

Some services are subject to
suspension or alteration during
the Covid-19 pandemic.

Call 0115 844 0011 for details.

Let us help

Useful information about the
services available through Age UK Notts



Get in touch

t 0115 844 0011
e info@ageuknotts.org.uk
www.ageuknotts.org.uk



We are Age UK Nottingham & Nottinghamshire

We are part of the national network of around 130 Age UK and Age Cymru charities.

Age UK Nottingham & Nottinghamshire enhances the quality of life and promotes the health & wellbeing of all older people.

We are the largest local independent charity providing a wide range of services for older people from all communities and backgrounds in the city and county.

Last year we helped over 45,000 older people

Disclaimer & Legal information:

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Health & Wellbeing Service

***Are you struggling to enjoy your later life? Are you lonely?
Would you value advice or assistance to help you connect with
people in your local community?***

Age UK Notts' Health & Wellbeing service can support you to find solutions that will help you to remain independent and get the most out of later life. Whether it's housing, health, finance, loneliness or care needs, we can work with you.

Our staff and volunteers will put your needs, wishes & priorities at the centre of what they do. They will point you to local activities and services or, should you need it, they can work with you to put a plan in place to improve your life.

We can offer various types of support in different areas of the city and county.

- The Connect & Living Well (social prescribing) teams can **help you find local groups and services in your community**. They can work closely with you to **find solutions to issues concerning you**. We can support you to stay independent.
- We can help you combat loneliness through linking you up with a **volunteer visitor** or **telephone befriender**.



City & County



Varies (contact us for more info.)



Free



0115 844 0011



info@ageuknotts.org.uk

Our Connect team have helped over 10,000 people since it launched in January 2015 - could they help you?



Day/s



Time



Area



Eligibility



Price



Contact



email

- We can provide access to a range of **activities** such as:
 - Best Foot Forward walks, which are **guided health walks** that take place in various areas of the city.
 - Men in Sheds, which offers men over 60 the opportunity to **make friends** over **woodworking** activities at a ‘shed’ in Worksop, Daybrook or Blidworth
 - We can provide details on a whole host of other activities organised by local organisations across the county.
 - A series of **exercise classes** for those who have experienced trips and falls.
- If you could benefit from **simple nail cutting and basic footcare advice**, our footcare service assists over 60s in Nottingham City (eligibility criteria applies)
- If you would like to **learn to use a computer or tablet**, ClickSilver is a computer course suitable for anyone over 55, providing one to one support to complete beginners or people with limited existing skills who need to gain more confidence in using a computer and the internet safely. There are two courses a year which start in October and January.
- We offer many opportunities for people who would like to use their talent and skills to improve the quality of life of older people, to **volunteer** with us. There are many ways to get involved; for example, visit an older person who is lonely and isolated at home; support less active older people at our day care centres; fundraise for us or help in our charity shops.

The Health & Wellbeing Service are also able to provide access to Age UK Notts specialist teams who can provide advice, advocacy, housing, and dementia support services.

If you need help or support for yourself or a loved one, get in touch:

0115 844 0011

“Until contacting the Connect Team... I felt completely overwhelmed by the tasks required to help care and support my mother... Without [the Support Worker’s] support I would not have accomplished so much, so quickly”



Advice

Do you have an issue that you would value some information and advice on? Are you struggling to cope financially? Do you have a question and need legal advice?

Age UK Notts' Advice teams are able to provide free, independent confidential, expert advice on a range of issues including benefits, financial matters, trusted tradespeople, as well as refer people to other agencies that may be able to help.

We provide:

- Expert **advice on welfare benefits**, including checking you are receiving all the money to which you are entitled and **help with making claims**.
- Free initial **professional legal advice sessions** via a local solicitor on a range of legal matters
- We provide **information on health, social care and local services**.
- Our **Business Directory** of local reliable traders and businesses is developed with older people in mind. The business directory consists of over 150 reputable and trustworthy member companies ranging from plumbers to solicitors. All member companies have been checked to give people peace of mind.
- We can **put you in touch with other agencies** that can help.
- We provide a **Will writing** service to those who do not have a complicated estate. (£70 Single Will, £90 Mirror Will)



City & County



Varies



Free



0115 844 0011



info@ageuknotts.org.uk

If you need help or support for yourself or a loved one, get in touch:

0115 844 0011

A photograph of two women in a professional setting. The woman on the left, with dark hair and glasses, is wearing a white top and a pearl necklace, and is smiling. The woman on the right, with long dark hair, is wearing a grey blazer and is looking towards the first woman. They are sitting at a desk with papers and a pen. A red sign is visible in the background.

“I want to thank you, without talking to the advisor we wouldn’t have known what we were entitled to.”



“I felt at ease with the way the Residents’ Representative helped me and feel much more confident to deal with my situation now”

Advocacy




Would you value talking to someone about concerns you or a loved one have?


Age UK Notts' are able to provide independent representation, advocacy and support in certain Hospitals and various Care Homes in the City and County.

- In **Hospitals**, our Patients' Representatives provide independent representation, advocacy and support to patients and their carers. This is available in:

-  Lings Bar Hospital
-  The Short Stay Reablement Unit located at The Grand
-  Kings Mill Hospital

We also offer a **Worry Catcher** service at:

-  Highbury Hospital (Cherry and Silver Birch Wards)
-  Millbrook Mental Health Unit (Kingsley and Amber Wards)
-  Bassetlaw Hospital (B1: Both Clumber and Blyth Units)

- In **Care Homes**, our Residents' Representatives provide independent representation and advocacy support to those living in a care home and their relatives in the following locations:
 -  Nottingham City Care Homes and anyone registered with a City GP resident in a care home outside of Nottingham City



Varies
(contact us for more info.)



Free



0115 844 0011
(See p14 for specific details)



info@ageuknotts.org.uk



Day/s



Time



Area



Eligibility



Price



Contact



email

Dementia Support

Could you or a loved one benefit from a specialist day care designed with those who have dementia in mind?

We provide a **tailored day service** for people with a range of support needs including those with dementia.

This takes place at our Sybil Levin specialist dementia day service on Nuthall Road, Cinderhill (NG8 6AD).

The service provides **stimulating activities** (in groups and on a one to one basis) based on the interests of the individual as well as specialist activities including **reminiscence** and **cognitive stimulation** sessions. The service provides a home cooked meal each day which takes into account the individuals dietary needs and preferences.

In addition to the activities the centre provides a daily **bathing service**.

Door-to-door transport is also available (within an agreed range) via our specially adapted accessible minibus.



City & County



55+



Prices vary according to individual needs and assessment



0115 978 0011



info@ageuknotts.org.uk

“To all the team of brilliant carers we would like to thank you all for your love and care given to mum over the last 5 years. It made her life and mine much better.”

If you need help or support for yourself or a loved one, get in touch:

0115 844 0011



Housing

Do you feel cold at home? Do you have essential household repairs? Are you worried about having a trip or fall at home?

Our **Safe & Sound** team can provide:

- Free home visits to carry out a **home energy check**, providing tailored energy advice enabling you to use energy more efficiently without compromising on warmth and with the added benefit of free energy saving products, you can look forward to saving an average of £37 a year on energy bills.
- **Remedial advice and project management of home repairs** for example for new, energy efficient heating systems or support with eradicating damp and mould, roof repairs or upgrading old electrics.
- Subject to eligibility, we can access **financial assistance** for essential housing repairs including boiler repairs and replacements.
- A **heater** loans service for people with broken or faulty heating, loaning oil-filled radiators for a few weeks, enabling the home to stay warm whilst the heating is restored.
- In Rushcliffe, Broxtowe and Bassetlaw we offer the **Warm Homes on Prescription** service, completing home surveys and providing access to free heating measures like new A-rated boilers and radiators for people with broken or faulty heating systems (subject to eligibility)



Nottingham City & parts of the county



60+ (subject to eligibility criteria)



Free advice



0115 859 9260




safeandsound@
ageuknotts.org.uk

If you need help or support for yourself or a loved one, get in touch:


0115 844 0011

Charity Shops

Our **West Bridgford** shop sells clothes, bags, accessories, books, toys, homewares and small furniture.


 0115 982 6008


 28a Gordon Road
West Bridgford,
Nottingham NG2 5LN

 Monday - Saturday: 9am - 4pm
Sunday: 10am - 4pm

Our **Mansfield** shop stocks a wide range of furniture. Collection and delivery are available on a case-by-case basis.

 01623 488209

 26-28 Regent Street
Mansfield,
Nottinghamshire NG18 1SS

 Monday - Friday: 9am - 4pm



Day/s



Time



Area



Eligibility



Price



Contact



email

Directory

Contact our main number (**0115 844 0011**) so that we can be sure to signpost to you the most appropriate service. However, if you know the specific service you need these can be contacted using the following numbers:

Business Directory	0800 011 4643
ClickSilver	0115 841 4479
Connect	01623 488 217
Health & Wellbeing	0115 844 0011
Footcare Service	0115 697 6333
Men in Sheds	
- Blidworth	01623 797 750
- Daybrook	0115 920 8771
- Worksop	01909 549 078
Patients' Representative Service	
- Lings Bar Hospital	0115 883 7503
- The Short Stay Reablement Unit located at The Grand	07872 839 609
- Kings Mill Hospital	01623 622 515 ext. 4675
Residents' Representative Service	
- Nottingham City Care Homes	0115 919 4880 & 0115 919 4877
Safe & Sound	0115 859 9260
Specialist Day Care	0115 978 0011
Worry Catcher Service	0115 855 3382

Notes

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Our vision is for a world in which older people flourish
Every year we help over 45,000 people
We're local & independent - we're here to help people in
Nottingham & Nottinghamshire



Can you help us make a difference?

Yes! Whether it is by volunteering, fundraising, or telling your friends and neighbours about our services, you can help us reach more local people in need.

Get in touch with us today!
 Check out our website for more information and to sign up to our monthly email newsletter.



This leaflet is sponsored by:

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 Stairlifts, Beds & Riser-chairs and
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The Lifestyle Centre
 16-18 Bridgeway Centre,
 Nottingham. NG2 2JD
0800 0248 975

