



Age UK Oxfordshire Handbook

A simple guide to our charity and
the support we offer across Oxfordshire



Call us on
0345 450 1276
or find out more at
**[www.ageuk.org.uk/
oxfordshire](http://www.ageuk.org.uk/oxfordshire)**

For a fairer later life



A warm welcome

We're a local, independent charity supporting older people across Oxfordshire. Our work is shaped by what people tell us they need.

We're here to listen. We can work alongside you to stay active, independent and connected. We'll take the time to understand your situation and connect you with the information, services and support that are right for you.

This could include helping you to:

- understand your rights and find your way through services
- get support when life feels difficult
- stay active, involved and connected
- build confidence, independence and choice

We welcome people of all backgrounds, identities, cultures, faiths, sexual orientations and abilities. We treat every older person with dignity, respect and compassion, and want everyone to feel seen, heard, included and supported.

We are committed to making our services accessible and will work with you to meet any communication or accessibility needs you may have.

About this handbook

Inside, you'll find:

- what we do and how our services work
- useful information and how to access support
- ways to contact us or get involved

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Some of our services may incur a charge — indicated by a (£)

How to use QR codes

Whenever you see a QR code in this booklet, like the one on the right, you can use your smartphone to access more information. Simply open your camera app, point your camera at the code, and tap the link that appears.

If you aren't able to use the QR codes, you'll be able to find most of the information on our website,

www.ageuk.org.uk/oxfordshire.

If you're not online, please give us a call.



Keeping active, healthy and well

Information, activities and services to help you stay well, build strength and reduce your risk of falls.

Foot care

We provide friendly, safe and professional toenail cutting, including nail filing and a gentle foot rub with moisturising cream to help prevent dryness or itching. For people aged 50+ who do not require podiatry care.



For details of our services, locations and pricing — or to book an appointment — scan the QR code, call us on **01865 717 615** or email **footcare@ageukoxfordshire.org.uk**.

Physical activity

We're here to help you maintain your health, mobility and independence — so you can keep doing what you love for longer.



We offer a variety of group exercise classes across Oxfordshire and online. Your first class is free of charge — giving you the chance to see if it's right for you.

Additionally, if you're worried about your balance or have had a fall, our Stay Strong and Steady programme can help you regain confidence and stability. You'll benefit from a range of evidence-based falls prevention exercises and information, delivered by trained specialists.

To learn more and find your nearest class, scan the QR code, call us on **01235 849 403** or email **active@ageukoxfordshire.org.uk**.

*GPs and healthcare professionals can refer you for a period of free classes.

Staying connected

Friendly support and social opportunities that help you feel less isolated and more connected to others.

Bereavement support

We're here for older people who have been bereaved, offering a safe and welcoming space to connect with others who understand.

Led by trained link workers, our specialist groups include walks, pub lunches and social activities to help you feel supported and connected.

To find out more, call us on **01235 849 434** or email **community@ageukoxfordshire.org.uk**.

Digital support

As the world becomes increasingly digital, we're here to help you build your skills and get involved online safely — however you choose.

Our free, bookable one-to-one sessions can help you use your device, including mobile phones, tablets and laptops.

We can't provide repairs or carry out complex tasks. Please contact a professional for this type of support.

To find your nearest session, scan the QR code on page 7, call us on **01235 849 434** or email **community@ageukoxfordshire.org.uk**.

Volunteering is a great way to feel more connected. It helps you meet new people and feel part of something. Sound interesting? Find out more on page 12.

LGBTQ+ support and activities

We offer groups for older people in the LGBTQ+ community, providing the chance to meet others in a welcoming, relaxed and friendly environment.

To find your nearest group, scan the QR code on page 7, call us on **01235 849 434** or email **community@ageukoxfordshire.org.uk**.

Linking you into your community

Our service, **Community Links Oxfordshire**, is available to all adults living in the county.

We listen and talk through what could make a difference to your life — whatever that is for you.

We work together at your pace, to get the information you need to make informed choices, and connect to activities or services that will support you in living well.

To find out more, call us on **01235 849 434** or email **community@ageukoxfordshire.org.uk**.

Find local support and services

Live Well Oxfordshire is an online directory developed by Oxfordshire County Council and maintained by us, bringing together local services, activities, information and support in one place.

Visit **www.oxfordshire.gov.uk/livewell** or scan the QR code. For additional help and support to access the information, please call **01235 849 410**.



Social groups and activities

We run a range of activities and groups across the county, from exercise classes and wellbeing walks to lunch clubs and digital support. They're a great way to stay connected, active and confident in later life.

Whether you'd like to meet new people, try a new activity or get more active, there's something for everyone. Scan the QR code, call us on **0345 450 1276** or email **contactus@ageukoxfordshire.org.uk**.



Telephone befriending

A friendly phone call can make all the difference. Our trained Phone Friends volunteers offer a free weekly call to older people who are feeling lonely, providing companionship, conversation and friendship.

To find out more about receiving a call, or about becoming a volunteer and making a difference, call **01295 234 850** or email **phonefriends@ageukoxfordshire.org.uk**.



Money, rights and practical advice

Clear, trusted advice to help you manage money worries and get the support you're entitled to.

Free, independent advice

Our information and advice helpline is available to older people, their families, carers and professionals.

We offer practical advice on a vast range of subjects, including staying independent at home, information about Power of Attorney, housing, care homes and much more.

We also help people understand welfare benefits and entitlements. As we age, our circumstances change, and we can help you understand if you're entitled to anything, and how to apply.

Available from 8am to 7pm every day, including weekends and bank holidays (with support from Age UK's national helpline).

Call **0345 450 1276** or email helpline@ageukoxfordshire.org.uk.

Fraud and scams support

We help older people to avoid fraud and scams by increasing knowledge and confidence to recognise and deal with attempted scams. We provide one-to-one support to older people who have been affected by fraud / scams, as well as regular talks and information sessions where we offer information and guidance.

Call **0345 450 1276** or email scamsupport@ageukoxfordshire.org.uk.

Debts, benefits and entitlements information online

We are a partner in the **Oxfordshire Advice Navigator**, a free online tool for all ages, helping you access information and support about debts, benefits and entitlements.



Visit www.oxfordshireadvisenavigator.org.uk or scan the QR code. If you're not online, you can call **01865 410 660**.



Dementia and memory support

Specialist advice and support for people living with dementia or memory challenges, and those who care for them.

Dementia support

Our dementia support service, Dementia Oxfordshire, provides free personalised support from diagnosis through to end of life or a move into residential care. We offer information, practical guidance, support for unpaid carers, and help with legal, financial and future planning. We also run free online and in-person sessions, to help people live better with dementia and connect with others. Dedicated advisers support people diagnosed before the age of 65.



Anyone with a question or concern about dementia can call us on **01865 410 210** or email [**info@dementiaoxfordshire.org.uk**](mailto:info@dementiaoxfordshire.org.uk).

Memory support

Our Memory Support Service provides information and support to anyone concerned about their memory. You do not need a dementia diagnosis to access this support, but you must be registered with an Oxfordshire GP. Referrals can be made by your GP or another healthcare professional.

The service supports people with memory concerns (that are not considered a normal part of ageing), Mild Cognitive Impairment (MCI), or those waiting for a memory clinic appointment.

For more information, call us on **01865 410 210** or email [**memorysupport@ageukoxfordshire.org.uk**](mailto:memorysupport@ageukoxfordshire.org.uk).

Support for carers

Information, advice and personalised support for unpaid adult carers looking after someone living in Oxfordshire.

Our sister organisation: Carers Oxfordshire

Carers Oxfordshire provides a free service which offers information, advice and support to adult unpaid carers of someone living in Oxfordshire. They provide carer's assessments, carer ID cards, groups, breaks, events and courses. The team know the highs and lows of caring, can share their experience and knowledge, and understand the services and support available in the local area.

Call Carers Oxfordshire on **01235 424 715**, email **carersinfo@carersoxfordshire.org.uk**, scan the QR code or visit **www.carersoxfordshire.org.uk**.



How you can get involved

Volunteer

We're always looking for friendly, enthusiastic volunteers to join our team. If you're aged 18+ and passionate about supporting older people to stay active, independent and connected, then we'd love to hear from you.

Our roles are flexible and available across Oxfordshire, so you can volunteer in a way that works for you.

Whether you have family commitments, work full time, are studying, retired or currently unemployed, there's a role for you — we simply ask that you help when you can.



How can becoming a volunteer benefit you?

- Make a positive impact to those you are supporting
- Support your local community
- Share your knowledge
- Learn new skills
- Meet new people and make new friends
- Make a positive impact to your own wellbeing

To enquire about becoming a volunteer, or for more information, scan the QR code, call **0345 450 1276** or email volunteering@ageukoxfordshire.org.uk.





Leave a legacy that stays local

Leaving a gift in your will is one of the most powerful ways to support older people.

By choosing to remember Age UK Oxfordshire, you'll be making a lasting difference here in your local community. Your gift will help older people access life-changing support – like befriending services, social groups and activities, home visits and dementia support.

Your legacy will help ensure older people can live with dignity, not disadvantage; those facing illness or disability receive the support they need; and that no one has to face loneliness alone.

Every gift, no matter the size, helps us build a fairer later life for people across Oxfordshire — now and for generations to come.

If you'd like to leave a legacy that stays local, please consider including Age UK Oxfordshire in your will. You can do this by sharing our details with your solicitor: Age UK Oxfordshire, registered charity number 1091529.

To talk to us about leaving a legacy, or for more information, scan the QR code, call **0345 450 1276** or email **legacies@ageukoxfordshire.org.uk**.



Donate

Your gift today — whether a one-off or regular donation — helps older people in Oxfordshire stay independent, connected and supported when they need it most.

Every donation, big or small, makes a difference for older people across our community.

What your donation could do

£10

could help reach 3 isolated older people with a friendly, reassuring call.

£25

could help an older person coping with bereavement to access vital support.

£50

could fund an online Memory Group, helping people with dementia stay connected.

£100

could help 3 older people access benefits and improve their financial security.

How to donate

Online:

You can make a one-off or regular donation quickly and securely via our donation processing system, Donorfy. Scan the QR code or visit our website

www.ageuk.org.uk/oxfordshire/donate.

SCAN ME



By post:

Complete the donation form on the next page and return it with a cheque or postal order to:

FAO Fundraising, FREEPOST Age UK Oxfordshire.

Bank payment:

To make a one-off donation by bank transfer, or to set up a regular Direct Debit, please call us on **0345 450 1276** or email fundraising@ageukoxfordshire.org.uk.

One-off donation form

Title..... First name.....

Surname.....

Address.....

Postcode..... Phone number.....

Email address.....

I wish to make a donation of: £..... Date.....

What prompted you to donate?.....

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

Gift Aid declaration

Please add to your donations through Gift Aid. If you are a UK tax payer, we can reclaim 25p for every £1 you donate.

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☐ Yes, I want Age UK Oxfordshire to treat all donations I make from the date of this declaration, for the past four years and in the future until I notify you otherwise, as Gift Aid donations. I am a UK taxpayer and understand that if I pay less income tax and / or Capital Gains Tax in a tax year than the amount of Gift Aid claimed on all of my donations in that tax year, it is my responsibility to pay any difference.

Fundraising communications

When you donate, we may contact you about future fundraising activities on the basis of our legitimate interests. You have the right to object to receiving these communications at any time.

☐ I do not wish to receive fundraising communications

Would you like to receive email news and updates from us?

☐ Yes, send me information and advice, news, details of your latest campaigns and EngAGE magazine.

Would you consider leaving a gift in your will to Age UK Oxfordshire?

☐ Yes, please send me more information ☐ I've already included Age UK Oxfordshire in my will

☐ I've decided not to leave a gift in my will

For more information about how we use your personal data and your rights, please see our Privacy Policy at

www.ageuk.org.uk/oxfordshire/privacy-policy



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FUNDRAISING
REGULATOR



Call us on
0345 450 1276,
email

**contactus@
ageukoxfordshire.org.uk**
or find out more at
**www.ageuk.org.uk/
oxfordshire**.

Connect with us online

Sign up to receive helpful information and advice, our latest news and EngAGE magazine by email — scan the QR code or visit our website.



Why not follow us on social media?

f ageukoxfordshire **@ageukoxfordshire**

Our staff have access to telephone interpreting services for over 200 languages. We can provide a number of our materials in large print or a screen-reader friendly digital format. To find out more email media@ageukoxfordshire.org.uk.

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