



Somerset

Social Care and Support for Adults 2026

The essential guide to choosing and
paying for care and support

POTTER HOUSE

CARE HOME

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A TOUR
TODAY**

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When you make Potter House your home you are choosing the perfect blend of comfort and independence.

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Contact our friendly team to find out more:



01935 513287

e potterhouse@crystalcarecollection.co.uk

📍 Potter House, 103 Highfield Road, Yeovil BA21 4RJ


Crystal Care
— COLLECTION —

www.crystalcarecollection.co.uk

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Introduction

Welcome from Somerset Council

Welcome to the 2026 edition of the Somerset Social Care and Support for Adults Directory. In Somerset, we are committed to enabling people to live healthy and independent lives, supported by thriving and connected communities, with timely and easy access to high-quality and efficient support whenever they need it. We want individuals to reside in the place they call home, surrounded by the people and things they love, in communities where neighbours support each other, doing what matters most to them.

Our latest Adult Social Care Strategy outlines our commitments to achieving this vision, focusing on four overarching priorities:

- Prevention and early help.
- Right support, right place, right time.
- A supported, skilled and flexible workforce.
- Future-focused.

For more information about our strategy, visit: **www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-policies/** Whether you personally fund your care and support services or receive assistance from the local authority, we aim to ensure that everyone in Somerset can access information and advice effectively. We hope this Directory serves as a valuable resource in helping

you find the care or support you need.

Additionally, you can contact us on **0300 123 2224** for information, advice and support, or visit: **<https://connectsomerset.org.uk>** for more resources to help you manage your care and wellbeing.

Mel Lock

Director of Adults Services and Housing
Lead Commissioner Adults and Health
Customer Contact: **0300 123 2224**
Email: **adults@somerset.gov.uk**
Web: **www.somerset.gov.uk**

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

To obtain extra copies of this Directory, free of charge, call Somerset Council on: **0300 123 2224**.



Regions covered by this Directory

West Somerset

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How can this Directory help?

If you need advice about support that is available to help you remain independent, or about care services or support for carers, this Directory is for you.

There is a wide range of services available to people across the county.

Many of these can help make life easier and support you to stay healthy, active and independent.

The information in this Directory is designed so that you can find solutions for yourself, but you can ask us for help and advice if you need it (see page 44).

What is Adult Social Care?

The scale of Adult Social Care and support is vast, affecting the lives of over 10 million adults of all ages in England. People draw on care and support in different ways and at different stages of their life; some people will require support throughout their life whilst for others, care needs develop suddenly or gradually. Some people may only use social care for a short period (for example, after a hospital stay).

Social care affects adults with a diverse range of needs. This includes autistic people, people with a learning or physical disability, people with mental health conditions, people with dementia and other people with long-term conditions. Care and support covers a wide range of activities to promote people's wellbeing and support them to live independently, staying well and safe. It can include 'personal care' as well as wider personalised support to enable people to stay engaged in their communities and live their lives in the way they want.

Who provides Adult Social Care?

Local authorities are responsible for assessing people's needs and if individuals are eligible, funding their care. Our service at Somerset Council is made up of two functions: an operational service (made up of frontline social care teams) and an Adult Social Care commissioning and quality service.

Most social care services are, however, delivered directly by independent care sector providers, which are mainly for-profit companies but also include some voluntary sector organisations. Many people will also have this care organised and purchased by their local authority, though many people with disabilities directly employ individuals ('personal assistants') to provide their care and support.

The first thing many people want to know is, 'can the council help me pay for care?' Generally,

we cannot help if you have over £23,250 in capital and savings (including second properties and land). If you have less than this, and you meet the national eligibility criteria for care, we may be able to. This is explained in much more detail starting on page 48.

National and local policies about social care change every year, so double check with us or talk with an independent financial adviser before making any decisions that have financial implications for you or your family.

We know that many people and their carers, with a little support provided at the right time, can successfully live at home and enjoy their lives to the full, often without our help.

With this in mind, we have moved from being a social care system where people expected an assessment to lead to a service, to being part of a joined-up, community-based 'system of support', focusing on exploring community-based options and solutions that help people get on with their lives. We want people to remain in control of their lives, to remain independent and to have the opportunity to make their own choices about their care and support arrangements.

To achieve this, we are linking closely with a wide range of community and voluntary groups and people who work to support others locally.

Thrive Talking Cafés

We have also set up local, friendly Talking Cafés at venues across the county run by Thrive, where you can pop in for a cup of tea and discover the range of groups available that may be able to provide advice and support to help you continue to live

independently. You can find your local Talking Café here: <https://somersetagents.org/talking-cafes>

People who, in the past, may have contacted social care directly for advice, can now contact relevant groups and people that could help them develop new and different approaches to achieve the things they want. These are often more flexible and more suitable than traditional care.

Accessing this type of support early on, when you first need it, could help you to remain independent for longer. This community way of finding and providing support may also help reduce social isolation, help people create new friendships and perhaps even healthier communities.

Furthermore, it will mean that our own resources are still available to support those with care needs that significantly affect their wellbeing and whose needs are over and above what individual networks and community support can help with.

Somerset Village and Community Agents

Part of Thrive (previously Community Council for Somerset) and organisers of the Talking Cafés.

Tel: **01823 331222**

Email: info@thrivesomerset.org.uk

Web: <https://somersetagents.org/talking-cafes>

Support in the community

This Directory covers some of these services, called 'support in the community', before moving onto personal care services, such as home care and care homes. The Directory doesn't list all the community support available in Somerset, but it may provide you with ideas so that when you develop your support plan, you can also find out what else is available locally.

What is the difference between care and support?

In this Directory, 'care' is used to describe any service that helps with your personal care. For example, helping you to get up, washed and dressed in the morning.

'Support' is anything provided to you that doesn't include personal care. For example, domestic cleaning, shopping and attending community

groups. Of course, some people need a mixture of both 'care' and 'support'.

It may be that you, or those who care for you, arrange what care you need, or ask for help from the council. The important thing is that you have all the information to make the right choices for your care needs.

Where do I start?

The best way to identify what care and support you need is by writing a list of the things you are finding difficult. To help you do this, on page 8 there is a blank 'support plan' that you can complete.

Firstly, write down the things you are finding difficult, then, while reading the Directory, start to come up with solutions that you can write in the

boxes: things you can do for yourself, things you can ask others to help you with and things you would like to talk to us about.

Although this Directory has been laid out so that it's easy to follow, the things you need may be built up from each section, so that you end up with support that is tailored to you.

Help and advice

Connect Somerset website

This website is about your care, health and wellbeing. It has been developed to help create awareness of what is available in the community for the people in Somerset.

The website hosts:

- Information and advice.
- A collection of providers, local groups and activities.
- Information about drop-ins, where adult residents in Somerset can find information, advice and services to manage their own care and wellbeing.

To access the Connect Somerset website, visit:

<https://connectsomerset.org.uk>

To access the information and advice pages on the Connect Somerset website, visit:

<https://connectsomerset.org.uk/health-and-wellbeing-advice-to-live-independently/> This will take you to a landing page where you can choose from a range of topics to find information.

You can also visit our website:

www.somerset.gov.uk/ Alternatively, phone us on: **0300 123 2224** for information or to request an assessment of your needs. Phone lines are open from Monday to Friday, 8.30am to 5.00pm.

Village and Community Agents

Providing Somerset's rural communities with easier access to information and services. The Somerset Village and Community Agent service covers

the whole of Somerset. The team of agents has expanded and diversified greatly since launching in 2012 and there are now over 60 agents working directly in Somerset's communities, as well as over 30 Talking Cafés.

The project uses paid, highly trained individuals living in the parish 'clusters' they support. The agents help to bridge the gap between isolated, excluded, vulnerable and lonely individuals and statutory and/or voluntary organisations which offer specific solutions to identified needs.

Agents work with people of all ages, dealing with a variety of issues, although a considerable number of clients are older with social care issues. Agents also help to shape services by feeding back information about gaps in service to the appropriate body. For example, transport provision. Agents can also motivate and support a community to respond to a local need by working together to address issues, such as by helping residents to set up a coffee morning for a group of lonely people or to start a volunteer car scheme.

Tel: **01823 331222**

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

Web: **<https://somersetagents.org/somerset-village-agents>**

Advocacy

Advocacy is an independent service to help people understand what they are being told and support their opinions to be heard. Understanding the care and support system can often be daunting, especially if you have no one to talk things through with. →

→ An advocate will explain how some of the complex processes work and what the possibilities are for you. An advocate helps communicate your needs and wishes to others. They will support you to speak for yourself whenever possible, but they can speak for you if you want them to. If we think you would benefit from the support of an advocate and you have no one else available to do this, such as a family member or friend, with your permission we will ask an advocate to become involved.

In Somerset, **Swan Advocacy** provides independent advocacy for adults.
Hi-point, Thomas Street, Taunton TA2 6HB
Tel: **0333 344 7928**
Email: **reception@swanadvocacy.org.uk**
Web: **<https://swanadvocacy.org.uk>**

Seeking financial advice

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

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

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

You can find a list of independent financial advisers accredited by the Society of Later Life Advisers. Call: **0333 202 0454**, email: **admin@societyoflaterlifeadvisers.co.uk** or visit: **<https://societyoflaterlifeadvisers.co.uk>**

Remember, any financial adviser who recommends investing your money against specific financial products must be regulated by the FCA. Visit: **www.fca.org.uk** for more information.

Age UK

Tel: **0800 678 1602**

Web: **www.ageuk.org.uk/information-advice/care-paying-for-care**

Citizens Advice

Tel: **0800 144 8848**

Web: **www.citizensadvice.org.uk**

Money Helper

Tel: **0800 138 7777**

Web: **www.moneyhelper.org.uk/en**

NHS website, The

Web: **www.nhs.uk/social-care-and-support**

Writing your support plan

Completing your support plan may help you to identify what you need. Then, browsing this Directory, and researching what's available where you live, may help you find solutions. It is very similar to what we would use during an assessment.

Things you would like to achieve

1. List the things you are finding more difficult to do or feel you would like more support to do. This could be one thing, or lots of things – try to list all the things that are important to you.

Solutions. Using the list you've written

2. Write down anything you already have in place to help you. For example, family or other support networks, or other solutions that you arrange for yourself.

3. Write down the help and support that others could provide for you that you could arrange yourself. For example, a friend or family member, a local community group or a simple piece of equipment.

Help for carers

A carer is anyone who helps another person, usually a relative or friend, in their day-to-day life. Carers are a valued part of the community and there is lots of information, advice and support available for them.

The Somerset Carers Service is a universal, free service available to all unpaid carers in Somerset, whether they care for a few hours a week or provide a substantial amount of support. It can provide local information, emotional support and practical advice to help people in their caring role and signpost to help or information. The service works closely with specialists who provide support to carers.



Somerset Carers Service

Tel: **0800 316 8600** or **01823 331222** (Monday to Friday, 9.00am to 5.00pm).

Email: **carers@thrivesomerset.org.uk**

Web: **<https://somersetcarers.org>**

Somerset Council

We list resources to support you with your caring role. If you would like us to send you copies of information, call the following number.

Tel: **0300 123 2224**

Web: **www.somerset.gov.uk/care-and-support-for-adults/carers-in-somerset**

National information and advice for carers

Carers UK

Tel: **0808 808 7777**

Email: **advice@carersuk.org**

Web: **www.carersuk.org**

Carers' assessments

A carers' assessment is a chance for carers to discuss their needs with the local council. Anything can be discussed during the assessment.

For example:

- What caring tasks you do and how you feel about doing them.
- Your relationship with the person you care for.
- Whether you get enough time for yourself – for example, time to get out and about, meet other people and take part in leisure activities.
- How caring is affecting your mental and physical health.
- How caring is affecting your relationships with others.
- How caring is affecting your education and work life.
- Whether the person you're caring for is getting enough help.
- How willing or able you are to carry on caring.
- What would help make things easier for you.

Ask for a carers' assessment by calling: **0300 123 2224**.

You can choose to have an assessment in your own right, or jointly with the person you care for. The assessment is carried out by a social care worker. This allows you to talk about your needs and the things that could make caring easier for you.

After your carers' assessment, your social care worker may be able to give you advice and information. If you are eligible, we may be able to help you pay for some of the things you need.

Search for care in your area

- Find care providers quickly and easily
- Search by location and care need

 CareChoices

www.carechoices.co.uk 

Carers of people with mental health conditions

Carers of people with mental health conditions who receive services from Somerset NHS Foundation Trust can request a specialist carers' assessment from them.

Carers' assessment workers are based in community mental health teams. They specialise in assessing the needs of carers who support someone with mental health conditions and can advise carers about:

- Inpatient services.
- Outpatient services.
- Day services.
- Residential care and short breaks.

- Contacting social workers and community psychiatric nurses.

Somerset Carers Service

Tel: **0800 316 8600** or **01823 331222** (Monday to Friday, 9.00am to 5.00pm).

Email: **carers@thrivesomerset.org.uk**

Web: **https://somersetcarers.org**

Somerset NHS Foundation Trust – Carers' Assessment Service

Tel: **01749 836606** or **07774 207458** (Monday to Friday, 9.00am to 5.00pm).

Email: **carers@somersetft.nhs.uk**

Web: **www.somersetft.nhs.uk** (search 'Carers').

Carers' Champions

Most GP surgeries in Somerset have a member of staff who is a Carers' Champion. They can add you to the Carers' Register. This will inform your GP that you are a carer when you attend appointments. It

may also help you access preferential appointment times and carers' health checks. The Carers' Champion can provide information about other carers' services that are available to you.

Breaks for carers

There are different ways of getting a break from caring. The break could be anything from a few hours to a few weeks.

For more information, contact the Somerset Carers Service.

Somerset Carers Service

Tel: **0800 316 8600** or **01823 331222** (Monday to Friday, 9.00am to 5.00pm).

Email: **carers@thrivesomerset.org.uk**

Web: **https://somersetcarers.org**

Young carers

The council can provide support, advice and respite services for children and young people under 18 who have substantial caring responsibilities at home.

Somerset Council

Tel: **0300 123 2224** • Web: **www.somerset.gov.uk** (search 'Young carers').



Support for families of children
with additional needs –
from birth to adulthood

- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

Got a question? We're here to help!



@weareMFON



@weareMFON



@wearemfon



@My-Family-Our-Needs

www.myfamilyourneeds.co.uk 
hello@myfamilyourneeds.co.uk 

Health and wellbeing

We can all make diet and lifestyle changes which can help improve physical and mental health. For example, you can reduce your risk of long-term health conditions, such as heart disease, stroke, cancer or diabetes, by making healthier choices.

Things that can influence health and wellbeing include:

- Spotting the signs and symptoms of illnesses.
- Staying active.
- Maintaining a healthy weight.
- Getting out and about.

- Spending time with others.
- Keeping your mind stimulated.
- Staying warm.
- Having an adequate income.
- Having a healthy diet.
- Staying safe from falls.

Further information is available on the Connect Somerset website.

Visit: <https://connectsomerset.org.uk> for services that are in place across Somerset.

Keeping active

Keeping active as we get older is important for physical and mental health.

Visit the Somerset Activity & Sports Partnership (www.sasp.co.uk) and Healthy Somerset

(<https://healthysomerset.co.uk>) websites.

These websites offer information about activity opportunities across Somerset, including activities for people who are less mobile.

Emotional and mental health

As with our physical health, there are things we can do to help improve our mental health. What is good for our bodies is also good for our minds. Here are some steps we can all take:

- 1. Connect** – connect with the people around you – family, friends, colleagues and neighbours.
- 2. Be active** – step outside. Go for a walk. Work in your garden. Go dancing. Exercises can make you feel good.
- 3. Take notice** – be aware of the world around you and what you are feeling. Remark on the unusual. Notice the changing seasons. Reflecting on your experiences will help you appreciate what matters to you.
- 4. Keep learning** – learning new things will make you more confident, as well as being fun. Try something new. Rediscover an old interest. Learn to play a musical instrument or how to cook something new.

- 5. Give** – seeing yourself and your happiness linked to the wider community can be rewarding and creates connections with the people around you. Thank someone. Smile. Volunteer your time. Join a community group. Look out, as well as in.

There will be times when you are worried about your own or someone else's mental health. On these occasions, you may want to visit your GP to talk about the situation; they will be able to advise on what to do next and discuss what help is available.

The GP might recommend:

- Support for your emotional and mental wellbeing through the wide range of community organisations in Somerset. These are often delivered in local communities by voluntary and non-profit organisations. You can find more information on the Connect Somerset website: <https://connectsomerset.org.uk> →

- • **Talking Therapies** provided by Somerset Partnership NHS Foundation Trust which are free and confidential. A range of therapies is available, including cognitive behavioural therapy. As well as your GP referring you, you can call: **0300 323 0033** or use the online contact form:

www.somersetft.nhs.uk/somerset-talking-therapies

- Specialist mental health services provided by Somerset Partnership NHS Foundation Trust, which your GP can discuss with you.

Support in the community

As we get older, staying involved with families, friends and local communities supports emotional and mental wellbeing, which is just as important as looking after physical health. Loneliness and isolation affect many people in later life; this affects quality of life and is shown to be harmful to health.

There are lots of clubs and groups in local communities across Somerset helping to keep people connected. These include:

- Groups that meet to provide companionship – it may even be arranged for someone to collect you to take you to group meetings.
- Pubs that provide meals, often at great value, where you can meet up with friends.
- Befriending schemes, where volunteers can come and visit you at home or accompany you if you would like to go out.
- Organisations that can help you with some domestic tasks, such as cleaning, shopping, gardening, or simple repairs to your property.

You can visit our information and services website to explore lots more community support available in your area: **<https://connectsomerset.org.uk>**

There are also regular Talking Cafés held in a venue near you. See page 6 for more information.

Help at home (Micro-Providers)

Micro-Providers are very small, community-based care and support services.

Over the last 11 years, we have supported the development of over 1,200 independent enterprises that offer flexible, local support for people to access the community, manage their homes and gardens,

and have their personal care needs met.

Micro-Providers registered with Somerset Council have committed to a quality standard and are subject to a quality assurance process.

To search for a registered micro-provider in your local area, visit the Micro-Provider directory on the Connect Somerset website:

<https://connectsomerset.org.uk/get-help-at-home-with-micro-providers>

Regular drop-in Thrive events are also held in a venue near you. See page 6 for more information.

The Silver Line

A free, confidential helpline for older people, open 24 hours a day, every day of the year.

Specially trained helpline staff can:

- Offer information, friendship and advice.
- Link callers to local groups and services.
- Offer regular befriending calls.

Tel: **0800 470 8090**

Web: **www.thesilverline.org.uk**



Tell us what you think 

Share your feedback
Take our five minute survey

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

 **www.carechoices.co.uk/reader-survey**

Library services

Somerset's libraries offer a range of services, including reading for everyone, basic computer skills training, free computer use and Wi-Fi in a network of 34 libraries across the county. Talking books are available in many libraries and may be accessed free of charge by people who are blind, partially sighted, dyslexic or unable to hold printed books.

There are special collections of recommended self-help books to help manage health and wellbeing – including dementia, mental health and autism collections.

Library members can also download e-audio books and e-books from: **www.somerset.gov.uk/libraries**

Libraries host a range of events, from knit and natter, craft activities and poetry sessions to reading groups and family history events – you can find out more at your local library.

Home Library Service

This is a free service for people who cannot visit a library themselves or for people in long-term care. We will support you to choose your books and other library resources and deliver these to your home.

Call: **07814 079831** or email:

lauren.davis@somerset.gov.uk for more information.

Mobile libraries

These support people in isolated communities by providing a selection of books and library resources. The mobile library visits various communities during the day, and some stops are linked to local schools. To find out where the mobile library stops, visit:

www.somerset.gov.uk/libraries/mobile-library or call: **0300 123 2224**.



Support for families of children with additional needs

www.myfamilyourneeds.co.uk

Learning and training

Somerset Skills & Learning provides a wide range of courses for people of all ages, whether you want to get a qualification, exercise your mind and body or discover a new pastime.

These include everything from Nordic walking and fly fishing to courses developing caring skills, such as listening, counselling and dementia care.

For more information, call: **0330 332 7997** or visit: **www.sslcourses.co.uk/short-courses** where you can search for courses or download a brochure.



Orchard Vale Trust

We support adults with learning disabilities to live life to the full

We have four care homes across Somerset tailored to person-centred care.



The Hive offers day services, with the aim of making every moment purposeful and celebrating achievement.

We tailor experiences to your individual needs, taste, and passions. Whether it's bespoke 1:1 sessions or creative activities.



A professional gardening service that supports adults with learning disabilities onto a path to employment.

From garden maintenance to flower bouquets they have got you covered.

For more information contact us:

info@orchardvaletrust.org.uk or www.orchardvaletrust.org.uk

01749 671706

Somerset Volunteering

Somerset Volunteering matches people to volunteering opportunities that support Adult Social Care and other council services. Volunteering allows people to be part of the community, meet new people and make new friends.

To find volunteering opportunities across Somerset, visit: **<https://volunteering.somerset.gov.uk>** or

call: **0300 123 2224**. Opportunities include:

- A community support role – supporting people with possible social care needs.
- Community volunteers for Adult Social Care.
- Volunteer drivers.
- Leaving Care Services volunteers.

Spark Somerset – Spark a Change

Spark Somerset runs the county-wide volunteer service and can help you find opportunities to volunteer with local groups and

Visit the following website to browse hundreds of opportunities according to your location, interests and availability. If you would like to speak to a member of the volunteer team, use the following contact details or use the live chat

function on the website.

Spark Somerset

Units 3 & 4, The Courtyard, Bowdens Farm, Hambridge TA10 0BP

Tel: **01458 550973**

Web:

www.sparksomerset.org.uk/volunteer-in-somerset

Transport and travel

There is an array of community and accessible transport services available to people living in Somerset whose needs are not met by conventional public transport. These could be the ‘SLINKY’ demand responsive transport service funded by Somerset Council or community transport and community car schemes.

The schemes offer a mix of vehicles, from accessible minibuses to cars driven by volunteers, with availability varying depending on where you live.

SLINKY transport services

This is an accessible, demand responsive, door-to-door bus service that can be used for everything from health appointments to shopping trips. SLINKY services operate in different parts of Somerset, all offering a 50% discount to concessionary bus pass holders. For more information, visit: **www.somerset.gov.uk/roads-travel-and-parking/slinky-services** or call: **0300 123 2224**.

Community Transport and Community Car Schemes

These provide transport for individuals or groups

using a range of vehicles, from minibuses with disabled access to cars driven by volunteers. Charges vary depending on which service or scheme you use, with discounts available for concessionary bus pass holders. For details of your local scheme, visit: **www.somerset.gov.uk/roads-travel-and-parking** (select ‘Public and community transport’) or call: **0300 123 2224**.

Concessionary Bus Passes

These provide free bus travel, subject to certain time restrictions, to anyone of pensionable age, or who is eligible because of a disability. You can find more information and a copy of the application form by visiting: **www.somerset.gov.uk/roads-travel-and-parking/concessionary-bus-passes** or by calling: **0300 123 2224**.

For information about regular bus services and timetables, call Traveline on: **0871 200 2233**.

Blue Badges

The Blue Badge Scheme currently provides national parking concessions for people with severe walking difficulties who travel as drivers or passengers.

The scheme is also for people who are severely sight impaired or have 'hidden disabilities' including autism and mental health conditions. People who have Blue Badges can park close to their destination using on-street parking and some car parks.

For detailed information about Blue Badges, visit:
www.somerset.gov.uk/bluebadge

The fastest way to apply for or renew a Blue Badge is online at: **www.gov.uk/apply-blue-badge** or you can call us on: **0300 123 2224** to ask about applying for one. We will need information about you to decide if you are eligible.

You can normally get a badge if you:

- Have a permanent disability that means you can't walk or have considerable difficulty walking.
- Have a severe disability in both your arms, drive regularly and have considerable difficulty operating parking meters and ticket machines.
- Have a child under the age of three who needs medical equipment with them at all times that

cannot easily be transported, or if they are affected by unstable medical conditions and may require emergency treatment.

If it is unclear from your application, you may need to see one of our occupational therapists so they can better understand the difficulties you have.

All decisions are made according to the rules set by the Department for Transport. Applications can take up to 28 days to process. The charge for a Blue Badge is £10.

If your application is approved, a Blue Badge will be sent to you. If it has been refused, we will write to you to tell you why.



Staying safe from falls

Staying steady on your feet becomes more important as you get older. If you fall and break a bone, especially a major fracture like your hip, you may find it difficult continuing to manage in your own home. It makes sense to do all you can to reduce your risk now.

Staying physically active can help reduce the risk of falls. Wearing badly fitting or worn shoes, foot problems and trip hazards in the home, such as loose rugs and trailing wires, can all make falls more likely.

As you age you may develop health conditions that can lead to you being at risk of falls. For example:

- Muscles can become weaker.
- Eyesight and hearing may decline.
- Certain medications can cause side effects which may increase your risk of falling.

Sunlight is our main source of vitamin D. To keep bones strong, include lots of calcium and vitamin D in your diet, and aim to have 15 minutes of sun a day

on your skin during the summer months but take care not to burn by wearing sunscreen. Some people will benefit from taking a vitamin D supplement, especially during the winter months. If you have any concerns, talk to your GP.

If you are worried about your balance or have had a fall, speak to your GP. They might refer you for a falls assessment and recommend you attend a Balance and Safety class at your local community hospital, or a physiotherapist may be able to set up an activity plan with you at home. There are community-based Stay Strong Stay Steady classes across the county to help keep you on your feet and reduce the risks of a fall. Also, consider a community alarm (Lifeline); see page 18.



Meals

There are organisations that, for a fee, offer meals delivered to your door. Often, you will be provided with a frozen meal that you can warm up and eat when you choose.

There are a variety of national meal delivery services, such as Wiltshire Farm Foods and Oakhouse Foods, that can deliver fresh or frozen meals to your home.

Leaving hospital

For information about 'Intermediate care', see page 46.

British Red Cross Support at Home service

The Support at Home service helps many people each year go back home after a stay in hospital. The service can give short-term practical and emotional support to help you get your confidence back and live independently.

This help can be:

- Taking you home and helping you settle in.
- Assisting you with shopping.
- Collecting prescriptions and pensions.

- Offering companionship.

Trained volunteers from the British Red Cross provide this free, short-term service.

You can contact the **South of England Support at Home Service** by calling: **01235 552665** or emailing: **healthandcaresouthciadmin@redcross.org.uk**

Sometimes ward staff may recommend that you talk with someone from Adult Social Care about things that could support you at home, for example help with personal care, equipment or minor adaptations to your home. See page 44 for more information on assessments.

Equipment and technology to support independent living

There are many helpful tools and technologies available to help make everyday life easier in and out of the home.

They can help with tasks like:

- Moving around your home safely.
- Getting in and out of the bath or shower.
- Staying connected and calling for help when needed.

Using the right equipment can help you to stay safe, independent and confident.

If you experience any changes in your health, you should get medical help. Visit: **www.nhs.uk** (search 'Get medical help').

There are many ways to see what equipment or technology may be right for you.

We are here to help you find the best solutions for your needs. Read on to learn more or book a free appointment at one of our Independent Living Centres.

Somerset Independent Living Centres (SILC)

Are you or someone you care for finding daily tasks a bit more difficult? We are here to help. Somerset's Independent Living Centres located in Shepton Mallet, Taunton and Yeovil offer advice and support to help you live more independently at home.

When you visit, you will receive an Occupational Therapy assessment, followed by a discussion of what equipment and technology is best suited to your needs.

The centre staff can also offer helpful solutions for carers and provide practical advice tailored to your situation. Visit: **www.somerset.gov.uk/equipment** for more information, including video examples.

Somerset Independent Living Centres offer a wide range of services, including:

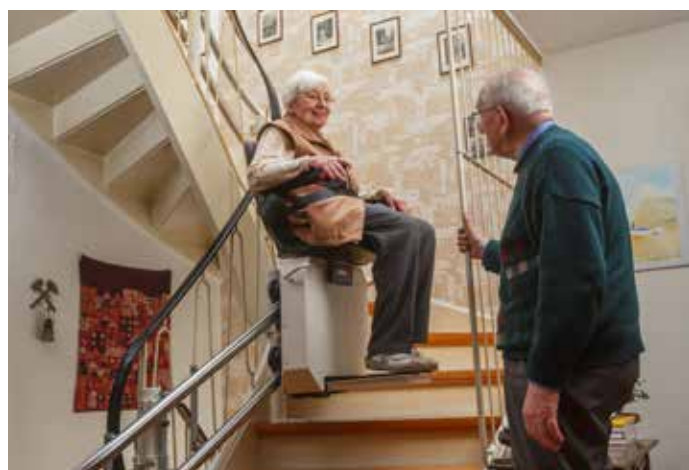
- Expert advice about staying independent at home and what may help with this.
- Equipment like grab rails, walking frames and bathing aids (some are loaned for free).
- Minor adaptations like banister rails or steps.
- Mobility advice for falls prevention and suitable basic walking aids (excluding wheelchairs or mobility scooters).
- Advice on personal alarms, fall detectors and smart home tools.
- Advice about suitable housing if you need to move.
- Hearing and vision advice and support including specialist equipment (excluding hearing and eye tests, hearing aids and glasses).

Somerset Independent Living Centre is not the right service if you:

- Are unwell or recovering from surgery or injury.
- Are having surgery soon (such as hip or knee replacements).
- Are already receiving rehabilitation.

Appointments at a centre are free, but must be booked in advance. Visit:

www.somerset.gov.uk/equipment, email: **adults@somerset.gov.uk** or call: **0300 123 2224** (ask for 'Independent Living Centre') to book your appointment. If you are deaf, hard of hearing or speech impaired, you can contact the team on: **07862 122246**



If you cannot visit a Somerset Independent Living Centre, home visits are available but may take longer. A member of our Social Care Occupational Therapy team will visit you at home. They will talk with you about your needs and suggest helpful equipment or changes to make life easier for you or your carer. This could include:

- Small changes like stair rails.
- Larger items like specialist equipment or ramps.

Equipment may be provided free of charge through our Community Equipment and Wheelchair Service. If larger changes are needed like a stair-lift or wet-floor shower, we can help you apply for a Disabled Facilities Grant (DFG). A financial assessment (see page 48) may need to take place to see if you need to contribute to the cost.

You may need to seek support from your GP, a hospital or buy/borrow equipment (see page 22) if you:

- Have complex housing needs (such as if you are homeless or being evicted).
- Have rapidly worsening health conditions.
- Need specialist seating or manual handling assessments.
- Have significant memory or thinking difficulties that make taking part in assessments difficult.

You may need to have a Social Care Occupational Therapy home assessment (see page 22) in some instances – customer services team will advise when you contact them. →

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www.manageathome.co.uk

→ Community alarm services and lifelines

Community alarm services, or lifelines, are pendant alarms for people who need help at home or might be at risk of falling. There are many types of alarms available, and our support team can help you find the right one.

When the alarm button on the pendant is pressed, it sends an alert to a call centre that answers immediately. They can talk to you even if you are not near the phone, but only when you press the button. Additional alerts, like fall alarms, smoke alarms, door exit sensors and heat alarms are available.

In some areas, there is also a 24-hour lifeline service that can come to your home if needed.

Carer pagers that alert a family member or friend if a sensor goes off are available. This can be reassuring if you have returned home after being in hospital.

Somerset Lifeline is Somerset Council's emergency

response system offering 24-hour support, call: **0300 123 2224** or email: **lifeline@somerset.gov.uk**

Assistive Technology or Technology Enabled Care

There are a wide range of technologies and services available to support your health and wellbeing at home. These include memory clocks for medication reminders, sensors that notify carers when assistance is needed and digital assistants that help people who are socially isolated.

You can explore which of these technologies suit your needs at:

- <https://livingmadeeasy.org.uk> (See the 'At Home' section).
- www.tsa-voice.org.uk/about-tsa
- <https://thinklocalactpersonal.org.uk>

You can also search 'TEC', 'Technology Enabled Care devices' or the type of device you are looking for using a search engine.

Search for care in **your area**

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

You, a friend or family member may be looking to stay living independently at home, with support from a home care or live-in care provider, or perhaps a care home would be more suitable. The Care Choices website has been designed to help your search for care.



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

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? ☐

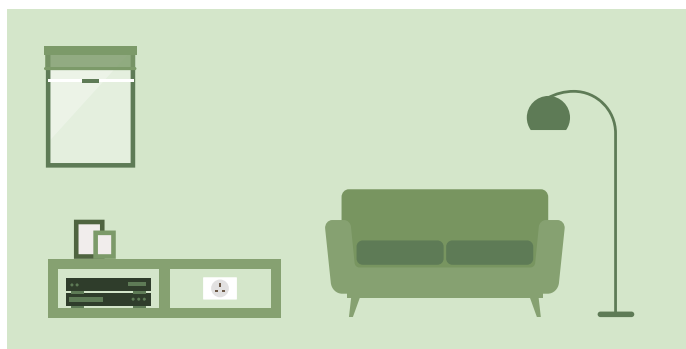
Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

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-handed 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 25.

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

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

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



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

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

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

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

Somerset Council

Tel: **0300 123 2224**

Email: **adults@somerset.gov.uk**

Web: **www.somerset.gov.uk**



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Buying or borrowing equipment

The Community Equipment and Wheelchair Service offers a range of equipment to help you live independently. This includes equipment for your home and for when you are out. Somerset residents can borrow equipment for as long as they need. The service includes delivery, fitting, servicing, collection and recycling. You can find more information at:

<https://someset-cews.co.uk>

To receive equipment you usually need to be assessed by a health or social care professional; this could be following an Independent Living Centre assessment (see page 16) or referral by a health or social care professional.

The Community Equipment and Wheelchair Service is provided by Medequip supported by AJM Healthcare, on behalf of Somerset Council and NHS Somerset.

Visit: **www.medequip-uk.com/contact/taunton** for more information.

Returning Equipment

If you have been loaned equipment that you no longer need, Medequip can pick it up for free. They will recycle it and help others who need it. To return equipment, call:

01823 211699, email:

somerset@medequip-uk.com or return it to: Unit 1 The Monarch Centre, Venture Way, Priorswood Industrial Estate, Taunton TA2 8DE

You can also buy equipment from local shops that sell disability equipment, local volunteer groups and private providers.

You can borrow a wheelchair short term from the British Red Cross. This is ideal if you need a wheelchair temporarily, such as to try it out before buying. You can find out more by calling:

0300 456 1914 or visiting:

www.redcross.org.uk/get-help/hire-a-wheelchair

Occupational Therapy

Occupational Therapy helps you do the things that matter, like getting dressed, cooking, moving around your home, going out and enjoying your hobbies.

An Occupational Therapist or Occupational Therapy assistant will listen to you, understand what is difficult for you and work with you to find ways to make life easier. This can include showing you new ways of doing things, and suggesting equipment or changes to make at home.

It is about helping you stay independent, safe and

confident in your everyday life.

You can book an Occupational Therapy assessment if you:

- Are 18 or above.
- Have a long-term health condition or disability.
- Live in the Somerset Council area.
- Can attend an appointment (with or without help).
- Agree to have an assessment.



Tell us what you think 

Share your feedback

Take our five minute survey

⊙ What have you found useful?

⊙ What could we do better?

 CareChoices

www.carechoices.co.uk/reader-survey

Daytime care and support

This can be made up of a variety of activities, designed to help people who live in their own homes but who need help to get out and about.

Activities are often run in the community, at a local care home or in a local hall or housing scheme. Care and support are available in a way that encourages and enables people to remain as independent as possible by helping them to maintain and improve

their wellbeing. Many daytime activities can also allow carers to have a break. Check with your local care homes and home care agencies to see if they run this service.

The Connect Somerset website gives lots of information about what's going on in your local community.

Visit: <https://connectsomerset.org.uk>

Open Mental Health

Open Mental Health is a collaboration of local voluntary organisations, the NHS, Somerset Council and individuals with lived experience of mental health illness. By working together, the alliance promotes a 'no wrong door' policy for anyone who needs help.

The aim is to ensure that people living with mental health problems get the right support at the right time by offering a comprehensive range of specialist services. These encompass NHS support, housing advice, debt and employment guidance, volunteering opportunities, community activities, peer support and local exercise groups.

The overarching goal is to ensure timely and tailored support for those in need, fostering their holistic wellbeing and enabling them to lead fulfilling and independent lives.

Open Mental Health provides a number of support services for adults across Somerset, including:

- One-to-one and group support from holistic wellbeing workers.
- Peer support.
- Support from psychologists, mental health nurses, occupational therapists and older and young people specialists.
- Specialist eating disorder support.
- Specialist developmental trauma support.
- Money and benefits support.
- Housing support.

If you need to speak to someone, call: **01823 276892** or freephone: **0800 138 1692**. Phonenumber are open 24/7. Visit: <https://openmentalhealth.org.uk> for more information.

There is also a webchat available every day from 8.00pm to 11.00pm at: www.mindinsomerset.org.uk/our-services/open-mental-health/chat



Support for families of children
with additional needs -
from birth to adulthood

www.myfamilyourneeds.co.uk

Visiting and live-in care at home

For decades, Helping Hands has been providing exceptional care to help people live well in the homes and communities they love.

Whether it's regular companionship, housekeeping, support with the daily routine or participating in community activities, Helping Hands is here to help you continue thriving in the home and community you cherish; because what matters most to you, matters to us.

We're here to help you find dedicated care that's right for you. With Helping Hands, you can enjoy:

- Peace of mind & independence
- Familiar home environment
- Welcoming family & friends
- Cherished routines & hobbies

Contact your local branch today for a free assesment:

Taunton – 01823 711 217



Helping Hands



OUR PROMISE: "IT'S ALL ABOUT YOU"

Our team at 1-2-1 Live In Care provides a **comprehensive** care service of the **highest** quality within your own home.

Our support packages can include:

- ✓ Companionship Care
- ✓ Respite Care
- ✓ Personal Care
- ✓ Complex Care
- ✓ Palliative Care
- ✓ Day trips
- ✓ Domestic duties
- ✓ Pet Care
- ✓ Shopping
- ✓ Holidays

CONTACT US TO LEARN MORE



Supporting you to live your life in the comfort of your own home is our priority.

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enquiries@1-2-1-live-in-care.co.uk
www.1-2-1-live-in-care.co.uk

Care and support at home

Home care

Before deciding you need home care, seek advice about equipment and adaptations; see page 16. This may reduce or even remove your need for home care.

Home care services provide help with daily activities, such as cleaning and shopping, and personal care, including getting in and out of bed, washing, dressing and using the toilet. Sometimes, with the right help, people recover their independence and need no further help.

If you have been ill or have just come out of hospital, the short-term support of a home care worker could be welcome. Also known as domiciliary care or care at home, it is available to anyone, but is particularly aimed at older people or people of any age with a physical or learning disability or a mental health condition.

Home care is provided by private or voluntary agencies or individuals. Care workers must be specially trained in areas such as manual handling, first aid and food hygiene. They will also have had background checks with the Disclosure and

Barring Service. Not all agencies provide the same services and charges vary. Some agencies offer a night-sitting or a live-in service, and some can provide registered nurses if needed.

All home care organisations that provide personal care must register with, and be inspected and rated by, the Care Quality Commission (CQC), which makes sure that quality standards are met, and that staff are appropriately trained to do the job. You can ask the CQC for its latest inspection report and rating for any agency you are considering. The provider should also be able to provide this information. For more information on the CQC, see page 38.

Home care provided by an individual who is not part of an organisation is not required to be registered or regulated by the CQC. Be mindful of this and ask anyone you are considering to provide references from other people who have used them. That said, as they work on their own, they can often provide you with a very tailored service to suit you.

Live-in care

Moving into residential care, where you have the support you need and the companionship of others, is the best solution for some people. For others, staying in the family home with its lifetime of memories and personal possessions is more important.

Live-in home care is an alternative to residential care. It allows you to keep more control over your life and what is happening around you. If you have any pets, they can continue to live with you, and family and friends can still visit or stay when you like.

There are many advantages of having one person to look after you too. A live-in carer can get to know your routine and do things the way you like them.

As well as helping with personal care and domestic chores, they can assist with transport and running

your home, and you have the reassurance that there is someone you can call on at any time of the day or night.

As carers are often matched to your needs and interests, you can also establish a one-to-one relationship with them and enjoy their companionship. Not only is ongoing, 24-hour live-in care available for people who need full-time support, it can also be provided short term. For example, following a stay in hospital or to provide a break for a regular carer.

Organisations that provide live-in care will tailor the service to suit you, but you need to be clear about what they will charge you and it's a good idea to ask for their service user guide.

See page 28 to find a home care provider near you.

ARE YOU HAPPY WITH YOUR CARE PROVIDER?



Registered with the Care Quality Commission, we offer high quality domiciliary care. Our local team of qualified support workers can assist you to live safely and independently in your own home.

The following services are available:

- Getting up and going to bed
- Medication/Prescription Collection
- Night care
- Accompanied Visits
- Palliative Care
- End of Life Care
- Washing, bathing, showering, shaving & oral care
- Dressing & Undressing
- Feeding and Meal Preparation
- Housework, Laundry & Shopping
- Sitting and Respite Care
- Toileting



Tel: **01278 424 514**

Tel: **07784 227 656**

Email: **totalcare.sw@btinternet.com**

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes.

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

About the agency

How long has the agency been operating? ☐ ☐ ☐

How long are staff allocated per visit? ☐ ☐ ☐

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

Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

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

Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐

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

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

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

Does the agency have both male and female staff? ☐ ☐ ☐

Accommodating your needs

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

Does the agency have a training scheme in place? ☐ ☐ ☐

Are all staff trained to a certain level? ☐ ☐ ☐

Are staff able to help with administering medication if required? ☐ ☐ ☐

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

Regulation

Will your support plan be reviewed at regular intervals? ☐ ☐ ☐

Can you see the agency's contract terms? ☐ ☐ ☐

Can you lodge a complaint easily? ☐ ☐ ☐

Are complaints dealt with quickly? ☐ ☐ ☐

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

Notes

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*See page 38.

Home care providers

1-2-1 Live In Care Ltd

Bridgwater
Tel: 01278 324191

Advert page 24
OP D PD MH SI YA

247 Somerset Care Services Ltd

Taunton
Tel: 07947 094859

OP D PD YA

Ability Care Solutions Ltd

Burnham-on-Sea
Tel: 01278 767481

OP D PD SI YA

Able2Achieve Office RCPA

Yeovil
Tel: 01935 429430

Advert page 58
OP D PD LDA MH SI YA

Affinity Trust – South West

Wells
Tel: 01749 605594

OP PD LDA MH SI YA

Alina Homecare Specialist Care – Taunton

Taunton
Tel: 01225 435150

OP D PD YA

Allerton C&S SW RCPA

Bridgwater
Tel: 01278 663919

OP D PD LDA MH SI YA

Altogether Care LLP – Care at Home Ltd Yeovil RCPA

Yeovil
Tel: 01935 433069

OP D PD LDA YA

Amber Home Care

Near Radstock
Tel: 01761 412011

OP D PD LDA MH SI YA

Amber Rose Healthcare Ltd

Taunton
Tel: 01823 977076

OP D PD LDA MH SI YA AD

Anglo Support and Housing Ltd

Wellington
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OP PD LDA YA

Ash House

Taunton
Tel: 01823 345610

OP

Aspire Care (SW)

Axbridge
Tel: 01934 265263

PD LDA

Atwell Care Ltd

Frome
Tel: 01373 470760

OP D PD LDA MH SI YA

Baobab Social Care Ltd

– Somerset
Street
Tel: 07950 413515

OP D PD LDA MH SI YA

Blue Moon Care Ltd RCPA

Taunton
Tel: 01823 289559

YA

Bluebird Care RCPA

Wellington
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User Bands **MH** Mental health **SI** Sensory impairment **YA** Younger adults **AD** People who misuse alcohol or drugs

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Advertisers are highlighted

Bluebird Care – South Somerset

Yeovil

Tel: 01935 584184

OP YA

Boocare RCPA

Somerton

Tel: 01458 551674

OP D LDA MH YA

Bradbury Outreach Services

Somerton

Tel: 07387 269716

LDA MH YA

Brunelcare Domiciliary Care Services Somerset RCPA

Bridgwater

Tel: 01278 439177

OP D PD MH SI

Candlelight Homecare Glastonbury Area Office RCPA

Glastonbury

Tel: 01458 831201

OP D PD LDA MH SI YA AD

Caple Healthcare Ltd

Cheddar

Tel: 07896 988743

OP D PD LDA MH SI YA AD

Care Partnership, The (South West) Ltd RCPA

Wellington

Tel: 07902 490636

OP PD LDA SI YA

Care South Home Care Services Somerset

Crewkerne

Tel: 01460 270500

OP D PD LDA MH SI YA AD

Care Wyvern

Taunton

Tel: 01823 325554

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Caringhearts Support Services Ltd

Bridgwater

Tel: 01278 238400

OP PD MH SI YA

Carroll's

Minehead

Tel: 01643 707370

OP D

Churchview Care Services (Taunton)

Taunton

Tel: 01823 323451

OP LDA MH YA

CL Lifestyles Night Care Somerset RCPA

Taunton

Tel: 0845 459 0188

OP D PD LDA MH SI YA

Crimson Hill Support

Bridgwater

Tel: 01823 255000

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Daysprings Healthcare Ltd Taunton

Taunton

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www.homeinstead.co.uk/taunton-west-somerset



Home Instead
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01935 577030

team.yeovil@somerset-dorset.homeinstead.co.uk
www.homeinstead.co.uk/yeovil-bridport



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Home care providers continued

Ddee Consulting UK Ltd **RCPA**

Wells

Tel: 07851 210160

OP D PD YA

Dementia Care TLC

Bridgwater

Tel: 01278 455270

OP D PD LDA MH SI YA

Dimensions Somerset Bridgewater Domiciliary Care Office

Bridgwater

Tel: 07384 516369

OP LDA YA

Dimensions Somerset Frome Domiciliary Care Office

Frome

Tel: 01373 456551

OP LDA YA

Dimensions Somerset Northmead House

Bridgwater

Tel: 01278 683478

OP LDA YA

Dimensions Somerset Selwyn House

Yeovil

Tel: 01935 479143

OP LDA YA

Dimensions Somerset Taunton Domiciliary Care Office

Taunton

Tel: 07384 892311

OP LDA YA

Dimensions Somerset Yeovil Domiciliary Care Office

Yeovil

Tel: 03003 039013

OP LDA YA

DLS SW England Regional Office

Wellington

Tel: 07583 193688

OP D YA

Dunster Lodge Domiciliary Care **RCPA**

Minehead

Tel: 01643 800190

OP PD SI

Enable Support Services **RCPA**

Yeovil

Tel: 07487 581777

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Eugene Care and Support

Bridgwater

Tel: 07931 738936

OP D PD LDA MH YA

FHS24 Nursing+Care Agency **RCPA**

Yeovil

Tel: 0330 124 1814

OP D PD LDA YA

Future Living

Bridgwater

Tel: 07557 953396

OP PD LDA SI YA

G H Quality Care Ltd – 63 Taunton Road

Bridgwater

Tel: 01278 445068

OP D PD SI YA

Galiant Health Care Almondsbury

Yeovil

Tel: 01935 848533

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Gravity Care Services Ltd – Somerset

Wells

Tel: 01322 536760

OP LDA YA

Heartfelt Care **RCPA**

Yeovil

Tel: 01935 479994

OP D PD LDA SI YA

Helping Hands Taunton

Taunton

Tel: 01823 711217

Advert page 24

OP D PD SI YA

Home Instead Taunton & West Somerset

Taunton

Tel: 01823 211121

Advert page 30

OP D PD LDA MH SI YA

Home Instead, Yeovil, Sherborne & Bridport

Yeovil

Tel: 01935 577030

Advert page 30

OP D PD SI YA

Homelium Somerset

Yeovil

Tel: 03330 907968

OP D YA

House of St Martin

Taunton

Tel: 01823 275662

OP LDA MH SI YA AD

Humanicare Ltd

Street

Tel: 0330 912 1446

OP D PD SI

Hummingbird Care Home LLP

Taunton

Tel: 01823 602776

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

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MORE INFORMATION

Somerset Office:
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Taunton, Somerset, TA1 3EN

01278 558301 - opt 1

North Somerset Office:
Unit 8a, Oakwood Business Park,
WSM, BS23 9AY

01278 558301 - opt 2

www.mjhomecare.com



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Yeovil

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In Caring Hands Wells

Wells

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OP PD LDA SI YA

J & C Healthcare

Highbridge

Tel: 01278 550260

OP D LDA YA

Kulera Care

Bridgwater

Tel: 07729 957636

OP D PD MH SI YA

Laurel Homecare Ltd

Martock

Tel: 01935 713020

OP D PD SI YA

Libertas Care Ltd – 3 The Barley Yard

Crewkerne

Tel: 01460 78726

OP D PD LDA SI YA

Lifeline Homecare – Frome

Frome

Tel: 01373 823105

OP D PD LDA MH SI YA AD

Lifeways Community Care (Taunton)

Taunton

Tel: 01823 277500

OP PD LDA YA

Lily Caring Angels Ltd

Chard

Tel: 01460 929090

OP D PD SI YA

Live in Care

Taunton

Tel: 01823 765121

Advert page 29

OP D PD MH SI YA

Luna 3-6-5 Healthcare Services Ltd

Wells

Tel: 07432 244202

OP YA

Mass Home Care RCPA

Taunton

Tel: 01823 213376

OP YA

Meadow Court

Taunton

Tel: 01823 270845

LDA MH

Mendip Care Ltd RCPA

Wells

Tel: 07368 343017

OP D PD SI

MJ Home Care Staffing Ltd RCPA

Taunton

Tel: 01278 558301

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OP D PD LDA MH SI YA AD

Neighbourhood Care HQ

Burnham-on-Sea

Tel: 01278 320774

OP D PD LDA MH SI YA

NewGenCare Group (Somerset)

Taunton

Tel: 0208 853 9124

OP D PD YA

Noval Care Ltd

Taunton

Tel: 01823 242243

OP AD

Nursely RCPA

Yeovil

Tel: 0203 992 8672

OP YA

Nurses Group Homecare RCPA

Yeovil

Tel: 01935 350355

Advert below left

OP D PD MH YA

One Love Home Care – Main Office

Taunton

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PD LDA SI YA

Prestige Nursing Taunton

Taunton
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Priory Supported Living South Peninsula

Taunton
Tel: 01823 274126

OP D PD LDA MH SI YA AD

Raven Support Ltd

Wellington
Tel: 01278 229764

OP D PD MH SI YA AD

RCS Care Solutions Ltd

Taunton
Tel: 07712 733860

OP D PD LDA MH SI YA

Realise South West

Taunton
Tel: 01278 426903

Advert page 40

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Redleif Care

Yeovil
Tel: 07894 730512

OP D YA

Reynards Care and Support Agency

Minehead
Tel: 01643 708529

LDA YA

Ruby Care

Taunton
Tel: 01823 480640

OP D PD LDA SI

Savannah Home Care – Somerset

Wells
Tel: 07939 480601

OP LDA YA

Select Homecare Direct

Highbridge
Tel: 01278 795342

D PD LDA MH SI

Select Support +

Highbridge
Tel: 07960 122976

OP D PD LDA MH SI YA

Shaftesbury Somerset (Livability)

Taunton
Tel: 01823 331109

OP LDA YA

Somerset Care Community (Taunton Deane) **RCPA**

Taunton
Tel: 01823 447120

Advert page 40

OP D PD LDA MH SI YA AD

Somerset Support Services

Yeovil
Tel: 01935 385922

LDA YA

Southwest Care-Line Ltd

Bridgwater
Tel: 07923 022324

OP D PD LDA MH SI YA

Stokely Healthcare Ltd **RCPA**

Taunton
Tel: 07738 684549

OP D PD LDA MH YA

Taunton Homecare Services **RCPA**

Taunton
Tel: 01823 423352

OP PD SI YA

Total Care **RCPA**

Bridgwater
Tel: 01278 424514

Advert page 26

OP D PD LDA MH SI YA AD

Total Love Healthcare Ltd Office 2

Bridgwater
Tel: 07931 869586

OP D PD MH SI YA

Trinity Homecare (Somerset and Wiltshire)

Frome
Tel: 01373 836767

OP D PD MH SI YA

Usafi Healthcare Ltd

Taunton
Tel: 07720 645510

OP D MH YA



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

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Advertisers are highlighted

Voyage (DCA) Somerset & Devon

Bridgwater

Tel: 01278 459431

LDA MH

Way Ahead Care Ltd RCPA

Taunton

Tel: 01823 321123

Advert below right

OP D PD LDA MH SI YA AD

Wisteria Care

Yeovil

Tel: 01935 823495

OP D PD LDA SI

You Are My Sunshine Homecare Ltd RCPA

Wedmore

Tel: 01934 710073

Advert adjacent

OP D PD MH YA

You First Support Services CIC RCPA

Langport

Tel: 01458 333147

OP D PD LDA MH SI YA

Your Life (Taunton)

Taunton

Tel: 01202 362303

OP SI YA

Your Life (Taunton 2)

Taunton

Tel: 07764 226874

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- ✓ Night care services
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Housing with support

If you are finding it more difficult to live in and maintain your home, you may be considering different housing options. If you have low-level

support needs, one option is sheltered housing. If you have a higher level of care and support needs, Extra Care Housing could be a good solution.

Sheltered and retirement housing

Sheltered and retirement housing is suitable for people who can live independently. It provides the peace of mind that there are some on-site services available that can provide low-level support.

There are many types of sheltered schemes and retirement housing, available to rent or buy. They are provided by district councils and housing associations. Schemes usually consist of between 15 and 40 dwellings. These may be bedsit rooms, flats, bungalows or luxury apartments. The complex is often built around a garden or communal facility and is linked to a central control centre for security.

Some schemes are simply housing for older people and are linked to a community alarm. Many schemes have a scheme manager or support worker and a community alarm service. There are often communal facilities, such as a lounge, laundry, guest flat and garden. Meals are not normally provided, but a few schemes include a restaurant, and some can arrange hot meals.

Private developers also build retirement housing for older people, who are usually over 55, to buy or rent, or for shared ownership. They set their own entry criteria for people with care and support needs.

Extra Care Housing (ECH)

ECH offers purpose-built or adapted self-contained, fully accessible and affordable one- or two-bedroom flats or bungalows. They are rented by social landlords (sometimes referred to as a Registered Social Landlord or Registered Provider).

ECH allows you to live as independently as possible, in the security and privacy of your own home. A 24-hour Living Well Service is provided at every scheme to give you peace of mind that someone can respond if you need them.

Any care and support needs can be met by the on-site team of care and support workers. Your care and support is tailored to your needs and can be adjusted if your needs change. Any support can be delivered through a commissioned service or privately funded.

Support can include:

- Washing, dressing and personal care.
- Preparing snacks and heating up meals.
- Shopping and laundry.
- Some domestic tasks.

- Reminders to take medicines.
- Accessing the community.

Some schemes offer sleep-in night staff to respond to emergencies and others offer waking night staff to assist with night-time needs. All ECH schemes have the flexibility to adjust to meet the needs of individuals with assessed needs, enabling individuals to remain living independently for longer.

Communal facilities are also provided but vary between schemes. They may include a lounge, laundry room, garden, craft rooms with organised activities and guest rooms. Extra Care Schemes are often located close to local shops and amenities.

The on-site care team is responsible for delivering support, including:

- Daily welfare visits/checks.
- Assisting with dining.
- Being on call 24 hours a day.
- Providing a range of social activities.
- Supporting individuals to and from social events/ residents' meetings.

Eligibility and applying for ECH

To apply for ECH you must go through Somerset Council's Customer Service Centre (**0300 123 2224**). Following on from this, a member of Adult Social Care will contact you to have a conversation about your care and support needs, and explain more about ECH and the likely timescales involved if it is something you are still interested in.

Living Well Service charge

Each ECH scheme has a fixed weekly charge which pays towards the 24-hour on-site emergency response service. This is known as the Living Well Service charge. This charge is collected by the on-site care provider.

If you have an eligible care or support need, you will be offered a financial assessment and informed how much you need to pay towards this charge, if anything. If you do not have an eligible care or support need, you will pay the weekly amount in full (currently £29.27). The Charge Agreement must be signed before your application can progress.

Signing of a Tenancy Agreement

To be able to sign a tenancy agreement, you must be deemed to have mental capacity to do so or there must be someone with legal authority to sign on your behalf, such as someone with a Lasting Power of Attorney for Property and Affairs (which includes

financial and property matters), an Enduring Power of Attorney or a Deputy appointed by the Court of Protection.

Accommodation Costs

You will be responsible for housing-related costs, such as the weekly rent. Service charges may be included in your rent, and your landlord will give you a breakdown of these charges. Services can include:

- Cleaning and servicing of communal areas.
- Refuse services.
- Fire alarms, detection and fire-fighting equipment.
- Door entry maintenance.
- Lighting and heating of communal areas.
- Maintaining communal equipment.

All the above charges are set and collected by your landlord.

For more information, visit:

www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-information-sheets (select 'D6 Extra Care Housing').

Thrive 16+ Service

The Thrive 16+ Service offers housing-related support and accommodation for children in care and care leavers. It also supports young people who are not involved with children's social care but are homeless and in need under homelessness legislation.

The service is for young people aged 16-25 in care, leaving care or affected by homelessness. It can help with emergency accommodation, finding long-term accommodation, medication and connecting with other council services that the young person may require.

You can find more information by calling:

0300 123 2224 or visiting: **www.somerset.gov.uk/housing-support/homelessness-and-prevention/housing-advice-for-care-leavers**



Care homes

Sometimes, people decide to move to a care home when they are in a crisis and cannot work out how to get the help they need to stay at home. Often, people who are helped through the crisis can keep living at home with the right support.

Before considering moving into a care home, make

sure that all other options that could help you to remain living independently have been exhausted.

For example, by visiting the Connect Somerset website (<https://connectsomerset.org.uk>) or asking to talk with someone from Adult Social Care; see page 6.

Types of home

Residential care homes (care homes without nursing)

These provide personal care, such as washing, dressing, bathing and assistance with toilet needs, if required. They do not offer nursing care. In some homes, staff may only be 'on call' and not 'on duty' at night. Some provide specialist care for people with mental health support needs, physical disabilities, learning disabilities or autism.

If your needs require a qualified nurse, this care will be provided by the district nursing service.

Care homes with nursing

These provide nursing care 24 hours a day. Usually, people living in these homes will be very mentally and/or physically frail or immobile and

have healthcare needs that can only be met by a registered nurse.

Some offer general nursing care for older people, while others specialise in mental health or physical disability.

Care homes with nursing are often dual registered to provide both 'residential' and 'nursing' care. If you choose one of these homes, you won't need to move if your condition changes. Also, this type of home helps couples who may have different needs to live together in the same home.

Listings of care homes and care homes with nursing begin on page 68 of this Directory. Each listing details what categories of care the home provides.

Checking quality



Health and social care services must be registered to show that they meet a set of standards.

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

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

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

It's always a good idea to check inspection reports and ratings when choosing a care service. You can find reports and ratings on the CQC's website at: **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/give-feedback-on-care**

CQC assurance

The CQC assurance framework for Adult Social Care requires the CQC to visit local authorities and assess their processes. Local authorities across England can be visited at any time by the CQC to assess how they are making a difference to people's lives.

The CQC assessment

A key part of the 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/guidance-regulation/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

Care home contracts – independent advice

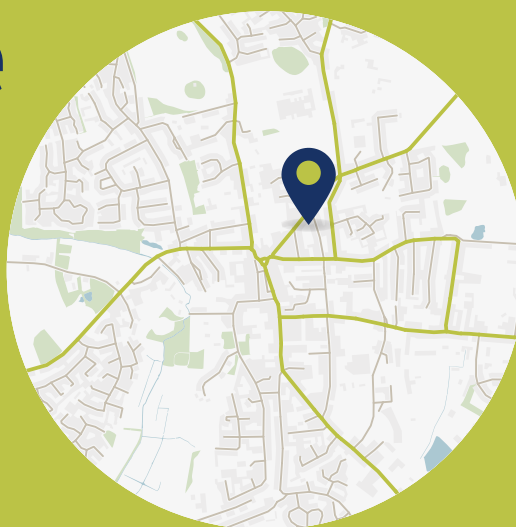
We suggest you consult a solicitor before signing any contract, to make sure that the terms are fair and you understand your rights and obligations. We recommend that you take independent financial

advice from an organisation like Age UK or Citizens Advice. The Law Society has lists of solicitors who specialise in advice for older people. See page 66 for contact details.

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
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- Links to inspection reports
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- ✓ Round-the-clock, professional nursing care



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0800 817 4925



Choosing a care home

Comprehensive lists of care homes and care homes with nursing begin on page 68 of this Directory. If you are thinking of moving into a care home and need help from social care, see page 44.

Things you need to think about


Every home should produce a brochure or service users' guide to tell people about the service it provides, and the facilities offered to its residents.

Choosing the right care home is important. If you can, visit more than one home before you make up

your mind. You may be able to spend the day there, have a meal, talk to people who live in the home and meet some of the staff.

This will help you make up your mind. You may be able to have a trial stay before you finally decide.

You should ask to see the Care Quality Commission report and rating before you visit and think about the things that are important to you and what questions you want to ask. When you visit a home, take the care homes checklist on page 43 with you.



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Poets Mews Care Home: 01275 264446

Find your nearest care home at averyhealthcare.co.uk

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With Barchester we'll spend time getting to know your loved one, and the people and things that are most important to them, so that we can put the right care and support in place.

By gaining an understanding of their interests and passions too, we can support them to live happily, comfortably, and just the way they choose.

Call to find out how we can help or visit: [Barchester.com/Som](https://www.barchester.com/Som)

Bamfield Lodge

1 Bamfield, Bristol, BS14 0AU

01275 821058

N D R S

The Manor

Haydon Close, Taunton, TA1 5HF

01823 230238

N D R S

Cadbury Hall

High Street, Yatton, BS49 4DW

01934 330719

R S

West Abbey

Stourton Way, Yeovil, BA21 3UA

01935 574567

N D R S

Crandon Springs

Glastonbury Road, Wells, BA5 1WE

01749 301932

D R S



N Nursing Care

D Dementia Care

R Residential Care

S Short Breaks

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 38.

How can Somerset Council help you?

We have lots of information available that you can use, which, with the assistance of those close to you, may be sufficient to help you make informed choices and arrange or buy what you need to ensure that your care and support needs are met.

You may like to discuss your needs with someone from Adult Social Care. A good starting point, if you are able to, is to visit a Talking Café. See page 6. Otherwise, contact us directly for a needs assessment. See page 6 for contact details.

Needs assessments

If you contact us, we will first try to provide the information you need over the phone. If this isn't possible, we will ask someone from the social care team to talk with you. They will aim to phone you back within 48 hours, but when demand is high this may take longer. They will try to give you the information you need over the phone or ask that you visit a Talking Café centre, where someone from Adult Social Care will be on hand to talk with you.

Someone from Adult Social Care may need to visit you at home to talk with you and those important to you. This meeting will ensure we understand you so that we can help you decide what might work for you. This process is called a 'needs assessment' and everyone is entitled to it.

We can assess the needs of adults of working age and older people who have disabilities, mental health issues, a sensory loss or general frailty. Our aim is to actively promote independence and choice, to help people live at home for as long as possible. If someone cannot live at home, we can help them choose good-quality supported housing or care homes.

If you are in hospital, the nursing staff can arrange for a social worker to speak with you, either during your stay in hospital or once you have returned home.

Anyone can ask for a needs assessment, regardless of their financial situation. The assessment and advice are free.

How to get an assessment

The best way to get an assessment is to visit a Talking Café. Alternatively, you or a friend, relative or health professional like your GP (if they have your permission), can ask for an assessment by phoning us on: **0300 123 2224**.

What matters to me?

A needs assessment is a discussion to make sure that we understand what matters to you and are clear about what you need. It includes finding out:

- What difficulties you have.
- What you think you need or would like to achieve.
- The best ways of achieving these things.
- Who helps you now.
- What you can do for yourself.
- What things you cannot manage now, but with some support may be able to do in the future.
- What things you cannot manage at all.
- If you are eligible for financial support from us.

With your permission, we will also talk to people closely involved with you. For example, your carer, family and friends. Other professionals, such as an occupational therapist, physiotherapist or district nurse may be included as part of your assessment. This will make sure you are given the right information to make choices about your future.

All the information you provide will be kept securely. We will share relevant information with professionals like a doctor or nurse, unless you ask us not to.

Throughout your assessment, you can always have your carer, a relative, an advocate (see page 7 and 8) or a friend present to support you.

See page 54 for information about mental capacity. The assessment will take account of your religious beliefs and cultural practices.

Your care and support plan

At the end of your assessment, we will help you write your care and support plan. This will list the things you need to be as independent as possible and who will help you.

Most people will be able to meet some of the outcomes that are important to them by doing things differently, or by getting help from family or friends or using services that are available in their local community. The plan will list these. If there are still things you are eligible for our

support with, that you cannot find any alternative ways of doing, then the plan will also list any money, services or equipment we agree to provide for you.

If we contribute towards all or some of your care, we will regularly review the help you get. As your needs change, we will help you explore the best ways to meet them. If your eligible needs increase, we will consider additional or different help. Equally, we will change, reduce or stop our financial support if you no longer need it.

Care eligibility

The eligibility criteria are based on identifying how your needs affect your wellbeing. If you meet all the following criteria, you are likely to be eligible for care and support:

1. Your care needs are due to a physical or mental impairment or illness.
2. As a result of your care needs, you are unable to achieve two or more of the things in the list below:
 - Managing and maintaining nutrition.
 - Maintaining personal hygiene.
 - Managing toilet needs.
 - Being appropriately clothed.
 - Being able to make use of your home safely.
 - Maintaining a habitable environment.
 - Developing and maintaining family or other personal relationships.
 - Accessing and engaging in work, training, education or volunteering.
 - Making use of necessary facilities or services in the local community including public transport and recreational facilities or services.

- Carrying out any caring responsibilities you have for a child.
- 3. As a result of not being able to achieve these things, there is a significant impact on your wellbeing (please see below for a definition of wellbeing).

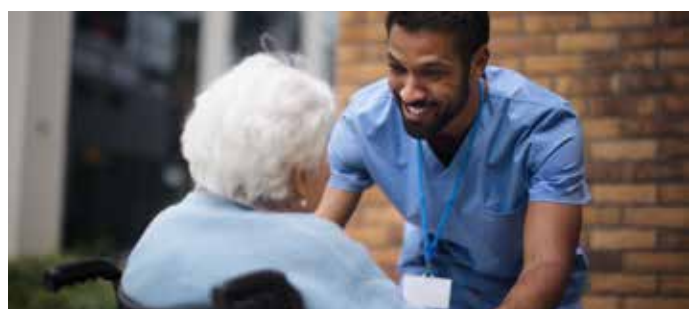
If you have eligible needs, we will carry out a financial assessment to see what you might need to pay for your support.

Wellbeing

'Wellbeing' is a broad concept; it relates to a person's:

- Personal dignity (including being treated with respect).
- Physical and mental health, and emotional wellbeing.
- Protection from abuse and neglect.
- Control over day-to-day life (including how care and support is provided).
- Participation in work, education, training or recreation.
- Social and economic wellbeing.
- Domestic, family and personal life.
- Suitability of living accommodation.
- Contribution to society.

For more information on health and wellbeing, see page 11.



Intermediate care

Intermediate care services provide support to help you stay well and get better at home. This support is provided by a team who work with you to help you achieve what you want to be able to do in everyday life.

Intermediate care may help you:

- Remain at home when you start to find things more difficult.
- Recover after a fall, an acute illness or an operation.
- Avoid going into hospital unnecessarily.
- Return home quicker after a hospital stay.

In Somerset, the Intermediate Care Service is comprised of lots of different health and social care professionals who can work with you to ensure you get the right kind of help, such as help with washing, dressing, toileting or getting around the house.

The service also works with the voluntary and community sector, with organisations such as the Red Cross, to be able to support people with their recovery at home after a period in hospital. This can help people avoid extended stays in hospital or unnecessary future hospital admissions, which works to help hospitals to ensure they can manage in the event of increased demand and freeing beds for those who need them most.

The service, which you will be referred to if it is needed, provides 'pathways' that offer varying levels of support. All 'pathways' have the aim of getting people back home as soon as they are able, and back to their normal standard of independence as soon as possible.

For more information, email:

intermediate.care@somersetft.nhs.uk

Help after a stay in hospital

The Somerset Community Connect website (<https://connectsomerset.org.uk>) is a good place for you or your carer to find out about what help is available that you can arrange yourself. For example, with your personal care, staying independent, keeping safe, staying physically and mentally well or maintaining relationships that are important to you. It has lots of information about services, equipment and care providers in Somerset.

If you want to talk with someone

To talk with someone from Adult Social Care for advice and information about services that may help you or your carer, ask your ward staff, and they will make arrangements for someone to come and see you.

The things they can talk with you about may include:

- Support if you are adjusting to illness, disability or loss.
- How to access support and services in the community.
- Help to arrange care or other practical support if needed when you leave hospital.

- Information on care homes and paying for care.
- How to have a financial and benefit assessment check.

Care and support assessment

Other professionals, such as an occupational therapist, physiotherapist or district nurse, may need to speak with you too. This gives us a full picture of your needs and the best way to meet them. With your permission, the views of your family, carers and family doctor will be taken into account.

The assessment of your needs is free, but there is a charge for some services depending on your circumstances. We will complete a financial assessment to see how much you would have to pay. We can also check that you are receiving all the benefits you are entitled to.

Help when you go home

Once your needs are understood, the social care worker will agree a discharge or care and support plan with you. This will show what support you will receive when you return home and make sure that you can leave hospital safely as soon as you no longer need hospital care.

Someone from the social care team will contact you soon after you have returned home to check that the care and support plan is still right for you. The support may be increased or reduced depending on how well you are managing.

For information and advice about hospital transport from the Patient Transport Advice Centre, call: **01278 727444** (Monday to Friday, 8.30am to 6.30pm).

If you are not well enough to go home or cannot return home safely, we can tell you about other options. These may include moving to Extra Care Housing or another type of accommodation such as a care home.

If it is agreed that you need to move into a care home, you should consider the choice of home carefully. We can help you with this.

Carers' assessments

Families, friends and neighbours often provide the most support for vulnerable people. If a carer is providing necessary care that they don't get paid for, they have the right to have their own needs assessed independently of the person they are caring for, whether or not the cared-for person is receiving help from us.

A carers' assessment is an assessment of a person's needs as a carer, not their ability to care. It is an opportunity to talk about the carer's needs and for them to tell us about the things they think could make caring easier, even if the person being cared for refuses help.

If you would like more information, or to arrange an assessment, ask your social care worker or phone us on: **0300 123 2224**.

We may be able to give carers advice and information on the phone, or suggest they talk with the carers' support service (see page 9). When a carer contacts us, we ask for information about them and their needs. We will not take their willingness to continue caring for granted. This may be followed up by a member of the social care team arranging to meet with the carer and, if they wish, the person they care for, to give them more advice. This could be at a Talking Café; see page 6.

Carers do not have to have a carers' assessment. The person they care for, following their own assessment, will still receive our support if they are eligible.

How will a carer know if they may be eligible for our help?

Carers may be eligible for help if:

- Their need for support results from providing

necessary care for an adult.

- They need support to achieve outcomes in one or more of these things:
 - Carrying out any caring responsibilities the carer has for a child.
 - Providing care to other people to whom the carer provides care.
 - Maintaining a habitable home environment.
 - Managing and maintaining nutrition.
 - Developing and maintaining family or other personal relationships.
 - Engaging in work, training, education or volunteering.
 - Making use of necessary facilities or services in the local community.
 - Engaging in recreational activities.
- Failure to achieve these outcomes would result in a significant impact on the carer's wellbeing.

If we can help, we will write a support plan for the carer, or, if they prefer, a joint care and support plan for both them and the person they care for, considering their needs as a carer. The care and support plan explains what has been agreed and what will happen.

If a carer's needs are eligible, we may provide them with a personal budget, or we may increase the personal budget of the person they care for to provide replacement care.

A carer's personal budget can be used to help them keep caring and to maintain their health and wellbeing.

Paying for care

NB: The financial information in the following sections changes from time to time. Therefore, please ensure that you check for the latest figures

by reading the information sheets provided here: www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-information-sheets

Will we contribute towards your care costs?

If you are eligible following your care needs assessment, we will talk with you about your money. We use national rules to work out if you are eligible for a contribution from us for any care and support you need.

If you have more than £23,250 in assets, savings and capital (including land and second properties), you are not normally eligible for support with funding your care. You will usually be asked to make your own care arrangements and pay the full cost of your care. You can ask us to make the arrangements for you if your needs are eligible (see page 45), but we may charge an arrangement fee for this.

If you have less than £23,250 in assets, savings and capital, we may be able to help you with the cost of your care and support. Depending on your personal circumstances, you may be required to pay a contribution towards the cost of your care (see below).

Working out your contribution

A member of the Financial Assessment and Benefits (FAB) team will talk with you in confidence about your income, assets, capital and savings, and complete a Department for Work and Pensions (DWP) benefit check to make sure that you are receiving all the benefits you are entitled to. If you are entitled to claim a DWP benefit we may be able to assist you with this, or if somebody has legal authority for you, they can claim on your behalf.

For care at home assessments, the team will work out how much you can afford to contribute towards your personal budget. The team will also look at any expenditure relating to an illness or disability you may have. You will have to provide receipts as evidence for any allowances.

If you don't agree with the assessment, you can ask

for it to be looked at again.

For more information, see our information sheet 'C6: How your personal budget contribution is worked out.' This is available at:

www.somerset.gov.uk or by calling: **0300 123 2224**.

Benefits

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

If you are entitled to the mobility component of Personal Independence Payment, you will need to advise the Department for Work and Pensions of your change in circumstances.

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



Personal budgets

When we complete your care and support plan, the weekly cost of what we agree to help you with is worked out. This amount is called your personal budget. If you are eligible for a financial contribution from us towards your personal budget, there are several ways available to manage it; you can:

- Receive the payment into a bank account set up for this purpose, so you can arrange and pay for your own care and support; this is called a Direct Payment (see page 50).
- Nominate someone you trust, who is willing and able to manage your Direct Payment for you.
- Ask an independent advisory service to manage your Direct Payment (there may be a charge for this service).
- Ask the council to manage your Direct Payment; this is called a Local Authority Managed budget.
- Choose a mixture of the above.

NB: Direct Payments are not available to pay for the weekly cost for people moving into a care home. You can have a Direct Payment to purchase a Day Care service which is an unmet eligible assessed need where the care home doesn't provide it.

How is my personal budget calculated?

When we talk with you about your personal budget, we will discuss what you want to achieve and how you plan to achieve it. We will first look at your immediate network, this is your friends and family, and then at the community resources that could help you, such as voluntary groups or local charities.



If there are still eligible outcomes that cannot be achieved, we may agree to contribute towards the cost of them. We initially set a budget based on our experience of how much it costs people with similar needs to yours.

Using this figure, together we will write your detailed care and support plan. This will more accurately determine the costs based on your individual circumstances which may be more or less than the initial amount.

We will also discuss your finances to work out your contribution towards the budget (see page 52 for more information). The combined figure is your personal budget.

We do not have a rigid policy as to the maximum level of funding; we consider all requests for a personal budget. This ensures that all possible options have been explored to meet a person's eligible needs and that we are obtaining best value.

EmployerProtect

Insurance for those employing personal assistants using health or social care direct payments

From £60.48* per year

- **Employers' Liability cover**
- **Public Liability cover**
- **Temporary PA Replacement cover**
- **Redundancy cover**
- **Optional Employment Disputes and Legal Expenses cover**, with legal helpline access
- **Employer Protect Assist**, with HR and H&S guidance

employerprotect.co.uk

Employer Protect is a trading style of HB Underwriting Agency Ltd which is authorised and regulated by the Financial Conduct Authority (No. 914354). Registered Office: Unit 1, Northside Business Park, York Road, Malton, North Yorkshire, YO17 6TB. Registered in England and Wales (No. 09278745). *Excludes Employment Disputes and Legal Expenses cover—an optional cover for £22.24. All premiums include Insurance Premium Tax (IPT) at 12%.

Direct Payments

Direct Payments are available to people who have eligible assessed care and support needs so they can choose, arrange and pay for their own care and support within their home. Direct Payments allow you to have more choice and control over what help and support you acquire, as you aren't limited to our contracted services.

If you qualify for help, the social care worker who completes your needs assessment will explain what a Direct Payment is, how they work and give you information to read. You can take time to decide what you want to do. You must adhere to the rules of the scheme, be able to manage your care and support arrangements and keep information about how the money is spent such as receipts or expense reports. If you are unable to manage the Direct Payment yourself, you can nominate someone to help you manage it for you, such as a trusted friend, family member or volunteer.

You may be thinking of employing a Personal Assistant to help you. This means you will take on all the responsibilities that come with being an employer. You must know and understand the rules that employers have to follow. There are organisations available that can help with this.

If you decide to have a Direct Payment, the money will be paid into a bank account designated for this purpose. You may have the option of a holding account with our contracted advice and guidance provider. If you contribute an amount to your

personal budget, you must pay it into the same designated bank account.

Your Direct Payment is to be spent in accordance with your care and support plan. It can be spent on in-home personal care, daytime activities or respite care.

You can purchase help from a CQC-registered agency, employ your own carer or purchase care and support from a self-employed carer (also known as a Micro-Provider).

You cannot use your Direct Payment to:

- Purchase anything that is unlawful or illegal.
- Buy things that do not meet your eligible assessed needs or help you achieve the outcomes in your agreed care and support plan.
- Buy equipment or transport, apart from in exceptional circumstances.
- Pay for rent, food or utilities.
- Clear outstanding debt.
- Make investments.
- Gamble.

You can receive a Direct Payment in addition to benefits. It will not affect the benefits you receive and is not the same as Direct Payments from the Department for Work and Pensions.

The Direct Payment advisory service

Somerset County Council has contracted an independent advisory service, which has specially trained staff available to support people who receive Direct Payments. Everyone joining the scheme will talk with one of the advisers. The service can:

- Organise a telephone or online call to explain Direct Payments. This information can also be posted to you. In exceptional circumstances, they can visit your home to explain the help it can provide.
- Discuss your responsibilities.

- Support you to advertise for and recruit staff.
- Offer advice on how to complete a risk assessment for an employee.
- Offer a payroll service, if you do employ someone.
- Help with and explain how to keep financial records showing what you have spent.
- Be available for a call or email if you need help or advice.

When you join the scheme, an independent adviser

can support you through the process. They can assist you with your first financial return and help you to understand what is needed for future returns. An adviser is there to support you once your arrangements are set up if you have any problems or concerns.

For more information about Direct Payments, read

the information sheets 'C2: Direct Payments: An introduction' and 'C3: Direct Payments guidance' available at:

www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-information-sheets

Alternatively, talk to your social care worker if you have one, or call us on: **0300 123 2224**.

What if I move home?

If you have a personal budget (see page 49) and you plan to move home, contact us so that we can make sure your care arrangements continue when you move. This could be for you and, if you have one, your carer.

If you are moving to another local authority area, such as from Somerset to another county, with your permission, we will let your new social services offices know.

Your new social services offices may wish to contact you to talk about your care needs before you move. We will work with them so that they can make sure the same level of service is ready for you when you arrive in your new home.

Your new social services should contact you soon after arrival to ensure you are happy with the arrangements and see if anything needs changing.

Paying for care homes

Please read the information on 'Choosing a care home' (page 41). There are some additional things you need to know if you are moving into a care home with financial help from us.

To decide which type of home would be right for you, we must complete a needs assessment. See page 44 for an explanation of what a needs assessment is. A social worker will carry out the assessment. Other professionals, such as an occupational therapist, a district nurse or your doctor will also be involved, with your permission. This will help make sure you choose the type of home that would best meet your needs.

You have the right to choose a home anywhere in England, Scotland or Wales, as long as we agree that it meets the following four requirements:

1. The home is suitable for your assessed needs. This means we must be sure that the home can give you the help your assessment shows you need. For example, a residential care home will not be suitable if you require regular nursing care. If we consider a home to be unsuitable, we will tell you why and ask you to choose another.

2. There is a place available. We may be able to arrange for you to move to another home while you wait for a place to become available in the home of your choice.
3. The homeowner agrees to our usual contract conditions. If they do not, you may be asked to choose again.
4. The home does not cost more than we usually pay for the type of care that you need. If you wish to move to a care home that charges more than this, someone will have to make up the difference – this is called a 'top-up' or 'third party' payment. See page 52 for more details.

We can give you details of the homes in Somerset that will usually meet these and will suggest you view these homes in the first instance.

In most cases, we will leave it to you, or someone else you have asked to help you, to visit the homes and decide which one you like best. Your social worker can help to arrange visits to homes if you do not have anyone to take you. If you do not want to choose by yourself, and you have no one else that you would like to do it, you can ask your social

worker to arrange a move for you. Please let your social worker know if there is anything you would like them to take into account. For example, the location of the home.

Your contribution

When assessing your contribution, we take into account your assets, capital, income and savings. The value of your home is included when assessing your capital unless any of the following people are still living there:

- Your partner.
- A relative who is over 60 or disabled.
- A child under 16 who you or a former partner maintain.

If you have more than £23,250 in capital and savings, you will usually need to pay the full cost of your care. If you have assets, capital and savings of between £14,250 and £23,250 you will be expected to contribute £1 each week for every £250 you have above £14,250, plus an amount from your income.

If you have assets, capital and savings of less than £14,250 you will not have to contribute from this, but you will have to contribute from your income.

Most people will contribute most of their income and will be left with an amount for personal expenses each week.

NHS Nursing Care Contribution

If you need a care home with nursing, a specially trained nurse will assess your nursing needs and the NHS will then pay the cost of the nursing care part of your fees to the home. Currently this is a flat rate of £254.06 per week, but this is subject to change annually.

The NHS does not pay for personal care. This is not means-tested and is paid directly to the home.

Fee levels in Somerset

Somerset Council will contribute towards places in care homes and care homes with nursing and the exact figure will depend on your assessed needs.

To find out more, see our information sheet 'D2: Paying for residential care'. This is available on our website:

www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-information-sheets or by calling us on: **0300 123 2224**.

Third party payments

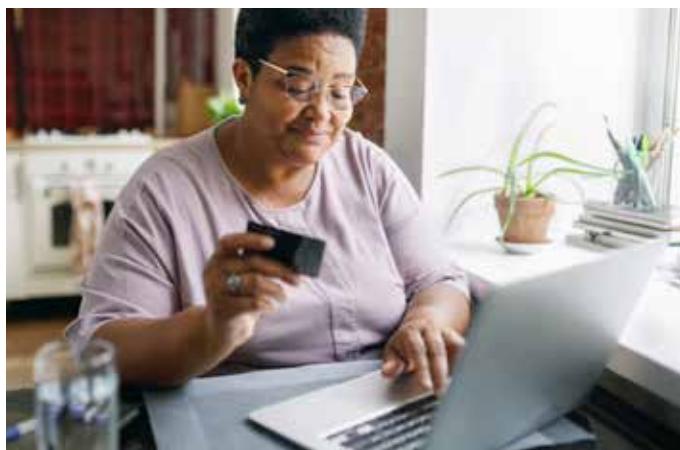
If we have suggested care homes that accept our fee levels, but the care home you eventually choose costs more than the rate we usually pay for a person with your needs, someone will have to make up the difference. This extra payment is often referred to as a 'third party payment' or 'top-up'.

If you have less than £23,250 in savings, the law states that you are not allowed to make this additional payment yourself, except in limited circumstances. The responsibility for this often falls to a member of your family or a benevolent sponsor, such as a charity. Once this person or organisation has been confirmed, they must sign an agreement formalising the arrangement.

Whoever agrees to do this for you, it is important they are made aware that the amount could increase in the future and they must be confident that any increases will be met. If payments stop

for any reason, you should seek help and advice immediately. If a top-up stops, we may ask you to move to an alternative home that accepts our fee level.

Financing care is complicated; we advise you to contact us to ask for specific advice and guidance based on your circumstances and needs.



What happens to your home?

Twelve-week property disregard

If your former home is included in your financial assessment but your other assets, capital, income and savings total less than £23,250 and your income is not enough to meet your care home fees, we may agree to help with the cost during the first 12 weeks of permanent care, providing a social worker agrees that care is needed.

Deferred Payments

After the 12-week period, you may be entitled to continue receiving financial help from us by asking for a Deferred Payment.

If your property is taken into account in your financial assessment (see page 48), you may be eligible to enter into a Deferred Payment Agreement with us. This means we will continue to pay our contribution towards your care costs after the twelve-week property disregard period ends, as a loan, to be repaid later.

This allows eligible people time to sell the property or the flexibility to explore other ways to pay their fees if they don't want to sell their home. The Financial Assessment and Benefits officer will discuss this with you.

If you ask for a Deferred Payment at a later date, it will start from the date we receive your application and will not be backdated.

You must ask for a Deferred Payment before the end of the eighth week of the 12-week period, so we have time to set it up. If you don't contact us before this time, we will stop paying towards your care. You will then become self-funding and will have to pay the full cost of your care direct to the home.

If you apply for a Deferred Payment, you or your representative must sign our Deferred Payment Agreement. A legal charge will be placed on your property once the Deferred Payment Agreement is signed to secure the debt being accrued by Somerset Council and interest will be charged on the loan.

We may limit the amount of the loan, depending on the equity in your property.

You do not have to sell your home if you don't want to. For example, you could use rental income to increase the amount you pay each week. This will reduce the weekly payments made by us and the eventual Deferred Payments debt.

We strongly recommend that you obtain independent financial advice if you are considering a Deferred Payment.

For more information about Deferred Payments, look on the Somerset Council website or call us on: **0300 123 2224**.

Running out of money

If your capital is likely to reduce to £23,250, you must tell us well in advance, as we may be able to help with your care fees. We suggest that you tell us when your capital drops to about £40,000 to give plenty of time to put arrangements in place. We will complete a care assessment, discuss your options with you and

may arrange to contribute towards your care costs. If the home you have chosen charges more than we normally pay for someone with your care needs, you must find someone to help pay the difference – this is called a 'top-up' payment. See page 52 for more information about third party payments.

NHS Continuing Healthcare

If your assessed needs are primarily health related, you may qualify for funding of your care home fees, including board and accommodation, under the National Framework for NHS Continuing Healthcare. This can be delivered in any setting including at home or in a care home. A nurse or social care worker can advise on your eligibility and help to make an

application. Visit: **www.gov.uk** (search 'National framework for NHS continuing healthcare').

Contact the following if you wish to apply.
Tel: **01935 385233** (option one).
Email: **somicb.chc.enquiries@nhs.net**

Support for people who lack capacity

The Mental Capacity Act requires us to assume that people have capacity and can make decisions themselves, unless otherwise established. A person will be given all possible help to make specific decisions before being assessed as lacking capacity to make their own decisions.

If we think a person may lack capacity to make decisions for themselves even after being offered practical support, a social worker or other suitably qualified person will carry out a capacity assessment in relation to the specific decision to be made.

Where it has been assessed that a person lacks capacity for a particular decision, decisions will be made in their best interest. Any restrictions because of this decision will be in the person's best interest and will be proportionate to the likelihood of the person suffering harm as a result of the decision.

Planning will always continue to involve the person as far as possible, taking account of their wishes, feelings, values and aspirations as well as their needs and wellbeing.

They may be supported and represented by family and friends. If this is not possible, an independent advocate will be appointed. The advocate will represent the person, speak for them and challenge the local authority's decision if necessary.

Financial assessments and charging

We will find out if there is an appropriate person to represent them. This could be through:

- Enduring Power of Attorney (EPA).
- Lasting Power of Attorney (LPA) for property and affairs.
- Property and affairs deputyship under the Court of Protection (COP).
- Any other person dealing with the person's affairs, such as someone who has been given appointeeship by the Department for Work and Pensions for the purpose of benefit payments.

If none of these are in place, family members or their solicitor will be encouraged to apply for a property

and affairs deputyship through the COP.

If there is no one else who can act for the person, we can apply to be the person's corporate appointee in respect of their welfare benefits with the DWP. If required, we will make an application to the Court of Protection and assume the role as their deputy. For both these services we will charge an administration fee.

Until there is an appropriate person appointed and full access to the person's financial affairs can be obtained, no financial assessment will take place. If there is no access to the person's finances to make care and support payments, we can make these payments as a loan until an appointee or deputy is in place and a full financial assessment can be completed.

The following will apply:

- If capital is over £23,250, we will expect the full fee to be repaid.
- If capital is less than £23,250, we will expect the assessed contribution to be repaid.
- If benefits became available during the corporate appointeeship application period, we will expect them to be repaid, backdated to when they became available.
- If there is a top-up there must be someone willing to pay.

For more information on specialist care, see page 55 and for information on solicitors, see page 59.



Specialist care

Dementia

There can be many causes of memory loss, such as stress and some health conditions. There is lots of information and support available.

The word 'dementia' describes a range of over 100 progressive brain diseases. The symptoms can include a decline in memory, reasoning and communication skills, mood changes and a gradual loss of the skills needed to carry out daily activities. If you are worried about your memory, you should

begin by discussing your concerns with your GP. Your GP can talk you through what services are available in Somerset.

If you are diagnosed, the Somerset Dementia Wellbeing Service website:

<https://somersestdementia.org> provides useful information and details of various services, as well as support for carers. Remember, it is possible to live well with dementia.

Coping with a sensory loss

If you have a sight or hearing loss, or know someone who has, we have information on a range of services.

Visit our website: **www.somerset.gov.uk/care-and-support-for-adults/adult-social-care-information-sheets** (refer to sections 'F – Information for people with sight loss' and 'G – Information for people with hearing loss').

We also have specialist sensory loss workers who can provide you with information and advice on services and equipment.

Call us on: **0300 123 2224**, email: **adults@somerset.gov.uk** or for deaf and hard of hearing callers, use text relay by prefixing our phone number with: **18001**.



Support for families of children
with additional needs –
from birth to adulthood

Got a question? We're here to help!

 @weareMFON

 @weareMFON

 @wearemfon

 @My-Family-Our-Needs



www.myfamilyourneeds.co.uk



hello@myfamilyourneeds.co.uk



- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

Check out our new SEND
guide for the South East!

Online VR
tour available

Inspected and rated

Good



Registered Charity 202151

The Russets

Care Home at Sandford Station

Set within the beautiful and tranquil grounds of the Sandford Station retirement village sits The Russets, a care home offering personalised care within an atmosphere of warmth and kindness.

- General nursing care
- Specialist dementia care
- Comfortable, spacious rooms with en-suite facilities, WiFi and air conditioning
- Easy access to beautiful secure gardens
- Dedicated clubhouse for activities and entertainment

To find out more please call our Admissions Team on **0117 919 4274**.
Sandford, Winscombe BS25 5AD | www.stmonicastrust.org.uk/russets



St Monica Trust

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

Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

Do residents get 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 38.

People with a learning disability or mental ill health

We have social care workers who can provide you with a range of advice and information about specialist support that is available for people with a learning disability or mental ill health in Somerset.

This support could be a range of things, such as:

- Homecare – provides help with daily activities and personal care, including getting in and out of bed, washing, dressing and using the toilet. Also known as domiciliary care or care at home.
- Day Time Support and Community Outreach – provides support through a broad range of activities that fall outside of the Care Quality Commission's regulation with the aim of delivering some or all of the following:
 - Social inclusion: Including making friendships that are based on mutual interests.
 - Cultural and creative opportunities: Including supporting people to access creative spaces.
 - Supporting Health and wellbeing: Including exercise, sport, diet/nutrition and access to appropriate therapies.
 - Building independence: Including supporting individuals to progress towards paid employment, skill development and/or maintenance, volunteering, positive risk-taking, learning and education, leisure activities and trying new things.
- Day time respite care and/or support for unpaid carers.
- Shared Lives – This is where an individual or family is paid to include a disabled or older person in their family and community life. In most cases the person lives with the Shared Lives Carer and their family on a long-term basis, although Shared Lives Carers can also provide respite care and short breaks for an unpaid carer or act as a “stepping stone” for someone who wants to live independently. In Somerset Shared Lives is provided by Shared Lives South West.
- Supported living – Usually single occupancy flats or bungalows in clusters of no more than 10 or where people live in a shared house with a tenancy that encompass their bedroom and the shared communal areas (e.g. living room, kitchen, utility room) and they receive care and/or support from a care provider.
- Residential care – Provides personal care, such as washing, dressing, bathing and assistance with toilet needs, if required. They do not offer nursing care. Residential care homes can provide long-term support, short breaks and respite services for an unpaid carer. Some care homes in Somerset specialise in offering short breaks and respite.

Resource for people supporting disabled children



practitioners supporting children from birth to 25

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

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



able2achieve

Comprehensive specialist support services for individuals with learning disabilities, autism, mental health and other diagnoses across the South West



Supported Living - Day Provision - Work Preparation

01935 429430
info@able2achieve.org.uk

To enable personal achievement and progression by developing essential skills and self confidence through learning, living and work





End of life care

In March 2022, an end of life care and bereavement support website specific to Somerset was launched at: <https://somerset.eolcare.uk/> This was a result of a collaboration between different health and social care organisations who support people in Somerset.

The joint aim is to improve the end of life care experience and bereavement support for every person in Somerset. The website provides guidance, education and support to all health and social care teams in the county to improve the knowledge and care of people living with a life-limiting illness.

Information is held for professionals and the public on different topics, such as:

- Planning ahead for your future health or social care.
- Different funding available for care and equipment.
- Coping with and managing symptoms.
- Local services to support someone with a life-limiting illness.
- Spiritual care information and advice.
- Advice on what to do after death and the

bereavement support available.

The information is available to view in different formats, such as links to external website pages, leaflets, booklets and videos. It has been designed to be simple and hold only relevant content to the area selected.

We recognise the importance of individuals getting the right advice and support when this is needed. We hope this will help those with a life-limiting illness or their loved ones through a difficult time. If you have any trouble accessing the website or need information sent to you from the website, contact us at: eolceducation@somersetft.nhs.uk

Advance Care Planning

If you'd like to talk about Advance Care Planning, call Marie Curie on: **0800 304 7412**, email: southwesthelper@mariecurie.org.uk or speak to your nurse or GP, who can put us in touch with you. We'll be happy to help.

Our 'companions' can arrange to meet you virtually or come to your home to work out and document your wishes and hopes, both for yourself and your loved ones to keep and share.

Essential information

Finding care in your area

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

You can search by postcode, county or region for care homes, care homes with nursing and home care providers that meet your needs across the country. Your search can be refined by care type and the results can be emailed to you.

The results 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 38), indicating the quality of care provided.

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

Visit: www.carechoices.co.uk

How solicitors can help

A solicitor can give you impartial advice about wills, making gifts, estate planning and powers of attorney. Some can also offer guidance on

immediate and long-term care plans, making sure (if applicable) the NHS has made the correct contribution to your fees.



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

The Court of Protection can issue Orders directing the management of a person's property and financial affairs if they are incapable of managing their own affairs, if they do not have an LPA. The court procedure can take some time and there will be costs associated with any application so preparing an LPA is always advisable, providing you have somebody sufficiently trustworthy to appoint as your attorney.

An 'Advance Directive' allows you to communicate your wishes about future medical treatment, but it is not legally binding. You may instead wish to make a living will, officially known as an 'Advance Decision',

setting out treatment that you do not want to receive in specified circumstances, which would legally have to be followed, even if you die as a result.

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

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

It's important to find a solicitor who specialises in this area of the law. Citizens Advice should be able to recommend solicitors in your area.

The Law Society has a list of solicitors who specialise in working with older people. Visit: **www.lawsociety.org.uk** for more details.

Safeguarding adults at risk

Safeguarding is everybody's business. It means protecting an adult's right to live in safety, free from abuse and neglect. People's wellbeing and safety is our main concern, and we adopt a zero-tolerance stance on the abuse, neglect or discrimination of anyone, particularly people at risk or in vulnerable situations.

Who is an adult at risk?

An adult at risk is anyone aged 18 and over who:

- Has needs for care and support.
- Is experiencing, or is at risk of, abuse or neglect.
- Is unable to protect themselves from harm or exploitation.

They may be a person who:

- Is elderly and frail due to ill health, physical disability or cognitive impairment.
- Has a learning disability.
- Has a physical disability.
- Has a sensory impairment.
- Has mental health needs, including dementia.

- Has a long-term illness or condition.
- Misuses substances or alcohol.
- Is a carer (family member or friend) and is subject to abuse.
- Does not have capacity to make a decision and is in need of care and support.

What is abuse?

It can take many forms, including:

- Physical.
- Domestic.
- Sexual.
- Psychological or emotional.
- Financial or material.
- Discriminatory.
- Organisational or institutional.
- Neglect and acts of omission.
- Self-neglect.
- Modern slavery.

You can find full definitions and possible indicators of these types of abuse on the Somerset Safeguarding Adults Board website, along with other useful information and advice:

<https://somersetsafeguardingadults.org.uk/>

Many types of abuse are also criminal offences and should be treated as such.

Are you worried about someone?

If you are worried about a vulnerable adult, please don't stay silent:

- Phone Adult Social Care on: **0300 123 2224**.
- Phone Adults and Mental Health out of hours on: **0300 123 2327**.
- Email Adult Social Care at: **adults@somerset.gov.uk**.
- Contact the police on: **101** or, in an emergency, call: **999**.

To help us respond to your concerns, it is important for us to know what you, or the person experiencing the abuse, wants to happen next.

Making Safeguarding Personal

The aim of Making Safeguarding Personal is to ensure that safeguarding is person led and outcome focused. It engages the adult in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control; as well as improving their quality of life, wellbeing and safety.

We will work with people to focus on what is important to them, what they want to achieve and how we can help them to keep safe.

There are times when we will need to share information with partner organisations to help improve people's safety and wellbeing.

Staying safe

You may find these contacts useful.

Age UK

Tel: **0800 678 1602** • Web: **www.ageuk.org.uk**

Avon and Somerset Police Neighbourhood Watch Scheme

Tel: **07889 656575** (North Somerset/Somerset) or

07547 659714 (North East Somerset).

Web: **www.avonandsomerset.police.uk** (search 'Neighbourhood watch scheme').

Devon & Somerset Fire & Rescue Service

Book a free home safety visit.

Tel: **0800 050 2999**

Web: **www.dsfire.gov.uk**

Heart of the South West Trading Standards Service

The Devon, Somerset and Torbay Trading Standards Service.

Tel: **0808 223 1133**

Web:

www.devonsomersettradingstandards.gov.uk

Hourglass

Tel: **0808 808 8141**

Web: **www.wearehourglass.org**

Somerset Domestic Abuse Support

Tel: **0800 694 9999**

Web: **<https://somersetdomesticabuse.org.uk>**

Making a complaint

We hope you will be happy with the care and support you choose for yourself or someone who matters to you. However, there may be times when you wish to raise a concern, make a comment or suggestion, or a compliment about the support provided. This may be about anything; from the way you feel you are treated by staff to the food you are served.



→ You should feel free to make comments and suggestions about possible improvements to your surroundings and the services that have been provided.

All care providers are required to have a complaints procedure and are actively encouraged to record feedback received from service users. The best feedback about a service comes from the people who use it or have direct experience of it. If you have something you feel should be said, then there are a number of ways you can be heard.

All care providers should have their own easy-to-use individual complaints policy. If you are concerned about the care that you or a friend or relative is receiving, it makes sense to speak to the manager of the service about your concerns before you take any further action. The problem may be resolved quite easily once they are made aware of it. However, if you need to make a formal complaint, you should first contact the registered owners of the service.

If the care is being provided by an independent agency or organisation, ask to speak to the person who handles their complaints and feedback. They have a duty to respond to any complaints made. If you are not happy with the way your problem has been dealt with, contact the Care Quality Commission (CQC) on: **0300 061 6161**.

If your concern or complaint is about us or any of our staff members, please contact your social worker (or the service user's social worker) first. If you are not sure who to contact, call us on: **0300 123 2224** and we will be able to assist you.

You can also, at any time, contact the Local Government and Social Care Ombudsman, who can offer you guidance and support about making a complaint.

Local Government and Social Care Ombudsman

PO Box 4771, Coventry CV4 0EH

Tel: **0300 061 0614**

Web: **www.lgo.org.uk**

The Registered Care Providers Association Ltd



The Registered Care Providers Association (RCPA) provides support

to care and support provider organisations across Somerset. RCPA members deliver care and support to a broad range of individuals, including older people, people with disabilities, mental health support needs and complex needs.

The RCPA provides a range of services that:

- Support member organisations in their development and sustainability.
- Facilitate and promote the development of evidence-based good practice.
- Influence stakeholders in the sector in relation to funding, regulation, legislation and strategic direction.

The RCPA provides an invaluable gateway, helping the exchange of information and ideas and fostering best practice amongst members. Acting as a voice for care providers, the RCPA aims to represent the views of all members, bringing their concerns and

queries to the attention of service commissioners as well as Government and regulatory bodies. The RCPA works in partnership with other agencies and organisations to ensure the continued provision of high-quality care in Somerset. This is delivered through regular conferences and seminars, newsletters and briefings. Members are marked with an RCPA throughout the listings in this Directory.

Amongst the association's aims is the wish to represent the interests, views and concerns of people involved with providing care in the Somerset area.

The RCPA also aims to provide members with easy access to information and advice on any matter relevant to the provision of care, to develop, monitor and evaluate care strategy and policy and to disseminate information to members.

Please contact the **Registered Care Providers Association** for details about joining.

Tel: **01823 351630**

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

Web: **<https://rcpa.org.uk>**

Other initiatives

‘Tell Us Once’ service

A free and simple service to help you tell us that someone has died. When someone has died, there are a lot of people who need to be told, at a time when you probably feel least like doing it. Our Registration Service provides a service which we hope will make things easier for you. It means that when you tell us about a death, we can then contact other organisations on your behalf.

After someone has died, one of the first things that must be done is to legally register the death with our Registration Service. Once that’s done, several other organisations may still need to be contacted and given the same information. To save you time and worry, we offer a free service which can pass this information directly to a number of other

Government departments and local council services.

All registration offices in Somerset will automatically offer the ‘Tell Us Once’ service when you make an appointment to register a death. You can find contact details and opening hours for all of the registration offices in Somerset at:

www.somerset.gov.uk (search ‘Registration contacts’) or call: **0300 123 2224** for information about your local office.

The website: **www.somerset.gov.uk** (search ‘Tell us once’) tells you more about what information you will need to give us to register a death, and the services involved in the ‘Tell Us Once’ partnership.

NHS 111

Anyone can phone **111** to access urgent healthcare services. The free number is available all day, every day to respond to people’s healthcare needs when:

- They need medical help fast, but it’s not a **999** emergency.
- They don’t know who to call for medical help or they don’t have a GP.
- They think they need to go to accident and emergency or another NHS urgent care service.
- They require health information or reassurance about what to do next.

When you phone, you will talk with a highly trained call adviser, supported by experienced nurses. The adviser will use a clinical assessment system and ask

questions to assess your needs and work out the most appropriate course of action.

For example, callers who:

- Are facing an emergency will have an ambulance sent without delay.
- Can care for themselves will be given information, advice and reassurance.
- Need further care or advice will be referred to a service that has the appropriate skills and resources to meet their needs, for example, a pharmacy or their GP.
- Need services outside the scope of NHS **111** will be told about an alternative service.



Support for families of children
with additional needs -
from birth to adulthood

- Free regional SEND guides
- Ask the Experts series
- Real-life blogs & experience
- Practical advice
- Directory of services

Got a question? We're here to help!



@weareMFON



@weareMFON



@wearemfon



@My-Family-Our-Needs

www.myfamilyourneeds.co.uk 
hello@myfamilyourneeds.co.uk 

Healthwatch Somerset

Healthwatch Somerset is the local consumer champion for people of all ages, taking equal account of health and social care issues.

Its work includes:

- Actively consulting with and listening to what local people think about health and social care services.
- Supporting volunteers to conduct 'Enter and View' visits of health and care facilities.
- Creating clear and timely information about what is working well and what needs to change, to enable stakeholders to make necessary changes.

Healthwatch Somerset has a statutory place on the Health and Wellbeing Board, sharing evidence and feedback on what people think about their health and social care services, to make sure that they meet the needs of, and are shaped by, local communities.

Healthwatch can tell services about service-user experiences of care and hold them to account; it can also enter and view services such as care homes

and hospitals, observe what is happening and report back to commissioners. People can feel excluded from services, which is why Healthwatch also has a signposting function to navigate the health and social care system.

Healthwatch Somerset is independent, transparent, accountable and powerful, with the strength of the law and the national influence of Healthwatch England behind it.

The Healthwatch Somerset service is run by Evolving Communities CIC, a community interest company.

Healthwatch Somerset

Suite 12, Wellworthys Business Centre,
Parrett Way, Colley Lane, Bridgwater TA6 5LB

Tel: **0800 999 1286**

Web: **www.healthwatchsomerset.co.uk**



Tell us what you think



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

Share your feedback

Take our five minute survey



www.carechoices.co.uk/reader-survey

Useful local and national contacts

Advocacy

Swan Advocacy

Hi-point, Thomas Street, Taunton TA2 6HB

Tel: **0333 344 7928**

Email: reception@swanadvocacy.org.uk

Web: <https://swanadvocacy.org.uk/services-near-you/somerset>

Carers

Somerset Carers Service

Tel: **0800 316 8600** or **01823 331222**

Email: carers@thrivesomerset.org.uk

Web: <https://somersetcarers.org>

Carers UK

The voice of carers.

Tel: **0808 808 7777**

Email: advice@carersuk.org

Web: www.carersuk.org

Carers Trust

The UK's largest provider of comprehensive carers support services.

Tel: **0300 772 9600**

Email: info@carers.org

Web: <https://carers.org>

My Family, Our Needs

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

Web: www.myfamilyourneeds.co.uk

Community support

Connect Somerset

The community information database for Somerset.

Web: <https://connectsomerset.org.uk>

Dementia

Alzheimer's Society

The UK's leading care and research charity for people with dementia. Alzheimer's Society runs memory cafés and Singing for the Brain groups throughout Somerset for carers and those they care for.

Dementia support line: **0333 150 3456**

Web: www.alzheimers.org.uk

Somerset Dementia

Wellbeing Service

A collaboration between dementia services; working together to improve diagnosis, enhance community support and provide a consistent service for people with dementia and their carers in Somerset.

Web: <https://somersetdementia.org>

Direct Payments

Enham

Somerset Direct Payments Advisory Service.

Tel: **01264 345800**

Email: info@enhamtrust.org.uk

Web: www.enhamtrust.org.uk

Disabilities

Compass Disability Services

An organisation of disabled people working through consultation, representation, research and service provision to improve access to all services and facilities.

11-12 Belvedere Trading Estate,
Taunton TA1 1BH

Tel: **01823 282823** (Monday to Friday, 9.00am to 5.00pm).

Email: info@compassdisability.org.uk

Web: www.compassdisability.org.uk

Living made easy

National charity providing advice on mobility and disability aids, and daily living equipment.

Web: <https://livingmadeeasy.org.uk>

Drugs and alcohol

Al-Anon Family Groups

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

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

Email: helpline@al-anonuk.org.uk

Web: www.al-anonuk.org.uk

Somerset Drug and Alcohol Service

Offers support in Street, Taunton and Yeovil.

Tel: **0300 303 8788**

→ Health

Motor Neurone Disease Association

A charity for assisting people with Motor Neurone Disease, offering equipment, wheelchairs, beds, stairlifts, financial difficulties and general care.
Tel: **0808 802 6262**

Email: **mndconnect@mndassociation.org**
Web: **www.mndassociation.org**

MS (Multiple Sclerosis) Society

For assistance and advice about Multiple Sclerosis.
Tel: **0808 800 8000**
Email: **helpline@mssociety.org.uk**
Web: **www.mssociety.org.uk**

St Margaret's Somerset Hospice

24-hour advice and support relating to palliative and end of life care.
Tel: **01823 333822** or **01935 709480**
Email: **info@st-margarets-hospice.org.uk**
Web: **www.st-margarets-hospice.org.uk**

Home improvement help

Somerset Community Equipment and Wheelchair Service

Tel: **01823 211699**
Email: **somerset@medequip-uk.com** (community equipment) or **ajm.somerset@nhs.net** (wheelchair service).
Web: **www.medequip-uk.com/contact/taunton** (community equipment) or **www.ajmhealthcare.com/local-service-centres/somerset** (wheelchair service).

Independent Living Centres

Located in Shepton Mallet, Taunton and Yeovil. Appointments are free but must be booked in advance.
Tel: **0300 123 2224**
Text: **07862 122246**
Email: **adults@somerset.gov.uk**
Web: **www.somerset.gov.uk/equipment**

Legal advice

The Law Society

Help with finding a solicitor near you who specialises in advice about care.
Web: **www.lawsociety.org.uk**

Learning disability

Mencap

The UK's leading charity for people with a learning disability and their families.
Tel: **0808 808 1111**
Email: **helpline@mencap.org.uk**
Web: **www.mencap.org.uk**

Mental health

Mind

Supports people with mental health problems and promotes good mental health in the community.
Tel: **0300 102 1234** (support line) or **0300 123 3393** (info line).
Web: **www.mind.org.uk**

Mindline Somerset (Mind in Somerset)

A phone support service, open 24/7.
Tel: **0800 138 1692** or **01823 276892**
Email: **info@mindinsomerset.org.uk**
Web: **www.mindinsomerset.org.uk**

Older people

Age UK

Tel: **0800 678 1602**
Web: **www.ageuk.org.uk**

Age UK Somerset

Provides a range of services, projects, advocacy, emotional and practical support to older people 65 years and over, their relatives and carers.
Ash House, Cook Way, Bindon Road, Taunton TA2 6BJ
Tel: **01823 345613**
Email: **info@ageuksomerset.org.uk**
Web: **www.ageuk.org.uk/somerset**

British Red Cross – Support at Home

Short-term help after a stay in hospital.
Tel: **01235 552665**
Email: **healthandcaresouthciadmin@redcross.org.uk**
Web: **www.redcross.org.uk**

Care Choices

The reliable choice to find the care solution that's best for you – get information, guidance and reviews.
Web: **www.carechoices.co.uk**

Care Rights UK

Advises older people needing, or living in, residential care and their relatives.

Tel: **0207 359 8136**

Email: **helpline@carerightsuk.org**

Web: **www.carerightsuk.org**

Independent Age

Speak to an adviser for free and impartial advice on home care, care homes, NHS services, housing and other issues.

Tel: **0800 319 6789**

Email: **helpline@independentage.org**

Web: **www.independentage.org**

Sensory loss

deafPLUS

Provides advice, advocacy and life skills to Somerset. Somerset Fair, Bridgwater TA7 0EB

Tel: **01225 446555**

Email: **stewart.weston@deafplus.org**

Web: **www.deafplus.org**

Somerset Sight

A charity that helps visually impaired people in Somerset.

Northfield House, 51 Staplegrove Road, Taunton TA1 1DG

Tel: **01823 333818**

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

Web: **www.somersetsight.org.uk**

Other advice

Care Quality

Commission (CQC)

Regulator and inspector of all care services. For general enquiries contact:

Tel: **0300 061 6161**

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

Web: **www.cqc.org.uk**

Citizens Advice

Free, independent and confidential advice.

Tel: **0800 144 8848**

Web: **www.citizensadvice.org.uk**

Somerset

Covering Mendip, Sedgemoor, South Somerset and Taunton.

Tel: **0808 223 1133**

Web: **https://citizensadvice-somerset.org.uk**

West Somerset

Tel: **0800 802 1808**

Web: **https://citizensadvice-west-somerset.org.uk**

Soldiers, Sailors, Airmen and Families Association (SSAFA)

Help and support for people who serve in our Armed Forces, people who used to serve and their families.

Tel: **0800 260 6780**

Web: **www.ssafa.org.uk**



Care homes and care homes with nursing

West Somerset care homes

Blenheim Lodge **RCPA**

North Road, Minehead TA24 5QB

Tel: 01643 703588

OP

Croft House

Bridge Street, Williton TA4 4NR

Tel: 01984 632536 **Advert page 40**

OP D YA

Daneswood Care Home **RCPA**

Cuck Hill, Shipham, Winscombe BS25 1RD

Tel: 01934 843000 **Advert below**

PD LDA YA

Dene Lodge, The – Minehead **RCPA**

Bircham Road, Alcombe,

Minehead TA24 6BQ

Tel: 01643 703584

OP D

Dunster Lodge Residential Home **RCPA**

Manor Road, Minehead TA24 6EW

Tel: 01643 703007

OP

Glen Lyn

2 Tregonwell Road,

Minehead TA24 5DT

Tel: 01643 702415

OP

Golden Gorse Residential Care Home

4 Alexandra Road, Minehead TA24 5DP

Tel: 01643 702767

OP LDA

Northfield House

Tower Hill, Williton TA4 4JR

Tel: 01984 633810

OP PD LDA YA

Tidings

1 Irnham Road,

Minehead TA24 5UD

Tel: 01278 741468

OP D PD LDA MH SI YA

Westerley Residential Care Home for the Elderly – Minehead

King Edward Road, Minehead TA24 5JB

Tel: 01643 702066

OP

Woodside

2 Woodside Close, Minehead TA24 8RZ

Tel: 01643 709487

LDA YA

Wyndham House

Martlet Road, Minehead TA24 5PR

Tel: 01643 703934 **Advert page 40**

OP D YA

West Somerset care homes with nursing

Eastleigh Care Homes – Minehead Ltd

Periton Road,

Minehead TA24 8DT

Tel: 01643 702907

OP D PD LDA MH SI YA

Winsor Nursing Home, The

54 The Avenue,

Minehead TA24 5AW

Tel: 01643 707870

OP D PD SI YA

Daneswood Care Home

We provide **person centred** and compassionate care supporting adults with **Profound** and **Multiple Learning Disabilities** in a residential setting.

We create a **stable environment** which nurtures the individual in physical, emotional and social aspects. Through 1-to-1 support, we **encourage** each individual to have choice, autonomy and to live a fulfilled and **purposeful life**.

T: 01934 843 000
E: chloe@danewood.org
www.danewood.org






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

RCPA Member of the Registered Care Providers Association Ltd – see page 62

Advertisers are highlighted

Taunton Deane care homes

Ashleigh House

20 Chip Lane, Taunton TA1 1BZ
Tel: 01823 350813

PD LDA YA

Barley House RCPA

49 Buckland Road, Taunton TA2 8EW
Tel: 01823 282145

OP LDA MH YA

Bridge House (Somerset)

2 Bridgwater Road, Taunton TA1 2DS
Tel: 01823 334797

LDA YA

Bungalow, The

2 Ilminster Road, Taunton TA1 2DR
Tel: 01823 327050

PD LDA YA

Calway House

Calway Road, Taunton TA1 3EQ
Tel: 01823 333283 **Advert page 40**

OP D YA

Catherine House RCPA

131 Hamilton Road, Taunton TA1 2EP
Tel: 01823 630750

LDA SI YA

Cedar Lodge

Hope Corner Lane, Taunton TA2 7PB
Tel: 01823 286158

OP D MH YA

Covenant Care – The Wheelhouse RCPA

Linden Hill, Lower Westford, Wellington TA21 ODW
Tel: 01823 669444

OP PD LDA MH SI YA

Crimson Hill Support Ltd

The Bungalow, The Elms, Curry Rivel,
Taunton TA10 0JD
Tel: 01823 255000

LDA

Dairy House, The RCPA

Bishops Hull, Taunton TA1 5AY
Tel: 01823 330015

PD LDA SI

Dimensions Somerset – Ashbury

Six Acres Close, Roman Road, Taunton TA1 2BD
Tel: 01823 274677

OP LDA YA

Dimensions Somerset – Newholme

Bushy Cross Lane, Ruishton, Taunton TA3 5JT
Tel: 01823 442298

OP LDA YA

Dimensions Somerset – The Brambles

Six Acres Close, Roman Road, Taunton TA1 2BD
Tel: 01823 334039

OP LDA YA

Dimensions Somerset – The Saplings

Wiltens Orchard, Fons George, Taunton TA1 3SA
Tel: 01823 275725

OP LDA YA



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with additional needs -
from birth to adulthood



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- Directory of services



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@weareMFON



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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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Advertisers are highlighted

Taunton Deane care homes continued

Drakes Place

Taunton Road, Wellington TA21 8TD
Tel: 01823 662347

OP PD LDA SI YA

Elm Tree House

4 Kilkenny Avenue, Taunton TA2 7PJ
Tel: 01823 322408

OP D MH YA AD

Elmsmead

82 South Road, Taunton TA1 3EA
Tel: 01823 333529

LDA YA

Halcon House

Hamilton Road, Taunton TA1 2EP
Tel: 01823 353447

Advert page 40
OP D PD SI YA

Heron House Residential Home

Heron Drive, Bishops Hull,
Taunton TA1 5HA
Tel: 01823 334238 **Advert below**

OP D PD SI

House of St Martin

Langford Lane, Pen Elm, Taunton TA2 6NU
Tel: 01823 275662

OP LDA MH SI YA AD

Hummingbird Care

– Home LLP

Royston Road, Churchinford,
Taunton TA3 7RE
Tel: 01823 602776

OP D PD MH SI YA

Ivy View RCPA

7 Culmhead Close, Taunton TA1 4TG
Tel: 01823 272633

OP PD LDA YA

Knowls, The

86 Trull Road, Taunton TA1 4QW
Tel: 01823 327080

LDA YA

Langley House

Langley Marsh, Wiveliscombe TA4 2UF
Tel: 01984 624612

OP LDA YA



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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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Advertisers are highlighted

Taunton Deane care homes continued

Laural House **RCPA**

3 Buckland Road, Taunton TA2 8EW

Tel: 01823 762831 **OP LDA MH SI YA**

Linden House Nursing Home **RCPA**

Linden Hill, Lower Westford, Wellington TA21 0DW

Tel: 01823 667711 **OP YA**

Little Oaks Residential Care Home

20-22 Bridgwater Road, Taunton TA1 2DS

Tel: 01823 322427 **OP LDA**

Longrun House **RCPA**

Longrun House, Bishops Hull, Taunton TA1 5AY

Tel: 01823 272633 **OP PD LDA YA**

Manor House Thurloxtton, The **RCPA**

Thurloxtton, Taunton TA2 8RH

Tel: 01823 413777 **OP**

Moorhaven

Normandy Drive, Taunton TA1 2JT

Tel: 01823 331524 **Advert page 40** **OP D YA**

Netherclay House **Advert outside back cover**

Bishops Hull, Taunton TA1 5EE

Tel: 01823 284127 **OP D PD MH SI**

Northway House

96-98 Kingston Road, Taunton TA2 7SN

Tel: 01823 253999 **Advert below** **OP D YA**

Nynehead Court **RCPA**

Nynehead, Wellington TA21 0BW

Tel: 01823 662481 **OP D**

Orchard Lea **RCPA**

75 Bridgwater Road, Taunton TA1 2DT

Tel: 01823 972514 **PD LDA SI YA**

Pulsford Lodge

North Street, Wiveliscombe TA4 2LA

Tel: 01984 623569 **Advert page 40** **OP D YA**

Rectory Care Home, The

2 Trinity Road, Taunton TA1 3JH

Tel: 01823 324145 **OP D**

Rivers **RCPA**

Bishops Hull, Taunton TA1 5AY

Tel: 01823 272633 **PD LDA SI YA**

SeeAbility - Fiennes House Residential Home

31 Drakes Park North, Wellington TA21 8SZ

Tel: 01823 661529 **PD LDA SI YA**

St Georges Care Home

17 Wilton Street, Taunton TA1 3JR

Tel: 01823 275268 **OP D**

Wellington and Longforth House **RCPA**

Longforth Road, Wellington TA21 8RH

Tel: 01823 663667 **OP D MH YA**

Wellington Road

52 Wellington Road, Taunton TA1 5AP

Tel: 01823 334132 **PD LDA MH YA**

Westleigh House

20 Chip Lane, Taunton TA1 1BZ

Tel: 01823 284198 **OP PD LDA YA**

Wilton House **RCPA**

Upper High Street, Taunton TA1 3PX

Tel: 01823 345630 **PD LDA SI YA**

Woodlands Farmhouse

Wrantage, Taunton TA3 6DF

Tel: 01823 480640 **OP D PD SI YA**



Expert Care & Compassion

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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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Advertisers are highlighted

Taunton Deane care homes with nursing

Aspen Court

Hope Corner Lane, Taunton TA2 7PB
Tel: 01823 346000

OP D

Beauchamp House Nursing Home

Hatch Beauchamp, Taunton TA3 6SG
Tel: 01823 481500

OP D PD SI YA

Calway House

Calway Road, Taunton TA1 3EQ
Tel: 01823 333283 **Advert page 40**

OP D YA

Camelot House & Lodge RCPA

Taunton Road, Wellington TA21 9HY
Tel: 01823 666766 **Advert inside back cover** OP D MH

Chelston Park Nursing and Residential Home – Chelston Gardens Dementia Nursing Home RCPA

West Buckland Road, Wellington TA21 9PH
Tel: 01823 667066 **Advert outside back cover** OP D

Dunkirk Memorial House RCPA

Minehead Road, Bishops Lydeard, Taunton TA4 3BT
Tel: 01823 432407 **Advert below** OP D

Firs Care Centre, The

251 Staplegrove Road, Taunton TA2 6AQ
Tel: 01823 275927

OP D PD SI YA

Frethey House

Frethey Lane, Bishop's Hull, Taunton TA4 1AB
Tel: 01823 253071

OP D LDA YA

Gotton Manor

Gotton, Cheddon Fitzpane, Taunton TA2 8LL
Tel: 01823 413118

OP D PD SI YA

Hamilton Park Nursing Home RCPA

6 Hamilton Road, Taunton TA1 2EH
Tel: 01823 256650

OP D PD MH

Lavender Court

Roman Road, Taunton TA1 2BD
Tel: 01823 279151 **Advert page 40**

OP D YA

Linden House Nursing Home RCPA

Linden Hill, Lower Westford, Wellington TA21 0DW
Tel: 01823 667711

OP YA

Manor, The

Haydon Close, Bishop's Hull, Taunton TA1 5HF
Tel: 01823 230238 **Advert page 42**

OP D PD YA

Mountbatten Nursing Home RCPA

82-84 Trull Road, Taunton TA1 4QW
Tel: 01823 333019

OP

Oake Meadows Care Home

Wyvern Road, Taunton TA1 4RA
Tel: 01823 337674

OP D MH YA

Oaktree Court

Middle Green Road, Wellington TA21 9NS
Tel: 01823 662032

OP D PD

Wey House Nursing Home

Norton Fitzwarren, Taunton TA4 1BT
Tel: 01823 337391

OP PD LDA MH SI YA AD

See the checklist on page 43 for useful suggestions of questions to ask when looking at care homes.



Dunkirk Memorial House Care Home

Situated in the rural county of Somerset, Dunkirk Memorial House is close to the Quantock Hills, Exmoor, and several beaches, and not far from the bustling town of Taunton.

“ Such a warm and welcoming environment from the moment you come through the front door. – Fiona, daughter of Dunkirk Memorial House resident ”

The residents' shared experiences in the Armed Forces create a truly unique and supportive community, where everyone looks out for one another.

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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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Advertisers are highlighted

Admirals Rest

5 Taunton Road, Bridgwater TA6 3LW
Tel: 01278 423238

OP MH YA

Apple Grove

Somerset Court, Harp Road, Brent Knoll,
Highbridge TA9 4HQ
Tel: 01278 761904

LDA YA

Apple Tree House

243a Berrow Road, Berrow, Burnham-on-Sea TA8 2JQ
Tel: 01278 795849

LDA YA

Beaufort House

7 Rectory Road, Burnham-on-Sea TA8 2BY
Tel: 01458 552414 **Advert below**

OP D PD SI YA

Branch House RCPA

Taunton Road, North Petherton, Bridgwater TA6 6NW
Tel: 01278 661290

OP D LDA MH SI YA

Bridgwater Court

42 Market Street, Bridgwater TA6 3EP
Tel: 01278 434866

LDA YA

Broughton Lodge

88 Berrow Road, Burnham-on-Sea TA8 2PN
Tel: 01278 782133

OP D

Cherry Trees

28 Berrow Road, Burnham-on-Sea TA8 2EX
Tel: 01278 792962

OP LDA YA

Church Road

1 Church Road, Wembdon, Bridgwater TA6 7RQ
Tel: 01278 453635

PD LDA YA

Court House Retirement Home RCPA

Market Cross, Church Street, Cheddar BS27 3RA
Tel: 01934 742131

OP

Dimensions Somerset – Northmead House

3 Northmead Drive, Puriton, Bridgwater TA7 8DD
Tel: 01278 683478

OP LDA YA

Fernery House

7 Esplanade, Burnham-on-Sea TA8 1BB
Tel: 01278 794627

LDA

Frith House

Steart Drive, Burnham-on-Sea TA8 1AA
Tel: 01278 782537 **Advert page 40**

OP D YA

Greenhill House

Tweentown, Cheddar BS27 3HY
Tel: 01934 740500 **Advert page 40**

OP D YA

Holly Tree Cottage

243 Berrow Road, Burnham-on-Sea TA8 2JQ
Tel: 01934 429448

LDA YA

Kathleen Chambers House

97 Berrow Road, Burnham-on-Sea TA8 2PG
Tel: 01278 782142

OP D SI

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Sedgemoor care homes continued

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Westfield Lane, Draycott, Cheddar BS27 3TN
Tel: 01934 742649

OP D

Light House, The

25 Berrow Road, Burnham On Sea TA8 2EY
Tel: 01278 785796

OP PD MH YA

Lodge, The

18 Huntspill Road, Highbridge TA9 3DQ
Tel: 01278 786618

OP PD LDA MH SI YA

Minster, The

Mill Street, North Petherton, Bridgwater TA6 6LX
Tel: 01278 661528

PD LDA MH YA

Northcroft **RCPA**

Barrows Road, Cheddar BS27 3BD
Tel: 01934 744734 **Advert page 13**

LDA

Old Vicarage, The **RCPA**

Stockland Bristol, Bridgwater TA5 2PZ
Tel: 01278 653056

OP YA

Park View

1 Westfield Road, Burnham-on-Sea TA8 2AW
Tel: 01278 789444

OP LDA YA

Red Gables

1 Pinnocks Croft, Berrow, Burnham-on-Sea TA8 2NF
Tel: 01278 786607

PD LDA YA

Rosewood Lodge & Brook House

11-13 Friarn Street, Rosewood, Bridgwater TA6 3LH
Tel: 01278 457676

LDA MH YA

Rouse

40 High Street, Othery, Bridgwater TA7 0QA
Tel: 01823 698460

OP D PD LDA MH SI YA AD

Stafford Lodge

87 Berrow Road, Burnham-on-Sea TA8 2PF
Tel: 01278 784067

LDA YA

Street Farm

The Street, Draycott, Cheddar BS27 3TH
Tel: 01934 744930

LDA MH YA

Sydenham House

Frederick Road, Bridgwater TA6 4NG
Tel: 01278 422763 **Advert page 40**

OP D YA

Towans Care Home, The **RCPA**

Berrow Road, Burnham-on-Sea TA8 2EZ
Tel: 01278 788998

OP

Tudor Lodge **RCPA**

8 Brightstowe Road, Burnham-on-Sea TA8 2HW
Tel: 01278 554477 **Advert below**

OP

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4 Wembdon Rise, Wembdon,
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LDA YA



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Sedgemoor care homes with nursing

Angels (Stratton House) Ltd **RCPA**

15 Rectory Road, Burnham-on-Sea TA8 2BZ
Tel: 01278 787735

OP D YA

Avalon Nursing Home **RCPA**

2-4 Taunton Road,
Bridgwater TA6 3LS
Tel: 01278 450450

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OP D PD MH SI YA

Burnham Lodge Nursing Home

147 Berrow Road,
Burnham-on-Sea TA8 2PN
Tel: 01278 783230

OP PD

Casa di Lusso

Bower Lane, Bridgwater TA6 4GU
Tel: 01278 557100

OP D PD LDA MH YA

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

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Advertisers are highlighted

Holywell Nursing Home **RCPA**

120 Brent Street, Brent Knoll, Highbridge TA9 4BB
Tel: 01278 760601

OP D PD YA

Rosary Nursing Home, The

Mayfield Drive, Durleigh, Bridgwater TA6 7JQ
Tel: 01278 727500

OP D PD SI YA

Kingsleigh House

78 Berrow Road, Burnham-on-Sea TA8 2HJ
Tel: 01934 805830

OP D PD MH

Stockmoor Lodge

1 Nokoto Drive, Bridgwater TA6 6WT
Tel: 01278 434535 **Advert page 40**

OP D YA

South Somerset care homes

Ashcroft

30 Ashcroft, Chard TA20 2JH
Tel: 01460 712146

LDA YA

Ashley House – Langport

The Avenue, Langport TA10 9SA
Tel: 01458 250386

OP D

Autism Wessex – Middle Path

58 Middle Path, Crewkerne TA18 8BG
Tel: 01460 72707

LDA YA

Beechwood House Care Home

60 West Coker Road, Yeovil BA20 2JA
Tel: 01935 472793

OP

Blackberry Hill

Ansford Road, Castle Cary BA7 7HG
Tel: 0800 328 6091

LDA YA

Burnworthy House

South Street, South Petherton TA13 5AD
Tel: 01460 240116 **Advert page 40**

OP D YA

Cambian Lufton Manor College

Lufton, Yeovil BA22 8ST
Tel: 01935 403120

LDA YA

Cambian Lufton Manor College – White Horse

10 St. Michaels Avenue, Yeovil BA21 4LB
Tel: 01935 403120

LDA SI YA

Cary Brook

Millbrook Gardens, Castle Cary BA7 7EE
Tel: 01963 359700 **Advert page 40**

OP D YA

Chard Manor

Tatworth Road, Chard TA20 2DP
Tel: 01460 261016

LDA YA

Compton View Residential Care Home **RCPA**

267 St Michaels Avenue, Yeovil BA21 4NB
Tel: 01935 476203

OP

Dimensions Somerset – Selwyn House

52 Southway Drive, Yeovil BA21 3ED
Tel: 01935 479143

OP LDA YA

Dimensions Somerset – Spring View

Preston Grove, Yeovil BA20 2DU
Tel: 01935 474303

OP LDA YA

Dimensions Somerset – The Maples

Catherine's Close, Castle Cary BA7 7HP
Tel: 01963 359300

OP LDA YA

Elleighwater House

Combe St Nicholas, Chard TA20 3AG
Tel: 01460 67532 **Advert below**

OP YA

Elms Residential Home, The **RCPA**

Yeovil Marsh, Yeovil BA21 3QG
Tel: 01935 425440

OP D PD SI



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www.facebook.com/www.elleighwaterhouse.co.uk

George and Tabitha offer you a warm welcome to Elleighwater House near Chard

Tel: 01460 67532



Elroi Manor

West Hill, Suddon, Wincanton BA9 8BA
Tel: 01963 33577

OP D MH

Fir Villa Residential Home RCPA

Advert below

Camel Street, Marston Magna, Yeovil BA22 8DB
Tel: 01935 850670

OP D PD LDA MH SI

Grovelands

45 Grove Avenue, Yeovil BA20 2BE
Tel: 01935 475521 **Advert page 40**

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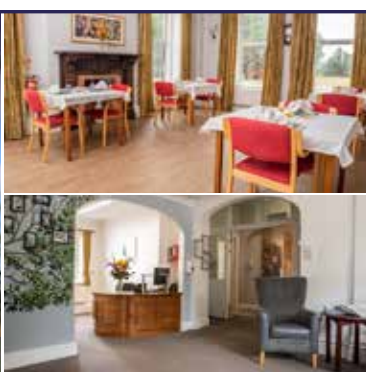
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Published by: Care Choices Limited, Valley Court, Lower Road, Croydon, Nr Royston, Hertfordshire SG8 0HF. Tel: 01223 207770.

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