



Bournemouth, Christchurch, Poole & Dorset

Adult Care & Support Services Directory **2024/25**

The essential guide to choosing and
paying for care and support

In association with





Poole Home Care

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



Quality Care in the Community

Our Mission

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

Our Vision

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

Our Goals

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

Our Objectives

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

Our Values

Commitment

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

Attention to detail

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

Respect

Respecting the rights and choices and beliefs of all clients.

Extra mile

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

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

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

Inspected and rated

Good



Welcome	4	Paying for care services	48
Bournemouth, Christchurch and Poole (BCP) and Dorset Councils' Adult Social Care Service Directory	4	What will you have to pay for your care?	48
Regions covered by this Directory	5	Paying for your own care	49
Planning your future care	6	Third party payments (top-ups)	51
Helping you stay safe and independent	6	Financial care planning	52
Safeguarding vulnerable adults	6	NHS Continuing Healthcare (CHC)	52
Home safety and falls prevention	8	Personal Budgets, Direct Payments and Individual Service Funds	53
Loneliness and isolation	8	Have your say	54
Equipment to help you	9	Inspecting and regulating care services	54
Telecare	10	Advocacy	54
Home maintenance and adaptations	10	Comments, compliments and complaints	55
Occupational Therapy	11	Healthwatch Dorset	55
Making life easier at home	12	Useful contacts	56
Assistive technology checklist	14	Dorset Care Association (DCA)	56
Leaving hospital	15	National Care Association (NCA) merged with the Registered Nursing Home Association (RNHA)	56
Reablement	15	Other useful contacts	57
Personal care in the home	15	Care home and care home with nursing listings	60
Live-in care	16	Index	79
Finding care in your area	17		
Home care agency checklist	19		
Home care providers	21		
Community support	34		
Lunch clubs and meal deliveries	34		
Befriending and Good Neighbour schemes	34		
Day services	34		
Volunteering	35		
Transport services	35		
Information and advice about services	36		
Living with dementia	36		
Residential dementia care checklist	39		
Living with a long-term health condition	40		
Support if you are looking after someone	40		
Checklist for carers	40		
Resource for those supporting disabled children	41		
Home choices	41		
Choosing a care home	43		
Types of care home	44		
Out of area care options	44		
Care homes checklist	47		
Social care services	48		
Eligibility for Adult Social Care services	48		

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.bpcouncil.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 Directory 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 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 is also information about 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 information for carers to find the support they may need for themselves.

The website is primarily for adults in Bournemouth, Christchurch and Poole, although some 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.

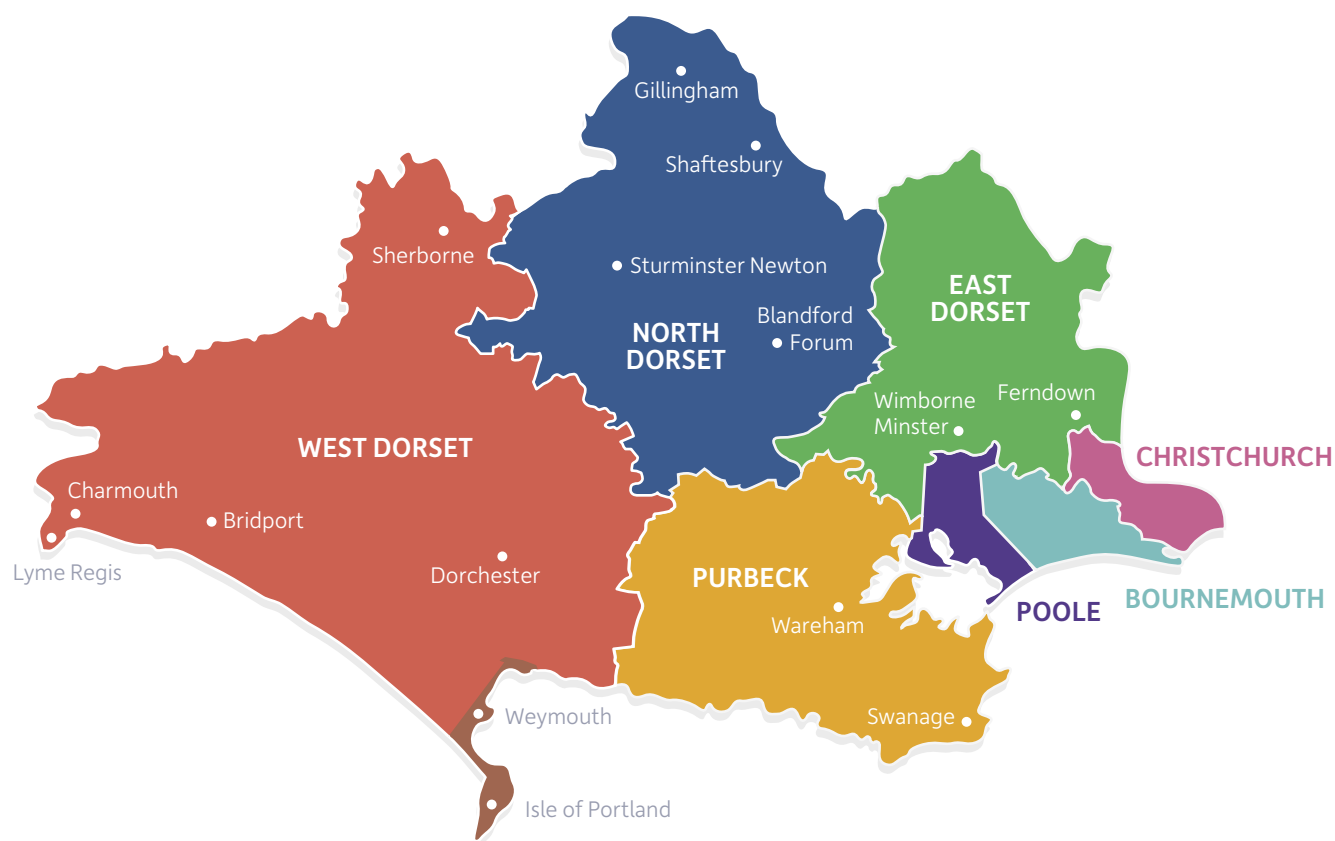
If you do not have internet access, call the Adult Social Care Contact Centre on **01202 123654** (residents of Bournemouth, Christchurch and Poole) or Dorset Council (residents in the rest of Dorset) on **01305 221000**. Find out about:

- 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.bpcouncil.gov.uk/ascservicedirectory** or scan the following QR code.



Regions covered by this Directory



Home care providers

Bournemouth	21
Christchurch	25
Poole	27
Rest of Dorset	31

Care homes/care homes with nursing

Bournemouth	60	North Dorset	73
Christchurch	65	Purbeck	75
Poole	66	East Dorset	76
West Dorset	69		

Search for care in **your area**

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

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



Scan to search now

www.carechoices.co.uk



 CareChoices

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.bpcouncil.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 58.

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, disability, culture, sexuality, gender identity 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 and 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 36).

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 34 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 35 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.bpcouncil.gov.uk** (search 'Health walks') 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 36 for further information.

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

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.bpcouncil.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.bpcouncil.gov.uk/ascservicedirectory** or **www.helpandkindness.co.uk**

Alternatively, contact your local Adult Social Care department (see page 58).

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

You can also get free and impartial advice from Living Made Easy, a national charity that provides advice, information and training on daily living aids. See page 57 for contact details.

Safe and Well is a service provided by NRS Healthcare that offers support and help if you want to buy your own equipment or have an occupational therapist to do an assessment in your home. It suggests places you can try and/or buy equipment.

For further information, call **0344 893 6364**, email **enquiries@equipforliving.nrs-uk.net** or visit **www.safeandwell.co.uk/equipment-bcp-dorset**

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 59.

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.bcpccouncil.gov.uk/equipmentandadaptations
or **www.dorsetcouncil.gov.uk/live-at-home**

Telecare

This 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 pages 58-59.

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, have a disability or long-term condition and receive certain benefits, you can apply to use this service.

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

Dorset

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

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

- Checking whether you are entitled to any financial help.
- Your housing options.

- Deciding on home adaptations that might help you.
- Carrying out minor repairs.
- Making your home more energy efficient.

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

Occupational Therapy

Occupational therapists (OTs) 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 58.

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• improve mobility, balance & strength • injury •
post-hospital stay • Parkinson's exercises • frailty •
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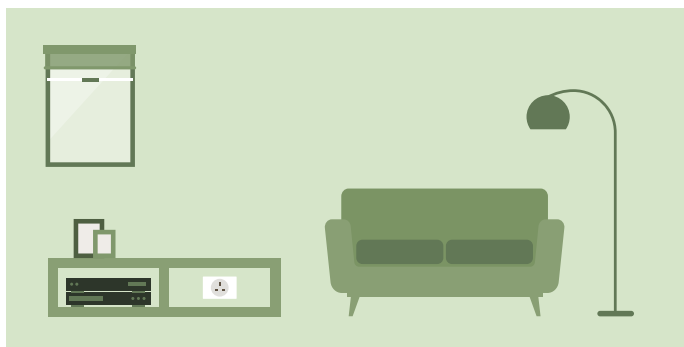
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www.carechoices.co.uk



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 15.

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 22100**

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

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

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

Suitability

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

Usability

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

Notes

- 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? ☐

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.bpcouncil.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 58.

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 58.

Local home care agencies begin on page 21 or can be found at

www.bcpccouncil.gov.uk/ascservicedirectory or www.dorsetcouncil.gov.uk/choose-care

Alternatively, contact your local Adult Social Care department (see page 58). Alzheimer's Society has advice on care in the home for people with memory loss conditions. Contact details can be found on page 57.

Before you decide which provider or agency to use, you should check its rating and report from the Care Quality Commission. See page 54 for more information.

Live-in care

This 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.



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for more details visit: helpinghands.co.uk



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 54.

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 54), 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**

Supportive Ability Living Healthcare

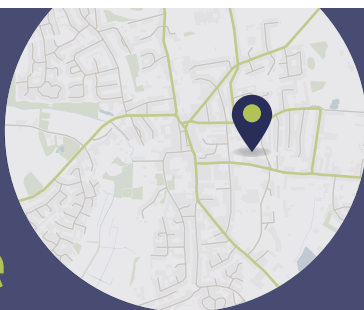
Our Services:

- Home care
- Elderly care
- Respite for carers
- Live-in care
- Companionship
- Assistance with shopping
- Household chores, e.g. cooking, cleaning, laundry and gardening
- Pet care
- Accompanying you to GP or hospital appointments
- Support with community access
- Assistance with indoor and outdoor hobbies/activities



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Search for care in your area



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

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



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We are always looking to recruit care staff.

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- Medication Administration
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(see website for full details)
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Inspected and rated

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01202 912826

homeinstead.co.uk/east-dorset-blandford

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Agency 1
Agency 2
Agency 3

Fees per week	Quality rating*
£	
£	
£	

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

About the agency

How long has the agency been operating?

How long are staff allocated per visit?

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

Does the agency have experience with your specific needs?

Staff

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

Are all staff checked with the Disclosure and Barring Service?

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

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

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

Does the agency have both male and female staff?

Notes

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*See page 54.

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?

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- Care for couples

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www.a1care.co.uk



We have **10 years experience** in care and specialise in supporting people with **learning disabilities**.

We are a local organisation offering a range of personalised outcome-based support packages, available to people throughout Bournemouth and Dorset.

From just a few hours a week to 24/7 support, we'll ensure you receive your support at a time convenient to you, to fit around your lifestyle. We will accommodate any changes you wish to make as we recognise that your needs may change.



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From our offices in Wallisdown, we can offer care and support to anyone living in Poole and the surrounding area.



At Caremark Poole & East Dorset we understand that some of the daily routines many people take for granted can become difficult or restrictive.

Our home care support services not only help you with care at home but can also extend to supporting you in the community, assisting in your sense of inclusion and well-being.

Caremark Poole & East Dorset

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www.caremark.co.uk/locations/poole-and-east-dorset

2White Services Ltd

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Abacus Care Solutions Ltd

Bournemouth
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Tel: 01202 757515

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Age UK Bournemouth

Winton
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AJ Zion Ltd

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Apex Prime Care Bournemouth

Bournemouth
Tel: 0330 2020 200

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Bespoke Care Services East Dorset Ltd

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Care Quality
Commission

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



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Christchurch

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Christchurch

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OP D PD SI YA
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Advert page 24
OP D PD LDA MH SI YA

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



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Community Wessex – East

Christchurch

Tel: 01202 483360

LDA YA

Dimensions Dorset Domiciliary Care Office

Christchurch

Tel: 07785 515196

OP LDA YA

Dorset Domiciliary Care Agency

Christchurch

Tel: 01202 486403

PD LDA YA

Ethos Care

Christchurch

Tel: 01202 835 868

Advert page 26

OP D YA

Farmhouse Care Agency

Christchurch

Tel: 07523 871472

OP D PD MH SI YA

Inter-County Nursing & Care Services

– Christchurch

Christchurch

Tel: 01202 487435

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OP D PD MH SI

Liberty Private Care Ltd – Christchurch

Christchurch

Tel: 01202 800494

OP D PD LDA MH SI YA AD

Nayberle

Christchurch

Tel: 07918 984482

OP D PD YA

New Leaf Care Services Ltd

Christchurch

Tel: 0330 088 2422

LDA SI YA

Quality Care Dorset Ltd

Christchurch

Tel: 01202 070073

Advert page 18

OP D PD SI YA

Sylviancare Bournemouth and Poole

Christchurch

Tel: 01202 912368

OP D PD MH SI YA

Visiting Angels East Dorset

Christchurch

Tel: 01202 133306

OP D PD SI YA

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: 01202 710600

Advert page 17

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

Anna Home Care

Poole

Tel: 01202 986082

OP D PD SI YA

Apex Prime Care Ltd – Poole

Poole

Tel: 0330 2020 200

OP D PD LDA MH SI YA

BCP Supported Living Service

Poole

Tel: 01202 128887

OP PD LDA SI YA

Blossom Home Care Poole

Poole

Tel: 07834 388630

OP D PD SI YA

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

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 29

OP PD LDA YA

Dorset Supported Living

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Tel: 01202 606026

OP D PD LDA MH SI YA

Eleanor Nursing & Social Care Ltd – Poole Office

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Tel: 01202 672800

OP D PD LDA MH SI YA

FastFallsResponse Ltd

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OP PD SI YA

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OP D PD LDA SI YA

Helping Hands Poole

Poole
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OP D PD LDA MH SI YA

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OP D PD MH SI YA

Horizon Homecare (Southern) Ltd

Poole
Tel: 01202 737456

OP D PD LDA MH SI YA AD

Klass Care Ltd

Poole
Tel: 01202 795793

OP D PD LDA MH SI YA

Lewis-Manning Hospice Care

Poole
Tel: 01202 708470

OP PD YA

Lifeways Community Care (Poole)

Poole
Tel: 01202 330830

OP PD LDA YA

Maidment Court

Poole
Tel: 01202 674423

OP D PD LDA MH SI

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OP D PD SI YA

Obasan Services Ltd

Poole
Tel: 01202 031824

OP D

Poole Home Care Ltd

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OP D PD MH SI

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OP D PD LDA MH SI YA AD

Right at Home Bournemouth and Poole

Bournemouth
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RS Holistic Care Ltd

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OP D PD MH SI YA

Shapes Domiciliary Service

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PD LDA YA

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OP D PD LDA SI YA

Sugarman Health and Wellbeing – Dorset

Poole
Tel: 01202 606006

OP D PD LDA MH SI YA AD

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Hazel McAttackney, Director of Prama Care



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Care Quality
Commission

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Devon
Somerset

LIVE-IN CARE

South of England

Inspected and rated

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Wimborne

Advert page 29

Tel: 01202 862612

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

Advert page 17

Tel: 01305 443111

OP D PD LDA MH SI YA

Agincare UK Ltd

Advert page 17

Bridport

Tel: 01308 459777

OP D PD MH SI YA

Dorchester

Tel: 01305 265666

OP D PD LDA MH SI YA AD

Ferndown

Tel: 01202 897770

OP D PD LDA MH SI YA AD

Weymouth

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OP D PD LDA MH SI YA AD

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Weymouth

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OP PD YA

Altogether Care LLP

– Care at Home

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Blandford

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OP D PD LDA SI YA

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OP D PD LDA SI YA

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Bridport

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Tel: 01308 459204

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Angel Holistic Care Ltd

Shaftesbury

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OP D

Apex Prime Care

Dorchester

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Shaftesbury

Tel: 01747 250013

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Ashbee Home Care Ltd

Weymouth

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OP D PD SI YA

Autism Wessex

– Community Support Service West

Dorchester

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OP D PD LDA MH SI YA AD

Avo Care Ltd

Poole

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OP YA

Bee Case Management

Weymouth

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OP PD YA

Better Care at Home

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OP D PD MH SI

Bloomfield Care Ltd

Wareham

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OP D MH YA

Bluebells Helping Hands Ltd

Weymouth

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OP

Bluebird Care Ferndown

Dorset

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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

Service

OP Older people (65+)

D Dementia

PD Physical disability

LDA Learning disability, autism

User Bands

MH Mental health

SI Sensory impairment

YA Younger adults

AD People who misuse alcohol or drugs

Bridgewater Care

Wimborne

Tel: 01202 028029

OP D PD MH SI YA

Candlelight Homecare Services

Wimborne

Tel: 01202 848203

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Care Purbeck

Swanage

Tel: 07778 550687

OP D PD YA

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OP LDA YA

Dimensions Dorset West Domiciliary Care Office

Weymouth

Tel: 07702 972921

OP LDA YA

Domiciliary Care Dorset

Wimborne

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OP D PD LDA MH SI YA AD

Eleanor Nursing and Social Care Ltd

– Dorchester Office

Dorchester

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Emmcare

Bridport

Tel: 07739 044867

OP D PD LDA MH

Encompass Respite Accommodation and Outreach Service

Dorchester

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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

Four Meadows

Ringwood

Tel: 07954 095960

OP LDA 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

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

Green Lanes Projects Ltd

Ferndown

Tel: 0208 829 0996

LDA YA

Helping Hands Ferndown

Ferndown

Tel: 01202 152 099

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Home Instead

Dorchester

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Libra Care Services

Verwood

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OP D PD

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Poole

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Weymouth

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OP D PD MH SI YA

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

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PD LDA SI YA

Priority Home Care

Wimborne

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OP D PD SI

Reablement Service – Tricuro Ltd

Dorchester

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OP D PD LDA MH SI YA

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Sherborne

Tel: 01935 507792

OP D YA

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Dorchester

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Gillingham

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OP D PD LDA MH SI YA AD

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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 19 for ideas of questions to ask.

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

Community support

Lunch clubs and meal deliveries

There are several lunch clubs in Dorset. For many, these provide a social occasion as well as an important meal. In some cases, transport can be provided, although you may be asked to pay towards the cost. There is a Community Transport Service in Dorset; details begin on page 35.

Details of lunch clubs and other eating opportunities can be found at **www.bcpccouncil.gov.uk/ascservicedirectory** or **www.helpandkindness.co.uk/search/dorset/lunch+clubs**

Alternatively, contact your local Adult Social

Care department (see page 58).

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

Alternatively, contact your local Adult Social Care department (see page 58).

Befriending and Good Neighbour schemes

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

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

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

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

Alternatively, contact your local Adult Social Care department (see page 58).

Day services

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

Day services intend to:

- Help you gain the practical skills needed for independent living, such as cooking and laundry.
- Give you advice on a range of subjects, including opportunities to try out equipment to help with daily living tasks.
- Provide gentle exercise and help with mobility.
- Provide social activities, such as crafts 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.bcpccouncil.gov.uk/ascservicedirectory** or **www.helpandkindness.co.uk**

Alternatively, contact your local Adult Social Care department (see page 58).

Volunteering

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

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

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

Find out about volunteering opportunities in your area by contacting your local volunteer centre; details can be found on page 59.

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 available at **www.bpcouncil.gov.uk/ascservicedirectory** and **www.dorsetcouncil.gov.uk** (search 'Community transport directory') for services in the Dorset Council area.

If you are disabled, you might find a Blue Badge helpful. This can enable you to park closer to your destination. To find out more information about the Blue Badge Scheme and how to apply, visit **www.bpcouncil.gov.uk/bluebadges** or **www.dorsetcouncil.gov.uk/parking/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** or visit **<https://nhsdorset.nhs.uk/health/nepts>**

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

Information and advice about services

Safe and independent living (SAIL)

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

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

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

Dorset & Wiltshire Fire and Rescue

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

Living with dementia

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

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

Diagnosis first steps – see your GP

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

Memory Assessment Service

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

Help and Care Dementia 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.bcpccouncil.gov.uk/ascservicedirectory or www.helpandkindness.co.uk

Alternatively, contact your local Adult Social Care department (see page 58).





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](https://twitter.com/WeAreMFON)

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

Ask questions

Get involved

Join the family

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Day trips • Creative writing classes • Art classes
Gardening club • Live entertainment • Exercise classes

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Westbourne Tower
☎ 01202 036912

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CARE HOME AWARDS

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 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 54.

Living with a long-term health condition

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

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

More information about the service and how to register can be found at **www.helpandcare.org.uk** or by speaking to an adviser on **0303 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 **BCP Carer Support** on **01202 128787**, email **carersupport@bcpcouncil.gov.uk** or visit **www.bcpcarersupport.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 illnesses 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 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.bpcouncil.gov.uk** or **www.dorsetcouncil.gov.uk** (search 'Preparing for adulthood').

Home choices

Most of us want to continue to live in our homes for as long as we can. There is a lot 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.bpcouncil.gov.uk/ascservicedirectory** or **www.dorsetcouncil.gov.uk/care-and-support-for-adults**

Alternatively, contact your local Adult Social Care department (see page 58).

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

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

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

Supported accommodation

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

Examples of support include:

- Managing your home, including managing a tenancy.
- Managing benefits, bills and finances.

- Support with tasks such as shopping, washing and cooking.
- Accessing education opportunities.
- Accessing a doctor and dental services.
- Finding voluntary or paid employment.
- Taking part in social and leisure activities and community life.

For further information, visit

www.bcpccouncil.gov.uk/ascservicedirectory
or **www.dorsetcouncil.gov.uk**

Alternatively, contact your local Adult Social Care department (see page 58).

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 54.



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

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

If a care home providing nursing care is the best solution for you, the social worker will give you information to help you find a home which meets your care requirements. The cost of the nursing care

part of your fees is paid by the NHS to the home directly: the current amount is £235.88 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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Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

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

Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

Can you get involved in activities you enjoy? ☐ ☐ ☐

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

Does the home use Digital Care Planning accessible to families? ☐ ☐ ☐

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

Catering

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Does the menu change regularly? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

*See page 54.

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 58.

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 your 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 the 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 during 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 58.

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/en**

Attendance Allowance

This is a non-means-tested, non-taxable benefit from the Department of Work and Pensions (DWP). It's paid at the lower rate of £72.65 a week if you need care by day or night and at the higher rate of £108.55 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 £235.88 a week. This is paid directly to the home.

12-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 12-week property disregard period your council may be able to continue to help you with the cost of your care through a Deferred Payment Agreement.

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



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07802 738813
michelle.sheppard@sjpp.co.uk
www.michellesheppard.co.uk

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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 £72.65 or £108.55 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 £235.88 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@bpcouncil.gov.uk**

Textphone or Relay UK: **18001 01202 123654**

(for 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 53.

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
<https://societyoflaterlifeadvisers.co.uk>
or call **0333 202 0454**.

NHS Continuing Healthcare (CHC)

This is provided solely by the NHS for eligible people who have extensive and primary healthcare needs. This is free of charge, wherever it is delivered and can be provided in any setting. In your own home,

the NHS funds all care required to meet your assessed needs. In a care home, the NHS makes a contract with the home and pays the full fees for your accommodation as well as all your care.

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

In case 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 healthcare professional who can advise on the appropriateness of NHS Continuing Healthcare. If appropriate, they will make an application on your behalf.

Personal Budgets, Direct Payments and Individual Service Funds

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

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

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

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.bcpccouncil.gov.uk (search 'Personal Budgets') or www.dorsetcouncil.gov.uk/pay-for-care

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



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Share your feedback – take our five minute survey

www.carechoices.co.uk/reader-survey

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

CQC assurance

A new CQC assurance process for adult social care functions has been launched. The CQC will visit local authorities to assess their processes. Local authorities in England have been subject to visits since July 2023 to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the updated CQC assessment is how local authorities place people's experiences at the heart of their decisions, and they should expect to be assessed across the following themes:

- Working with people.
- Providing support.
- Ensuring safety.
- Leadership.

For more information, visit www.cqc.org.uk/local-systems/local-authorities

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

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

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

An independent advocate helps you to:

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

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

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

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

Healthwatch Dorset

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

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

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

Useful contacts

Dorset Care Association (DCA)



The DCA offers guidance, support and an information service to all its members. Its role is to provide a service relating to all care sector intelligence, including the CQC's single assessment framework, fee negotiation (fair cost of care), commissioning and other relevant matters.

It also hosts monthly webinars and face-to-face meetings providing the latest care sector news. The care association also manages the Trusted Assessor Service at Dorset County Hospital, associated community hospitals and University Hospitals Dorset NHS Trust.

To date, the trusted assessors have completed more than 1,000 assessments for care providers with no failed discharges. The Trust currently has more than 250 care provider members and continues to grow. Its board members are all care providers and have

a wealth of skills and knowledge across a broad spectrum of provision and delivery.

The DCA has recently taken on responsibility for providing international recruitment support, pastoral care, Home Office guidance and liaison for displaced international workers. It works closely with all the South West care associations to share intelligence, latest UK visa and immigration updates and other sponsorship matters.

In the future, the DCA will be creating resources on debt bondage, modern day slavery and gangmaster labour abuse. In addition, it will be providing induction and other manuals translated into a variety of languages to support both providers and new international recruits.

For more information on membership, email billy.lintell@dorsetcare.co.uk or visit <https://dorsetcare.co.uk>

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



The natural choice for all social care SME providers

NCA, having recently merged with the Registered Nursing Home Association (RNHA), provides a strong united voice for all our members. This union of the two most established representative bodies creates the authoritative voice for all care services across the spectrum of social care in relation to adults. The board consists of a mix of providers from across the sector.

We represent the responsible voice of care providers who collectively provide a safe, comfortable and caring environment for anyone requiring care and support – whether long- or

short-term respite, convalescence, or rehabilitation.

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

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

What should you expect from a quality NCA home?

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

The most important consideration from your

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

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

National Care Association

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**

Textphone: **0800 144 8884**

Web: www.citizensadvisedorset.org.uk

Living made easy

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

Helpline: **0300 123 3084**

Email: lme-enquires@shaw-trust.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 healthcare needs of people and communities in Dorset.

Vespasian House, Barrack Road,
Dorchester DT1 1TG

Tel: **01305 368900**

Email: customer.careteam@nhsdorset.nhs.uk

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

PramaLIFE

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

Web: www.pramalife.org

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: **https://can100.org**

Volunteer Centre Dorset

Tel: **01305 269214**

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

Web: **www.volunteeringdorset.org.uk**

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



www.myfamilyourneeds.co.uk

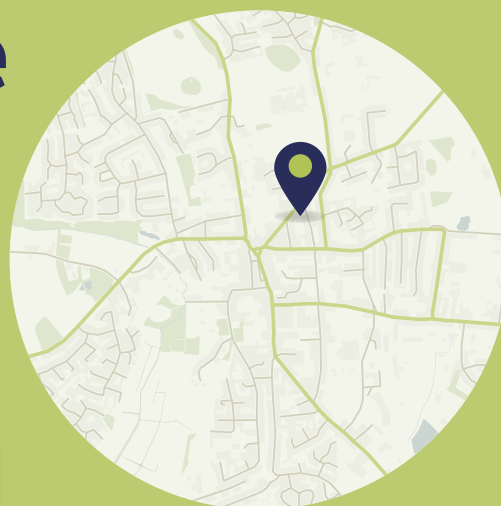
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Tel: 01202 776820

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Tel: 01202 427166

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Tel: 01202 418877

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Branksome Heights

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

OP D MH

Cambian Asperger Syndrome Services Ltd

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Bournemouth BH7 7AE
Tel: 01202 729911
30 Milton Road, Charminster, Bournemouth BH8 8LP
Tel: 01202 293158

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

LDA YA

Castle Dene

Throop Road, Bournemouth BH8 0DB
Tel: 01202 485176 **Advert page 38**

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Cherry Tree Lodge

100 Wick Lane, Southbourne,
Bournemouth BH6 4LB
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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
Tel: 01202 228530

OP D PD MH SI YA AD

Dalvey House

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

OP

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

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

OP D PD SI YA

Glenhurst Manor

44a West Cliff Road, Bournemouth BH4 8BB

Tel: 01202 761175

OP YA

Highview Residential Home

42-44 Foxholes Road, Southbourne,

Bournemouth BH6 3AT

Tel: 01202 428799

OP D MH

James Burns House

– Care Home Physical Disabilities

Greenways Avenue, Bournemouth BH8 0AS

Tel: 01202 523182

OP D PD LDA MH YA

Kings House

1 Earle Road, Westbourne,

Bournemouth BH4 8JQ

Tel: 01202 764455

MH

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 MH 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

Pear Tree House

59 Richmond Wood Road, Queens Park,

Bournemouth BH8 9DQ

Tel: 01202 055311

LDA YA

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

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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
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Web: www.richmondwood.co.uk



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

St Bridgets Care Centre

Bournemouth

Tel: 01202 291347

OP PD SI

Stratfield Lodge Residential Home

63 Wellington Road, Bournemouth BH8 8JL

Tel: 01202 553596

OP D PD LDA MH SI YA

Talbot View66 Ensbury Avenue, Ensbury Park,
Bournemouth BH10 4HGTel: 01202 537571 **Advert page 38**

OP D PD SI YA

Talbot Woods Lodge

64 Wimborne Road, Bournemouth BH3 7AR

Tel: 01202 293390

PD LDA SI

Ventana Homes Ltd33 Florence Road, Boscombe,
Bournemouth BH5 1HJ

Tel: 01202 390209

PD LDA

Wallfield – Tricuro Ltd29 Castlemain Avenue, Southbourne,
Bournemouth BH6 5EJ

Tel: 01202 428048

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

Zetland Court

128 Alumhurst Road, Bournemouth BH4 8HU

Tel: 01202 769169

OP D YA

Bournemouth care homes with nursing

Advertisers are highlighted

Avon Cliff

50-52 Christchurch Road, Bournemouth BH1 3PE

Tel: 01202 789998

OP YA

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 Road32 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 Home11-13 Branksome Wood Road,
Bournemouth BH2 6BT

Tel: 01202 318567

OP D MH YA

Muscliff Nursing Home

5 Tolpuddle Gardens, Bournemouth BH9 3RE

Tel: 01202 516999

OP D PD SI YA

Queensmount Bupa Care Home18 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 036912 **Advert page 38**

OP D PD SI YA

Wickmeads2 Wickmeads Road,
Bournemouth BH6 4LGTel: 01202 436490 **Advert page 38**

OP D PD SI

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

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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Avon Reach

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

OP YA

Avon View – Tricuro Ltd

Loring Road, Christchurch BH23 2GZ
Tel: 01202 485170

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 **Advert page 65**

OP

Poole care homes

Alexandra House

Alexandra Road, Parkstone, Poole BH14 9EW
Tel: 01202 747001 **Advert page 38**

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 **Advert page 38**

OP D PD SI YA

Dunes, The

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

OP PD LDA YA

Eagles Mount Care Home

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

OP D MH

Elizabeth House

Dolbery Road, Parkstone, Poole BH12 4PX
Tel: 01202 744545 **Advert page 38**

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 YA

Lawford Lodge

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

PD LDA SI YA

Lilliput House

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

OP

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

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

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 page 69

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

Poole care homes with nursing

Aldbury, The

672-674 Ringwood Road, Parkstone,
Poole BH12 4NA
Tel: 01202 746752

OP D YA

Ashley Court

6-10 St Peters Road, Poole BH14 0PA
Tel: 01202 715902

Advert page 68

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

Figbury Lodge

2 Mitchell Road, Poole BH17 8US
Tel: 01202 078810

OP D YA

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

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Book a visit? Need advice? Give us a call

0808 296 7485

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

Look in the listings for our care homes:

[The Lindsay \(Poole\)](#)

[Queensmount \(Bournemouth\)](#)

[The Links \(Broadstone\)](#)

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and around Dorset
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Poole, BH14 0PA

Blandford Grange
Blandford Forum,
DT11 7DE

The Malthouse
Gillingham, SP8 4EW

The Old Vicarage
Sherborne, DT9 6HL



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: 01202 601831 **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**



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West Dorset care homes

Advertisers are highlighted

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116 Dorchester Road, Weymouth DT4 7LG
Tel: 0800 012 1247 **Advert page 45** **OP 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 **Advert page 38** **OP D PD SI YA**

Cheriton Care Home

10 Weymouth Avenue, Dorchester DT1 2EN
Tel: 01305 443231 **Advert page 45** **OP D YA**

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
Tel: 0800 012 1247 **Advert page 45** **OP D PD MH SI AD**

Culliford House

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

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

Danmor Lodge Ltd

12-14 Alexandra Road, Lodmoor Hill,
Weymouth DT4 7QH
Tel: 01305 775462

OP D PD YA

Eastbury House

Long Street, Sherborne DT9 3BZ
Tel: 01935 812132

OP

Encompass Care Respite Accommodation and Outreach 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 ORX
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 443 513 **Advert below**

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

OP D PD

Goldcrest

183 Dorchester Road, Weymouth DT4 7LF
Tel: 01305 830400

OP D PD MH SI YA

Grassington House

50 Prince of Wales Road, Dorchester DT1 1PP
Tel: 01305 267968

OP D

Grove Lodge

Hyde Crook, Frampton, Dorchester DT2 9NW
Tel: 01300 320098

OP D

Harbour House

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

OP

Hayes, The – Tricuro Ltd

Culverhayes, Long Street, Sherborne DT9 3ED
Tel: 01935 814043

OP D PD MH SI YA

Hyde Care Home, The

Walditch, Bridport DT6 4LB
Tel: 01308 427694

OP D PD SI YA

Ingleside Residential Care Home

648 Dorchester Road, Weymouth DT3 5LG
Tel: 01305 812667

OP

Kingsley Court

28 Dorchester Road, Weymouth DT4 7JU
Tel: 01305 787811

OP D

Lawns, The – Tricuro Ltd

Fernhill Avenue, Weymouth DT4 7QU
Tel: 01305 760881

OP D PD MH SI YA

Legh House

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

OP

Maiden Castle House

12-14 Gloucester Road, Dorchester DT1 2NJ
Tel: 01305 251661 **Advert page 38**

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 page 68

OP PD SI



FAIRFIELD
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OP D PD LDA SI YA

Primrose Lodge Weymouth

121-122 Dorchester Road, Weymouth DT4 7LG

Tel: 01305 786568

OP

Rawleigh House

The Avenue, Sherborne DT9 3AJ

Tel: 01935 816630

OP PD LDA SI YA

Rodlands Care Home

4 Ullswater Crescent, Radipole, Weymouth DT3 5HE

Tel: 01305 782736

OP

Selwood House Care Home

Chestnut Road, Charlton Down, Dorchester DT2 9FN

Tel: 01305 510404 **Advert below**

OP D

Shire House Care Home

Sidmouth Road, Lyme Regis DT7 3ES

Tel: 01297 442483

OP

Sidney Gale House – Tricuro Ltd

Flood Lane, Bridport DT6 3QG

Tel: 01308 423782

OP D PD MH SI YA

Trafalgar Care Home

207 Dorchester Road, Weymouth DT4 7LF

Tel: 01305 232843 **Advert page 45**

OP D PD MH SI

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Tel: 01935 678483 **Advert below**

OP D PD YA

Wolfeton Manor

16 East Hill, Charminster, Dorchester DT2 9QL

Tel: 01305 262340

OP



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Our family, caring for yours

Selwood House Care Home

As a family-run company, our care is the kind we'd want all of our loved ones to receive. We want to make life as comfortable and enjoyable for all our residents, allowing them to live safely and as they choose.

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Dorchester, Dorset, DT2 9FN
www.countrycourtcare.com



West Dorset care homes with nursing

Advertisers are highlighted

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

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 **Advert below**

OP YA

Casterbridge Manor

Acreman Street, Cerne Abbas, Dorchester DT2 7AL

Tel: 01300 341008 **Advert page 73** OP D PD MH SI

Castle View

Bridport Road, Poundbury, Dorchester DT1 2NH

Tel: 01305 756476

OP YA

Fairfield House

41 Putton Lane, Chickerell DT3 4AJ

Tel: 01305 779933

OP D PD MH SI YA

Lyme Regis Care Home with Nursing

14 Pound Road, Lyme Regis DT7 3HX

Tel: 01297 442322

OP D PD SI YA

Pine Martin Grange

Sandford Road, Sandford, Wareham, 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

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 OTX

Tel: 01305 443248

OP D PD SI YA



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Visit: www.casterbridgelodge.co.uk

- Residential care
- Dementia care
- Continuing care
- Respite and day care



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Tel: 01258 452315

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 68

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

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



St Denis Lodge

Residential home

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Our cinema, library, salon and landscaped gardens allow residents to have fun and relax. We also have our own on-site pub and café, perfect for socialising and entertaining visitors.

Call us on: **01300 341 008**

Visit: **www.casterbridgemanor.co.uk**

- Residential and nursing care
- Dementia care
- Continuing care
- Respite and day care



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

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Advertisers are highlighted

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OP D PD SI YA

Fern Brook Lodge

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Tel: 01747 834020 **Advert page 38**

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Mellowes Care Home, The

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Tel: 01747 898349

OP D YA

Newstone House

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OP D YA

Whitecliffe House

Whitecliffe Mill Street, Blandford
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OP YA

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21 Bonnets Lane,

Wareham BH20 4HB

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Advert page 74

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Tel: 01929 422091

OP

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Tel: 01929 423778 **Advert below**

D MH

Walc House

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LDA YA

York House Care Home

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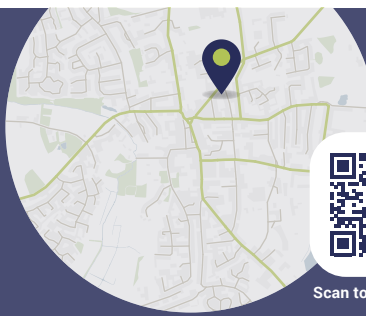
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Advert page 45

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Advert page 46

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Home care providers

2White Services Ltd	21	Apex Prime Care Ltd – Poole	27	Corfe Care Ltd	28
A		AQS Homecare Dorset	21	D	
A1 Care	21	Ashbee Home Care Ltd	31	Daley Home Care	32
AA-I-Care – 35 Southwell	31	Aspect Domiciliary Care Ltd	21	Dana Care	28
Abacus Care Solutions Ltd	21	Autism Wessex – Community Support Service West	31	Destiny Healthcare Private Ltd	32
Abbots Care Ltd		Avo Care Ltd	31	Dimensions Dorset	
(East Dorset Branch)	31	B		Domiciliary Care Office	27
Absolute Care		BCP Supported Living Service	27	Dimensions Dorset East	
– Westbourne	21, 27	Bee Case Management	31	Domiciliary Care Office	32
Adonai Care Services Ltd	21	Bespoke Care Services		Dimensions Dorset West	
Adriel Care Ltd	27	East Dorset Ltd	21	Domiciliary Care Office	32
Adriel Supported Living Care	27	Better Care at Home	31	Diverse Abilities Plus	
Advance Dorset	31	Better Care at Home East	21	– Supported Living	28
Agape Care Solutions	27	Bloomfield Care Ltd	31	Domiciliary Care Dorset	32
Age UK Bournemouth	21	Blossom Home Care Poole	27	Dorset Domiciliary	
Agincare Live-In Care		Bluebells Helping Hands Ltd	31	Care Agency	27
(South West)	31	Bluebird Care		Dorset Supported Living	28
Agincare UK Christchurch	25	(Bournemouth & Poole)	21	Duty Care	21
Agincare UK Ltd	31	Bluebird Care Ferndown	31	E	
Agincare UK Poole	27	Bluebird Care West Dorset	31	Edith Healthcare Ringwood	23
AJ Zion Ltd	21	Bourne-Citizen Ltd	21	Eleanor Nursing and	
Alina Homecare – Christchurch	25	Bournemouth Rainbow Ltd	21	Social Care Ltd	23
Alina Homecare Poole	27	Bramley Homecare Ltd	31	Eleanor Nursing and Social Care	
Alina Homecare Specialist		Bridgewater Care	32	Ltd – Dorchester Office	32
Care – Bournemouth,	27	C		Eleanor Nursing & Social Care	
Christchurch & Poole	27	Candlelight Homecare Services	32	Ltd – Poole Office	28
All About Care		Care Dynamics Ltd	21	Emmcare	32
(South West) Ltd	31	Care Purbeck	32	Encompass Respite	
Altogether Care – Care At	25	Care South Home Care		Accommodation and	
Home Ltd Christchurch		Services Dorset	21	Outreach Service	32
Altogether Care LLP		Caremark Bournemouth	21	Ethos Care	27
– Care at Home	31	Caremark Poole & East Dorset	21	Everycare (Wessex) Ltd	32
Altogether Care LLP		Caremark Weymouth		Expert Care Solutions	
– Poole Care at Home	27	& West Dorset	32	Ltd Bournemouth	23
Angel Carers (UK) Ltd	31	CareService24	21	F	
Angel Holistic Care Ltd	31	CaringSmart Ltd – Dorset	25	Fairhope	32
Anna Home Care	27	Casterbridge Homecare	32	Farmhouse Care Agency	27
Apex Prime Care	31	Christchurch Care	25	FastFallsResponse Ltd	28
Apex Prime Care		Community Wessex – East	27	Four Meadows	32
Bournemouth	21				
Apex Prime Care	25				
– Christchurch					

G			Livability Talbot Manor	25	Right at Home Bournemouth	
Global Healthcare Solutions	23		LJ Care Solutions – Main Office	25	and Poole	25, 28
Good Oaks East Dorset	32	M			RS Holistic Care Ltd	28
Good Oaks Home Care	28		M C Care Solutions Ltd	25	S	
Good Oaks Home Care			Maidment Court	28	Sagecare (Bournemouth)	25
– Dorchester and Weymouth	32		Mencap – Dorset		Shapes Domiciliary Service	28
Green Cross Medicare Ltd	23		Support Service	33	Shauna Health Care	
Green Lanes Projects Ltd	33		My Care Ladies	25	Service Solutions Ltd	25
H			My Homecare Bournemouth	25	Silverstars Care	33
Helping Hands Christchurch	23	N			Somerleigh Court	33
Helping Hands Ferndown	33		Native Care Ltd	25	South West Supported Living	33
Helping Hands Poole	28		Natura Care Solutions	33	St Anne’s Care Home	25
Home Instead	33		Nayberle	27	St Jude’s Care Ltd	33
Home Instead Bournemouth			Neways at Home Weymouth	33	St Patrick Healthcare	28
Christchurch and Poole	28		New Leaf Care Services Ltd	27	Sugarman Health and	
Home Instead East			Nu-Staff Image Plan Ltd	25	Wellbeing – Dorset	28
Dorset & Blandford	33		Nurseplus UK – Bournemouth	25	SuppliCan Care and Support	28
Homely Health Care Ltd	23				Sylviancare Bournemouth	
Horizon Homecare		O			and Poole	27
(Southern) Ltd	28		Oasis Healthcare Solutions Ltd	28	T	
I			Obasan Services Ltd	28	Tender-Care Services Ltd	25
iDirect	33	P			Tender-Hearted Ltd	33
Impressions Care House	23		Phoenix	33	Tuckam Care	28
Integrated Case			Phoenix Care & Support		U	
Management Ltd	33		Services 24/7 Ltd	33	UK Supported Living Services	25
Inter-County Nursing & Care			Pivotal Care Ltd	25	V	
Services – Christchurch	27		Poole Home Care Ltd	28	Visiting Angels East Dorset	27
J			Potens Dorset Domiciliary		W	
JS Care 4 All Ltd	23		Care Agency	33	Waverley, The	33
K			Pramacare	28	Waverly Care Services Ltd	28
Klass Care Ltd	28		Priority Home Care	33	Wisteria Care	33
L		Q			Y	
Lewis-Manning Hospice Care	28		Quality Care Dorset Ltd	27	YOU-CAS Ltd	25
Liberty Private Care			Quality Healthcare		Your Life (Ferndown)	33
Ltd – Christchurch	27		Professionals Ltd	25	Your Life (Poole)	28
Libra Care Services	33		Quay Care (Poole) Ltd	28	YourLife (Poundbury)	33
Lifeways Community		R				
Care (Poole)	28		Reablement Care Service	25		
Lily’s Care Services			Reablement Service			
Ltd – Main Office	23		– Tricuro Ltd	33		

A			C			Elms, The			61
Abbey Rose	76		Cambian Asperger Syndrome			Encompass Care Respite			
Abbey View	72		Services Ltd	60		Accommodation and			
Acorn Lodge – Bournemouth	60		Canford Chase	67		Outreach Service	70		
Acorn Luxury Care Ltd	60		Casterbridge Lodge	72		Encompass Care Specialist Mental			
Adamscourt Residential			Casterbridge Manor	72		Health Services Elsadene	70		
Care Home	60		Castle Dene	60		Evergreens Lodge, The	70		
Agincourt Care Home	69		Castle Farm Care Home	75		Evergreens, The	61		
Aldbury, The	67		Castleman House – Tricuro Ltd	73		F			
Alexandra House	66		Castleman Plus	73		Fairfield House		72	
Amberwood House	78		Castle View	72		Fairfield House Residential			
Amberwood Lodge	66		Cedars Nursing Home, The	75		Care Home	70		
Anchor House	66		Chalgrove Care and			Fair Haven	61		
Anglebury Court – Tricuro Ltd	75		Nursing Home	66, 67		Fairlawn	76		
Anning House	72		Cheriton Care Home	69		Fairmile Grange	66		
Apple House	60		Cherry Tree Lodge	60		Fairways Residential Care			
April Court – Tricuro Ltd	60		Chestnut Lodge	76		Home – Tricuro Ltd	61		
Aranlaw House Care Home	66		Chestnuts Residential			Farway Grange Care			
Ashley Court	67		Care Home (Weymouth)	69		Home (Nursing)	64		
Ashwood	60		Clarence House			Fern Brook Lodge	75		
Aucklands Care	60		Residential Home	76		Ferndown Manor	78		
Autism Wessex – Greenways	65		Clarendon House	60		Ferndown Nursing Home	78		
Avon Cliff	64		Clifftop Care Home	75		Fernhill	78		
Avon Lee Lodge	65		Clifton House	60		Fernside	76		
Avondene Care Home	65		Coastal Lodge – Tricuro Ltd	60		Figbury Lodge	67		
Avon Reach	66		Coneygar Lodge	69		Five Gables Care Home	76		
Avon View – Tricuro Ltd	66		Coral House	66		Florence Road	64		
B			Corner Cottage	65		Forest Hill House			
Beach House	66		Crecy Care Home	69		Nursing Home	78		
Beaufort View	60		Culliford House	69		Foxes Moon Residential Home	76		
Blandford Grange Care Home	75		D			Friary House	70		
Blenheim Care Home	60		Dalvey House	60		G			
Blue Roof Bungalow			Danmor Lodge Ltd	70		Gables, The		76	
Care Home	60		Denewood House Care Home	76		Gainsborough Care Home	75		
Bosworth Care Home	69		Dorset House	66		Garden House	70		
Bourne View	67		Drumconner Care Home	64		Glencairn House			
Branksome Heights	60		Dunes, The	66		Retirement Home	70		
Branksome Park Care Centre	67		E			Glenhurst Manor	61		
Broadwindsor House	69		Eagles Mount Care Home	66		Goldcrest	70		
Brook View	78		Eastbury House	70		Grange, The – Care Home			
Burwood Nursing Home	67		Eilat	61		Physical Disabilities	66		
Buxton House	69		Elephant Care Ltd	61		Grassington House	70		
Bymead House	72		Elizabeth House	66		Great Oaks	64		
						Grove Lodge	70		

H					
Harbour House	70	Livability Horizons	69	Pine Martin Grange	72
Hayes, The – Tricuro Ltd	70	Livability Talbot Manor	61	Pines Residential	
Heathcote Care Home	75	Long Close Retirement Home	67	Care Home, The	63
Heathland House	76	Lowther Road	61	Pogles Wood	78
Highcliffe Nursing Home	66	Lyme Regis Care Home		Portelet Cottage	63
		with Nursing	72	Portelet House Care Home	63
Highgrove Care Home	76	Lyndale	61	Portelet Lodge Care Home	63
Highview Residential Home	61			Portelet Manor Rest Home	63
Hillsdon Nursing Home	69	M		Potteries, The	69
Holmwood Rest Home	76	Magna Care Centre	69	Primrose Lodge Southborne	63
Homefield Grange	66	Magna Road	61	Primrose Lodge Weymouth	71
Hyacinth House Care Home	78	Maiden Castle House	70		
Hyde Care Home, The	70	Malthouse Care Home, The	73	Q	
		Marchfield House	76	Queen Charlotte, The	72
		Mellowes Care Home, The	75	Queensmount Bupa	
		Meyrick Cottage	61	Care Home	64
I		Meyrick Lodge	61		
Ingleside Residential		Mile Oak Rest Home	76	R	
Care Home	70	Millbrook House	73	Rawleigh House	71
Ivers	73	Milton Grange	61	Redcroft	63
		Montrose Care Home	70	Regency Manor Care Home	67
		Moorings, The	67	Retired Nurses National Home	63
J		Moors Manor Care Home	78	Richmondwood Rest Home	63
James Burns House – Care		Mulberry Court	73	Riverview Care Home	63
Home Physical Disabilities	61	Muscliff Nursing Home	64	Rodlands Care Home	71
K		N		S	
Kingland House		Naseby Care Home	65	Sandbourne House	67
Residential Home	66	Nazareth Lodge	73	Seabourne House Care Home	63
Kings House	61	Newstone House	75	Seacliff Care Home	63
Kingsley Court	70	Nightingale	61	Selwood House Care Home	71
Kingsman House Care Home	64	Nightingales Residential Home	61	Shire House Care Home	71
Kings Park Care Home	76			Shores, The	67
				Sidney Gale House	
L		O		– Tricuro Ltd	71
Larks Leas	73	Oakdale	69	Signature House	72
Laurels and Pine Lodge, The	66	Oakdene Nursing Home	78	Silverways Nursing Home	66
Laurels, The	65	Old Rectory, The	73	Somerleigh Court	72
Lawford Lodge	66	Old Vicarage Care Home, The	70	Southbourne Beach	
Lawns, The – Tricuro Ltd	70			Care Home	63
Legh House	70	P		Southmead Rest Home	67
Liam House	61	Park House	71	Spetisbury Manor	73
Lilliput House	66	Park Lodge Residential		St Anne's Care Home	63
Lindsay Bupa Care Home, The	69	Care Home	67	St Anne's Court	63
Linkfield Court		Parley Place Care Home	78	St Bridgets Care Centre	64
(Bournemouth) Ltd	61	Pear Tree House	61	St Cecilia	67
Links Bupa Care Home, The	69	Piers, The	63		
Little Amberwood	65				

St Denis Lodge						Weymouth – Weymouth	
Residential Home	73	U				Care Home	72
St Ives Country House Care	78	Upton Bay Care Home	67			Weymouth Manor	72
St James' Park Care Home	72	Upton Manor	72			Whitecliffe House	75
Stour Road Care Home	65					White Lodge & St Helens	64
Stratfield Lodge		V				Wickmeads	64
Residential Home	64					Willow Lodge	64
Streets Meadow – Tricuro Ltd	78	Ventana Homes Ltd	64			Willowbeech Ltd	
Summerhill Residential Home	78	Verwood House Care Home	78			– 33 Ophir Road	64
						Windsor Court Care Home	64
T		W				Winton Lodge	64
Talbot View	64	Walc House	75			Wolfeton Manor	71
Talbot Woods Lodge	64	Wallfield – Tricuro Ltd	64			Woodside	64
Tides, The	67	Waterloo Care Home	78				
Trafalgar Care Home	71	Waves, The	67			Y	
Trinity Manor	71	Westbourne Tower				York House Care Home	75
Two Cedars		Care Home	64				
Residential Care Home	67	West View Short Term				Z	
Two Wells	78	Break Service	67			Zetland Court	64

Other advertisers

Agincare	17, 45	Hamberley Care	46	My Family, Our Needs	26, 37, 59
Avery Healthcare	38	Healthcare Homes	68	Royal Bay Care Homes	74
Barchester	69, 71, 77	Helping Hands	16	Salveo Forma Physiotherapy	11
Bupa	68	Home Instead	18	Samity Care	76, 78
Care Choices	5, 11, 17, 44, 53, 59, 75, 76	Home Instead Bournemouth & Christchurch	18	Supportive Ability Living	
Care South	22 & 38	Lark Leas Rest Home	74	Healthcare	17
Christchurch Housing Society	65	Live in Care	26	The Michelle Sheppard	
Country Court	71	Mary Personal Care	24	Practice Ltd	50



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Director of Policy and Communications: Jo Dovey. **Director of Creative Operations:** Lisa Werthmann.

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Senior Sales Executives: Tony Boyce, Mitchell Harriman, Hannah O'Neill, Susan Speaight, Dominic Arnold.

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Creative Artworker: Olive Nash. **Distribution:** Gemma Seaber-Shinn.

Burwood Nursing Home



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

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

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

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

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

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

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



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



www.burwood.care
100 Dunyatts Road, Broadstone, Poole, BH18 8AL

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