

Care at home

Getting help to live independently
in your own home



Home
& care



**Age UK is the new force combining
Age Concern and Help the Aged.**

**With almost 120 years of combined
history to draw on, we are bringing
together our talents, services
and solutions to do more to enrich
the lives of people in later life.**

**The Age UK family includes
Age Cymru, Age NI and Age Scotland.**

Age UK is the new force combining

AGE
Concern

and

HELPTHEAGED **WE WILL**

This information guide has been prepared by Age UK and contains general advice only, which we hope will be useful. Nothing in this guide should be construed as specific advice and it should not be relied on as a basis for any decision or action. Age UK does not accept any liability arising from its use. We aim to ensure that this information is as up to date and accurate as possible, but please be warned that certain areas are subject to change from time to time. Please note that the inclusion of named agencies, companies, products, services or publications in this information guide does not constitute a recommendation or endorsement by Age UK.

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

Feeling comfortable and secure where we live is central to our wellbeing. Given the choice, most of us want to live independently in our own homes for as long as possible. But as we get older, we may need a little support and assistance to help us do so. Thankfully, there are lots of ways we can get help at home – it could be with personal care, making our home more suitable for our needs, or financial assistance from benefits or elsewhere.

This guide is filled with suggestions for organisations that can give further information and advice about your options. Their contact details can be found in the ‘Useful organisations’ section (see pages 23–30). Contact details for local organisations, such as social services, can usually be found in your local phone book. If you have difficulty finding them, your local Age UK/Age Concern* should be able to help (see page 23).

As far as possible, the information given in this guide is applicable across the UK.

In this guide, where we refer to local authorities in England and Wales, this means social work departments in Scotland and local health and social care trusts in Northern Ireland.

Key



This symbol indicates where information differs for Wales, Scotland and Northern Ireland.



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

*Many local Age Concerns are changing their name to Age UK.

What help can I get?

There is a wide range of help available and what you get will depend on what help you need. Your local authority social services department is responsible for arranging services that help older and disabled people stay in their own homes. They can help with a variety of things:

- getting in and out of bed
- bathing and washing
- preparing meals
- shopping
- cleaning
- fitting equipment and adaptations to your home, such as stair lifts and bath seats
- going to a day centre.

To get help from your local social services department you should ask for a care assessment (also known as a needs assessment) to assess your needs (see page 11 for more information).

what next?

Ask for our free factsheet *Local authority assessment for community care services*. You could also contact your local authority social services department and ask them to carry out an assessment of your needs.

'I started finding it difficult to manage. I thought it would right itself in time and I just needed a bit of temporary help to get over it. Then the doctor told me it would only get worse. That's when I realised that I wasn't going to be able to cope on my own without assistance.'

Meals at home

It might just be that you're finding it hard to cook for yourself. If that's the case, you can contact your local social services and ask for an assessment of your needs. If you are eligible, you will be able to receive meals on wheels. These can either be frozen meals that you heat up yourself or meals that are already hot. Your assessment must take into account your capabilities, so if you are unable to use an oven you should be given hot meals. If you receive frozen meals, you may also be able to borrow equipment to reheat the meal yourself and a small freezer if you need it.

Meals on wheels should also take into account if you have any religious or cultural requirements, personal likes and dislikes and dietary needs.

You should be given a service agreement that outlines what days you will get services from your local authority, how much you need to pay and how to contact the service manager.

**what
next?**



Contact your local authority for details of the service it provides. In Northern Ireland, contact the Elderly Care Team at your local health and social care trust.

Adapting your home

Sometimes all we need is to make a few adaptations to our home in order for us to manage better. There is a lot you can do to make your home more suitable for your needs as you get older.

A wide range of equipment is available such as grab rails, specially designed kitchen utensils, mobile hoists and bath lifts. It's also possible to make more substantial adaptations such as widening doors, installing ramps for wheelchair access, stairlifts and accessible showers. You can even get equipment to help you if you have a sight or hearing loss.

Your local social services will assess your needs and, if you're eligible, equipment and adaptations costing less than £1,000 are provided free of charge. In Wales, your local authority can charge you for equipment it provides you with but does not usually do so. In Scotland, certain equipment must be free of charge for people who are 65 or over but what is provided free is limited. In Northern Ireland you do not have to pay for equipment that you are assessed as needing.

If you need to make adaptations to your home, you may be able to apply for a grant to help you with the cost of it.



what next?

Ask for a copy of our free information guide *Adapting your home* for more information. For more detailed advice see our free factsheets *Funding repairs, improvements and adaptations* and *Disability equipment and how to get it*. You could also contact the Disabled Living Foundation for information and advice about what equipment may help you. Contact details are listed on page 26.

Community alarms

An important part of being at home is feeling safe. If you worry about having an accident or falling ill while you are alone at home, you might want to think about getting a community alarm. Community alarms allow you to call for help even if you can't get to a phone; you contact a 24-hour response centre by pressing a button on a pendant or wristband that you wear all the time. Staff at the centre will then call out the best person to help you – usually a neighbour, relative or friend, or the emergency services.

what next?

Many local authorities run their own community alarm schemes: contact the housing department of your local council for information. For more information about Age UK Personal Alarms, provided by Aid Call,* please call 0800 77 22 66. In Northern Ireland, call 0808 100 45 45.



*Age UK Personal Alarms is a product name of Aid Call. Aid Call is a trading subsidiary of Age UK.

Day centres

Day centres can offer support, friendship and the opportunity to do something you enjoy or learn something new. Your local authority may suggest that you would benefit from a visit to a day centre as a result of your care assessment. If your local authority does not run a day centre as part of its services, a local voluntary organisation may provide this service.

what next?

Your local Age UK/Age Concern* may be able to give you details of day centres in your area (see page 23) if your local authority is unable to do so. Your local WRVS may also be able to help. Contact details are on page 30.

*Many local Age Concerns are changing their name to Age UK.

'I wasn't sure about going to the day centre or what it would be like. But the staff are friendly and I like to catch up with the other people I've met there. My daughter is my carer and she is very grateful to have some time to herself.'

Help with your house and garden

If all you need is a little help with your housework, gardening or shopping, a local voluntary organisation such as your local Age UK/Age Concern* may be able to provide services to help you. Alternatively, you can employ someone to do these tasks for you (see page 14, for information on how to do this). It may still be a good idea to get an assessment by your local authority to discuss your options (see page 11).

what next?



Contact your local Age UK/Age Concern* and ask what services it provides. You could also contact WRVS to see what services it may be able to offer. See page 30 for contact details. In Northern Ireland, an organisation called Volunteer Now may be able to help you find the support you need around the home. Contact details are on page 30.

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Getting a care assessment

To get help from social services you will need to have an assessment of your needs. Usually all you have to do is contact your local authority social services department, explain you need some help at home, and ask for a care assessment. You should not be charged for your assessment.

The person who assesses you should look at the emotional and social side of your life as well as any physical difficulties you might have. They should take into account any health or housing requirements and contact any other health and social care professionals who need to be involved in your assessment and care. A care plan must be agreed and written out after an assessment.

You may require a specialist assessment for a particular need (such as adaptations to your home). Or you may need a more comprehensive assessment of the different sorts of help you need to stay in your home. This assessment might include several people, such as a social worker, occupational therapist, nurse, and possibly even a housing officer if you have special housing needs.


**what
next?**

For more information ask for our free factsheet *Local authority assessment for community care services*.

Will I be charged for services?

Local authorities in England and Wales do not have to charge for the non-residential services they provide, but most do. Some local authorities may be more generous than others regarding the amount they pay on your behalf.

Before charging you for services, your local authority must work out how much you can afford to pay. Government guidance requires that this amount must leave you with a reasonable level of income.

-  In Northern Ireland, if you are under the age of 75 you may be charged for services following a financial assessment. If you are over 75, you will not have to pay for services that you are assessed as needing. In Scotland, you will not be charged for personal and nursing care that you are assessed as needing. Personal care includes bathing, dressing and things related to personal hygiene. Tasks such as shopping, cleaning and making beds can be charged for. Charges vary between local authority social work departments.

what next?

Contact your local authority and ask for details of its charging policy. If you think the fee you are asked to pay is unreasonable, use your local authority complaints procedure. You could also ask for our free factsheet *Paying for care and support at home*.

Direct payments

If you have been assessed as needing community care services, you may have the option of receiving direct payments instead of directly provided services. Direct payments allow you greater choice over decisions about who cares for you and how your money is spent. You need to meet certain criteria to qualify for direct payments, and your local authority has to be satisfied that what you are spending them on does meet your assessed needs.

You can get support from your local authority if you want to employ your own personal assistant or care workers. You may also have a local direct payments support service that can help you through all the stages of getting and looking after direct payments. In Northern Ireland, contact the Centre for Independent Living for this type of support (see page 25). In Scotland, direct payments are available as part of a scheme usually known as ‘self-directed support’.



Alongside direct payments, the Government has introduced personal budgets as part of its personalisation agenda, which aim to give service users more control over how they get and pay for their care services. Personal budgets are not available in Northern Ireland. The Scottish Government has also introduced a personalisation agenda but it is slightly different to the one that England and Wales have introduced.



what next?

Ask for our free guide *Personal Budgets* and free factsheet *Self-directed support: Direct Payments and Personal Budgets*. You could also contact the National Centre for Independent Living for information on using direct payments, individual budgets and employing a care worker (see page 27 for contact details). In Scotland, ask for a factsheet called *Self-directed support (Direct Payments) from social work*.



Arranging your own care

You can get help with things such as cleaning, shopping and personal care through private agencies. If you decide to arrange your own care privately, you will have to pay the full cost of the services you receive.

There are a number of ways you can find a local care agency.

- The UK Home Care Association can give you details of home care providers who follow their code of practice. It also produces a useful leaflet called *Choosing care in your home*. Contact details are on page 30.
- Your local social services department should be able to provide you with details of approved private agencies.
- Ask friends or relatives for recommendations, or check your phone book for local agencies.

A home care agency has several responsibilities to provide you with information: for example, it should give you a written contract within seven days of you receiving services from them. They must also have procedures in place which protect the way you are cared for and treated.

what next?


Ask for our free factsheet *Finding help at home* for more information. Counsel and Care produces a guide called *Home care agencies: what to look for*. See page 26 for contact details. If you are concerned about someone who is being mistreated, ask for our free factsheet *Safeguarding older people from abuse*.

Extra money if you are disabled

If you're 65 or over and need help with personal care or supervision to keep yourself safe, you might be able to claim extra money through a benefit called Attendance Allowance. Tasks you may need help with or supervision include eating, getting in and out of bed, going to the toilet and washing. Attendance Allowance is not means-tested or taxable.

There are two rates of Attendance Allowance: lower rate and higher rate. There are special rules if you are terminally ill.

If you qualify for Attendance Allowance, you may be entitled to increased means-tested benefits such as Housing Benefit, Council Tax Benefit or Guarantee Credit Pension Credit. But if you receive services from your local social services, Attendance Allowance will be taken into account when working out whether you should pay for services provided to you.

 In Northern Ireland, you may get help with your rates through Rates Relief if you have had structural adaptations to your home. Attendance Allowance and other disability-related benefits should not be taken into account when making decisions about the provision of community care services.

Contact the Benefits Enquiry Line to get an application form for Attendance Allowance (see page 23). Your local Age UK/ Age Concern* may be able to help you with completing the form.

If you are under 65 you need to apply for Disability Living Allowance instead.

what next?

For tips on filling out the Attendance Allowance form, ask for our free guide *Advice for carers*. For more detailed information, ask for a copy of our free factsheet *Attendance Allowance*. For face-to-face advice, contact your local Age UK/Age Concern* or Citizens Advice Bureau (see pages 23 and 25).

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Help for carers

If you're cared for by a friend, or family member, that person is a carer – even if they do not realise it. Your carer is entitled to a carer's assessment, regardless of whether you are having your own needs assessed.

The kind of help and support that your carer can get includes: respite care to give themselves or you a break; emotional support from other carers; help with caring; and help with household tasks and activities for the person they care for.

Your carer may also be entitled to financial support. The main benefit for carers is Carer's Allowance – your carer must meet certain criteria to qualify for it.

Your carer may also need a break to recharge their batteries, which may involve you being looked after by a care worker while they go out shopping or you having a brief stay in a care home for a short period of time.

what next?

Ask for a copy of our free guide *Advice for carers* for more information. For more detailed information, ask for our factsheet *Carer's Allowance*. You could also contact Carers UK (contact details are listed on page 25).

'My befriender comes in for a chat, a cup of tea and a chocolate biscuit. It is the highlight of my week.'

Local health services

It is useful to know what health services are available in your area, particularly if you have health or mobility problems and find it difficult to get about. Your GP can give you information about local services. These might include home visits from the district nurse or health visitor, chiropody, continence advice or other services. In England there should be a local Patient Advice and Liaison Service (PALS) to provide support and information about health services to patients, carers and families in the area.

what next?

Ask for our free factsheet *Local NHS services*. See pages 27–28 for details of how to contact NHS Direct in England and Wales, NHS 24 in Scotland or your local health and social services board in Northern Ireland.



If your needs increase

As time passes, you may feel that you need more support and assistance to help you manage at home. Ask your local authority for a review of your needs to see whether it can provide you with any other services to support you.

If you feel that you can no longer manage at home even with the help you are getting from your local authority, you could think about what other options are available to you. See ‘Moving to more suitable accommodation’ on page 22 for more information.

what next?

Ask for a copy of our free information guide *Housing options* or our free factsheet *Retirement (sheltered) housing*.

‘Patrick agreed to have a care worker sit with him so that I could have time off to do the shopping and other jobs.’



Ann had acted as carer for her husband Patrick for a number of years, but found it increasingly difficult to cope as his care needs increased.

‘I was under a lot of mental strain and needed help. The social worker came to visit us at home and handled the situation so well that Patrick agreed to have a care worker sit with him so that I could have time off to do the shopping and other jobs. Later he agreed to go to a day centre for one day a week. Luckily, one of the care homes nearby has a good one attached. He agreed to go to help me but now rather looks forward to it.’

‘The care workers and staff have been very helpful in telling us about what other assistance we might be able to get. I wish I had known about them earlier and not felt so guilty about asking for help. It would have saved us both a lot of stress!’

‘Patrick is spending a week at the care home soon to give me a holiday. We’re both a bit nervous but he is used to the home and the staff from attending the day centre.’



Making a complaint

If you have a complaint about your local authority social services, first try to resolve it by having an informal discussion about the problem. If this does not work, ask for a copy of its complaints procedure. Each local authority must have one and make it available to the public: for example, by displaying it on its website.

You can use the complaints procedures of your local council if you:

- have been refused an assessment or re-assessment of your needs
- feel that you are being asked to wait an unreasonable length of time to have your needs assessed
- don't feel that the assessment took all your needs into account
- feel that the services you are receiving are not meeting your needs
- have had a reduction in your services and feel you still need them
- have a problem with the way your services are being provided
- are being asked to wait a long time for equipment or adaptations
- feel that you are being charged an unreasonable amount for your care
- have problems getting local council funding for a care home place.

i You can also complain to the regulatory organisation in your nation: Care Quality Commission (page 24); Care and Social Services Inspectorate Wales (page 24); Northern Ireland Social Care Council (page 28); Scottish Commission for the Regulation of Care (page 29).

If you are unhappy with the outcome of the complaints procedure carried out by your local council, you can make a formal complaint to the Local Government Ombudsman

i (in Scotland this is the Scottish Public Services Ombudsman).

what next?

Ask for a copy of our free factsheet *How to resolve problems and make a complaint about the local authority*. If you want face-to-face advice, contact your local Age UK/Age Concern* or local Citizens Advice Bureau. Contact details are on page 23.

Make a complaint if you feel that the services you are receiving are not meeting your needs.

*Many local Age Concerns are changing their name to Age UK.

Moving to more suitable accommodation

There may come a time when your current home is no longer suitable, even with care and support. There are several options you might want to think about: downsizing to a more manageable property, moving in with family, moving into sheltered housing or moving into a care home.

You may be able to manage better if you move to a smaller property. This can have several benefits: for example, reductions in running costs, housework and maintenance.

Sheltered housing (sometimes called retirement housing) is specially designed for older people. There are many different types of sheltered housing schemes; some will have a house/scheme manager (or warden) who lives onsite or nearby. All schemes should provide 24-hour emergency help through an alarm system.

Moving in with family can work well, but it's important for you all to be realistic about what to expect. What sort of care will you need and who will be able to provide this for you? You also need to be clear about the financial and legal arrangements. If you think that you need more personal care than you can get at home, moving to a care home could be an option.

what next?

Ask for our free guide *Housing options* for more information about what options are available to you and our free guide *Care homes* for information about finding and paying for a care home. For more detailed information see our free factsheets *Buying retirement housing* and *Retirement (sheltered) housing*. Elderly Accommodation Counsel also provides details of housing options. Contact details are on page 26.

Useful organisations

Age UK

Age UK is the new force combining Age Concern and Help the Aged. 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
www.ageuk.org.uk

In Wales, contact

Age Cymru: 0800 169 65 65
www.agecymru.org.uk

In Scotland, contact

Age Scotland: 0845 125 9732
www.agescotland.org.uk

In Northern Ireland, contact

Age NI: 0808 808 7575
www.ageni.org.uk

Benefits Enquiry Line

Provides information and advice about claiming benefits.

Tel: 0800 88 22 00
Textphone: 0800 24 33 55

Care Quality Commission (CQC)

CQC is the health and social regulator in England. Contact it to find a local social care or health provider and for advice on choosing the right provider for you.

Citygate
Gallowgate
Newcastle upon Tyne NE1 4PA

Tel: 03000 61 61 61
Email: enquiries@cqc.org.uk
www.cqc.org.uk

Care and Social Services Inspectorate Wales (CSSIW)

The CSSIW oversees the inspection and regulation of care and social services in Wales.

4–5 Charnwood Court
Heol Billingsley
Parc Nantgarw
Nantgarw CF15 7QZ

Tel: 01443 84 84 50
Email: cssiw@wales.gsi.gov.uk
www.cssiw.org.uk

Carers UK

Information and support for carers including information about benefits.

20 Great Dover Street
London SE1 4LX

Tel: 0808 808 7777
Email: advice@carersuk.org
www.carersuk.org

Centre for Independent Living NI

Local direct payments support service.

Beechill Business Park
96 Beechill Road
Belfast BT8 7QN

Tel: 028 9064 8546
Email: info@cilbelfast.org

Citizens Advice Bureau (CAB)

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

Tel: 020 7833 2181
(for details of your local CAB; or see phone book)
Tel: 028 9023 1120
(for details of your local CAB in Northern Ireland)

www.citizensadvice.org.uk
www.adviceguide.org.uk

Counsel and Care

Provides advice and information for older people, their friends and families.

Twyman House
16 Bonny Street
London NW1 9PG

Tel: 0845 300 7585
Email: advice@counselandcare.org.uk
www.counselandcare.org.uk

Disabled Living Foundation

Runs an equipment demonstration centre and provides information about equipment for daily living.

380–384 Harrow Road
London W9 2HU

Tel: 0845 130 9177
Textphone: 020 7432 8009
Email: info@dlf.org.uk
www.dlf.org.uk

Elderly Accommodation Counsel

Maintains a nationwide database of housing for older people to help them to choose suitable accommodation.

3rd Floor
89 Albert Embankment
London SE1 7TP

Tel: 0800 377 70 70
Email: enquiries@eac.org.uk
www.housingcare.org

National Centre for Independent Living

Provides information on living independently.

Unit 3.40
Canterbury Court
1-3 Brixton Road
London SW9 6DE

Tel: 020 7587 1663
Advice line: 0845 026 4748
www.ncil.org.uk

NHS Choices (England)

An online information service in England that gives information about healthcare and helps users decide on what choices they should make.

www.nhs.uk

NHS Direct (England)

Gives information about local health services in your area and provides health advice in England.

Tel: 0845 4647
www.nhs.uk

NHS Direct (Wales)

Gives information about local health services and provides health advice in Wales.

Tel: 0845 4647

www.nhsdirect.wales.nhs.uk

NHS 24 (Scotland)

Provides information about healthcare and has an online self-help guide that gives advice about symptoms and problems that many people experience.

Tel: 08454 24 24 24

www.nhs24.com

In Northern Ireland contact your local health and social services board to find local health services.

Northern Ireland Social Care Council

Regulatory body for social care in Northern Ireland.

7th Floor Millenium House
19–25 Great Victoria Street
Belfast BT2 7AQ

Tel: 028 9041 7600

Textphone: 028 9023 9340

Email: info@nisocialcarecouncil.org.uk

www.niscc.info

Scottish Commission for the Regulation of Care

Regulatory body for social and health care in Scotland.

Compass House
11 Riverside Drive
Dundee DD1 4NY

Tel: 0845 603 0890

Email: enquiries@carecommission.com

www.carecommission.com

Please note that from April 2011 the functions of the Scottish Commission for Regulation of Care will move to Social Care and Social Work Improvement Scotland. Please find their details from your local telephone directory or the Scottish Government's website at www.scotland.gov.uk

Scottish Public Services Ombudsman

Contact them if you've made a complaint to your local council and you're not happy with the outcome.

14 Melville Street
Edinburgh EH1 7NS

Tel: 0800 377 7330

www.spsso.org.uk

Social services

The central phone number for your local social services department (part of the local authority) is in the phone book, listed under your local council. If you live in Northern Ireland contact the local health and social services trust and if you live in Scotland, the social work department at your local authority.

UK Home Care Association

Provides information about choosing care and contains an online database to help you choose a home care agency.

Tel: 020 8288 5291
www.ukhca.co.uk

Volunteer Now

Provides information about volunteering opportunities in Northern Ireland and may also be able to find services to help you in the home.

Tel: 028 9023 6100
Email: info@volunteernow.co.uk
www.volunteernow.co.uk

WRVS

In England, Scotland and Wales, offers a range of services depending on your area, including home visits, help with shopping and other tasks, community transport, meals delivered to your home and social clubs.

Tel: 029 2073 9000
www.wrvs.org.uk

Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: Age UK, FREEPOST LON13041, PO Box 203, London N1 9BR. Alternatively, you can phone 0800 169 80 80 or visit 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:	

By providing your email address and/or mobile number you are agreeing to us contacting you in these ways. You may contact us at any time to unsubscribe from our communications.

Your gift

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)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Signature X
Expiry date	<input type="text"/>	/	<input type="text"/>	Issue no. (Maestro only)	<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 in line with Data Protection guidelines. Age UK (registered charity no 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.

*As we get older, we may need
a little support and assistance
to help us stay in our own homes.
Thankfully, there are lots of ways
we can get help.*

What should I do now?

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

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

The following Age UK information guides may be useful:

- *Adapting your home*
- *Advice for carers*
- *Housing options*

Age UK 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/Age Concern* are not in the box below, call Age UK Advice free on **0800 169 65 65**.



*Many local Age Concerns are changing their name to Age UK.

Age UK is a charitable company limited by guarantee and registered in England (registered charity number 1128267 and registered company number 6825798). The registered address is 207-221 Pentonville Road, London N1 9UZ. Age Concern England (registered charity number 261794) and Help the Aged (registered charity number 272786), and their trading and other associated companies merged on 1 April 2009. Together they have formed the Age UK Group, dedicated to improving the lives of people in later life. The three national Age Concerns in Scotland, Northern Ireland and Wales have also merged with Help the Aged in these nations to form three registered charities: Age Scotland, Age NI and Age Cymru. ID8816 11/10