



Care at home - Bournemouth factsheet

CARE AT HOME - BOURNEMOUTH

The purpose of this factsheet is to advise readers of the range of care agencies available within the Bournemouth area to people who would like some support with their care needs. The factsheet is written in support of the Help and Care factsheet "Planning your care and support".

CARE ACT 2014

The Care Act 2014 came into force in April 2015 and supersedes the current NHS & Community Care Act 1990 that governs an individuals' rights to be assessed for health and social care support to meet their needs by their local authority. Under the Care Act 2014 local authorities are obliged to ensure that people who live in their areas:

- *Receive services that prevent their care needs from becoming more serious, or delay the impact of their needs.*
- *Can get the information and advice they need to make good decisions about care and support.*
- *Have a range of providers offering a choice of high quality, appropriate services.*

Local authorities will have to consider a number of factors such as:

- *Services, facilities and resources available locally through voluntary and community groups, and how these might help local people.*
- *Identify local people who might have care and support needs that are not being met.*
- *Identify carers in the area who might have support needs that are not being met*

The Act clearly sets out that local authorities must provide information on:

- *What types of care and support are available*
- *The range of care and support services available to local people*
- *What process people need to use to get the care and support that is available*
- *Where local people can find independent financial advice about care and support and help them to access it*
- *How people can raise concerns about the safety or wellbeing of someone who has care and support needs.*



ARE YOU ELIGIBLE FOR SUPPORT FROM YOUR LOCAL AUTHORITY?

Eligibility criteria for care services

Your local authority will assess your needs to find out the best way support can be provided. They will also assess your finances to see whether you need to make a contribution towards the cost of any services you receive.

Under the Care Act 2014 local authorities have a duty to assess anyone who appears to need care and support.

The Care Act does not place a duty on the local authority to provide services. Whether services are provided to you depends on whether you meet the 'national minimum threshold for eligibility'.

National minimum threshold for eligibility

The 'national minimum threshold for eligibility' has been set to ensure that all local authorities meet the same minimum level of needs. They must provide for your needs if you meet all of the following three conditions:

1. Your needs arise from, or are related to, a physical or mental impairment or illness.
2. Because of your physical or mental impairment or illness you are unable to achieve two or more of the specified outcomes:
 - *managing and maintaining your nutrition*
 - *maintaining your personal hygiene*
 - *managing your toilet needs*
 - *being appropriately clothed*
 - *being able to make use of your home safely*
 - *maintaining a habitable home 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 the adult has for a child*

3. As a consequence of being unable to achieve two or more of these outcomes there is, or there is likely to be, a

significant impact on your wellbeing.

The local authority will consider you unable to achieve an outcome if you:

- *are unable to achieve it without assistance*
- *are able to achieve it without assistance but doing so causes you significant pain, distress or anxiety*
- *are able to achieve it without assistance but doing so endangers or is likely to endanger the health or safety of you, or of others*
- *are able to achieve it without assistance but take significantly longer than would normally be expected.*

If you ask your local authority to assess your needs they will use these criteria to help them decide whether you are eligible for support. If you meet the criteria they will then work with you to design an Individual Care Plan to meet your needs.

The Individual Care Plan should make provision for the situation now and for reviewing the assessment regularly. Home care services may be provided by the local authority or increasingly by local care agencies and support services who have a contract with the local authority. For further information and assessment contact your local Adult Social Care office on:

Bournemouth: Care Direct 01202 454979 – Bournemouth Adult Social Care.

<http://www.bournemouth.gov.uk/AdultSocialCare/GetSocialCareSupport/BournemouthCareDirect.aspx>

Out of Hours: 01202 657279

Further details about planning your care and support, comprehensive explanation about eligibility criteria and the options available to you, are available on the Help & Care factsheet "Planning your care and support" contact 0300 111 3303 to ask for a copy or visit our website www.helpandcare.org.uk and download a copy.

Are you caring for someone who needs your help?

The Care Act 2014 also supersedes The Carers Recognition & Services Act 1995 & 2000. A 'Carers Assessment' is available to anyone who regularly provides care and should be taken into account when the person you care for has their needs assessed. You can ask for an assessment if you intend to care for someone in the near future, for example when someone leaves hospital or is planning to come and live with you. Young carers can also ask for an assessment.

Further details about Carers Assessments are available on the Help & Care factsheet "Carers Rights and Assessments". Download a copy from this website or contact Help & Care on 0300 111 3303 to ask for a copy to be mailed to you.



SHORT TERM SUPPORT AVAILABLE WITHIN YOUR HOME

Enablement

Enablement provides intensive support for a short time to help you become as independent as possible following a fall, illness, or a stay in hospital. They work with you to help you make the most of your skills and ability to:

- *Manage your own personal care*
- *Prepare meals*
- *Find equipment*
- *Sort out benefits*
- *Manage safety in the home*

The team includes occupational therapy, social work, and Enablement care staff. For further details contact:

Bournemouth Care Direct - tel: 01202 454979 (for new referrals)

Fax: 01202 698429 Minicom: 01202 454974

Email: bmth.caredirect@bournemouth.gov.uk

Out of Hours: 01202 657279



HOME CARE SERVICES DELIVERED BY CARE AGENCIES

Care agencies are private companies, or voluntary sector organisations who provide personal and practical support to meet the needs of people finding it difficult to manage at home due to:

- *old age*

Or because you have a

- *physical disability*
- *mental health illness*
- *learning disability or*
- *care for someone who is older or disabled*

The personal and practical support offered may include help with:

- *getting up and going to bed*
- *bathing or showering*
- *going to the toilet*
- *continence care*
- *preparing meals*
- *eating and drinking*
- *housework*
- *prompting medication*
- *24hr live-in care*
- *palliative care*
- *respite care*
- *convalescence care*
- *escorting to appointments or social interests*
- *shopping*

Staff are all fully trained, checked for criminal records, and offer a professional level of service. Service provision from care agency staff can range from 30 minute visits to full 24hr care. Charges will vary from agency to agency and may double for night time care, weekend care, or care to cover public holidays. Always confirm terms and conditions and charges with the agency providing your care. All care agencies providing care must be registered with the Care Quality Commission and are inspected regularly to ensure national care standards are being adhered to.

Information and inspection reports about registered care agencies are available free of charge from:

Care Quality Commission (CQC)

National Correspondence Centre

Citygate

Gallowgate

Newcastle-on-Tyne

NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

Opening hours: Monday – Friday 8.30 a.m. – 5.30 pm.

Email: enquiries@cqc.org.uk

www.cqc.org.uk

CQC are the national body for monitoring all standards of care in the NHS, Social Services Care, Mental Health Care, and Private Health Care sectors, Nursing and Residential Care, Care Agencies and any establishment where care is delivered. Any complaints you may have about the standard of care that you, a friend or family member may have received, that you have not been able to resolve at local level should be made to the CQC.

Further details about how to complain about the standard of your care are available on the Help & Care factsheet “How to make a complaint”. Download a copy from visit our website to download or contact Help & Care on 0300 111 3303 to have a copy mailed to you.



LOCAL CARE AGENCIES

Local voluntary sector care agencies

Voluntary sector care agencies are professional care agencies run on charitable or a not for profit basis.

Care South

Homecare Dorset
Castle Dene
Throop Road
Bournemouth
BH8 0DB
Telephone: 01202 394000
Fax: 01202 646609
Email: hcbournemouth@care-south.co.uk
www.care-south.co.uk

Provides a comprehensive range of home care services in the Bournemouth and Christchurch areas. There is a set list of charges and services range from 30 minute visits to full 24hr care, contact the office for further details.

Pramacare

Moran House
1 Holesbay Park,
Sterte Ave West
Poole
BH15 2AA
Tel: 01202 207300
www.prama.org.uk

Pramacare is a local charity with the aim to give help to anyone with a genuine need in the Bournemouth, Poole areas. A comprehensive range of home care and support services are available. Services are provided between 7am and 10pm daily. Contact office for further details of services and charges.

PRIVATE CARE AGENCIES

Agincare – Christchurch/Bournemouth

181 Barrack Road
Christchurch
BH23 2AR
Tel: 01202 481636
Email: christchurchmgr@agincare.com
www.agincare.com

Support with all aspects of home care covering Bournemouth and Christchurch areas. High dependency care, respite care, medication management, and hospital to home service also available from this office. Contact office for further details of

services and charges.

Allied Healthcare

135 – 139 Belle Vue Road
Southbourne
Bournemouth
BH6 3EN
Tel: 01202 299366
Email: bourne-mouth@alliedhealthcare.com
www.alliedhealthcare.com

Support with all aspects of home care, covering the Bournemouth area. 24hr care is also available from this office. Contact office for full details of services and charges.

Altogether Care – Bournemouth Care at Home

21 Glendinning Avenue
Weymouth
Dorset
DT4 7QF
Tel: 01202 310222
Email: info@altogethercare.co.uk
www.altogethercare.co.uk

Support with all aspects of home care services covering the Bournemouth areas between central Bournemouth and Westbourne, Charminster and Winton, Boscombe and Southbourne. Calls are handled by the Weymouth Head Office, care is delivered by the local Bournemouth care team. Contact office for full details of services and charges.

AQS

87 Wimborne Road
Bournemouth
Tel: 01202 521252
Email: jackie.gregory@aqshomecare.co.uk
www.aqshomecare.co.uk

Support with all aspects of home care covering the Bournemouth area. Contact office for full details of services and charges.

Apex Care

Strong House
The Horsefair
Horsefair Court
Romsey
Hants
SO51 8JZ
Tel: 0330 2020200
Email: care@apexcare.org
www.apexcare.org

Support with all aspects of home care covering the whole of Dorset. 24 hr live-in care, respite care, holiday relief also available from this office. Contact office for details of services and charges.

Bluebird Care Bournemouth

188 Alma Road
Winton

Bournemouth
Dorset
BH9 1AJ
Tel: 01202 859440
Fax: 01202 513990

Ferndown office:
Suite 11k
Peartree Business Park
Cobham Road
Ferndown
BH21 7PT
Tel: 01202 977 200

Email: bournemouth@bluebirdcare.co.uk
www.bluebirdcare.co.uk

Support with all aspects of home care services in the Bournemouth area. Live-in care available from this office. Contact office for full details of services and charges.

The Care Division

Unit 4-5 Concept Business Park
Innovation Close
Tower Park
Poole
BH12 4QT
Tel: 01202 724900
Email: enquiries@thecaredivision.co.uk
www.thecaredivision.co.uk

The Care Division are specialist care providers of home care and support to adults with learning disabilities or acquired brain injury, who live in the Dorset and Hampshire area. Contact office for full details of services and charges.

Care Dynamics

Unit 3, Old Generator House
25 Bourne Valley Road
Poole
BH12 1DZ
Tel: 01202 759965
www.care-dynamics.com

Support with all aspects of home care provided to adults including adults with learning disabilities. Referrals taken from local authorities, Direct Payment and private funded clients across Dorset. Contact office for full details of services and charges.

CareService24

Beacon House
15 Christchurch Road
Bournemouth
Dorset
BH1 3LB
Tel: 01202 559482
Fax: 01202 911 588
Email: office@careservices24.co.uk
www.careservice24.co.uk

Support with all aspects of home care covering the Bournemouth area. Short Term Respite including holiday cover or convalescence also available from this office. CareServices24 offer care to all ranges of ability and are specialists in care for people with dementia, and those needing palliative care. Contact office for full details of services and charges.

Essential Nursing and Care Services Ltd – Poole Office

Unit 7, Concept Business Park
Innovation Close
Poole
BH12 4QT
Tel: 01202 711144
Fax: 01202 711155
Email: enquiries@essentialnursing.co.uk
www.essentialnursing.co.uk

Support with all aspects of home care provided to adults including adults with learning disabilities covering the Bournemouth, Christchurch and Poole areas. Respite care for carers including day or night sitting, convalescence after illness or discharge from hospital, Live-in care available from this office. Contact office for further details of services and charges.

Good Oaks Home Care

Unit 2A Coy Pond Business Park
Ingworth Road
Poole
BH12 1JY
Tel: 01202 757787
Email: info@goodoakshomecare.co.uk
www.goodoakshomecare.co.uk

Support with all aspects of home care to the elderly, and people with learning or physical disabilities. Respite care, specialist dementia care, Live-in care, home from hospital service, Stroke care, and emergency care are also available from this office. Geographical areas covered include from New Milton in the east through to Poole in the west and as far north as Verwood and Ringwood. Contact the office for full details of services and charges.

Home Instead Senior Care

Discovery Court Business Centre
551-553 Wallisdown Road
Poole
Dorset
BH12 5AG
Tel: 01202 853 197
www.homeinstead.co.uk

Support with all aspects of home care covering Bournemouth, Christchurch and East Dorset areas. Dementia and Alzheimer's care, respite care, convalescence care, and live-in care also available from this office. Contact office for full details of services and charges

Nurse Plus Homecare – Bournemouth & Poole

Suite 1
Pine Court Business Centre
Gervis Road
Bournemouth
BH1 3DH
Tel: 01202 294402 (General enquiries)
Homecare: 01202 318052
Fax: 01202 293618

Email: bourneplusuk@nurseplusuk.com

www.nurseplusuk.com

Support with all aspects of home care covering the Bournemouth and Poole areas. Homecare service provides care, support, assistance and companionship to clients in the Bournemouth and Poole areas. 24hr care also available from this office. Contact office for full details of services and charges.

Prime Care Community Services Ltd

Lower Ground Floor

Streat Place

St Peter's Road

Bournemouth

BH1 2LT

Tel: 01202 589968

Email: bourneplusuk@primecare.uk.com

www.primecare.uk.com

Support with all aspects of home care covering the Bournemouth area. Home from hospital, rapid response, end-of-life, complex and continuing care also available from this office. Contact office for full details of services and charges.

St Bridget's Nursing & Care Services

14 East Ave

Talbot Woods

BH3 7BY

Tel: 01202 291347

www.stbridgets.com

Support with all aspects of home care services to older people, people with physical disabilities and/or mental health disabilities, covering the Bournemouth, Poole, Christchurch, and East Dorset areas. Respite and Live-in care also available from this office. Contact office for full details of services and charges.

Tender-Care Services Ltd

756 Wimborne Road

Moordown

Bournemouth

BH9 2DZ

Tel: 01202 533532

www.tendercareservices.co.uk

Support with all aspects of home care services to adults including adults with learning disabilities, covering the Bournemouth area only. Alzheimer's or Dementia care, respite care, and palliative care also available from this office. Contact office for further details of services and charges.

Willow Tree Homecare

8 Churchill Court

Palmerston Road

Boscombe

Bournemouth

BH1 4HN

Tel: 01202 399669

Fax: 01202 394915

Email: enquiries@wthomecare.co.uk

www.wthomecare.co.uk

Support with all aspects of home care to adults, including adults with learning disabilities, covering the Bournemouth and Poole areas. 24hr care and end-of-life care also available from this office. Contact the office for full details of services and charges.

PRIVATE AGENCIES - SUPPORT WITH SHOPPING AND HOUSEWORK ONLY

Helping Hands Domestic Care Agency

55 King Richard Drive
Bearwood
Bournemouth
BH11 9PH
Tel: 01202 269372
Mobile: 07903 907872
Email: wendy@helpinghandsltd.co.uk
www.helpinghandsltd.co.uk

Complete home help service. Contact office for full details of services and charges. Cover Bournemouth and Poole areas.

South West Home Care

30 Winston Gardens
Branksome
Poole
Dorset, BH12 1PN
Tel: 01202 241063, mobile: 07977 430012
Email: markham@swhomecare.co.uk
www.swhomecare.co.uk

Able to help with all aspects of domestic care in the Bournemouth and Poole area including escorted trips to social events, GP, or Dentist. Contact office for further details of services and charges.

Westbourne Home Care

5 Gadbridge Court
31 West Cliff Road
Westbourne
Bournemouth
BH4 8AY
Tel: 01202 768372
Email: office@westbourne-homecare.com
www.westbourne-homecare.com

Able to provide help with all domestic work, shopping and laundry in Bournemouth, Christchurch and Poole. Contact office for full details of services and charges.



NATIONAL CARE AGENCIES WHO SPECIALISE IN 24HR/LIVE-IN CARE

NATIONAL CARE AGENCIES WHO SPECIALISE IN 24HR CARE/LIVE-IN CARE

These care agencies are national care agencies who specialise in 24hr care/Live-in care and are able to provide care throughout the country.

Able Community Care

The Old Parish Rooms
Whitlingham Lane
Trowse
Norwich
NR14 8TZ
Tel: 01603 764567
Fax: 01603 761655
Email: ablemg@aol.com
www.uk-care.com

Access Care

Suit 4 Basepoint
Caxton Close
Andover
Hampshire
SP10 3FG
Tel: 0800 980 3958
Email: enquiries@access-care.co.uk
www.access-care.co.uk

Christies Care Ltd

The Old Post Office
High Street
Saxmundham
Suffolk
IP17 1AB
Tel: 01728 605 107
Fax: 01728 604483
Email: care@christiescare.com
www.christiescare.com

Further information – web based

<http://www.bbc.co.uk/news/health-31004434> information about funding your social care, the care cap, and the Care Act 2014.

www.mylifemycare.com a local authority based website giving information about access to social care and services offered across Dorset, Bournemouth and Poole.



Help us to help you

As a charitable organisation Help & Care relies heavily on the donations and goodwill of the local community. However large or small, every gift makes a difference!

Please contact us using the contact details below if you would like information about:

- *How to make a one off donation or*
- *How to set up a regular monthly donation or*
- *How to remember us in your Will*

Help & Care contact details

Help & Care offer a range of services and factsheets to older people, carers, and disabled people across Dorset. If you would like to know more about our information and support services, Advocacy, and our Handiworks Plus services, or you would like a copy of this factsheet in your own language, large print, Braille, or on audio tape or compact disc please contact us on the details below.

By telephone: 0300 111 3303

By fax: 01202 432299

Opening hours are: Monday - Thursday 9am -5pm and Friday 10am - 4.30pm. Answering machine available outside these hours.

Textphone for hard of hearing: 01202 416047

Email: contact@helpandcare.org.uk

Website: www.helpandcare.org.uk

Use the "Contact" form within the website to let us know how best we can help you.

Contact by post: Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL

You can also make an appointment to call in and see us at The Pokesdown Centre, Bournemouth.

This information has been researched and produced by Help & Care and was believed to be correct at the time of production. Inclusion does not imply a recommendation by Help & Care.

*Last IS Review in March 2015. Next total review due March 2017.
Latest amendment added: Nov 2016.*

