortable with our service and the way in which we provide it.

Your care worker will be selected to suit your personal care needs, and our work focuses on caring individually for people like you or your loved one, in the way that you would wish.

For a friendly, no obligations chat, contact us on **01202 406 822**

www.caremark.co.uk

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Bournemouth
Tel: 01202 672800
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Expert Care Solutions Ltd Bournemouth
Bournemouth
Tel: 07429 864177
OP D PD LDA YA

Florence Road
Bournemouth
Tel: 01202 396933
PD YA

GHS Clinical
Bournemouth
Tel: 0330 056 3996
PD LDA YA

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Lily's Care Services Ltd – Main Office
Bournemouth
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LJ Care Solutions – Main Office
Bournemouth
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Use the home care agency checklist on page 21 for ideas of questions to ask.

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Thank you very much for your kind, professional attention. I do not know how we would have managed, if you had not stepped in...
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- Care to the Community
- Respite Care
- Personal Care
- Home from Hospital
- Assistance with everyday tasks
- Dementia Care
01202 533532 admin@tendercareservicesltd.co.uk
www.tendercareservicesltd.co.uk

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www.ethoscare.co.uk

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Winton
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Bournemouth
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Bournemouth
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Bournemouth
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YOU-CAS Ltd
Bournemouth
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For information on home care and how it could help you, see page 17.

Christchurch home care providers

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Christchurch
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Alina Homecare – Christchurch
Christchurch
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Christchurch
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Christchurch
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Dimensions Dorset Domiciliary Care Office
Christchurch
Tel: 07785 515196
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- End of life/ Palliative care
- Dementia care
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Live In Care
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Regulated by CareQuality Commission

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Call 01202 237090

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PD LDA YA

Ethos Care
Christchurch
Tel: 01202 835868
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OP D YA

Farmhouse Care Agency
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Tel: 07523 871472
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Inter-County Nursing & Care Services – Christchurch
Christchurch
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Liberty Private Care Ltd – Christchurch
Christchurch
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Nayberle
Christchurch
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Visiting Angels East Dorset
Christchurch
Tel: 01202 133306
OP D PD SI YA

Use the home care agency checklist on page 21 for ideas of questions to ask.

Poole home care providers

Absolute Care – Westbourne
Bournemouth
Tel: 01202 757515
OP D PD MH SI

Adriel Care Ltd
Poole
Tel: 0844 800 0227
OP D PD LDA MH SI YA AD

Adriel Supported Living Care
Poole
Tel: 0238 235 0049
OP D PD LDA MH SI YA AD

Agape Care Solutions
Poole
Tel: 01202 744715
OP D PD LDA SI

Agincare UK Poole
Poole
Tel: 01305 234059
Advert pages 18 & 45
OP D PD LDA MH SI YA AD

Alina Homecare Poole
Poole
Tel: 01202 816146
OP D PD LDA SI YA AD

Alina Homecare Specialist Care – Bournemouth, Christchurch & Poole
Poole
Tel: 01202 724900
OP D PD LDA MH SI YA AD

Altogether Care LLP – Poole Care at Home
Poole
Tel: 01202 310222
OP D PD LDA SI YA



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Registered with Care Quality Commission. Members of The Homecare Association.

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

Anna Home Care
Poole
Tel: 01202 986082
OP D PD SI YA

Apex Prime Care Ltd – Poole
Poole
Tel: 0330 2020 200
Advert page 27
OP D PD LDA MH SI YA

BCP Supported Living Service
Poole
Tel: 01202 128887
OP PD LDA SI YA

Corfe Care Ltd
Broadstone
Tel: 01202 090106
OP D PD SI YA

Dana Care
Poole
Tel: 01202 730500
OP

Diverse Abilities Plus – Supported Living
Poole
Tel: 0300 330 5514
Advert page 28
OP PD LDA YA

Dorset Supported Living
Poole
Tel: 01202 606026
OP D PD LDA MH SI YA

Eleanor Nursing & Social Care Ltd – Poole Office
Poole
Tel: 01202 672800
OP D PD LDA MH SI YA

Good Oaks Home Care
Poole
Tel: 01202 757787
OP D PD LDA SI YA

Helping Hands Poole
Poole
Tel: 01202 139 520
Advert page 5
OP D PD LDA MH SI YA

Home Instead Bournemouth Christchurch and Poole
Poole
Tel: 01202 85319
Advert page 16
OP D PD LDA MH SI YA

Horizon Homecare (Southern) Ltd
Poole
Tel: 01202 737456
Advert page 28
OP D PD LDA MH SI YA AD

Klass Care Ltd
Poole
Tel: 01202 795793
OP D PD LDA MH SI YA

Lifeways Community Care (Poole)
Poole
Tel: 01202 330830
OP PD LDA YA





Maidment Court
Poole
Tel: 01202 674423
OP D PD LDA MH SI

Oasis Healthcare Solutions Ltd
Broadstone
Tel: 0333 344 7573
OP D PD SI YA

Obasan Services Ltd
Poole
Tel: 01202 031824
OP D

Poole Home Care Ltd
Poole
Tel: 01202 022360
Advert inside front cover
OP D PD MH SI

Pramacare
Poole
Tel: 01202 207300
OP D PD LDA MH SI

Quay Care (Poole) Ltd
Poole
Tel: 01202 671999
OP D PD LDA MH SI YA AD

Right at Home Bournemouth and Poole
Bournemouth
Tel: 01202 280855 **Advert page 20**
OP D PD SI YA

RS Holistic Care Ltd
Poole
Tel: 01202 806054
OP D PD MH SI YA

Shapes Domiciliary Service
Poole
Tel: 01202 718238
PD LDA YA

Sugarman Health and Wellbeing – Dorset
Poole
Tel: 01202 606006
OP D PD LDA MH SI YA AD

SuppLiCan Care and Support
Poole
Tel: 07730 718111
OP D PD YA

Tuckam Care
Broadstone
Tel: 01202 987660
OP D PD MH SI YA

Your Life (Poole)
Poole
Tel: 01202 669471
OP D SI

For information on home care and how it could help you, see page 17.

Dorset home care providers

AA-I-Care – 35 Southwell
Portland
Tel: 01305 821001
OP PD MH SI YA

Abbots Care Ltd (East Dorset Branch)
Wimborne
Tel: 01202 862612
Advert page 26
OP D PD LDA MH SI

Advance Dorset
Wimborne
Tel: 01202 871714
OP D PD LDA MH SI YA

Agincare Live-In Care (South West)
Portland
Tel: 01305 234059
Advert pages 18 & 45
OP D PD LDA MH SI YA

Agincare UK Ltd
Advert pages 18 & 45
Bridport
Tel: 01305 234059
OP D PD MH SI YA
Dorchester
Tel: 01305 234059
OP D PD LDA MH SI YA AD
Ferndown
Tel: 01305 234059
OP D PD LDA MH SI YA AD
Weymouth
Tel: 01305 234059
OP D PD MH SI YA

All About Care (South West) Ltd
Weymouth
Tel: 01305 261177
OP PD YA

Altogether Care LLP – Care at Home
Beaminster
Tel: 01308 863775
OP D PD LDA SI YA
Blandford
Tel: 01258 445040
OP D PD LDA SI YA
West Moors
Tel: 01202 894925
OP D PD LDA SI YA
Wareham
Tel: 01929 556566
OP D PD LDA SI YA
Weymouth
Tel: 01305 766099
OP D PD LDA SI YA

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

Angel Carers (UK) Ltd
Bridport
Tel: 01308 459204
Advert page 30
OP D PD LDA MH SI YA

Angel Holistic Care Ltd
Shaftesbury
Tel: 01747 359017
OP D

Apex Prime Care
Advert page 27
Dorchester
Tel: 0330 2020 200
OP D PD LDA SI YA
Shaftesbury
Tel: 0330 2020 200
OP D PD LDA MH SI YA

Ashbee Home Care Ltd
Weymouth
Tel: 07891 376707
OP D PD SI YA

Autism Wessex
– Community Support Service West
Dorchester
Tel: 07872 870891
OP D PD LDA MH SI YA AD

Better Care at Home
Dorchester
Tel: 01305 520590
OP D PD MH SI

Bloomfield Care Ltd
Wareham
Tel: 01202 099699
OP D MH YA

Bluebells Helping Hands Ltd
Weymouth
Tel: 01305 834266
OP

Bluebird Care Ferndown
Dorset
Tel: 01202 297720
OP D PD LDA MH SI YA

Bluebird Care West Dorset
Dorchester
Tel: 01305 236655
OP D PD LDA MH SI YA

Bramley Homecare Ltd
Shaftesbury
Tel: 01747 855844
OP D PD MH SI YA

Bridgewater Care
Wimborne
Tel: 01202 028029
OP D PD MH SI YA

Candlelight Homecare Services
Wimborne
Tel: 01202 848203
OP D PD LDA MH SI YA AD



If you are interested in the services we offer, please give us a call on
(01202) 862689 / (01202) 862690 or fill in the contact form on our website
www.tender-heartedcare.com

Established in 2017, Tender-Hearted Care is a growing professional agency that offers a person-centred care service to all our clients.
Offering both Domicillary care and Live in care services.

We understand that it can be difficult to accept additional help in your home environment, but with our trained carers, we are able to offer this service, giving you and your families peace of mind, whilst you are able to remain in your own home.

Care Purbeck
Swanage
Tel: 07778 550687
OP D PD YA

Caremark Weymouth & West Dorset
Weymouth
Tel: 01305 858290
OP D PD LDA MH SI YA

Casterbridge Homecare
Portland
Tel: 01305 818306
OP D MH YA

Daley Home Care
Bridport
Tel: 01308 898345
OP D PD MH SI YA

Destiny Healthcare Private Ltd
Dorchester
Tel: 07831 954583
OP D PD LDA MH SI YA

Dimensions Dorset East Domiciliary Care Office
Wimborne
Tel: 0300 303 9014
OP LDA YA

Dimensions Dorset West Domiciliary Care Office
Weymouth
Tel: 07702 972921
OP LDA YA

Domiciliary Care Dorset
Wimborne
Tel: 01202 877059
OP D PD LDA MH SI YA AD

Dorset Learning Disability Services– Domiciliary Care
Weymouth
Tel: 01305 266589
OP LDA YA

Duty Care
Wimborne **Advert pages 25, 28, 30 & adjacent**
Tel: 01202 237090
OP D PD SI YA

Eleanor Nursing and Social Care Ltd – Dorchester Office
Dorchester
Tel: 01305 237270
OP D PD LDA MH SI YA AD

Emmcare
Bridport
Tel: 07739 044867
OP D PD LDA MH

Encompass Respite Accommodation and Outreach Service
Dorchester
Tel: 01305 251935
OP PD LDA MH SI YA

Everycare (Wessex) Ltd
Dorchester
Tel: 01305 257777
OP D PD LDA MH SI YA

Fairhope
Wimborne
Tel: 01202 709091
OP D PD SI YA

Good Oaks East Dorset
Wimborne
Tel: 01202 065261
OP D YA

Good Oaks Home Care – Dorchester and Weymouth
Dorchester
Tel: 01305 231431
OP D PD MH SI YA

Green Lanes Projects Ltd
Ferndown
Tel: 0208 829 0996
LDA YA

Helping Hands Ferndown
Ferndown **Advert page 5**
Tel: 01202 152 099
OP D PD LDA MH SI YA

Home Instead
Dorchester
Tel: 01305 239289
OP D PD MH SI YA

Home Instead Senior Care East Dorset and Blandford
Verwood **Advert page 33**
Tel: 01202 912826
OP D PD SI YA



Advertisers are highlighted

iDirect
West Dorset
Tel: 01305 259075 OP D PD LDA MH SI YA
East Dorset, Hampshire and Wiltshire
Tel: 01202 076688 OP D PD LDA MH SI YA

Integrated Case Management Ltd
Wimborne
Tel: 01202 978900 OP PD SI YA

Lantern Community, The – Four Meadows
Ringwood
Tel: 07954 095960 OP LDA YA

Libra Care Services
Verwood
Tel: 07966 270709 OP D PD

Mencap – Dorset Support Service
Poole
Tel: 01305 755619 OP LDA YA

Natura Care Solutions
Sherbourne
Tel: 01747 590071 OP D PD MH SI YA

Neways at Home Weymouth
Weymouth
Tel: 0208 573 2349 OP D PD MH SI YA

Nurseplus Care at home Dorset
Dorchester **Advert page 18**
Tel: 08000 44 88 48 OP D PD LDA MH SI YA AD

Phoenix
Ringwood
Tel: 01425 476125 OP LDA YA

Phoenix Care & Support Services 24/7 Ltd
Weymouth
Tel: 01305 782168 OP D PD LDA MH SI YA

Potens Dorset Domiciliary Care Agency
Wimborne
Tel: 01202 875404 PD LDA SI YA

Premier Care Dorset Ltd
Wimborne
Tel: 01202 870032 OP D PD MH SI YA

Priority Home Care
Wimborne
Tel: 01202 813819 OP D PD SI

Reablement Service – Tricuro Ltd
Dorchester **Advert page 11**
Tel: 0300 330 1202 OP D PD LDA MH SI YA

Signature Care
Dorchester
Tel: 01305 253842 OP D PD SI

Silverstars Care
Sherborne
Tel: 01935 507792 OP D YA

Somerleigh Court
Dorchester
Tel: 01305 259882 OP D

South West Supported Living
Wareham
Tel: 07912 778390 LDA YA

St Jude's Care Ltd
Weymouth
Tel: 01305 779888 OP D PD LDA MH SI YA

Tender-Hearted Ltd
Wimborne **Advert page 32**
Tel: 01202 862690 OP D PD MH SI YA

Waverley, The
Weymouth
Tel: 01305 750403 OP D PD LDA MH SI AD

Wisteria Care
Gillingham
Tel: 01747 852107 OP D PD LDA MH SI YA AD

Your Life (Ferndown)
Ferndown
Tel: 01202 861913 OP D PD SI

YourLife (Poundbury)
Dorchester
Tel: 01305 267615 OP D PD SI

Use the home care agency checklist on page 21 for ideas of questions to ask.

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

Lunch clubs and meal deliveries

There are several lunch clubs in Dorset. For many, these provide a social occasion as well as an important meal. In some cases, transport can be provided, although you may be asked to pay towards the cost. There is a Community Transport Service in Dorset; details begin on page 36.

Details of lunch clubs and other eating opportunities can be found at **www.bcpcouncil.gov.uk/ascservicedirectory** or **https://adultsocialcare.dorsetcouncil.gov.uk/search**

Alternatively, contact your local Adult Social Care department (see page 57).

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

Alternatively, contact your local Adult Social Care department (see page 57).

Befriending and Good Neighbour schemes

Befriending and Good Neighbour schemes are a great way to combat loneliness and isolation for those who have difficulty in getting out and about.

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

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

A list of these services can be found at **www.bcpcouncil.gov.uk/befriending** or **www.helpandkindness.co.uk**

Alternatively, contact your local Adult Social Care department (see page 57).

Day services

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

- Help you gain the practical skills needed for independent living, such as cooking and laundry.
- Give you advice on a range of subjects, including opportunities to try out equipment to help with daily living tasks.
- Provide gentle exercise and help with mobility.
- Provide social activities, such as craft and hobbies, games, outings and entertainment.

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

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

To find out what's in your local area, visit **www.bcpcouncil.gov.uk/ascservicedirectory** or **www.helpandkindness.co.uk**

Alternatively, contact your local Adult Social Care department (see page 57).

Volunteering

Volunteering can be a positive way to spend time and be involved in the local community. Research shows that the benefits of volunteering can include:

- A longer life – being a volunteer can extend your life expectancy, when compared with non-volunteers.
- Ability to cope with ill health – volunteering can help people come to terms with an illness and help take their mind off things.
- Improved family relationships – a study comparing older volunteers with older non-volunteers showed that the volunteers had better relationships with their family.
- Meeting new people – volunteering is a good way to meet people. This can be vital for older volunteers and people who might feel isolated.
- Improved self-esteem and sense of purpose – volunteering can bring back your self-esteem and motivate you. Improved self-esteem can have a positive effect on other areas of your health and life.

Find out about volunteering opportunities in your area by contacting your local volunteer centre; details can be found on page 58.

Transport services

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

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

Details of many of the community transport services available across Bournemouth, Christchurch and Poole are at **www.bcpcouncil.gov.uk/ascservicedirectory** and **www.dorsetcouncil.gov.uk/community-transport** for services in the Dorset Council area.

If you are disabled, you might find a Blue Badge helpful. This can enable you to park closer to your destination. To find out more information about the Blue Badge Scheme and how to apply, visit **www.bcpcouncil.gov.uk/bluebadges** or **www.dorsetcouncil.gov.uk/blue-badges**

Hospital transport

The NHS does not generally provide transport for non-emergency visits to hospital. This is where community transport schemes can help. If there isn't a scheme that can help you, transport may be provided for medical reasons if you are unable to use any other form of transport.

If you think you might be eligible for free patient transport, or want advice on getting to your hospital appointment, call the **Dorset Patient Transport Advice Centre (PTAC)** on **01278 727457**. If you have booked transport with PTAC and have any queries on the day of travel, or you wish to amend your booking on the day of travel, call **E-zec** on **0300 777 6666** or email **info@dorsetptb.co.uk**

PTAC is open Monday to Friday, 8.30am to 6.30pm. For more information, visit **www.dorsetptb.co.uk**



Information and advice about services

Safe and independent living (SAIL)
The SAIL scheme is a partnership of respected agencies in Dorset including local councils, police, fire, NHS and voluntary organisations. SAIL is a trusted signposting initiative.

The aim is to provide help that enables people to remain living in their own homes for as long as they wish. It covers concerns such as advice on warmer homes, fire safety, memory loss and benefit entitlement as well as many other topics. All the advice is free but some of the services may be chargeable.

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

Dorset & Wiltshire Fire and Rescue
Web: **www.dwfire.org.uk** (search 'S.A.I.L.')

Bournemouth Independent Living Advice
The Adult Social Care Contact Centre can link you with advice to find the support you need and help you to stay independent, even if you pay for services yourself. An Independent Living Adviser can help with your decisions about the support you want to pay for.

Other advice services are available in Bournemouth libraries and community centres, at GP surgeries, and with organisations like Age UK, Bournemouth Blind Society, Alzheimer's Society, Bournemouth Churches Housing Association and Help & Care.

Living with dementia

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

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

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

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

Help and Care Dementia Coordinator Service
This service works with people living with dementia to feel supported and to maintain independence, choice and control over their life. Dementia Coordinators also support carers of people with dementia, providing useful information, advice and signposting to local services. If you would like to know more about the Help and Care Dementia Coordinator Service, call Help and Care on **0300 123 1916** or email **memory@helpandcare.org.uk**

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

A list of Memory cafés can be found at **www.bcpcouncil.gov.uk/ascservicedirectory** or **www.helpandkindness.co.uk**

Alternatively, contact your local Adult Social Care department (see page 57).

Tell us what you think

- What have you found useful?
- What could we do better?

Share your feedback

Take our five minute survey

www.carechoices.co.uk/reader-survey

CareChoices

Residential dementia care checklist

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	Fees per week	Quality rating*
Home 1	£	
Home 2	£	
Home 3	£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 47. You can download and print this checklist at **www.carechoices.co.uk/checklists**

Design

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

Choices

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

Activities

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

Health

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

Staff

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

Approach to care

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

*See page 53.

Living with a long-term health condition

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

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

More information about the service and how to register can be found at **www.helpandcare.org.uk** or by speaking to an adviser on **0303 303 0153**.

Support if you are looking after someone

Checklist for carers

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

*If the person you care for lives in Bournemouth, Christchurch or Poole, contact **CRISP** on **01202 128787**, email **carersupport@bcpcouncil.gov.uk** or visit **www.crispweb.org**

If the person you care for lives in Dorset, contact **Carer Support Dorset** on **0800 368 8349**, email **admin@carersupportdorset.co.uk** or visit **www.carersupportdorset.co.uk**

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

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

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

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

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

Carers often experience back and neck conditions, stress-related illness or recurrent or long-running viral infections. Looking after yourself is vital and will help you maintain your health and continue to care.

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

Carers are also entitled to an assessment which will help to identify help and support that is available. You should request this from the council where the cared-for person lives. It does not matter if the cared-for person is not having services from their local council or funding their own care.

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

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

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

Resource for those supporting disabled children

my family our needs

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**

There is also information and advice for people aged between 14 and 25 years old moving from Children's to Adults' services at **www.bcpcouncil.gov.uk/preparingforadulthood** and **www.dorsetcouncil.gov.uk** (search 'Preparing for adulthood').

Looking after a family member or friend?

We can help make the hard times easier

Our **free** support includes:

- a listening ear and expert advice
- training such as managing conditions
- discounts to give yourself a deserved treat

Call us on **0800 3688349** or visit **carersupportdorset.co.uk**

Carer Support Dorset

Carer Support Dorset is an independent service, funded by Dorset Council.

Dorset Council

Home choices

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

Alternatively, contact your local Adult Social Care department (see page 57).

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

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

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

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

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

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

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

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

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

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

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

You could still be eligible for benefits, so while things like service charges can look expensive you can often get help to meet the costs.

Furthermore, it is important to remember that extra care can offer support to keep you independent in your own home.

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

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

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

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

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

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

Examples of support include:

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

For further information, visit **www.bcpcouncil.gov.uk/ascservicedirectory** or **www.dorsetcouncil.gov.uk**

Alternatively, contact your local Adult Social Care department (see page 57).

Choosing a care home

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

However, they are not the right choice for everyone. You will get support and companionship, but you are likely to give up some independence. There will be compromises about what you can do and when, compared to living in your own home.

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

It has been found that many people go into a care home before they need to. If you move into a care home funded from your savings, there may come a time when you can no longer afford to stay there, and you may need help from Adult Social Care. →

➔ If this happens, your local Adult Social Care department might be able to help, but it has a limit on how much it will pay for a care home place. This means that you might not be able to continue to stay in the care home of your choice.

Moving into a care home is a big decision. If you still think it might be right for you, it is best to talk to your local Adult Social Care department first. They will talk to you about your needs and give independent advice on the best choice for you; see page 48 for information on assessments.

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

Further information about the CQC can be found on page 53.

Types of care home

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

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

If a care home providing nursing care is the best solution for you, the social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care part of your fees is paid by the NHS to the home directly: the current amount is £219.71 per week.

The figures mentioned here may change in the lifetime of this Directory – check with Adult Social Care for the latest information. See page 48 for more information on paying for your care.

If you are looking for a care home for someone with dementia (with or without nursing), there are some homes that specialise in this. They may have staff that have been specifically trained and an environment that is better suited to residents living with dementia. See the residential dementia care checklist on page 39.

Out of area care options

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

If you're self-funded (paying for your own care), you have freedom of choice. However, it is important that you have considered whether the local authority will agree that you meet the eligibility criteria for a care home placement if your savings fall below the capital limit. If the local authority will not fund the placement, or the home is unable to meet the local authority rate, you need to bear in mind that the possibility of needing to move to an alternative home increases substantially.





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Upton Manor: **01202 620 020** | 1 Dorchester Road, Upton, Poole, Dorset BH16 5NJ
Verwood House: **01202 812 250** | 42-44 Ringwood Road, Verwood, Dorset BH31 7AH

enquiries@hamberleycarehomes.co.uk | **www.hamberleycarehomes.co.uk**

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Care homes checklist

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	Fees per week	Quality rating*
Home 1	£	
Home 2	£	
Home 3	£	

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

Staff

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

Activities

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

Life in the home

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

Personal preferences

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

Catering

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

Fees

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

*See page 53.

Social care services

Eligibility for Adult Social Care services

If you feel you have care and support needs that cannot be met using the local and community resources mentioned so far in this Directory, contact your local Adult Social Care department. Details can be found on page 57.

Once you have spoken to your local Adult Social Care department, you may find there are still things you want to achieve. If this is the case, you may have a full needs assessment, in the form of a conversation and discussion, where your local Adult Social Care department will work with you to identify what these things are and how you can meet them.

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

During the conversation, different parts of your life and what is important to you will be discussed. You will also be asked about the following topics to find out more information about you:

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

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

Paying for care services

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

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

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

What will you have to pay for your care?

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

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

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

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

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

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

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

To ask your local Adult Social Care department for an assessment, see the contact details on page 57.

If you are moving into a care home or care home with nursing and, apart from your property, your capital and savings are less than £23,250, your council may help with your care costs for the first 12 weeks. See page 50 for more information. After this time, you can apply for a loan to help you whilst your property is being sold, this is called a Deferred Payment Agreement. See page 50 for more information.

If you are moving into a care home and your local council is contributing towards your care fees, your choice of care home will be limited to those that accept your local authority's funding level. If you choose a more expensive home, you will have to arrange for a third party to 'top-up' the difference; see page 51 for more information.

Paying for your own care

Even if you know you will have to pay for it yourself, if you need care in your own home or are considering moving into a care home, you still qualify for a social care assessment by Adult Social Care. The assessment will make sure that your needs are identified.

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

If you are in residential care and the home you have chosen charges more than your local authority will pay, you must find someone to pay the difference. This is called a 'top-up' payment. Whoever does this, whether a family member or a charity, they should understand the cost could increase, and they will have to pay the top-up for as long as necessary. If you cannot find someone to help you meet the extra cost, you may have to move to a home within your local authority's funding levels. For more information on top-ups, see page 51.

Understanding your rights before choosing your support is essential. It is important to seek financial and legal advice about the various options you may have before committing yourself. Money Helper offers free and impartial advice about finances. Call **0800 138 7777** or visit **www.moneyhelper.org.uk**

Attendance Allowance
This is a non-means-tested, non-taxable benefit from the Department of Work and Pensions (DWP). It's paid at the lower rate of £68.10 a week if you need care by day or night and at the higher rate of £101.75 a week if you need care during the day and night. Everyone who needs care can, and should, claim Attendance Allowance. If you are paying the full cost of residential care, with or without nursing care, you will be entitled to the higher rate. →

➔ NHS Nursing Care Contribution

If you live in a care home which provides nursing care, you may be entitled to NHS Nursing Care Contribution, whether you are a temporary or permanent resident. This is sometimes known as Funded Nursing Care. It is not means-tested and is currently £219.71 a week. This is paid directly to the home.

Twelve-week property disregard

Your council may help with the cost during the first 12 weeks of permanent residential care, provided the assessment has shown that this is the kind of care you need. This is called the 'property disregard' period.

This can apply if:

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

Deferred Payment Agreements

After the twelve-week property disregard period your council may be able to continue to help you with the cost of your care through a Deferred Payment Agreement.

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

It may affect your entitlement to Pension Credit if your property is not seen to be on the market and becomes treated as capital by the Department for Work and Pensions (DWP).

Whatever your circumstances:

Remember:

- It is just your own financial circumstances which are assessed, not your partner's.
- Your assessment will be made up of two elements: a care needs assessment and a financial one.
- A care home with nursing will generally be more expensive than a care home.

Consider claiming:

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

Everyone can claim:

- Attendance Allowance, worth either £68.10 or £101.75 a week depending on your care needs.

Moving into a care home with nursing?

- You may be eligible for the NHS Nursing Care Contribution – currently £219.71 a week.

Always seek advice:

Independent help is available to guide you through your financial options. There may be several solutions to retain your capital whilst paying for care. You can contact Money Helper on **0800 138 7777** for free and impartial advice.

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

Adult Social Care Contact Centre
Bournemouth, Christchurch and Poole residents.
Tel: **01202 123654**
Email: **asc.contactcentre@bcpcouncil.gov.uk**
Textphone or Relay UK: **18001 01202 123654** (people who are deaf, have hearing loss or who are speech impaired).
SignVideo: Select 'SignVideo Directory Services' then 'BCP Council Adult Social Care'.

Dorset Council Adult Social Care
Residents in the rest of Dorset.
Tel: **01305 221000**
Web: **www.dorsetcouncil.gov.uk/care-and-support-for-adults**
SignVideo: Select 'SignVideo Directory Services' then 'Dorset Council'.

Third party payments (top-ups)

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

Other financial contributions (top-ups) will need to be paid if you choose accommodation which is more expensive than the amount allocated in your Personal Budget. For more information about Personal Budgets, see page 52.

Under the Care Act 2014, your local council will try to make sure you have a choice of accommodation which gives you the best outcomes based on your eligible care and support needs.

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

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

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

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

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

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

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

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

Care fees can increase

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

If you are already living in a care home, plan ahead and find out what help you can get from your local council if your savings fall below the £23,250 limit, explained on page 48.



Financial care planning

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

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

Specialist care-fee advisers can help you to consider the options available when it comes to funding your long-term care. They are regulated by the Financial Conduct Authority (FCA) and they may be accredited members of the Society of Later Life Advisers (SOLLA). They must stick to a code of conduct and ethics and take responsibility for the suitability of any product they recommend.

The Society of Later Life Advisers can help you to find an adviser in your area who is qualified to offer independent advice and who specialises in financing long-term care and equity release.

For further information, visit **www.societyoflaterlifeadvisers.co.uk** or call **0333 202 0454**.

NHS Continuing Healthcare

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

You can ask for a CHC assessment by health and social care professionals who will visit you to identify and prioritise your needs. The assessment will be used to decide if you are eligible for NHS Continuing Healthcare, what services may be provided and where and who funds them.

If your needs change, regular reviews will be carried out and your care and/or funding arrangements may change to meet them.

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

Personal Budgets, Direct Payments and Individual Service Funds

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

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

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

You can also receive an Individual Service Fund (ISF) where you choose a provider (not the council) to look after your Personal Budget.

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

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

For more information, visit **www.bcpcouncil.gov.uk/personalbudgets** or **www.dorsetcouncil.gov.uk/pay-for-care**

Alternatively, speak to your social care worker or care manager.

Have your say

Inspecting and regulating care services

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

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

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

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

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

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

Tel: **0300 061 6161** • Email: **enquiries@cqc.org.uk**
Web: **www.cqc.org.uk**
Write to: The Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Advocacy

Advocacy is a way for people to tell others what they want when they might not be, or feel, able to do so on their own. An advocate gets to know your views and wishes and gives you support to tell others what these are.

Family and friends or health and social care staff can help you speak up. But it may be difficult if you have different ideas about what you want.

An independent advocate helps you to:

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

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

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

Dorset has one provider for all advocacy support for Dorset Council, BCP Council and NHS Dorset.

South West Advocacy Network (SWAN)
Tel: **0333 344 7928** • Email: **reception@swanadvocacy.org.uk** • Web: **www.swanadvocacy.org.uk/services-near-you/dorset**

Comments, compliments and complaints

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

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

Making a complaint should not be difficult for you. Providers are required under essential standards of quality and safety to have a simple and easy-to-use complaints procedure that they will be happy to give you. If you are concerned about the care that you, a friend or a relative is receiving, please speak to the manager before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should initially contact the registered owners of the service. They have a duty to respond to any complaints made.

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

Bournemouth, Christchurch and Poole residents
The Complaints Officer, Adult Social Care Commissioning
BCP Council, Civic Centre, Bourne Avenue, Bournemouth BH2 6DY
Tel: **01202 123970**
Email: **comments.adultsocialcare@bcpcouncil.gov.uk**

Residents in the rest of Dorset
Complaints Team
Freepost, Business Reply Licence number RRYH-AGJZ-TRGG Colliton Park, Dorchester DT1 1XJ
Tel: **01305 221000**
Email: **complaints@dorsetcouncil.gov.uk**

Healthwatch Dorset

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

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

Contact **Healthwatch Dorset** on **0300 111 0102**, email **enquiries@healthwatchdorset.co.uk** or visit **www.healthwatchdorset.co.uk**



Useful contacts

Dorset Care Association (DCA)

Dorset Care Association provides a mechanism for collaboration between providers of all adult social care services, with the intention of strengthening and including the voice of the provider marketplace. This facilitates the engagement of the provider market with local councils and the Integrated Care System (Our Dorset) in transforming the future delivery of adult care and support.

We are committed to providing positive and innovative outcomes for providers of all adult social care ranging from supported living, day services, residential and nursing care, home care and live in care. We will also ensure providers are up to date with the latest Care Quality Commission (CQC) regulations, inspection criteria and legislation.

We will also share any information relating to providers' client specific care delivery. This will support business efficiency and effectiveness. In addition, providers can enter our online members' lounge to ask questions, access templates and share good practice. For more information, visit **https://dorsetcare.co.uk**

Our members have confirmed that we enable and empower them to strengthen their combined voices, be involved in consultations, attend regular webinars and informative meetings, receive weekly email updates and support us to represent Dorset at a national level via the Care Association Alliance.

For more information on membership, email **anna.knight@dorsetcare.co.uk** or **admin@dorsetcare.co.uk**

National Care Association (NCA) merged with the Registered Nursing Home Association (RNHA)

The NCA has merged with the Registered Nursing Home Association (RNHA) to provide a strong united voice for all members. These merged associations represent the authoritative voice of care homes and community services throughout the United Kingdom.

Good nursing homes continue to provide a safe, comfortable, caring environment for anyone requiring nursing – whether long-term or for short-stay respite, convalescence, or rehabilitation.

The nursing home of today is a far cry from the outdated perception of latter years. Today's nursing home combines an ambience of the client's personal home, with quality furnishings and surroundings, together with a warm, caring atmosphere backed up by qualified, professional nursing staff. A total package of care is provided, designed exclusively for the individual, which encompasses social, medical and welfare needs.

It may be that you are making the choice, or more likely nowadays, a family member or close friend is looking on your behalf. There is one level of comfort that can go a long way to removing some of the concerns of placement – choosing a 'Blue Cross' home.

What should you expect from a quality 'Blue Cross' home?

- 24-hour nursing services provided by a team led by a qualified nurse.
- Accommodation furnished and equipped to provide comfortable 'homely' surroundings. Most homes have lifts, lounges, dining rooms and gardens/conservatories. →

- General welfare, social and occupational therapy activities designed to enhance the client's quality of life.
- Compassionate, palliative, and end of life care working with the client, the relatives, and under professional medical direction.

The most important consideration from your perspective is that the nursing home provides a holistic approach to care – all aspects of health are taken into consideration and the use of NHS or GP resources ensures prompt action.

If you are an older person, detecting health problems, and responding early, stops you suffering unnecessary pain or discomfort and prevents avoidable admission to hospital.

Birmingham office
Derek Whittaker House, 50 Tunnel Lane,
Kings Norton B30 3JN
Tel: **0121 451 1088** • Email: **info@rnha.co.uk**
Web: **http://rnha.co.uk**

Kent office
Suite 4 Beaufort House, Beaufort Court,
Sir Thomas Longley Road, Rochester ME2 4FB
Tel: **01634 716615**
Email: **info@nationalcareassociation.org.uk**
Web: **https://nationalcareassociation.org.uk**

Other useful contacts

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

Age UK Bournemouth, Poole and East Dorset
700 Wimborne Road,
Winton BH9 2EG
Tel: **01202 530530**
Web:
www.ageuk.org.uk/bournemouthpooleeastdorset

Age UK North, South and West Dorset
Units 1&2, 5 Crown Square,
Poundbury DT1 3EN
Tel: **01305 269444**
Email: **enquiries@ageuknswd.org.uk**
Web: **www.ageuk.org.uk/northsouthwestdorset**

Alzheimer's Society
Leading the fight against dementia.
Dementia Connect Support line: **0333 150 3456**

BCP Council Adult Social Care Directory
Web: **www.bcpcouncil.gov.uk/ascservicedirectory**

Care Choices
Publisher of care services directories around the country that also offers a helpful website for care seekers.
Web: **www.carechoices.co.uk**

Care Quality Commission
The independent regulator of health and adult care in England.
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA
Tel: **0300 061 6161**
Contact form: **www.cqc.org.uk/contact-us/contact-us-online-form**
Web: **www.cqc.org.uk**

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

Bournemouth, Christchurch and Poole
Tel: **0808 278 7939**
Web: **www.citizensadvicebcp.org.uk**

Dorset area
Tel: **0800 144 8848**
Web: **www.citizensadvicedorset.org.uk**

Living made easy
A national charity providing impartial advice, information and training on independent living.
Helpline: **0300 123 3084** • Email: **info@dlf.org.uk**
Web: **www.livingmadeeasy.org.uk**

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

NHS Dorset
This organisation is responsible for planning to meet the health care needs of people and communities in Dorset.
Vespasian House, Barrack Road,
Dorchester DT1 1TG
Tel: **01305 368900**
Email: **customer.careteam@nhsdorset.nhs.uk**
Web: **www.nhsdorset.nhs.uk**

PramaLIFE
Provides clubs, groups and activities for older people across Bournemouth, East Dorset and Poole.
Web: **www.pramalife.org/activities-summary**

Bournemouth
Covering Boscombe, Ensbury Park, Kinson, Moordown, Muscliff, Southbourne, Wallisdown and Winton.
Tel: **07912 272077**
Email: **tess.champion@prama.uk**

East Dorset
Covering Colehill, Ferndown, Wimborne and West Moors.
Tel: **07736 133445**
Email: **carol.davies@prama.uk**

Poole
Covering Broadstone, Fleetsbridge, Hamworthy, Oakdale, Parkstone and Upton.
Tel: **07867 354578**
Email: **bridget.barrett@prama.uk**

Adult Social Care departments

BCP Council
Adult Social Care Contact Centre
Bournemouth, Christchurch and Poole residents.
BCP Council Civic Centre,
Bourne Avenue,
Bournemouth BH2 6DY
Tel: **01202 123654**
Email: **asc.contactcentre@bcpcouncil.gov.uk**
Textphone or Relay UK: **18001 01202 123654** (people who are deaf, have hearing loss or who are speech impaired).
SignVideo: Select 'SignVideo Directory Services' then 'BCP Council Adult Social Care'.

Dorset Council Adult Social Care
For residents in the rest of Dorset.
Adult Social Care, County Hall,
Colliton Park, Dorchester,
Dorset DT1 1XJ
Tel: **01305 221000**
Web: **www.dorsetcouncil.gov.uk/care-and-support-for-adults**
SignVideo: select 'SignVideo Directory Services' then 'Dorset Council'.

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

Complaints advice

Adult Social Care
BCP Council
Tel: **01202 123970**

Dorset Council
Tel: **01305 221000**

NHS Dorset Customer Care Team
Tel: **01305 368900**
Email: **customer.careteam@nhsdorset.nhs.uk**

Independent living centres

Dorset Accessible Homes Service
Tel: **0333 003 0010**
Web: **www.dorsetaccessiblehomes.co.uk**

Blandford Forum
Millenium House,
2A Sunrise Business Park,
Higher Shaftesbury Road DT11 8ST

Dorchester
Greenwood Centre for Independent Living,
Maiden Castle Road DT1 2ER

Sight and hearing centres

Bournemouth Blind Society
Sight and Hearing Resource Centre,
5 Victoria Park Road,
Moordown BH9 2RB
Tel: **01202 546644**
Web: **www.bournemouthblindsociety.uk**

➜ Dorset Sensory Impairment Prevention and Support Service

Sight and Hearing Team, Millbrook Healthcare, Higher Shaftesbury Road, Sunrise Business Park, Blandford Forum DT11 8ST
Tel: **0333 003 0010** • Text: **07817 359722**
Web: **www.millbrook-healthcare.co.uk/dorset-sensory-impairment**

Dorset Blind Association

17 Bournemouth Road, Ashley Cross BH14 0EF
Tel: **01202 712865** • Email: **info@dorsetblind.org.uk**
Web: **www.dorsetblind.org.uk**

Volunteering services

Bournemouth, Christchurch and Poole Community Action Network

Tel: **01202 466130** • Email: **hello@can100.org**
Web: **www.can100.org**

Volunteer Centre Dorset

Tel: **01305 269214**
Email: **info@volunteeringdorset.org.uk**
Web: **www.volunteeringdorset.org.uk**

my family our needs

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

www.myfamilyourneeds.co.uk

hello@myfamilyourneeds.co.uk • @WeAreMFON

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

Ask questions
Get involved
Join the family



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Care home and care home with nursing listings

Bournemouth care homes

Advertisers are highlighted

Acorn Lodge – Bournemouth
12 Grand Avenue, Southbourne,
Bournemouth BH6 3SY
Tel: 01202 426085 LDA

Acorn Luxury Care Ltd
76 Wimborne Road, Bournemouth BH3 7AS
Tel: 01202 515713 MH

Adamscourt Residential Care Home
7 Talbot Avenue, Talbot Woods, Bournemouth BH3 7HP
Tel: 01202 529855 OP D

Alexandra, The
23 Howard Road, Queens Park, Bournemouth BH8 9EA
Tel: 01202 528420 PD MH SI YA

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

April Court – Tricuro Ltd
186 Poole Lane, Kinson,
Bournemouth BH11 9DS **Advert page 11**
Tel: 01202 576110 OP D PD LDA MH SI YA

Ashwood
12 Dudley Road, Northbourne,
Bournemouth BH10 6BS
Tel: 01202 776820 LDA

Aucklands Care
2 Ken Road, Southbourne, Bournemouth BH6 3ET
Tel: 01202 427166 OP D LDA MH SI YA

Beaufort View
1 Beaufort Road, Southbourne, Bournemouth BH6 5AJ
Tel: 01202 418877 PD LDA SI YA

Blenheim Care Home
17 Dunbar Road, Talbot Woods, Bournemouth BH3 7AZ
Tel: 01202 557090 **Advert page 45** OP D YA

Blue Roof Bungalow Care Home
Mill Road North, Throop, Bournemouth BH8 0DW
Tel: 01202 529508 LDA

Branksome Heights
44 Branksome Wood Road,
Bournemouth BH4 9LA
Tel: 01202 769429 OP D MH

Cambian Asperger Syndrome Services Ltd
18 Kings Park Road, Boscombe,
Bournemouth BH7 7AE
Tel: 01202 729911 LDA

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

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

Castle Dene
Throop Road, Bournemouth BH8 0DB
Tel: 01202 485176 OP D

Cherry Tree Lodge
100 Wick Lane, Southbourne,
Bournemouth BH6 4LB
Tel: 01202 429326 OP

Clarendon House
36 Crabton Close Road, Boscombe,
Bournemouth BH5 1HN
Tel: 01202 396933 OP D PD LDA MH YA

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

Coastal Lodge – Tricuro Ltd
26 Knyveton Road,
Bournemouth BH1 3QR **Advert page 11**
Tel: 01202 228530 OP D PD MH SI YA AD

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

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

Eilat
106 Lowther Road, Bournemouth BH8 8NS
Tel: 01214 576860 OP PD MH YA

Elephant Care Ltd
3 Beechey Road, Bournemouth BH8 8LJ
Tel: 01202 551305 OP

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

Evergreens, The
2 Berkeley Road, Talbot Woods,
Bournemouth BH3 7JJ
Tel: 01202 526925 OP YA

Fair Haven
23 Knyveton Road, Bournemouth BH1 3QQ
Tel: 01202 553503 OP D PD

Fairways Residential Care Home – Tricuro Ltd
2 Owls Road, Bournemouth BH5 1AA
Tel: 01202 228520 **Advert page 11** OP D PD SI YA

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

Highview Residential Home
42-44 Foxholes Road, Southbourne,
Bournemouth BH6 3AT
Tel: 01202 428799 OP D MH

James Burns House
– Care Home Physical Disabilities
Greenways Avenue, Bournemouth BH8 0AS
Tel: 01202 523182 OP D PD MH YA

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

Liam House
13 Spencer Road, Bournemouth BH1 3TE
Tel: 01202 294148 OP LDA YA

Linkfield Court (Bournemouth) Ltd
19 Knyveton Road, East Cliff,
Bournemouth BH1 3QG
Tel: 01202 558301 OP D PD YA

Livability Talbot Manor
57 Talbot Manor, Bournemouth BH3 7HT
Tel: 01202 512918 PD LDA YA

Lowther Road
35 Lowther Road, Charminster,
Bournemouth BH8 8NG
Tel: 01202 391610 LDA YA

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

Magna Road
109 Magna Road, Bournemouth BH11 9NE
Tel: 01202 582448 OP PD LDA SI

Meyrick Cottage
1a Meyrick Park Crescent,
Bournemouth BH3 7AG
Tel: 01202 253406 PD LDA MH YA

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

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

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

Nightingales Residential Home
24 Foxholes Road, Southbourne,
Bournemouth BH6 3AT
Tel: 01202 429515 OP D MH

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

Pear Tree House
59 Richmond Wood Road, Queens Park,
Bournemouth BH8 9DQ
Tel: 01202 055311 LDA YA

Piers, The
166 Columbia Road, Ensbury Park,
Bournemouth BH10 4DT
Tel: 01202 520937 PD LDA YA

Pines Residential Care Home, The
39 Portchester Road, Charminster,
Bournemouth BH8 8JU
Tel: 01202 555048 D LDA

Portelet Cottage
32 Milton Road, Bournemouth BH8 8LP
Tel: 01202 073114 OP D

Portelet House Care Home
22 Grand Avenue, Southbourne,
Bournemouth BH6 3SY
Tel: 01202 422005 OP D MH

Portelet Lodge Care Home
42 Westby Road, Boscombe, Bournemouth BH5 1HD
Tel: 01202 398982 OP D MH YA

Portelet Manor Rest Home
23/25 Florence Road, Boscombe,
Bournemouth BH5 1HJ
Tel: 01202 397094 OP D MH

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

Redcroft
255 Belle Vue Road, Southbourne,
Bournemouth BH6 3BD
Tel: 01202 428158 PD LDA SI

Retired Nurses National Home
Riverside Avenue, Bournemouth BH7 7EE
Tel: 01202 396418 OP D YA

Richmondwood Residential Care Home
19 Richmond Park Avenue, Queens Park,
Bournemouth BH8 9DL
Tel: 01202 511179 **Advert below** OP D PD MH SI YA

Riverview Care Home
Throop Road, Bournemouth BH8 0DG
Tel: 01202 516411 LDA YA

Seabourne House Care Home
1 Clifton Road, Southbourne,
Bournemouth BH6 3NZ
Tel: 01202 428132 OP D MH

Seacliff Care Home
9 Percy Road, Boscombe,
Bournemouth BH5 1JF
Tel: 01202 396100 OP D

Southbourne Beach Care Home
42 Belle Vue Road, Southbourne,
Bournemouth BH6 3DS **Advert page 58**
Tel: 01202 036681 OP D PD SI YA

St Anne's Care Home
21-23 Wayside Road, Southbourne,
Bournemouth BH6 3ES
Tel: 01202 425642 OP D PD SI YA

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Day care from £50

Tel: 01202 511179
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Web: www.richmondwood.co.uk



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

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Drumconner Bournemouth

20 Poole Rd, Westbourne,
Bournemouth BH4 9DR
T: **01202 761420**

"Without exception, every single member of staff was wonderful. Caring, sincere, hard working, empathetic and enormously respectful. The nursing care was exceptional, and everyone on shift knew exactly what was going on in real time."

Granddaughter of Resident at Drumconner Bournemouth – March 2023






bournemouth@drumconner.co.uk

www.drumconner.com

Inspected and rated
Good
Care Quality Commission

St Anne's Court
16a St Anthonys Road, Bournemouth BH2 6PD
Tel: 01202 551208 OP

St Bridget's Residential Home
42 Stirling Road, Bournemouth BH3 7JH
Tel: 01202 515969 OP PD SI

Stratfield Lodge Residential Home
63 Wellington Road, Bournemouth BH8 8JL
Tel: 01202 553596 OP D PD LDA MH SI YA

Talbot View
66 Ensbury Avenue, Ensbury Park,
Bournemouth BH10 4HG
Tel: 01202 537571 OP D PD SI YA

Talbot Woods Lodge
64 Wimborne Road, Bournemouth BH3 7AR
Tel: 01202 293390 PD LDA SI

Ventana Homes Ltd
33 Florence Road, Boscombe, Bournemouth BH5 1HJ
Tel: 01202 390209 PD LDA

Wallfield – Tricuro Ltd
29 Castlemain Avenue, Southbourne,
Bournemouth BH6 5EJ
Tel: 01202 428048 **Advert page 11** OP LDA YA

White Lodge & St Helens
15-17 Boscombe Spa Road,
Bournemouth BH5 1AR
Tel: 01202 395822 OP D PD MH SI

Willow Lodge
4 Harvey Road, Bournemouth BH5 2AD
Tel: 01202 423063 OP PD MH YA

Willowbeech Ltd – 33 Ophir Road
Bournemouth BH8 8LT
Tel: 01202 200910 LDA YA

Windsor Court Care Home
34 Bodorgan Road,
Bournemouth BH2 6NJ
Tel: 01202 554637 OP D LDA

Winton Lodge
6 Ascham Road, Bournemouth BH8 8LY
Tel: 01202 291878 LDA YA

Woodside
131 Magna Road,
Bournemouth BH11 9NE
Tel: 07394 288799 PD LDA SI YA

See the checklist on page 47 for useful suggestions of questions to ask when looking at care homes.

Bournemouth care homes with nursing

Avon Cliff
50-52 Christchurch Road,
Bournemouth BH1 3PE
Tel: 01202 789998 OP

Drumconner Care Home
20 Poole Road, Westbourne,
Bournemouth BH4 9DR
Tel: 01202 761420 **Advert page 62** OP PD

Farway Grange Care Home (Nursing)
31-33 Howard Road, Queens Park,
Bournemouth BH8 9EA
Tel: 01202 511399 OP D PD YA

Florence Road
32 Florence Road, Boscombe, Bournemouth BH5 1HQ
Tel: 01202 396933 PD YA

Great Oaks
Poole Lane, Bournemouth BH11 9DP
Tel: 01202 087444 OP D YA

Kingsman House Care Home
11-13 Branksome Wood Road, Bournemouth BH2 6BT
Tel: 01202 318567 OP D MH

Muscliff Nursing Home
5 Tolpuddle Gardens, Bournemouth BH9 3RE
Tel: 01202 516999 OP D PD SI YA

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

Just a walk away from the sandy beaches in Bournemouth.



Zetland Court is rated **'Good'** by CQC

February 2022

At RMBI Care Co. Home Zetland Court, in Bournemouth, we provide residential care, nursing and residential dementia support.

We offer fun activities to cater to your stay, whether you want to relax or prefer to keep active and try something new. From gardening clubs, to gentle outdoor sports and cooking sessions, there's always something to support your interests.

"By providing the right support, our residents are able to maintain their life choices, hopes and dreams, to support them in and through their life journey," says Iain Slack, the Home Manager.

To discuss your care needs or to arrange a visit, contact Rebecca Smith on 01202 769169 or email zetland@rmbi.org.uk.

Zetland Court
128 Alumhurst Road, Bournemouth, BH4 8HU

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www.rmbi.org.uk facebook.com/thermbi twitter.com/thermbi

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Queensmount Bupa Care Home
18 Queens Park West Drive,
Bournemouth BH8 9DA
Tel: 01202 124128 **Advert page 68** OP YA

Westbourne Tower Care Home
16-18 Poole Road, Bournemouth BH4 9DR
Tel: 01202 036680 **Advert page 58** OP D PD SI YA

Wickmeads
2 Wickmeads Road,
Bournemouth BH6 4LG
Tel: 01202 436490 OP D PD SI

Zetland Court
128 Alumhurst Road, Bournemouth BH4 8HU
Tel: 01202 769169 **Advert page 64** OP D YA

Christchurch care homes

See page 66 for the **Service User Bands** key

Autism Wessex – Greenways
61 Greenways, Highcliffe, Christchurch BH23 5BB
Tel: 01425 275697 PD LDA SI YA

Avon Lee Lodge
Preston Lane, Burton,Christchurch BH23 7JU
Tel: 01202 476736 **Advert below** OP

Avondene Care Home
171 Stanpit, Christchurch BH23 3LY
Tel: 01202 483991 OP

Brook House Residential Care Home
213 Barrack Road, Christchurch BH23 2AX
Tel: 01202 483960 OP

Corner Cottage
63 Manning Avenue, Christchurch BH23 4QX
Tel: 01425 276527 OP PD LDA YA

Laurels, The
195 Barrack Road,
Christchurch BH23 2AR
Tel: 01202 470179 OP D

Little Amberwood
1 Amberwood Gardens, Walkford,
Christchurch BH23 5RT
Tel: 01202 022002 OP LDA YA

Naseby Care Home
8 Avenue Road, Christchurch BH23 2BY
Tel: 01202 471096 **Advert page 45** OP D

Stour Road Care Home
14 Stour Road,
Christchurch BH23 1PS
Tel: 01202 481160 OP D PD SI YA

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www.avonleelodge.co.uk
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Christchurch care homes with nursing

Advertisers are highlighted

Avon Reach
Farm Lane, Mudeford, Christchurch BH23 4AH
Tel: 01425 272666 OP YA

Avon View – Tricuro Ltd
Loring Road,
Christchurch BH23 2GZ **Advert page 11**
Tel: 01202 797888 OP D PD MH SI YA

Fairmile Grange
Royal Close, Christchurch BH23 2FR
Tel: 01202 007569 OP D

Highcliffe Nursing Home
5 Stuart Road, Highcliffe, Christchurch BH23 5JS
Tel: 01425 688328 OP D YA

Homefield Grange
Salisbury Road, Winkton,
Christchurch BH23 7AR
Tel: 01202 238700 OP D

Silverways Nursing Home
Silver Way, Highcliffe, Christchurch BH23 4LJ
Tel: 01425 272919 OP

Poole care homes

Alexandra House
Alexandra Road, Parkstone, Poole BH14 9EW
Tel: 01202 747001 OP D PD SI

Amberwood Lodge
6 St Osmunds Road, Poole BH14 9JN
Tel: 01202 007339 LDA YA

Anchor House
1 Evering Avenue, Parkstone, Poole BH12 4JF
Tel: 01202 735914 PD LDA YA

Aranlaw House Care Home
26 Tower Road, Branksome Park,
Poole BH13 6HZ
Tel: 01202 763367 OP D MH

Beach House
94 Alexandra Road, Poole BH14 9EP
Tel: 01202 739930 PD LDA YA

Chalgrove Care and Nursing Home
5-7 Westminster Road East,
Branksome Park, Poole BH13 6JF
Tel: 01202 767493 **Advert page 45** OP D PD MH SI YA

Coral House
15 Alder Hills, Poole BH12 4AJ
Tel: 01202 710531 D PD LDA MH YA

Dorset House
Coles Avenue, Hamworthy, Poole BH15 4HL
Tel: 01202 672427 OP D PD SI YA

Dunes, The
49 Cynthia Road, Parkstone, Poole BH12 3JE
Tel: 01202 740237 OP PD LDA YA

Eagles Mount Care Home
25 Birds Hill Road,
Poole BH15 2QJ
Tel: 01202 671111 OP D MH

Elizabeth House
Dolbery Road, Parkstone, Poole BH12 4PX
Tel: 01202 744545 OP D PD SI YA

Grange, The – Care Home Physical Disabilities
2 Mount Road, Parkstone, Poole BH14 0QW
Tel: 01202 715914 OP D PD LDA MH YA

Kingland House Residential Home
Kingland House, Kingland Road, Poole BH15 1TP
Tel: 01202 675411 OP D PD YA

Laurels and Pine Lodge, The
33-37 Foxholes Road, Oakdale, Poole BH15 3NA
Tel: 01202 743202 OP D

Lawford Lodge
56 Hoyal Road, Poole BH15 4HZ
Tel: 01202 718238 PD LDA SI YA

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

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

Long Close Retirement Home
23 Forest Road, Branksome Park, Poole BH13 6DQ
Tel: 01202 765090 **OP**

Moorings, The
69 Brixey Road, Parkstone, Poole BH12 3EY
Tel: 01202 734752 **PD LDA YA**

Park Lodge Residential Care Home
18 Ridgeway, Broadstone BH18 8EA
Tel: 01202 694232 **OP**

Park Manor Ltd
8 St Aldhelms Road, Poole BH13 6BS
Tel: 01202 764071 **OP**

Regency Manor Care Home
16-17 Blair Avenue, Lower Parkstone,
Poole BH14 0DA
Tel: 01202 715760 **OP D MH**

Sandbourne House
1 Sandecotes Road, Poole BH14 8NT
Tel: 01202 742284 **OP PD LDA MH YA**

Shores, The
46 Brixey Road, Parkstone, Poole BH12 3EZ
Tel: 01202 730653 **PD LDA YA**

Southmead Rest Home
159 York Road, Broadstone BH18 8ES
Tel: 01202 694726 **OP D**

St Cecilia
29 Nelson Road, Poole BH12 1ES
Tel: 01202 767383 **OP D**

Tides, The
136 Lower Blandford Road, Broadstone BH18 8NZ
Tel: 01202 604056 **OP PD LDA YA**

Two Cedars Residential Care Home
81 Dunyeats Road, Broadstone BH18 8AF
Tel: 01202 694942 **OP**

Upton Bay Care Home
1 Hoyal Road, Poole BH15 4HY
Tel: 01202 088072 **Advert below** **OP D YA**

Waves, The
199 Churchill Road, Parkstone, Poole BH12 2JD
Tel: 01202 734857 **PD LDA YA**

West View Short Term Break Service
1 West View Road, Poole BH15 2AZ
Tel: 01202 670963 **OP D PD LDA MH SI YA**



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



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The Links Care Home
Poole



Queensmount Care Home
Bournemouth

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Poole care homes with nursing

Advertisers are highlighted

Aldbury, The
672-674 Ringwood Road, Parkstone,
Poole BH12 4NA
Tel: 01202 746752
OP D YA

Ashley Court
6-10 St Peters Road, Poole BH14 0PA
Tel: 01206 646646 **Advert page 72**
OP D YA

Bourne View
Langside Avenue, Poole BH12 5BN
Tel: 01202 403180
OP YA

Branksome Park Care Centre
17 Mornish Road,
Poole BH13 7BY
Tel: 01202 761449
OP D PD LDA SI YA

Burwood Nursing Home
100 Dunyeats Road,
Broadstone BH18 8AL
Tel: 01202 693224
Advert outside back cover
OP D PD SI

Canford Chase
40 Western Road, Branksome Park, Poole BH13 6EU
Tel: 01202 766182
OP YA

Chalgrove Care and Nursing Home
5-7 Westminster Road East,
Branksome Park, Poole BH13 6JF
Tel: 01202 767493 **Advert page 45**
OP D PD MH SI YA

Delph House Ltd
40 Upper Golf Links Road,
Broadstone, Poole BH18 8BY
Tel: 01202 692279
OP D PD SI YA

Figbury Lodge
2 Mitchell Road, Poole BH17 8US
Tel: 01202 078810
OP D YA

Hillsdon Nursing Home
37 Springfield Road, Lower Parkstone,
Poole BH14 0LG
Tel: 01202 742753
OP

Lindsay Bupa Care Home, The
47a Lindsay Road, Poole BH13 6AP
Tel: 01202 124195 **Advert page 68**
OP D YA

Links Bupa Care Home, The
1 Golf Links Road,
Broadstone BH18 8BE
Tel: 01202 124360 **Advert page 68**
OP D YA

Livability Horizons
12 Lindsay Road, Poole BH13 6AS
Tel: 01202 758311
PD LDA SI YA

Magna Care Centre
Arrowsmith Road, Cranford Magna,
Wimborne BH21 3BQ
Tel: 0808 223 5356 **Advert page 68**
OP YA

Oakdale
Kingsmill Road, Poole BH17 8RQ
Tel: 01202 091802
OP D YA

Potteries, The
187 York Road,
Broadstone BH18 8ES
Tel: 0333 321 0929
OP D PD LDA MH YA

West Dorset care homes

Agincourt Care Home
116 Dorchester Road, Weymouth DT4 7LG
Tel: 0800 012 1247 **Advert page 45**
OP YA

Autism Wessex
Higher Ground, Marston Road,
Sherborne DT9 4BJ
Tel: 01935 389356
LDA YA

Bosworth Care Home
6 Southdown Avenue,
Weymouth DT3 6HR
Tel: 01305 833100 **Advert page 45**
OP D PD SI

Broadwindsor House
Beaminster DT8 3PX
Tel: 01308 868353
OP

Buxton House
423b Radipole Lane, Weymouth DT4 0QJ
Tel: 01305 760834
OP D PD SI YA

Cheriton Care Home
10 Weymouth Avenue,
Dorchester DT1 2EN
Tel: 01305 443231
Advert page 45
OP D PD MH SI YA



14 Alexandra Road | Lodmoor Hill | Weymouth | DT4 7QH
Tel: **01305 775462** | **www.danmorlodge.com**

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Alexandra care

Selwood House Care Home

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Email: **info@cadogancare.com** • Admin: **07702 011523**

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E: info@fairfieldhouse.co.uk
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GLENCAIRN HOUSE



Chestnuts Residential Care Home (Weymouth)
93b Wyke Road, Weymouth DT4 9QS
Tel: 01305 784996 OP D PD MH SI

Coneygar Lodge
Coneygar Park, Bridport DT6 3BA
Tel: 01308 427365 OP

Crecy Care Home
45 Spa Road, Weymouth DT3 5EP **Advert page 45**
Tel: 0800 012 1247 OP D PD MH SI AD

Culliford House
Icen Way, Dorchester DT1 1ET
Tel: 01305 266054 OP D MH

Danmor Lodge Ltd
12-14 Alexandra Road, Lodmoor Hill,
Weymouth DT4 7QH
Tel: 01305 775462 **Advert page 70** OP D PD YA

Eastbury House
Long Street, Sherborne DT9 3BZ
Tel: 01935 812132 OP

Encompass Care Respite Accommodation and Outreach Service
Encombe, 5 Prince of Wales Road,
Dorchester DT1 1PW
Tel: 01305 251935 OP PD LDA MH SI YA

Encompass Care Specialist Mental Health Services Elsadene
1 Verne Road, Weymouth, Dorset DT4 0RX
Tel: 01305 776613 OP PD MH YA

Evergreens Lodge, The
Westbury, Sherborne DT9 3QZ
Tel: 01935 812046 OP D YA

Fairfield House Residential Care Home
Charmouth Road, Lyme Regis DT7 3HH
Tel: 01297 443513 **Advert page 70** OP D PD YA

Friary House
26 Carlton Road North,
Weymouth DT4 7PY
Tel: 01305 782574 OP D

Garden House
Priestlands, Sherborne DT9 4HN
Tel: 01935 813188 OP

Glencairn House Retirement Home
16-17 Cornwall Road, Dorchester DT1 1RU
Tel: 01305 268399 **Advert page 70** OP D PD

Goldcrest
183 Dorchester Road,
Weymouth DT4 7LF **Advert page 70**
Tel: 01305 830400 OP D PD MH S YA I

Grassington House
50 Prince of Wales Road,
Dorchester DT1 1PP
Tel: 01305 267968 OP D

Grove Lodge
Hyde Crook, Frampton,
Dorchester DT2 9NW
Tel: 01300 320098 OP D

Harbour House
George Street, West Bay, Bridport DT6 4EY
Tel: 01308 423277 OP

Hayes, The – Tricuro Ltd
Culverhayes, Long Street,
Sherborne DT9 3ED **Advert page 11**
Tel: 01935 814043 OP D PD MH SI YA

Hyde Care Home, The
Walditch, Bridport DT6 4LB
Tel: 01308 427694 OP D PD SI YA

Ingleside Residential Care Home
648 Dorchester Road, Weymouth DT3 5LG
Tel: 01305 812667 OP

Kingsley Court
28 Dorchester Road, Weymouth DT4 7JU
Tel: 01305 787811 OP D

Lawns, The – Tricuro Ltd
Fernhill Avenue,
Weymouth DT4 7QU **Advert page 11**
Tel: 01305 760881 OP D PD MH SI YA

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

Legh House
117 Rylands Lane, Weymouth DT4 9QB
Tel: 01305 773663 OP

Maiden Castle House
12-14 Gloucester Road,
Dorchester DT1 2NJ
Tel: 01305 251661 OP D PD SI YA

Montrose Care Home
40 Prince of Wales Road,
Dorchester DT1 1PW
Tel: 01305 262274 OP D PD MH

Old Vicarage Care Home, The
Leigh, Sherborne DT9 6HL
Tel: 01206 646646 **Advert below** OP PD SI

Park House
Martinstown,
Dorchester DT2 9JN
Tel: 01305 889420 OP D PD LDA SI YA

Primrose Lodge Weymouth
121-122 Dorchester Road,
Weymouth DT4 7LG
Tel: 01305 786568 OP

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Residential Care • Dementia Care • Respite Breaks



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

Rawleigh House
The Avenue, Sherborne DT9 3AJ
Tel: 01935 816630 OP PD LDA SI YA

Rodlands Care Home
4 Ullswater Crescent, Radipole, Weymouth DT3 5HE
Tel: 01305 782736 OP

Shire House Care Home
Sidmouth Road, Lyme Regis DT7 3ES
Tel: 01297 442483 OP

Sidney Gale House – Tricuro Ltd **Advert page 11**
Flood Lane, Bridport DT6 3QG
Tel: 01308 423782 OP D PD MH SI YA

Trafalgar Care Home
207 Dorchester Road, Weymouth DT4 7LF
Tel: 0800 012 1247 **Advert page 45** OP D PD MH SI

Trinity Manor
Bradford Road, Sherborne DT9 6EX
Tel: 01935 678483 **Advert page 72** OP D PD YA

Wolfeton Manor
16 East Hill, Charminster, Dorchester DT2 9QL
Tel: 01305 262340 OP

See the checklist on page 47 for useful suggestions of questions to ask when looking at care homes.

West Dorset care homes with nursing

Abbey View
Fairfield, Bristol Road, Sherborne DT9 4HG
Tel: 01935 813222 OP YA

Anning House
Cross Road, Weymouth DT4 9QX
Tel: 01305 233300 OP D PD SI YA

Bymead House
Axminster Road, Charmouth DT6 6BS
Tel: 01297 560620 OP PD

Casterbridge Lodge
Winterbourne Steepleton, Dorchester DT2 9LG
Tel: 01305 889455 OP YA

Casterbridge Manor
Acreman Street, Cerne Abbas,
Dorchester DT2 7AL
Tel: 01300 341008 OP D PD MH SI

Castle View
Bridport Road, Poundbury,
Dorchester DT1 2NH
Tel: 01305 756476 OP YA

Fairfield House
41 Putton Lane, Chickerell DT3 4AJ
Tel: 01305 779933 OP D PD MH SI YA

Lyme Regis Nursing Home
14 Pound Road, Lyme Regis DT7 3HX
Tel: 01297 442322 OP D PD SI YA

Pine Martin Grange
Sandford Road, Sandford,
Wareham, Dorset BH20 7AJ
Tel: 01929 551144 OP D PD SI YA

Queen Charlotte, The
432 Chickerell Road, Chickerell,
Weymouth DT3 4DQ
Tel: 01305 773128 OP D MH YA

Signature House
2 Maumbury Gardens,
Dorchester DT1 1GR
Tel: 01305 257248 OP D PD MH SI YA

Somerleigh Court
Somerleigh Road,
Dorchester DT1 1AQ
Tel: 01305 259882 OP D

St James' Park Care Home
Higher Street, Bradpole,
Bridport DT6 3EU
Tel: 01308 421174 OP YA

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

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www.larksleas.co.uk

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

Upton Manor
1 Dorchester Road, Upton,
Dorset BH16 5NJ
Tel: 01202 620020 **Advert page 46** OP D MH YA

Weymouth – Weymouth Care Home
21 Glendinning Avenue, Weymouth DT4 7QF
Tel: 01305 784518 OP D PD YA

Weymouth Manor
Radipole Lane, Weymouth DT4 0TX
Tel: 01305 559915 OP D PD SI YA

Winterbourne Steepleton – Steepleton Manor Care Home
Winterbourne Steepleton, Dorchester DT2 9LG
Tel: 01305 889316 OP

North Dorset care homes

Castleman House – Tricuro Ltd
Fairfield Bungalows, Blandford Forum DT11 7HS
Tel: 01258 452315 **Advert page 11** OP PD MH SI

Castleman Plus
Heddington Drive, Blandford Forum DT11 7HX
Tel: 07778 056895 OP D PD YA

Ivers
Hains Lane, Marnhull DT10 1JU
Tel: 01258 820164 LDA YA

Larks Leas
Milldown Road,
Blandford Forum DT11 7DE
Tel: 01258 452777 **Advert page 74** OP

Malthouse Care Home, The
Bay Road, Gillingham SP8 4EW
Tel: 01206 646646 **Advert page 72** OP

Millbrook House
Child Okeford, Blandford Forum DT11 8EY
Tel: 01258 860330 OP

Mulberry Court
Common Mead Lane, Gillingham SP8 4RE
Tel: 01747 822241 OP PD LDA SI YA

Nazareth Lodge
Penny Street, Sturminster Newton DT10 1DE
Tel: 01258 472511 OP

Old Rectory, The
High Street, Stalbridge, Sturminster Newton DT10 2LL
Tel: 01963 362624 OP D

Smallwood
Wards Drove, Blandford St Mary,
Blandford Forum DT11 9LZ
Tel: 01258 488451 LDA YA

Spetisbury Manor
Spetisbury, Blandford Forum DT11 9EB
Tel: 01258 857378 OP

St Denis Lodge Residential Home
Salisbury Road, Shaftesbury SP7 8BS
Tel: 01747 854596 **Advert below** OP





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St Denis Lodge, Salisbury Road, Shaftesbury, Dorset SP7 8BS

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

North Dorset care homes with nursing

Advertisers are highlighted

Blandford Grange Care Home
Milldown Road, Blandford Forum DT11 7DE
Tel: 01206 646646 **Advert page 72** OP D YA

Cedars Nursing Home, The
Angel Lane, Shaftesbury SP7 8DF
Tel: 01747 852860 **Advert below** OP D

Fern Brook Lodge
Fern Brook Lane, Shaftesbury Road, Gillingham SP8 4QD
Tel: 01747 834020 OP D YA

Mellowes Care Home, The
Common Mead Lane, Gillingham SP8 4RE
Tel: 01747 898349 OP D YA

Newstone House
Station Road, Sturminster Newton DT10 1BD
Tel: 01258 474530 OP D YA

Whitecliffe House
Whitecliffe Mill Street, Blandford Forum DT11 7BQ
Tel: 01258 450011 OP YA

Purbeck care homes

See page 75 for the **Service User Bands** key

Anglebury Court – Tricuro Ltd
21 Bonnets Lane, Wareham BH20 4HB
Tel: 01929 552585 **Advert page 11** OP D PD MH SI YA

Castle Farm Care Home
Castle Farm Road, Lytchett Matravers, Poole BH16 6BZ
Tel: 01258 857642 **Advert page 74** OP

Clifftop Care Home
8 Burlington Road, Swanage BH19 1LS
Tel: 01929 422091 OP

Gainsborough Care Home
53 Ulwell Road, Swanage BH19 1LQ
Tel: 01929 253106 **Advert page 45** OP D PD MH SI

Heathcote Care Home
6 Cecil Road, Swanage BH19 1JJ
Tel: 01929 423778 **Advert below** D MH

HEATHCOTE CARE HOME
Swanage Dorset



We specialise in residential care for people living with memory and behavioural problems that can be brought on by the various forms of dementia and mental illnesses.

Our aim at Heathcote is to significantly improve the lives of people who suffer with dementia and mental illnesses. Our model of "networked care" and support we give aims to give them back the quality of life that they may have lost.

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www.heathcotecarehome.co.uk

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Dementia Care • Respite Care • Palliative Care

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enquiries@cedarscastlehill.co.uk www.cedarscastlehill.co.uk
the gold standards framework

Purbeck care homes continued

Walc House
1 Springfield Road, Swanage BH19 1HD
Tel: 01929 422200 LDA YA

York House Care Home
8-10 Cauldon Avenue, Swanage BH19 1PQ
Tel: 01929 425588 OP D PD SI

Purbeck care homes with nursing

Old Rectory Care Home, The
56 High Street, Langton Matravers, Swanage BH19 3HB
Tel: 01929 425383 OP D PD MH SI

See the checklist on page 47 for useful suggestions of questions to ask when looking at care homes with nursing.

East Dorset care homes

See page 75 for the **Service User Bands** key Advertisers are highlighted

Abbey Rose
Cedar Avenue, St Leonards, Ringwood BH24 2QG
Tel: 01202 877764 OP D PD MH SI

Chestnut Lodge
43 Glenwood Road, West Moors, Ferndown BH22 0EN
Tel: 01202 892116 OP

Clarence House Residential Home
6 Dudsbury Crescent, Ferndown BH22 8JF
Tel: 01202 894359 OP D

Denewood House Care Home
12-14 Denewood Road, West Moors,
Ferndown BH22 0LX
Tel: 01202 892008 **Advert below** OP

Fairlawn
St Marys Road, Ferndown BH22 9HB
Tel: 01202 877277 OP D PD SI YA

Fernside
15 Turbary Road, Ferndown BH22 8AP
Tel: 01202 949325 OP PD LDA YA

Five Gables Care Home
268 Station Road, West Moors, Ferndown BH22 0JF
Tel: 01202 875130 OP D PD SI

Foxes Moon Residential Home
40 Ringwood Road, St Ives,
Ringwood BH24 2NY
Tel: 01425 474347 OP D

Gables, The
7 West Moors Road, Ferndown BH22 9SA
Tel: 01202 855909 LDA YA

Heathland House
405 Wimborne Road East, Ferndown BH22 9LZ
Tel: 01202 078127 OP D PD SI YA

Highgrove Care Home
Stapehill Road, Stapehill, Wimborne BH21 7NF
Tel: 01202 875614 **Advert page 79** OP

Holmwood Rest Home
39 Chine Walk, West Parley, Ferndown BH22 8PR
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East Dorset care homes with nursing

See page 75 for the **Service User Bands** key

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Director of Policy and Communications: Jo Dovey. **Director of Sales:** David Werthmann. **Lead Editor:** Henry Thornton.
Editors: Olivia Hubbard, Melissa Rumbold. **Content Editor:** Aislinn Thompson. **Sales Manager:** Paul O'Callaghan.
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We are a family owned and managed care home where the direct involvement of our family on a daily basis means that we provide care of the highest quality within a homely and unique environment.

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A major aspect of the design is to provide stimulation and variety, something that is recognised to assist in wellbeing as we grow older as well as somethingthat everyone is entitled to when living in care.

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Burwood Nursing Home

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