



For a quick look into our

care homes

For Living



What to expect from this guide

Here we give you an overview of our care homes, from the types of care we offer to finding the right home for your loved one. We briefly run through other aspects of care, such as starting a conversation, to how they might pay.

If you're looking into care for yourself, this guide is a great place to start.



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Talking about care homes

If you're worried that your loved one is struggling to look after themselves fully, or perhaps they've been ill or feel lonely, coming to a Bupa care home may be an option. If you're not sure where to start, the first step is often a conversation.



Pick the right time

If you're both relaxed and in a positive mood, your conversation is likely to go smoother. They may be more open to listening and feel comfortable discussing their options.

Be prepared

Knowing what you'd like to talk about can be a big help. Working through our three steps could be a great place to start:

1. What is the situation?

You're likely to know your loved one better than anyone else. Have a think about their situation, where are they living now? Are they close to family? What are the reasons for considering extra help?

2. What are the options?

Next, you need to look at how our support could help your loved one overcome any problems, whether that's a short stay, day care or a permanent move into one of our care homes. The rest of this guide should help clear some things up if you're unsure.

3. Try to reassure them

It's important to let them know they'll get a say in how their care needs are met and that they can be involved at every stage of the journey.

Assessing care needs

Understanding someone's care needs can be complicated. That's why each person in need of support has a care needs assessment during their care journey, whether that's through the local authority or directly with us.



The care needs assessment

The assessment looks at what your loved one's care needs are and how they can be met. We'll need to make sure that the home can provide the right level of care and support.

Who is the assessment with?

If they're likely to be paying for their own care, you can come straight to us.

If you think they may be eligible for financial support, you'll need to speak to their local authority. They'll arrange for your loved one to have a care needs assessment, along with a financial assessment. During this time, we'll be happy to help you find a Bupa care home that meets their needs.



Need to request an assessment?

Everyone coming into one of our care homes will need an assessment with us. If they're paying for their own care, contact us whenever you're ready.

Call our friendly team to find out how
0808 252 7115

Lines are open 8am to 6.30pm, Monday to Friday, 9am to 12.30pm on Saturday. Closed Sundays and bank holidays. We may record or monitor our calls.

For a local authority care needs assessment, contact their local authority's adult social services department. If they live in England or Wales, you can apply online at [gov.uk/apply-needs-assessment-social-services](https://www.gov.uk/apply-needs-assessment-social-services)

Accessing the right care

Our care homes offer various types of care so you can feel reassured that your loved one has access to the right level of support, tailored to their needs.



Residential care

If they're finding it increasingly difficult to cope at home without assistance, we can provide accommodation, meals and 24-hour personal care, while helping them to maintain some independence.

Nursing care

If their health problems need the ongoing attention of nurses, we can provide 24-hour personal specialised nursing care, on a long and short-term basis.

Dementia care

If your loved one has dementia, we can offer them 24-hour residential care and assistance in a safe and comfortable home. Or, if they need additional support, we provide specialist dementia nursing care.

To find out more, read our dementia care guide. Turn to page 18 for details.

Specialist care

We offer specialist care for conditions such as Huntington's and Parkinson's and those with learning disabilities. Care is also available for the Young Physically Disabled, including rehabilitation care.

Short stays

There are many reasons for a short stay. Whether they're recovering from an operation, want to try out life in one of our homes, or you're in need of some respite, we can welcome them from a week up to four weeks.

To find out more, read our short stay guide. Turn to page 18 for details.

Palliative care

If your loved one is terminally ill, we can support them with end of life care. This can be a difficult time, which is why we offer support for both you and your family member to make sure everyone's needs are met.

Finding a great care home

We have over 120 care homes that can support various needs. This makes it easier for you and your loved one to find a home that feels just right for them.



Get to grips with the basics

You probably have lots of questions to ask your local Bupa care home, but here are just a couple of things you might want to consider before booking a visit.

What type of care does the home offer?

For example, if your loved one is in need of specialist dementia care, check that the home can provide this. Every Bupa care home is different.

What are the carers at the home like?

Each of our homes have a highly trained care team, dedicated to meeting each resident's individual needs. They're on hand to help as much or as little as needed, getting the balance between independence and support just right.

Locate a home in your area

Whether they want to keep things local, or move closer to friends and family, our handy finder tool can help locate nearby homes in their chosen area. Simply visit finder.bupa.co.uk



They've been wonderfully supportive. There's always a listening ear, reassuring comment or even a hug when things are tough. ”

Daughter of resident, May 2018
Source: carehome.co.uk



Arrange a care home visit

We always recommend visiting the home first. It'll give you a better feel for the place and give you chance to meet the team over a cup of coffee.

To arrange a visit, call us on

0808 252 7115

Lines are open 8am to 6.30pm, Monday to Friday, 9am to 12.30pm on Saturday. Closed Sundays and bank holidays. We may record or monitor our calls.

Paying for care

The cost of care in one of our homes depends on a number of factors, from the type of care needed, the location of the home to the size of the room.



Clear about costs

Fees for care range from £550 – £2,450 per week* subject to a care needs assessment. This covers 24-hour personal care, 24-hour nursing care if needed, accommodation, meals, activities and laundry.

*Based on prices at the time of going to print in November 2018.

Who pays?

This will depend on how much capital and income they have, which includes their property, savings and investments, any inheritance and pensions. If over a certain amount they will need to self-fund their care, but if below, they could receive financial support.

The capital and income limits vary across the UK, so it's best to check with their local authority first. You can visit [gov.uk/find-local-council](https://www.gov.uk/find-local-council) for their details.

Help from their local authority

As part of your loved one's care assessment, the local authority will look at their finances and work out if they're eligible for support. Afterwards they'll be given information on how much funding is available to spend on care, whether that's a care home, short stay or in-home care.

Need to request an assessment? Contact their local authority, or if they live in England or Wales, apply online at [gov.uk/apply-needs-assessment-social-services](https://www.gov.uk/apply-needs-assessment-social-services)

Paying for their own care

If your loved one has enough capital and income to fund their own care, it usually means they're a home owner. Depending on whether they're happy to sell their home, this will help them to work out how they'll fund their care.

For more information on the ways to pay, take a look at our paying for care guide. Turn to page 18 for details.

Settling into a new home

With our friendly team looking after their care needs, you'll spend less time worrying and they'll get the freedom to do more of the things they love – whether that's meeting new friends or picking up old hobbies.



“ She made many friends with both residents and staff and enjoyed the activities and social life she had previously lacked. Her appetite improved too. We're delighted to see her enjoying life again. ”

Daughter of resident, April 2018
Source: carehome.co.uk

Finding a place to relax

All of our homes have a variety of communal areas to bring residents together or simply provide a quiet place to read. Whenever you come to visit there will always be somewhere for you to catch up.

Enjoy meal time

Using fresh ingredients, our chefs prepare a different menu each week full of nutritional meals. They'll happily cater for various dietary needs and medical conditions, as well as religious preferences and cultural tastes.

Keeping life normal

Family and friends are welcome to join us at meal times or for an activity so you can keep spending time together. Just let us know in advance when you're coming.

Getting involved in activities

Our homes have a dedicated activity coordinator who'll get to know what your loved one enjoys. They can get involved with as little or as much as they like - there's no pressure.

Activities could include:

- music sessions
- arts and crafts
- day trips
- pet therapy

Common questions

Can my loved one stay for a short period of time?

Sometimes care needs are only temporary, so they'd be welcome to stay with us for a week up to a period of four weeks. Take a look at our short stay guide for more information. You'll find details of where you can download this on the next page.

My loved one doesn't have Bupa health insurance. Can they still choose a Bupa care home?

Everyone is welcome in our homes, regardless if they have our insurance or not. It's all about which home's right for their needs.

Can they bring some of their things when they move in?

Feeling at home is important, so we recommend bringing some personal items such as ornaments, pictures or books to decorate their room. For anything bigger, like their favourite armchair, speak to the home manager.

Notes

Next steps

Now you have a better understanding of our care homes, take a look at some of our other guides to help you on your care journey. To get your free copies, call us on **0808 252 7115*** or download them at **bupa.co.uk/care-services/care-homes/request-a-guide**



Download your detailed guides

- A closer look at dementia care
- A closer look at paying for care
- A closer look at short stays



Find your local Bupa care home online

Search for a home in your area using our handy finder tool **finder.bupa.co.uk**



Arrange a visit

To visit one of our homes or request a home brochure, call us on **0808 252 7115***.

*Lines are open 8am to 6.30pm, Monday to Friday, 9am to 12.30pm on Saturday. Closed Sundays and bank holidays. We may record or monitor our calls

Need extra support

We're here for you

If you've got any questions or need information or advice about our care homes call us on

0808 252 7115

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