



# Care at home Christchurch and East Dorset factsheet

## CARE AT HOME - CHRISTCHURCH AND EAST DORSET

### 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:

Dorset Adult Access Team 01305 221016 – initial enquiries  
Email: [adultaccess@dorsetcc.gov.uk](mailto:adultaccess@dorsetcc.gov.uk) .

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” download a copy from this website or contact 0300 111 3303 to ask for a copy to be mailed to you.

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

## Reablement

Reablement 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 Reablement care staff. Services are available to people over the age of 65. For further details contact:

Dorset Adult Access Team - tel: 01305 221016 (for new referrals)

Email: [adultaccess@dorsetcc.gov.uk](mailto:adultaccess@dorsetcc.gov.uk)

Fax: 01305 264607

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](mailto:enquiries@cqc.org.uk)

[www.cqc.org.uk](http://www.cqc.org.uk)

National body for monitoring all standards of care in the NHS, Social Services Care, Mental Health Care, and Private Health Care sectors. Monitors all standards of care in 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 this website or contact Help & Care on 0300 111 3303 and ask for a copy to be mailed to you.



## LOCAL CARE AGENCIES

### Abicare

Suite 2 Merley Business Park  
Merley House  
Merley  
Dorset  
BH21 3AA  
Email: [dorset@abicare.co.uk](mailto:dorset@abicare.co.uk)  
[www.abicare.co.uk](http://www.abicare.co.uk)

Able to provide help with personal care, shopping, housework and sitting across Christchurch and Wimborne areas. 24hr care is also available. Contact office for full details of services and charges.

### Agincare – Christchurch/Bournemouth

181 Barrack Road  
Christchurch  
BH23 2AR  
Tel: 01202 481636  
Email: [christchurchmgr@agincare.com](mailto:christchurchmgr@agincare.com)  
[www.agincare.com](http://www.agincare.com)

Support with all aspects of home care covering the Christchurch area. 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: [bournemouth@alliedhealthcare.com](mailto:bournemouth@alliedhealthcare.com)  
[www.alliedhealthcare.com](http://www.alliedhealthcare.com)

Support with all aspects of home care, covering the Christchurch area. 24hr care is also available from this office. 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 – Ferndown

Office B4 and B5  
Arena Business Centre  
9 Nimrod Way  
Ferndown  
Dorset  
BH21 7UH  
Tel: 01202 977200  
Fax: c/o 01730 262714  
Email: ferndown@bluebirdcare.co.uk  
www.bluebirdcare.co.uk

Support with all aspects of home care services in the Ferndown, Wimborne, and Christchurch areas. Live-in care and Dementia care services available from this office. Contact office for full details of services and charges.

#### Burleys Home Care

Tel: 01425 470411 (Ringwood) or 01202 348200 (Highcliffe)  
<http://www.burleyshomecareservices.co.uk/home-care-services>

Burley Home Care offer a range of home care services to adults in the Christchurch, Highcliffe and East Dorset areas of Ferndown, Verwood, West Moors through to Ringwood and Fordingbridge areas. Contact office for further details of charges and services, email is contained within their website.

#### 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](http://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](mailto:office@careservices24.co.uk)  
[www.careservice24.co.uk](http://www.careservice24.co.uk)

Support with all aspects of home care covering the Bournemouth, Christchurch and Poole areas. 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.

#### Carewatch – (Christchurch areas)

The Farmhouse  
Kings Mead Business Park  
Gillingham  
Dorset  
SP8 5FB  
Tel: 01747 826505  
Email: [operations@carewatch.co.uk](mailto:operations@carewatch.co.uk) or [support@carewatch.co.uk](mailto:support@carewatch.co.uk)  
[www.carewatch.co.uk](http://www.carewatch.co.uk)

Support with all aspects of home care covering the Christchurch area are provided by this office based in Gillingham, North Dorset. Covers an area from Burton, Christchurch, Highcliffe, Somerford, and Walkford. Contact office for full details of services and charges.

If you live in the Wimborne or Corfe Mullen areas of East Dorset contact the Carewatch Poole office on 01202 687687 or email [poole@carewatch.co.uk](mailto:poole@carewatch.co.uk) .

#### 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](mailto:enquiries@essentialnursing.co.uk)  
[www.essentialnursing.co.uk](http://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](mailto:info@goodoakshomecare.co.uk)  
[www.goodoakshomecare.co.uk](http://www.goodoakshomecare.co.uk)

Support with all aspects of home care services 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](http://www.homeinstead.co.uk)

Support with all aspects of home care services 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.

#### Inter-County Nursing & Care Services

Suite D, Stephen House  
23a Bargates  
Christchurch  
BH23 1QD  
Tel: 01202 487435  
Fax: 01202 475912  
Email: [claire.jackson@inter-county.co.uk](mailto:claire.jackson@inter-county.co.uk)  
[www.inter-county.co.uk](http://www.inter-county.co.uk)

Support with all aspects of home care services in the Christchurch, Highcliffe, Mudeford, and New Milton area. Respite Care, Live-in Care, and Palliative Care also available. Contact office for full details of services and charges.

#### Premier Care (Dorset) Ltd

Suite 11D, Pear Tree Business Centre  
Cobham Road  
Ferndown  
BH21 7PT  
Tel: 01202 870032/34

Fax: 01202 890506  
After hours: 07919566563  
Email: [chris@premiercaredorset.org.uk](mailto:chris@premiercaredorset.org.uk)  
[www.premiercaredorset.org.uk](http://www.premiercaredorset.org.uk)

Support with all aspects of home care services in the Broadstone, Corfe Mullen, Colehill, St Leonards, Ashley Heath, Three Legged Cross, Verwood, West Moors, West Parley, and Wimborne. Live-in 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](http://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.

#### **PRIVATE AGENCIES – SUPPORT WITH SHOPPING AND HOUSEWORK ONLY**

##### Westbourne Home Care

46 Robert Louis Stevenson Ave  
Westbourne  
Bournemouth  
BH4 8EG  
Tel: 01202 768372  
Email: [westbourne.clean@btconnect.com](mailto:westbourne.clean@btconnect.com)  
[www.westbournehomecare.co.uk](http://www.westbournehomecare.co.uk)

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

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](mailto:ablemg@aol.com)  
[www.uk-care.com](http://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](mailto:enquiries@access-care.co.uk)  
[www.access-care.co.uk](http://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](mailto:care@christiescare.com)  
[www.christiescare.com](http://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](http://www.mylifemycare.com) a local authority based website giving information about access to social care and services offered

across Dorset, Bournemouth and Poole.

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.



# HELP & CARE CONTACT DETAILS

## 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](mailto:contact@helpandcare.org.uk)

Website: [www.helpandcare.org.uk](http://www.helpandcare.org.uk)

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 Carerslink and was believed to be correct at the time of production. Inclusion does not imply a recommendation by Help & Care.

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Latest amendment added: November 2016.*

