

# Care homes

Finding the right care home



Home  
& care



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*Our network includes Age Cymru,  
Age NI, Age Scotland, Age International  
and more than 160 local partners.*

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Every effort has been made to ensure that the information contained in this guide is correct. However, things do change, so it is always a good idea to seek expert advice on your personal situation.

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# Introduction

Moving to a care home is a big decision. This guide aims to help you decide whether it is the right choice. Although it is written for the person who is moving, if you are reading it on behalf of someone you care for, the same information applies.

One of your main concerns may be how you will arrange and pay for care. We explain what help you can get from your local council and the NHS, how to find a care home and what to look out for. We also include information on what to do if you are unhappy once you have moved in.

Throughout this guide you will find suggestions for organisations that can offer further information and advice about your options. Their contact details can be found in the ‘Useful organisations’ section (see pages 29–34). Contact details for organisations near you can usually be found in your local phone book. If you have difficulty finding them, your local Age UK should be able to help (see page 29).

The information given in this guide is applicable in England, Wales and Scotland. Different arrangements apply in Northern Ireland. Readers in Northern Ireland should contact Age NI for further information (see page 29).

## Key

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This symbol indicates where information differs for Scotland and Wales.



This symbol indicates who to contact for the next steps you need to take.

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# Do I need to move into a care home?

Often a move into a care home is suggested because of a crisis – perhaps an illness or a fall – but it may not always be the only solution.

Think about why you are considering a move to a care home. Is it mainly because other people advise it? Or do you really want to make the move? Your family and friends, or people such as your doctor or social worker, can help you work out what you want to do. But it is up to you to make the final decision about what's best.

There are other options you can consider. Sheltered housing may suit you best. Or you may prefer to get help to stay in your own home – ask for an assessment from your local council. It's also possible to have a short stay in a care home for a trial period or get respite care to give you or your carers a break.

Moving in with family or friends may be an option. This can work well, but you all need to be sure that it is what you want and be clear about your expectations. You also need to be realistic about whether your family can provide care and support both now and as your needs change.

## what next?

For more information about your options, see our free guides *Care at home*, *Housing options* and *Adapting your home*, and our free factsheet *Finding care home accommodation*. In Wales, see Age Cymru's free factsheet *Finding care home accommodation in Wales*.



## Types of care home

There are two main types of care home. All care homes offer help with personal care if you need it – activities such as washing, dressing and going to the toilet. Some, often referred to as ‘nursing homes’, offer nursing care in addition.

Some care homes also provide extra care and support to those who need it, often due to dementia. This could be within either type of care home. The Alzheimer’s Society can advise people with dementia and their carers and families about suitable care homes and what to look for in a care home. In England, you can search the Care Quality Commission (CQC) website for care homes that offer specialised support to patients who have been diagnosed with dementia, or who have needs related to learning disabilities or mental health problems (see page 31).

 In Wales, you can use the Care and Social Services Inspectorate Wales (CSSIW) website to search for care homes (see page 30). You can also search specifically for homes that offer nursing care.

Care homes are owned and run by local councils, private companies or voluntary organisations. If you can't find a care home that provides the sort of care you need, ask your local council to help. It has a responsibility to find a suitable home for anyone it has assessed as needing a care home place. The regulatory body for your country (CQC in England, Care Inspectorate in Scotland, and Care and Social Services Inspectorate Wales) provides impartial information about local care homes.



Care homes must be registered with the relevant organisation, as either a 'care home with nursing' or a 'care home without nursing'.

### what next?

To find out what types of care homes exist in your area, contact the Elderly Accommodation Counsel (page 32) or look on the website of the relevant regulatory body mentioned above.

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***If you can't find a care home that provides the sort of care you need, ask your local council to help.***

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## ***What kind of care do you need?***

Care homes have to make it very clear what level of care they provide and how they will meet each resident's needs.

They must not accept residents if they don't have the staff and facilities to meet their needs. If you are unable to leave your bed, or have any sort of medical condition or illness that requires frequent medical attention, you probably need to look for a care home that provides nursing care. This type of home should have a qualified nurse on duty 24 hours a day and appropriate facilities such as hoists and specialist beds.

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***Care homes have to make it very clear what level of care they provide and how they will meet each resident's needs.***

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# Who regulates care homes?

Every care home across the UK must be registered with the national regulatory body – see pages 30–31 for full contact details.

Each care home should be monitored and inspected on a regular basis by the relevant organisation. How often will depend on the rating it was given at the previous inspection, and also on information received from care home residents, the public and local authorities. The standards it has to meet are based on government regulations.

Once a care home has been inspected, an inspection report will be written. You can get copies from the national regulatory body for your country.

**what  
next?**

Contact your national regulatory body for information about the care homes in the area that you're interested in.

## ***Your right to choose a care home***

We all have a right to some choice over where we live. Even if the local council is arranging and paying for your care home, you should not simply be told where to move.

Your local council may suggest a particular home to you, or offer a choice of homes. However, you may not like the suggested home when you visit it, or you may have a particular home in mind. If so, ask the local council to arrange a place for you in the home that you prefer.

You have a right to move to the home of your choice as long as:

- it has a place available
- it is suitable for your assessed needs
- the home will enter into a contract with the local council under the council's usual conditions
- it doesn't cost any more than the local council would usually expect to pay for someone with your needs. If it does, a top-up arrangement might be needed. For information about top-up fees, see 'Care home fee levels' (see page 23).

If you are being placed via fully funded NHS healthcare, you have fewer rights to choose a care home. However, your views must be taken into account. See page 21 for more information.

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## ***‘You have to work out what are the most important things. Can the home provide the level of care needed?’***



**When Pauline’s mother Edith found she could no longer manage in her own home, Pauline set out to find suitable residential care for her.**

‘You have to work out what are the most important things. Can the home provide the level of care needed? I think atmosphere is very important. What are the staff like? Is there a high turnover of staff? How regimented is it? Are there organised activities?’

‘My mother is devoted to her dog. A lot of homes don’t accept pets. I wanted to visit my mother regularly and wanted to find somewhere relatively close to her old home and friends too.’

‘We looked at five homes, making appointments or dropping in without notice to see what kind of reception we got. The first place I saw was slightly further than I wanted – about 35–40 minutes away – but otherwise it was perfect for her, and they welcome pets, so I compromised.’

‘My mother is very happy in the home. Stability is important, as having to move from one home to another can be stressful and upsetting.’



## ***Which area should I look in?***

Choosing where to move to can be a difficult decision. Consider what your needs are. Do you want to be near family? Will you be further away from friends? How would you cope in an unfamiliar area with a new GP and local shops? Think about how often your friends or family will be able to visit you in the area you choose – you could ask their opinion on a suitable area.

***Think about how often your friends and family will be able to visit you in the area you choose.***



# Finding a care home

Find out what homes there are in your area and visit a few to get an idea of what they are like. As a first step, try asking around – perhaps friends or relatives know of a home with a good reputation. But remember, although a personal recommendation is a good starting point, homes can change and what suits one person may not suit another.

There are different ways of finding out about care homes in your area.

- In England and Wales, your local Age UK or Age Cymru may be able to provide you with a list.
- The Elderly Accommodation Counsel has a comprehensive database of care homes in the UK (see page 32).
- Your local council may be able to provide a list of homes.
- The Care Quality Commission or the relevant national regulatory body in your country can provide impartial information about the homes registered in your area (see pages 30-31 for contact details).
- Independent Age can give you information and advice on how to find a home and what to look for (see page 32).

## what next?

Visit the 'Home and care' section of the Age UK website for more information on finding a care home and to download our range of information guides and factsheets.

## *What to look for in a care home*

Once you've found out about homes in your area, get in touch with a few and ask them to send you a brochure. Then arrange to visit some of the homes that appeal to you.

Take a family member or friend if you can, as a second opinion can be very useful.

When you visit a care home, there are lots of things to consider, so don't be embarrassed about asking lots of questions. It is only sensible to do as much research as you can when you are making such an important decision.

If you can, speak to people who already live in the home. This will give you an idea of what life is really like there.

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already live in the home.  
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really like there.***

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# Support for people with dementia

If you have dementia, there may be extra considerations to make when choosing a care home. Try to visit care homes that have extra support for people with dementia, and ask whether staff have had training in dementia care. If there are certain things that you find distressing or make you anxious, it's important to know that staff would respond sensitively.

Ask what the staff do to get to know residents. How will they find out about your past, personality and routines when you first move into the care home? Does the home offer personalised activities that are suitable and engaging for people with dementia?

## what next?

You may want to fill in the booklet *This is me* published by the Alzheimer's Society. This gives you a space to write down important information about yourself, including your likes and dislikes. You can give this to the staff at the care home you move into, so that they understand you better.

## Do I have to pay?

If you are assessed by the local council as needing a place in a care home, they will carry out a financial assessment (means test) to decide how the care home fees will be paid.

If they decide they will be paying towards your place in a care home, they should tell you the amount they will pay.

The rules for working out how much of the fee you will pay are based on national guidelines called *Charging for residential accommodation guide (CRAG) 2013*. In England, you can find by searching for the title on the Gov.uk website.

- ① In Scotland, search for the title on the Scottish Government's website ([www.scotland.gov.uk](http://www.scotland.gov.uk)). In Wales, search for it on the Welsh Assembly Government website ([www.wales.gov.uk](http://www.wales.gov.uk)). These guidelines allow an assessment of two things: your savings and assets (such as your home) and your income.

For more information about care home fees, contact your local Age UK.

## Your savings and assets

Your savings and assets will be assessed against threshold limits (also sometimes referred to as capital limits) set by the Government. These limits usually change each year in April.

- ① In England and Scotland, there is an upper and lower limit, while in Wales there is only one capital limit.

 The limits for England are stated in our free factsheet *Paying for permanent residential care*. In Scotland, see Age Scotland's factsheet *Local authority charging procedures for care homes*. In Wales, see Age Cymru's factsheet *Paying for permanent residential care in Wales*.

If you have more than the upper limit (capital limit in Wales), you will be expected to pay the full amount of the fees yourself. In England and Scotland, if you have something between the upper and lower limit the local council will calculate how much you should contribute. This is known as a 'tariff'. If your savings and other capital are below the lower limit (or below the single capital limit in Wales), the council must ignore them and you shouldn't be expected to use them to pay towards your care.

Some savings and assets are not counted when working out how much you should contribute: for example, your personal possessions. When assessing income and assets, the local council should look only at your income and assets, not the income of your partner or any other relative.

If you deliberately deprive yourself of assets (capital or income) in order to avoid paying the charge, the local authority can still treat you as if you own them, for the purpose of the means test. See our free factsheet *Deprivation of assets in the means test for care home provision* to find out more.

 In Scotland, see Age Scotland's factsheet *Transfer of assets and paying for care in a care home*. In Wales, see Age Cymru's factsheet *Deprivation of assets in the means test for care home provision in Wales*.

# Your income

Your local council will work out your income by calculating the money you have coming in. This will include income you have from savings, any pension you receive (whether State Pension or an occupational or personal pension) and money you get from state benefits such as Pension Credit.

However, some income is disregarded by the local council. A few benefits, including Attendance Allowance (AA) and the mobility component of Disability Living Allowance (DLA) or Personal Independence Payment (PIP), are not included in the assessment, while others, including War Disablement

 Pension, are only partly included. In Scotland, AA is included as income in the assessment.

Half of any occupational or personal pension you receive will also be disregarded by the local council, if you're passing on at least half to your wife, husband or civil partner who is still living at home.

Make sure you are getting all the benefits you are entitled to because the local council will assume that you are getting them when it assesses your income.

If you receive AA, the care component of DLA or PIP, Constant Attendance Allowance, or Exceptionally Severe Disablement Allowance, and you move to a care home that is at least partly funded by the council, these payments will

 normally be stopped after four weeks. In Scotland, if you're assessed as needing nursing care, the council will give your care home a certain amount per week for this care and it will not affect the benefit payments listed above. However, if the council is helping with your personal care costs, these benefits will normally be stopped after four weeks.

For information about how PIP will gradually replace DLA, see our free guide *Claiming benefits: a guide for people of working age*.

When assessing your contribution, the local council must always leave you with a sum of money for your personal expenses. This sum, called your Personal Expenses Allowance, is set by the Government (the Welsh Assembly Government in Wales or the Scottish Government in Scotland) each year. Your care home must not use this money to pay for its basic services.



Our factsheet *Paying for permanent residential care* provides information on working out your contribution towards care home fees. In Scotland, see Age Scotland's factsheet *Local authority charging procedures for care homes*. In Wales, see Age Cymru's factsheet *Paying for permanent residential care in Wales*.

**what  
next?**



## Your home

As a general rule, the value of your home may be included as part of your capital assets in the means test for residential care. It should be disregarded under certain circumstances, for example, if your spouse or partner, or another relative who is either over 60 or receiving a disability benefit, lives there. In Scotland, your local council has the discretion to disregard it in some other circumstances. The value of your home is also ignored if you enter a care home for a temporary stay.



If your property is taken into account, you will usually have more than the limit for obtaining financial help from the local council. The local council may still help under a deferred payment scheme, which means that they agree to pay your care home fees and you agree that they can recoup the money at a later date, usually when the property is eventually sold.

There are special rules for the valuation of jointly owned property because the sale value of the proportion you own must be calculated. In some cases, even if your interest in a property is taken into account it may be treated as having a low or nil value (for example, if it is unlikely you would find a buyer for your share of the property on the open market) and so will not affect the funding that you qualify for.

### what next?

For more information, see our free factsheet *Treatment of property in the means test for permanent care home provision*. In Scotland, see Age Scotland's factsheet

-  *Treating the former home as capital for people in care homes*. In Wales, see Age Cymru's factsheet *Treatment of property in the means test for permanent care home provision in Wales*.

## Payment arrangements

In England and Wales, the local council can pay all the fees (minus any nursing payment made by the NHS) to the home and collect your contribution from you. Alternatively, if everyone agrees, you and the council can both pay the home directly.

-  In Scotland, there are three different types of payment arrangement, depending on the outcome of your assessment. Contact your local council or Age Scotland for more information.

# Should the NHS contribute towards your fees?

If you have been assessed as needing fully funded NHS care (sometimes also called continuing healthcare), the NHS is responsible for paying all your care home fees.

Getting fully funded NHS care is a complicated issue and, in the past, in England and Wales, full NHS funding was denied to many people who might have qualified because of inconsistent local interpretations of the rules. Check that you have been assessed to see whether you qualify for fully funded NHS care and that the assessment followed the correct procedures.

-  There are different rules for assessment in Scotland.
-  The local clinical commissioning group (or local health board in Scotland and Wales) is responsible for carrying out the assessment. If you are assessed as qualifying for fully funded care the NHS will make the arrangements for you. The local council will not be involved and you will not be means-tested. You will not have the right to choose which home you go into but your wishes should be considered.

In England and Wales, if you do not qualify for fully funded NHS care, but you are assessed as needing nursing care from a registered nurse, the NHS should make a contribution towards your care home fees.

## what next?

For further information about fully funded care, see our free factsheet *NHS continuing healthcare and NHS-funded nursing care*. In Scotland, see Age Scotland's factsheet

-  *Hospital discharge arrangements and NHS continuing health care services*. In Wales, see Age Cymru's factsheet *NHS continuing healthcare and NHS-funded nursing care in Wales*.

## Fees and contracts

When you find a suitable care home, check that the fees and contract terms are acceptable to you, and to the local council if it is helping you with the cost. If you are funding your own care, you should be given a written contract.

If the local council is assisting with the cost, it will make the contract but you should receive a written statement of the terms and conditions. The contract, or terms and conditions, should include the following points.

- The fees and what they cover.
- The deposit (if any).
- Which services are charged for on top of the basic fees.
- How any NHS nursing care contribution towards the cost is treated (see page 21).
- What notice is required before leaving.
- How temporary absences such as hospital stays are charged for.
- Any charges that may be made after the date of a resident's death.

Care homes are different from most businesses in that residents cannot easily take their custom elsewhere. The Office of Fair Trading has investigated care home contracts in the past and found some commonly used terms to be unfair, and therefore unenforceable.

### what next?

For more information about the terms in a contract, see the Office of Fair Trading's leaflet *Fair terms for care* (OFT 688) – call them for a copy or download it from the OFT website (see page 33). The leaflet provides guidance about what to expect from a contract with a care home and what 'unfair terms' means.

## Care home fee levels

Care home fees vary widely. If the local council assesses you as needing care home accommodation, it will also carry out a means test. If it is paying all or part of your fees, it will have a maximum cost that it is prepared to pay for particular types of care. It has a legal duty to find you suitable accommodation at that cost.

If you wish to enter a different home that charges over that limit, the council will probably ask you to find someone, such as a relative or friend, to pay the difference. This is usually referred to as a 'top-up' or third-party payment. You cannot usually pay the top-up yourself. You should not be asked for a top-up payment unless you have chosen to enter a more expensive home. If you did not have any choice because there were no homes suitable for you within the council's price limit, the council should pay the extra costs.

### what next?

Read our free factsheet *Choice of accommodation – care homes* to find out more. In Wales, read Age Cymru's free factsheet *Care homes in Wales: choice of accommodation when the local authority is assisting with funding*.



If you are funding the cost of the place in a care home yourself, make sure you choose a care home you will be able to afford. Bear in mind that there may come a time when you can't afford to pay the fees yourself. If you then ask the council to assess your needs, its assessment may not include paying for the home of your choice.

-  In Scotland, local councils are required to set standard rates each year that they will pay towards care home fees.

**what  
next?**

Ask the local council to suggest homes available within its maximum price range – known as its ‘usual cost’. Independent Age produces guides on care home fees and top-up payments if you need more detailed information (see page 32).

***If you are funding the cost of the place in a care home yourself, make sure you choose a care home you will be able to afford.***



## *Moving to another care home*

If your care or health needs increase after you move into a care home, ask your local council to carry out another assessment. If the assessment finds that your needs have increased, you may have to move to another home that can support your new needs more appropriately.

## *Problems and complaints*

It can take a while to settle in to your care home. However, if you have a problem, being open about it is usually the best way of finding a solution. An informal chat with a member of the care home's staff often helps. If not, you can make a formal complaint using the home's complaints procedure.

You may be worried that if you complain it will affect the home's attitude towards you. This should not happen in a well-run home because staff should want their residents to be comfortable and happy living there.

If using the complaints procedure of the care home doesn't resolve the problem, you could also complain to your local council, or raise a concern with the regulatory body for your country (see pages 30-31). If your local council doesn't deal with the problem appropriately, you have the right to complain to the Local Government Ombudsman (in



Scotland, the Scottish Public Services Ombudsman, and in Wales, the Public Services Ombudsman).

In England, if you're a self-funder, or your care home place has not been arranged by the local council, you can still complain to the Local Government Ombudsman (see page 33). You have a right to be treated with dignity and respect at all times when receiving social care services, and your opinions and feelings should always be taken into account. Care home staff should also be appropriately trained and work in an ethical and caring manner. They should understand that, once you have moved in, it is your home and you have a right to privacy. Although instances of abuse are rare, it is important to know what to do if they occur.

See our free factsheet *Safeguarding older people from abuse* to find out more. There are also strict safeguards, known as 'best interest' principles, for those who lack the capacity to make decisions or express their needs in this context. See our factsheet *Arranging for someone to make decisions about your finance and welfare* for more information. In



Scotland, see Age Scotland's factsheet *Legal arrangements for managing financial affairs*.

### what next?

In England, to find out what you should expect from a care home or how best to tackle any problems you experience, see our free factsheet *How to resolve problems and make a complaint about the local authority*.

# Care home checklist

Here is a summary of the questions you might want to consider:

- Will there be a contract between you and the home, or between the home and the local council?
- What exactly will your fees cover and what extras will you be expected to pay for?
- Will your place in the home be secure? What are the notice arrangements?
- Is there a trial period so that you can leave if you find the home doesn't offer or can't provide what you're looking for?
- If the home closed, or was transferred to another provider, how would it ensure that your interests were a priority?
- How does the home handle problems and complaints? Is there a residents' committee and a relatives' group?
- What would happen if you fell ill and needed more care – would you have to move?
- Is there a policy on smoking?
- How do staff seem when you visit? Are they rushing around or do they spend time talking to individual residents?
- Will you be offered a choice of meals and can you choose when and where you eat? Are special diets catered for?
- Are there shops, a library and social clubs within walking distance of the care home?
- Will you have access to the internet, either in your room or on a shared computer?

- Does the care home provide regular activities?
- What is the general atmosphere like? Are visitors welcome at any time or are there set visiting times?
- Does the home allow pets?
- Do you notice any unpleasant smells?
- Is there a garden?
- Will you be able to choose when you go to bed and what time you get up?
- Can you keep your own GP and manage your own medication if you want to?

If it is impossible for you to get out to see the various homes, ask whether someone from the home can visit you. You can then ask questions and get some idea of what the home is like. Ask for a copy of the care home's most recent inspection report and its Statement of Purpose, which sets out its aims and objectives, the range of facilities offered and its terms and conditions.

### what next?

For more questions to ask when you visit a care home, see our more comprehensive, free *Care home checklist*. If the care home won't allow you to bring your pet, contact the Cinnamon Trust (see page 31) for help with rehoming it.

# Useful organisations

## Age UK

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 169 65 65

Lines are open seven days a week from 8am to 7pm.

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

Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

In Wales, contact

**Age Cymru:** 0800 022 3444

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

In Northern Ireland, contact

**Age NI:** 0808 808 7575

[www.ageni.org](http://www.ageni.org)

In Scotland, contact

**Age Scotland:** 0845 125 9732

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

### **Alzheimer's Society**

Offers advice, information and support to people with dementia, their families and carers through its helpline and local branches.

Devon House  
58 St Katharine's Way  
London E1W 1LB

Tel: 0300 222 11 22  
Email: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

In Scotland, contact **Alzheimer Scotland**

Tel: 0808 808 3000  
[www.alzscot.org](http://www.alzscot.org)

### **Care and Social Services Inspectorate Wales (CSSIW)**

The national regulatory body of care homes in Wales. Can provide lists of care homes for a specific area, care home inspection reports and information on care standards for care homes.

Rhydycar Business Park  
Merthyr Tydfil CF48 1UZ

Tel: 0300 062 8800  
Email: [cssiw@wales.gsi.gov.uk](mailto:cssiw@wales.gsi.gov.uk)  
[www.cssiw.org.uk](http://www.cssiw.org.uk)

### **Care Inspectorate (Scotland)**

The independent regulator of social care and social work services in Scotland.

Tel: 0845 600 9527  
Email: [enquiries@scswis.com](mailto:enquiries@scswis.com)  
[www.scswis.com](http://www.scswis.com)

## Care Quality Commission (CQC)

The national regulatory body of care homes in England, which can provide inspection reports and care standards for care homes.

Citygate  
Gallowgate  
Newcastle upon Tyne NE1 4PA

Tel: 03000 61 61 61  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
[www.cqc.org.uk](http://www.cqc.org.uk)

## Cinnamon Trust

Specialist charity for older people and their pets. They can help to rehouse your pet if you are unable to take it with you into a care home.

10 Market Square  
Hayle, Cornwall TR27 4HE

Tel: 01736 757 900  
[www.cinnamon.org.uk](http://www.cinnamon.org.uk)

## Citizens Advice

National network of free advice centres offering free, confidential, independent advice, face to face or by telephone.

Tel: 020 7833 2181 for details of your local Citizens Advice Bureau (CAB)

In Wales there is a national phone advice service on 0844 477 2020. It is available in some parts of England on 0844 411 1444.

To find details of your nearest CAB in:  
England or Wales, go to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
Northern Ireland, go to [www.citizensadvice.co.uk](http://www.citizensadvice.co.uk)  
Scotland, go to [www.cas.org.uk](http://www.cas.org.uk)  
Visit [www.adviceguide.org.uk](http://www.adviceguide.org.uk) for online information.

### **Elderly Accommodation Counsel**

Charity maintaining a comprehensive list of care homes and providing free advice (through FirstStop) to older people on their housing options.

3rd Floor  
89 Albert Embankment  
London SE1 7TP

Tel: 0800 377 7070  
Email: [info@firststopadvice.org.uk](mailto:info@firststopadvice.org.uk)  
[www.firststopcareadvice.org.uk](http://www.firststopcareadvice.org.uk)

### **Equality Advisory Support Service**

Government helpline making people aware of their rights and how to use them.

Freepost Equality Advisory Support Service FPN4431

Tel: 0808 800 0082  
Textphone: 0808 800 0084  
[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

### **Independent Age**

Charity providing guides and factsheets for older people on a wide range of topics, including finding a care home.

6 Avonmore Road  
London W14 8RL

Tel: 0845 262 1863  
Email: [advice@independentage.org](mailto:advice@independentage.org)  
[www.independentage.org](http://www.independentage.org)

### **Local Government Ombudsman**

Investigates complaints about council services in England, including adult social care providers and housing allocation.

PO Box 4771  
Coventry CV4 0EH

Tel: 0300 061 0614  
[www.lgo.org.uk](http://www.lgo.org.uk)

### **Office of Fair Trading**

Provides general consumer advice, including information about fair terms in a care home contract.

Tel: 08457 22 44 99  
[www.oft.gov.uk](http://www.oft.gov.uk)

### **Public Services Ombudsman for Wales**

Considers complaints about public bodies in Wales.

1 Ffordd yr Hen Gae  
Pencoed CF35 5LJ

Tel: 0845 601 0203  
[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

### **Relatives and Residents Association**

Charity that supports care home residents and their relatives; operates a helpline and has a network of local groups.

1 The Ivories  
6–18 Northampton Street  
London N1 2HY

Tel: 020 7359 8136  
Email: [info@relres.org](mailto:info@relres.org)  
[www.relres.org](http://www.relres.org)

### **Scottish Public Services Ombudsman (SPSO)**

Handles complaints about public services. Contact them if you're unhappy with how your complaint was handled by the organisation concerned.

Freepost EH641  
Edinburgh EH3 0BR

Tel: 0800 377 7330  
Email: [ask@spsso.org.uk](mailto:ask@spsso.org.uk)  
[www.spsso.org.uk](http://www.spsso.org.uk)

### **Welsh Government**

Devolved government for Wales with overall responsibility for social care, including residential care homes.

Tel: 0300 060 3300 or 0300 060 4400 (Welsh)  
Email: [wag-en@mailuk.custhelp.com](mailto:wag-en@mailuk.custhelp.com)  
[www.wales.gov.uk](http://www.wales.gov.uk)

# Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: RSXZ-KTTS-KSHT, Age UK, Tavis House, 1-6 Tavistock Square, LONDON WC1H 9NA. Alternatively, you can phone 0800 169 87 87 or visit [www.ageuk.org.uk/donate](http://www.ageuk.org.uk/donate). If you prefer, you can donate directly to one of our national or local partners. Thank you.

## Personal details

Title:	Initials:	Surname:
Address:		
Postcode:		
Tel:	Email:	

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I would like to make a gift of: £

I enclose a cheque/postal order made payable to Age UK

## Card payment

I wish to pay by (please tick)  MasterCard  Visa  CAF CharityCard  
 Maestro  American Express

(Maestro only)

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Expiry date	/	Issue no. (Maestro only)	<input type="text"/>	<input type="text"/>		

## Gift aid declaration

(please tick) Yes, I want Age UK and its partner organisations\* to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as gift aid donations. I confirm I pay an amount of income tax and/or capital gains tax at least equal to the tax that the charity will reclaim on my donations in the tax year. Date: \_\_\_/\_\_\_/\_\_\_ (please complete). \*Age Cymru, Age Scotland and Age NI



We will use the information you have supplied to communicate with you according to data protection guidelines. Age UK (registered charity number 1128267) comprises the charity, its group of companies and national partners (Age Cymru, Age Scotland and Age NI). If you would prefer not to hear from them or carefully selected third parties, let us know by phoning 0800 107 8977.



## You may be interested in other guides in this range

- Adapting your home
- Advice for carers
- Care at home
- Care home checklist
- Home safety checker
- Housing options
- Personal budgets in social care
- Protecting yourself
- Staying safe



To order any of our **free** publications, please call Age UK Advice free on:

**0800 169 65 65**

[www.ageuk.org.uk/homeandcare](http://www.ageuk.org.uk/homeandcare)

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# What should I do now?

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For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit [www.ageuk.org.uk/homeandcare](http://www.ageuk.org.uk/homeandcare)

Our publications are also available in large print and audio formats.

The following Age UK information guides may be useful:

- *Adapting your home*
- *Care at home*
- *Health services*

The Age UK Group offers a wide range of products and services specially designed for people in later life. For more information, please call **0800 169 18 19**.

If contact details for your local Age UK are not in the box below, call Age UK Advice free on **0800 169 65 65**.

