

## Finding help at home

### About this factsheet

As you get older you may find that you have increasing difficulty managing your daily tasks at home. This factsheet gives an overview of the kind of practical help that may be available to enable you to remain in your own home as safely and comfortably as possible.

The information in this factsheet is correct for the period October 2010 – September 2011. Rules and guidance sometimes change during the year.

This factsheet describes the situation in England. There are differences in the rules for funding care in Northern Ireland, Scotland and Wales. Readers in these nations should contact their respective national Age UK offices for information specific to where they live – see section 13 for details.

For details of how to order other Age UK factsheets and information materials mentioned inside go to section 13.

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

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# 1 Recent developments

- From October 2010, adults who fund their own residential or non-residential social care have access to an independent complaints review service provided by the Local Government Ombudsman. This right is included in the *Health Act 2009*.
- The re-registration of all adult health and social care providers with the Care Quality Commission began in April 2010. In a staged process adult social care providers were required to re-register by 1 October 2010. The present registration under the *Care Standards Act 2000* ended on 30 September 2010, replaced by registration under the *Health and Social Care Act 2008*. The relevant subsidiary legislation is now the *Health and Social Care Act 2008 (Regulated Activities) Regulations 2010*, and also the *Care Quality Commission (Registration) Regulations 2009*.

# 2 Local authority social services departments

If you are having difficulty coping at home, you should get in touch with your local authority social services department or your family doctor (GP) to see if they can give you some advice or support.

You can find the telephone number of your social services department through the Town Hall, or in the telephone directory under the name of your local authority (county, metropolitan or London borough or, in some areas, a unitary authority).

The local authority social services department is the main state provider of services in the home, particularly if help is required with the cost of the service. When arranged by the local authority, such services are often referred to as domiciliary, non-residential or community care services. If you do not qualify for assistance from the local authority, or would prefer not to deal with it, similar services may be available through private agencies or local voluntary organisations.

In some parts of England the local authority may provide social services through a 'care trust' that also provides health services on behalf of the NHS.

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**Action:** The first step towards getting help from social services is to ask them to carry out a care (or needs) assessment. This is how the social services department finds out what sort of help and support you may need. The local authority is obliged to carry out an assessment of your needs if you appear to be someone who might need the type of assistance it can provide.

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The local authority must publish information about how to ask for an assessment, the form the assessment will take and the different types of help they can offer. This information should be contained in the authority's *Better care, higher standards* charter.

**Each local authority sets eligibility criteria (based on a national framework) that are used to decide who qualifies for services provided or arranged by the authority. They should publish information about these criteria. Your needs are assessed against the eligibility criteria and if they meet it social services must act to meet the 'eligible' needs. You will generally be means tested by the local authority if it is intending to provide you with a service.**

The local authority must adhere to standards set by the government when deciding on the level of any charge it makes. It must make sure you are receiving all the benefits that you are entitled to and take into account outgoings such as disability-related expenses. For further information on this see Age UK's Factsheet 46, *Paying for care and support at home*.

If you have a carer (someone who helps look after you), your carer should, with your permission, be involved in your assessment. Under the *Carers and Disabled Children Act 2000*, carers have the right to an assessment of their own needs, even if the person cared for does not want one.

A carer in this context is someone who provides – or intends to provide – 'substantial and regular' care, under the *Carers (Recognition and Services) Act 1995*. It does not include those who provide care on a professional basis. Contact Carers UK for more information (see section 12).

If you are not satisfied with the assessment or unhappy with the decision reached, you can make a complaint through the local authority's complaints procedure. Each authority must have a designated complaints officer who can provide you with further information about the complaints procedure. For more information see Age UK's Factsheet 59, *How to resolve problems and make a complaint about the local authority*.

As well as using different eligibility criteria levels, individual local authorities can adopt different ways of delivering services. They can provide services directly using their own staff or arrange for services to be provided by another organisation such as a charity or a private agency. They do this by making a contract with the organisation for the service, known as contracted out services.

Local authorities can also make Direct Payments, whereby service users are provided with funds to purchase care themselves. Direct Payments are explained further in section 2.6. The government's introduction of Personal Budgets, which includes Direct Payments, are outlined in section 2.7. This is part of the government's wider personalisation agenda for public services, which presently focuses mainly on social care and health. The potential effect on social care services resulting from this new policy development is noted throughout this text. Further information on personalisation can also be obtained from Age UK's Factsheet 24, *Self directed support: direct payments, and personal budgets*.

## 2.1 Equipment and adaptations

There is a wide range of specialist equipment available to help people who find it difficult to carry out particular tasks in their homes. These may include mobile hoists, raised toilet seats, commodes and adapted cutlery. Adaptations are changes made to your home to enable you to live safely and more independently. They could include alterations to the building such as widening a door for a wheelchair or the installation of stair or grab rails in the toilet or bathroom, or a ramp to the front or back door. They could also include larger works such level access showers, stairlifts and adapted kitchens. You can request that the local authority arrange an assessment by an occupational therapist to help identify how your needs could best be met.

Once eligibility has been confirmed in an assessment, equipment is provided free of charge by the local authority. However, you may have to contribute towards the cost of adaptations costing more than £1000. Assistance with more expensive adaptations is provided through a Disabled Facilities Grant which is means tested. Some aids may be available on loan from the British Red Cross, your local Age UK, the WRVS or other organisations.

The government is introducing a new 'retail model' for the provision of community equipment in England. This is intended to offer service users greater choice and control over the equipment they can obtain. For further information about the retail model see Age UK's Factsheet 42, *Disability equipment and how to get it*. Further information on adaptations can be found in the Information Guide *Adapting your home* and Age UK's Factsheet 13, *Funding repairs, improvements and adaptations*.

The Disabled Living Foundation provides extensive information about different types of specialist equipment. They have a number of detailed factsheets on their website (see section 12).

## 2.2 Alarm systems

If you live alone or cannot easily leave your accommodation you may appreciate the security of knowing that you can contact someone in an emergency. Many different kinds of personal alarm schemes are available. It is worth checking whether you can get any help from the local authority for arranging and paying for an alarm system. Most local authorities run a scheme providing this service. The Disabled Living Foundation offers a factsheet on personal alarm systems (see section 12).

## 2.3 Day care

Day care is care provided outside the home in a day centre or other establishment. The type of care offered can range from a chance to meet other people, to share activities and a meal, to specialist care, for instance for people with dementia. Ask what is available in your area.

If social services run the day centre, or subsidise it financially, you might have to be assessed as needing the service under the local authority's eligibility criteria to be able to attend. Other organisations, such as the local Age UK, may run day centres that are open to all older people. If you feel a need for a particular kind of care, ask whether it might be arranged.

See section 2.7 for information on how government plans for Personal Budgets may influence the provision of day-care services. This government agenda is intended to provide service users with greater choice and control over services to meet their needs and to allow more creative ways to achieve the outcomes people require.

## 2.4 Personal care

Personal care is help with tasks such as getting up, dressing, going to the toilet, washing and bathing, and getting ready for bed. The local authority is the main provider of personal care, employing care workers directly or commissioning services from private agencies and voluntary organisations.

The introduction of Personal Budgets will have an effect on the way that personal care services are provided. There is likely to be an increase in the use of personal assistants as service users exercise more choice and control over who actually provides these types of services and how they are arranged. See section 2.7 for further information on Personal Budgets.

There is a non-means tested benefit called Attendance Allowance that is paid to people over 65 who need certain levels of personal care and a similar benefit called Disability Living Allowance available for the under-65s. There are no restrictions on what this benefit can be spent on. See Age UK's Factsheet 34, *Attendance Allowance*, and Age UK's Factsheet 52, *Disability Living Allowance*, for more details.

## 2.5 Home help and domestic assistance

You might also benefit from help with domestic tasks such as housework, shopping and cleaning. In many areas local authorities have reduced or discontinued domestic help in order to direct resources towards personal care. Ask what is available in your area.

Some local Age UK's and other local voluntary agencies may provide help with domestic tasks. You may also be able to purchase help at home from a private agency or employ someone directly yourself. See section 6 for information about finding care workers.

## 2.6 Direct Payments

A Direct Payment is money given to an individual to arrange the community care services that they have been assessed as needing, instead of the local authority providing or arranging the services itself. Local authorities are required to offer Direct Payments to older people who meet certain criteria. To be eligible for Direct Payments you must be able to manage the payment, alone or with assistance. You cannot be forced to use Direct Payments if you would rather the authority arranged or provided your services.

Direct payments are a way of giving a person more control over the way their care needs are met – social services gives the person the money to buy the services instead of providing or arranging them. Since 2003 local authorities have had to offer direct payments to older people who meet the relevant criteria.

Some services, such as permanent places in care homes, are excluded from Direct Payments. Directs Payments can only be used to meet the person's needs as assessed under the local authority's eligibility criteria.

From November 2009, new Regulations have extended direct payments to people who lack the capacity to consent to receive them; also to people with mental health problems who are subject to mental health and certain criminal justice legislation. Direct payments can now be made to a willing and appropriate 'suitable person', such as a family member or friend, who receives and manages the payments on behalf of the person who lacks capacity. The local authority must assess and decide whether there is a person who will be able to fulfil this role.

The local authority has to look at each case on its merits, and not pre-judge. If someone is refused a direct payment, the reasons should be given. The council's complaints procedure can be used to challenge the decision.

Direct payments must be used to meet the person's assessed needs but may offer greater flexibility than existing direct service provision in how those needs are met. This is why they fit within the new personalisation agenda – a personal budget can take the form of a direct payment. Common examples of service users' use of a direct payment include getting assistance to go shopping, instead of having it done for them, enrolling on a course to learn computer skills to keep in touch with family and friends or employing a personal assistant instead of having a package of home care. There are a few restrictions preventing payments to relatives, or for social services' own provision.

The amount of the payment will reflect the particular costs of the care package the person plans to arrange, and a person will usually be expected to make a contribution, as they would for arranged services. Social services should monitor the arrangements periodically to check they are working, and can reclaim the money if it has not been used for its intended purpose.

Ask your local authority for further information about its Direct Payments scheme. See section 6 for information about finding care workers.

Further information on direct payments see Age UK's Factsheet 24, *Self directed support: direct payments and personal budgets*.

## 2.7 Personal Budgets

The Department of Health Circular entitled *Transforming social care*, published in 2008, provided a vision of “every person across the spectrum of need, having choice and control over the shape of his or her support, in the most appropriate setting.”

The term ‘self-directed support’ encompasses this government aim within social care assessment and funding arrangements, and the services available to meet identified needs. This more person-centred, flexible, approach is contrasted in government guidance with the traditional service-led approach. The guidance requires an emphasis on the outcomes an individual wishes to achieve based on their own view of their needs.

The cross-departmental ‘concordat’ and various policy initiatives that have recently been introduced relating to the personalisation policy have not changed the underlying legal rights of service users to: a local authority assessment; the identification of their needs in a care plan; the duty of the local authority to meet eligible needs; and the means test requirement. As a result the relatively well developed practice guidance for direct payments presently acts as a useful guide to elements of this new policy initiative, for example with regard to the administration of personal budgets, the funding of which can be provided in the form of a direct payment amongst other options.

There is a need for appropriate advice, support and information to allow services users to make informed decisions about all aspects of the care and support they need. It is vital that service users have a genuine, informed, choice and do not feel pressure to accept arrangements that they are uncomfortable with or that do not adequately meet their needs. A ‘universal’ offer of information regardless of eligibility is mentioned throughout government policy. This links to other principles of the personalisation agenda including wellbeing, dignity, social inclusion, preventative and support for carers.

A new document called *Fairer contributions guidance – calculating an individual's contribution to their personal budget* has been introduced by the government. This supplements the current 'fairer charging' guidance and provides local authorities with a model for calculating an individual's contribution to their personal budget. Local authorities providing personal budgets must have implemented this guidance by March 2010.

### **What are personal budgets?**

The 2008 Local Authority Circular entitled *Transforming Adult Social Care* sees personal budgets as becoming the norm for social care service provision. It states that:

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Everyone eligible for statutory support should have a personal budget – a clear, up-front allocation of funding enabling people to make informed choices about how best to meet their needs, including their broader health and wellbeing.

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Personal are reported to derive from the positive outcomes gained by service users who have taken on a direct payment since their introduction in 2003. However, research shows that older people were more reluctant than other groups to take on the extra responsibilities required for this type of service delivery. Local authorities have been set targets requiring them to have 30% of adult social care service users using a personal budget by 2011.

A personal budget is a sum of money allocated to an individual who is assessed as needing care and support services, in a non-urgent situation; it is generally restricted to social care funding and does not include residential care funding at present.

A personal budget allows the service user to take their allocated funding in the form of direct payments or continue to have the local authority pay directly for their care and support, or a combination of both. It can be a cash payment, or a 'virtual' budget or a user-controlled trust, which is managed, for example by family members or a user-led organisation. An account may also be placed with a third party provider. This 'managed option' is called an Individual Service Fund (ISF) and can be a means by which someone who does not opt for a direct payment can draw on existing new contracts to suit their needs without taking on direct budget management responsibilities. A mixture of these approaches can also be arranged to suit individual needs.

Government guidance states that the service user should know up-front how much money there is to spend over a year on their personal budget so that they can decide, with appropriate support, how to design their care package to meet their identified needs.

The process generally involves:

- discussion with service user about whether they would like to use the option of a personal budget, which can take various forms, to meet their care and support needs, or whether they would like to have services directly arranged by the local authority;
- a range of possible needs assessment approaches, for example a self-assessment questionnaire (with appropriate support and assistance), including one by the local authority, which is a legal duty;
- a decision by the local authority as to whether identified needs (in the care plan) meet their eligibility criteria;
- the eligible needs identified in the assessment feed into the resource allocation system (RAS) where an indicative (estimated) budget is agreed and communicated to the service user;
- a means test to determine whether a contribution to service provision is required. Other necessary assessments are included if elements of the individual budget approach are being used;
- a support planning and brokerage process commences to work out how to meet the individual's priorities, goals and planned outcomes. Support, advice and information may come from a local authority care manager, an in-house or external specialist support planner or broker, the individual's family and friends, a service provider, a voluntary organisation or local user-led organisation;
- a senior person or possibly a panel at the local authority agrees ('signs off') the support plan taking into account the agreed eligible needs and planned outcomes, the indicative RAS amount, an assessment of risk and any safeguarding concerns;
- the service is provided based on the chosen deployment option and funding method, with appropriate support;

- soon after this the case is reviewed to check that the support plan is meeting needs, there are no safeguarding issues, and that the indicative budget (RAS) is adequate; any necessary adjustments are made;
- regular reviews follow subsequently, taking into account changing needs and the possible consequences for the RAS funding amount.

## The RAS

It's important to make sure the initial, indicative, RAS, often based on a points system, adequately reflects the complexity of needs and meets them, and that this is achieved in a transparent, evidence-based, manner.

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**Action:** If you would like to change the way in which your social care services are provided, you can ask the local authority to provide you with a Direct Payment instead of centrally arranged funding. You can also ask for information about the local authority's plans to implement the personal budget programme.

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For further information, see Age UK's Factsheet 24, *Self-directed support: direct payments and personal budgets*.

### **NOTE:**

**An individual budget is similar to a personal budget but it is intended to include certain other local authority and benefits funding streams beyond social care to create one single, flexible, budget. At present individual budgets are not being promoted by the government following difficulties identified in the recent pilot study. However, there may be various arrangements set up in your local authority including elements of both of them.**

## 2.8 Laundry

Some social services departments provide a laundry service for people with incontinence, or who cannot manage their laundry for other reasons. Ask if such a service is available in your area.

## 2.9 Meals at home

Individual local authorities will have their own arrangements for providing meals at home. In some areas the scheme will be run by the local Age UK or the WRVS on the authority's behalf. Many offer meals for people with special diets.

Some provide a freezer for people at home, and then deliver frozen meals so that people can heat their own, using a microwave or steamer (which may also be supplied) when they wish. Meals may be offered any number of days per week. What is available to you will depend on your needs and on the policy of the local authority.

## 2.10 Respite care

Respite care usually consists of extra services provided for a limited period of time to allow the cared-for person, or their carer, to have a break from their usual routine. It may take the form of increased support in the home or of a stay in a care home. It could be for a night, or a day, or a longer period such as a week or two weeks.

If your carer needs a break they can ask social services for a carer's assessment. Vouchers may be available from the local authority to assist with the cost of care needed while the carer has a break. Further information for and about carers is available from Carers UK (see section 12).

## 3 Family doctor and community health services

Your family doctor should be able to put you in touch with community health services. If necessary, arrangements can usually be made for you to be seen at home.

Services that may be available include:

- district nurse or health visitor
- chiropodist
- continence adviser
- physiotherapist
- community psychiatric nurse

- intermediate care
- hospice at home or Macmillan nurse.

NHS Direct is a telephone advice and information service staffed by experienced nurses. It provides advice and information about health, illnesses and health services. NHS Direct is available throughout England by calling 0845 46 47 or at its website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

Locally there should be a Patient Advice and Liaison Service (PALS) to provide support and information about health services to patients, carers and families in the area.

Intermediate care services are provided for limited periods, usually no more than six weeks, to prevent people from having to go into hospital, having to stay in hospital unnecessarily or following discharge from hospital. The service might be provided at home or in a care home. This may be called re-ablement in certain areas.

Specialist nursing or care at home for people with a terminal illness may be available through Macmillan nurses provided by Cancer Relief, Marie Curie Foundation nurses or from a local hospice. Ask your doctor if there is local support of this kind.

## 4 Bereavement

Cruse Bereavement Care is a national charity that runs counselling and support services for bereaved people throughout the UK. It also offers advice and information – see section 12.

## 5 Sharing your home

You may be living alone in a property that is bigger than you need or can easily manage but you don't want to move. One solution might be to have someone come and live with you.

Before doing anything else, you should consider what you hope to get from someone living with you. You may just want the security of knowing that there is someone else in the house, or want someone to provide help with domestic tasks. It is important that both parties are clear about the nature of any arrangement from the outset. If you require a high level of domestic help or personal care, this may be more appropriately provided by a professional care worker.

In some parts of the country there are schemes called Homeshare that arrange for a younger person to live with an older person (see section 12).

The exact terms of these schemes vary but may involve the older person providing accommodation in return for the younger person agreeing to provide an agreed amount of domestic help. If you want to find someone directly, the suggestions made in section 6 below can also be applied to finding a suitable person.

## **6 Finding a care worker**

You can find a care worker through an agency or by employing someone directly. Remember that if the local authority has assessed you as needing services it has a responsibility to ensure that those services are available to you. This means providing or arranging services for you if necessary.

### **6.1 Employment agencies**

Agencies that provide nurses or care workers who carry out personal care tasks have to be registered with the Care Quality Commission (CQC) (see section 12). Agencies are regularly inspected by the CQC to ensure that they comply with national minimum standards for this type of care provider, including requirements to provide detailed information about their services and to have written contracts with users. The CQC and the local authority can provide lists of agencies in your area.

It is important to be clear about the type of help that you need in order to establish whether a particular agency and its staff can meet your needs. A local authority needs assessment can be useful for this, even if you do not want the authority to arrange your services.

Discuss with the agency how your needs can best be met. For example, depending on the level of care you need, it may not be possible for one person to provide it all. A planned rota of workers can help to minimise disruption and provide continuity.

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**Note:** Local agencies are listed in the Yellow Pages of the telephone directory under 'Employment Agencies and Consultants' or 'Nurses' Agencies and Care Agencies'.

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It is also possible to arrange 24 hour live-in carers through care agencies. This may be funded privately, for example through long-term care insurance, or partly or wholly through benefits and other disability related funding entitlements such as the Independent Living Fund.

## 6.2 Employing a care worker yourself

You can employ a care worker (or other help) directly rather than go through an agency. However, this can be complicated and it is important to be clear about what you are taking on, particularly in relation to any contract of employment and possible financial commitments such as National Insurance contributions.

Local organisations may be able to help you find a suitable person or you might consider advertising in newspapers or magazines. Your local reference library may be able to suggest suitable publications.

If you advertise for a care worker it is advisable to use a box number and also to take up references. You should carefully consider the duties you require of a companion and write a job description so that there is no misunderstanding by either party about what is expected of them.

The National Centre for Independent Living (see section 12) produces a range of information on employing care workers. Further information can also be found in Age UK's Factsheet 24, *Self-directed support: direct payments and personal budgets*.

## 7 Repairs or improvements to your home

There may be a scheme in your area providing practical assistance with minor repairs and improvements to your home.

Your local Age UK or local home improvement agency (where applicable) may be able to tell you about local organisations that give practical help with gardening or decorating.

If you are a private tenant your landlord is responsible for some repairs by law. Seek further advice from a local agency such as a Citizens Advice Bureau or housing advice centre if you are concerned that your landlord is failing to meet his responsibilities.

Assistance with repairs and improvements may be available from the local authority. Assistance of this kind is discretionary meaning that the council does not have to provide it to particular individuals. Age UK's Factsheet 13, *Funding repairs, improvements and adaptations*, has more information about these grants.

## 8 Money benefits

It may be possible to claim benefits to assist with living costs or the cost of care in particular. Some benefits, such as Pension Credit, Housing Benefit and Council Tax Benefit, are means tested. The disability benefits Attendance Allowance and Disability Living Allowance are not means tested but applicants have to meet eligibility criteria relating to their condition.

Age UK's Factsheet 56, *Benefits for people under State Pension age*, gives further details of these sources of financial assistance. See the Age UK website for a range of other information on benefits:

<http://www.ageuk.org.uk/money-matters/>

## 9 Charges for local authority services

Local authorities all have the power to charge for the home care services it provides and virtually all do so. When setting their charging policies, authorities have to respect certain minimum requirements set out in guidance issued by the government. See Age UK's Factsheet 46, *Paying for care and support at home*, for further information

## 10 Safeguarding and mental capacity

The personalisation agenda mentioned above opens up many new issues for service providers. This includes new approaches to risk and safeguarding in the context of the greater choice and control over service provision that is being promoted by the government. To find out more about safeguarding issues see Age UK's Factsheet 78, *Safeguarding older people from abuse*.

This also links to the duties of all those working with or advocating on behalf of individuals who lack capacity to make or communicate particular decisions about their lives. To find out more about the standards required in this context see Age UK's Factsheet 22, *Arranging for others to make decisions about your finances and welfare*.

## 11 Complaints

If you are not satisfied with any aspect of the service you receive from the local authority or any of their contracted-out services, you can make a complaint. See the recent developments section above about new complaint rights for self-funders; also about the duties of the Care Quality Commission, which is the regulatory body, to maintain standards in health and social care. For further information about complaints see Age UK's Factsheet 59, *How to resolve problems and make a complaint about the local authority*.

## 12 Useful organisations

You may not be able to find the help you would like in your area. Here are some other organisations where you may be able to obtain help or advice. We are not able to list all the available sources of help in this factsheet, but we hope that these suggestions will help you to find the help that you need.

### **Alzheimer's Society**

Provides information about all types of dementia and supports people, their families and carers including a range of factsheets.

Devon House, 58 St Katharine's Way, London E1W 1JX

Tel: 0845 300 0336

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## **Assist UK**

The national voice for disabled/independent living centres with information about Disabled Living Centres throughout the UK.

Redbank House, 4 St Chad's Street, Cheetham, Manchester M8 8QA

Tel: 0870 770 2866

Textphone: 0870 770 5813

Website: [www.assist-uk.org](http://www.assist-uk.org)

## **British Red Cross Society**

Services including transport and escort, medical loan, emergency response, fire victims support, domiciliary care, Home from Hospital schemes and first aid are mainly provided by volunteers and available from local centres. The catalogue of aids, The Ability Mail Order, is available by telephoning 0870 739 7391.

44 Moorfields, London EC2Y 9AL

Tel: 0870 170 7000

Textphone: 020 7562 2050

Website: [www.redcross.org.uk](http://www.redcross.org.uk)

## **British Telecom**

For a free copy of *Communication solutions* (Products & Service Information aimed at customers suffering a disability) dial 0800 919 591 (free call) to contact the BT Age and Disability Adviser.

## **Carers UK**

General help and advice for all carers.

32–36 Loman Street, Southwark, London SE1 0EE

Tel: 0808 808 7777 (free call)

Website: [www.carersonline.org.uk](http://www.carersonline.org.uk)

## **Care Quality Commission (CQC)**

CQC is responsible for registering and inspecting health and adult social care services in England. If you contact the helpline, it will be able to give contact details of the office responsible for care homes in your area.

Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 03000 616161

Website: [www.cqc.org.uk](http://www.cqc.org.uk)

## **Continence Foundation (The)**

Provides general information and advice for those affected by incontinence and their carers. Can also refer enquirers to local specialist continence nurses.

Postal enquiries to Continence Foundation address.307 Hatton Square, 16 Baldwins Gardens, London EC1N 7RJ

Tel: 0845 345 0165

Website: [www.continence-foundation.org.uk](http://www.continence-foundation.org.uk)

## **Counsel & Care**

A charity that provides advice for older people, their families and professionals on community care and other issues.

Twyman House, 16 Bonny Street, London NW1 9PG

Tel: 0845 300 7585

Website: [www.counselandcare.org.uk](http://www.counselandcare.org.uk)

## **Crossroads Caring for Carers**

Has approximately 150 schemes in the UK that aim to relieve carers. To find out if there is a scheme in your area, contact the central office in Rugby.

10 Regent Place, Rugby, Warwickshire CV21 2PN

Tel: 0845 450 0350

Website: [www.crossroads.org.uk](http://www.crossroads.org.uk)

## **Cruse Bereavement Care**

A UK counselling and advice service for those bereaved by death. Gives advice, information and practical support, in addition to personal and confidential help, backed by a wide range of publications and leaflets, which are described in a free leaflet obtainable from Cruse.

Cruse House, PO Box 800, Richmond, Surrey TW9 1RG

Tel: 0844 477 9400

Website: [www.cruse.org.uk](http://www.cruse.org.uk)

## **CSV Volunteer Partners**

A national organisation placing full-time volunteers with individuals to help them manage their social, practical, work and personal care needs. CSV volunteers need accommodation, food, a weekly allowance and travel expenses and for the standard package there is an annual retainer of £2,520. These costs are usually met by the local health authority. Each volunteer is supervised regularly by a third party (usually a member of CSV staff, a social worker or similar) who ensures that everything runs smoothly. If you are interested in arranging for a CSV full-time volunteer, please contact CSV on 01223 728 460.

CSV Volunteering Partners, 237 Pentonville Road, London N1 9NJ

Tel: 020 7278 6601

Website: [www.csv.org.uk](http://www.csv.org.uk)

## **Disabled Living Foundation**

Runs an equipment demonstration centre, provides information about equipment for daily living and specialist advice service on clothing. Details of a variety of information sheets are also available.

380-384 Harrow Road, London W9 2HU

Tel: 0845 130 9177

Textphone: 020 7432 8009

Website: [www.dlf.org.uk](http://www.dlf.org.uk)

## **Foundations**

National co-ordinating body for home improvement agencies (HIAs), which offer independent advice, information, support and practical assistance to older owner occupiers, among others, to repair and adapt their homes. Contact them to find out if there is an agency in your area.

Bleaklow House, Howard Town Mill, Glossop, Derbyshire SK13 8HT  
Tel: 01457 891909  
Website: [www.foundations.uk.com](http://www.foundations.uk.com)

## **Homeshare**

Homeshare in the UK was originally set up to support older people who wanted to remain independent in their own homes. Householders provide free accommodation to their homesharer in exchange for 10 hours of help each week, though both parties pay a small fee to Homeshare to support the local charity's costs. The help offered to the householder is tailored to his or her needs. There are nine separate programmes run in the UK.

Tel: 07764 469 350 for information about whether there is a programme in your area.  
Website: <http://homeshare.org/uk.aspx>

## **Local Government Ombudsman**

The Local Government Ombudsman investigates complaints of injustice arising from maladministration by local authorities.

PO Box 4771, Coventry CV4 0EH  
Tel: 0300 061 0614  
Website: [www.lgo.org.uk](http://www.lgo.org.uk)

## **National Centre for Independent Living**

This organisation run by and for disabled people provides a wide range of publications relating to direct payments and personal assistance, plus a bi-monthly newsletter (free to disabled individuals – £15 subscription payment for organisations who wish to subscribe). It also offers training and consultancy and works on campaigns and policy.

4th Floor, Hampton House, 20 Albert Embankment, London SE1 7TJ

Tel: 020 7587 1663

Website: [www.ncil.org.uk](http://www.ncil.org.uk)

## **Parkinson's Disease Society**

Helps people with Parkinson's Disease and their relatives with problems arising from this disease; collects and disseminates information on the disease; encourages and provides funds for research.

215 Vauxhall Bridge Road, London SW1V 1EJ

Tel: 0808 800 0303 (free call)

Website: [www.parkinsons.org.uk](http://www.parkinsons.org.uk).

## **Stroke Association**

Provides an information service and has some community services in different parts of England and Wales. Can also refer enquirers to stroke clubs throughout England and Wales.

Stroke House, 240 City Road, London EC1V 2PR

Tel: 0845 30 33 100

Website: [www.stroke.org.uk](http://www.stroke.org.uk)

## **United Kingdom Home Care Association (UKHCA)**

An association of providers of care at home, with a code of practice and leaflet Choosing care in your home. A free list of homecare providers is available from [www.ukhca.co.uk/memberlist.aspx](http://www.ukhca.co.uk/memberlist.aspx) or by telephoning them.

7Group House, Second Floor, 52 Sutton Court Road, Sutton, Surrey SM1 4SL

Tel: 020 8288 5291

Website: [www.ukhca.co.uk](http://www.ukhca.co.uk)

## WRVS

WRVS offers a range of practical services to help and support older people to live well, maintain their independence and play a part in their local community.

Beck Court, Cardiff Gate Business Park, Cardiff CF23 8RP

Tel: 029 2073 9000

Website: [www.wrvs.org.uk](http://www.wrvs.org.uk)

## 13 Further information from Age UK

Visit the Age UK website, [www.ageuk.org.uk](http://www.ageuk.org.uk), or call Age UK Advice free on 0800 169 65 65 if you would like:

- to order copies of any of our information materials mentioned in this factsheet
- to request information in large print and audio
- further information about our full range of information products
- contact details for your nearest local Age UK/Age Concern.

### Books from Age UK

We publish a wide range of books for older people and those who care for and work with them. The following title may be of particular interest:

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#### Your rights to money benefits 2010–2011

All you need to know about the full range of benefits for the over 60s.  
£5.99

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To order this book visit [www.ageuk.org.uk/bookshop](http://www.ageuk.org.uk/bookshop) or to request a free books catalogue please call our book order line 0870 44 22 120.

## 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 publications, online or by calling Age UK Advice.

Age UK Advice: 0800 169 65 65

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

In Wales, contact:

Age Cymru: 0800 169 65 65

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

In Scotland, contact:

Age Scotland: 0845 125 9732

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

In Northern Ireland, contact:

Age NI: 0808 808 7575

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

## Support our work

Age UK is the largest provider of services to older people in the UK after the NHS. We make a difference to the lives of thousands of older people through local resources such as our befriending schemes, day centres and lunch clubs; by distributing free information materials; and taking calls at Age UK Advice on 0800 169 65 65.

If you would like to support our work by making a donation please call Supporter Services on 0800 169 80 80 (8.30 am–5.30 pm) or visit [www.ageuk.org.uk/donate](http://www.ageuk.org.uk/donate)

## Legal statement

Age UK is a registered charity (number 1128267) and company limited by guarantee (number 6825798). The registered address is 207–221 Pentonville Road, London, N1 9UZ. VAT number: 564559800. Age Concern England (charity number 261794) and Help the Aged (charity number 272786) and their trading and other associated companies merged on 1 April 2009.

Together they have formed Age UK, a single charity dedicated to improving the lives of people in later life. Age Concern and Help the Aged are brands of Age UK. 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 Northern Ireland, Age Cymru.

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