

Adapting your home



Ways to help you stay
living at home

Information written with you in mind.

This information guide has been produced with the help of older people, carers and expert peer reviewers.

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What this guide is about

Everyone wants to live in their own home for as long as possible. It's a big part of staying independent. But it can become harder to manage as we get older – perhaps because of health problems, disability or bereavement.

You might find everyday things like preparing meals or getting in and out of the bath trickier than they used to be. Or you might struggle to carry out regular maintenance on your house or flat, especially if you live on your own.

The good news is that by making some simple changes at home, you can make your day-to-day life easier – and so stay independent for longer. This guide looks at changes you could consider, and how to go about making them.

Making changes to your home or the way you do things can help make life easier, but it can also have an emotional impact. While you might be delighted at the difference the changes make, you might find it upsetting, too.

It's normal to feel frustrated that you can't do as much as you used to – or annoyed that you need to ask for help. You might even feel anger towards your body because it doesn't work the way it once did. These are all valid emotions. It can help to talk to friends and family about how you're feeling – or you might prefer to contact one of the many organisations listed at the back of this guide for support.

In this guide, where we refer to a local council social services department in England and Wales, this includes local health and social care trusts in Northern Ireland, too.



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

Next steps

It's a good idea to find out the number for your local council. They'll be able to provide a lot of the support and information mentioned in this guide.

My local council phone number is:



Thinking about your home

Being able to move around easily at home can be a major factor in how happy you are there. This section covers some of the problems you might face around your home as you get older – and how you can fix them.

Sometimes even familiar environments can become tricky to navigate. This can be difficult to get used to, especially if you've lived an active life, but it's a completely normal part of ageing. In the following pages you'll find some tips for reducing your risk of accidents at home.

Getting around at home

Getting from room to room easily and safely is important. Not only will it help keep you independent for as long as possible, it'll also reduce the risk of a fall.

- Keep walkways throughout your home clear by tidying away any trip hazards.
- Install motion sensor lights that come on when you enter a room or get out of bed so you don't have to find a light switch in the dark. Think about getting touch lamps that come on when you touch the base.
- If you use a wheelchair or walking frame, make sure you have enough space to manoeuvre around your home. You might consider making bigger changes, such as widening door frames or re-hanging doors to open in the opposite direction.
- Although it's a major alteration, you might want to think about removing a wall or extending your house or flat to make extra space. This could allow you to move around more easily or have all your essentials on one floor.

Next steps



Ask your local council's social services department for an assessment of your needs (pages 26-27). You can also contact the Royal Society for the Prevention of Accidents for more information (page 36).

Accessing your home

Getting in and out of your house or flat can be tricky – especially if you have arthritis, stiff joints or mobility issues. But a few simple changes can help.



- If you're unsteady on your feet, or if you struggle to use your keys in the dark, consider installing an outdoor light with a motion detector.
- If you're finding steps to your front door difficult, you could have a rail installed – whether that's a grab rail or a longer rail. You could also consider asking a builder to create shallower steps or to install a ramp.
- If you use a wheelchair, you might need to have a ramp installed – this could mean some larger alterations to your porch and front garden. If there's not enough space for a ramp, you could look into installing a wheelchair lift instead.
- A portable ramp could be a solution if there's someone to help move it in and out of position.
- If you're a renter, a leaseholder, or you have shared access to your property, you may need your landlord's permission or neighbours' consent to make any changes.

Good to know

See pages 26-31 for information about financial and practical help with making these changes.

Answering the door

If you find it difficult to get to the front door when someone visits, or if you'd like to know who's there before you answer, think about installing one of these devices:



- A door-entry intercom, which lets you speak to the person at the door without opening it. Wireless doorbells are easy to fit and come with an entry phone.
- A video entry phone, which lets you see who's at the door. Some let you open the door from where you're sitting.
- A police-approved key safe that holds a key in a secure box by the front door, which can only be accessed by people with the code you provide.
- A 'bogus caller' button that you press if you're concerned about the person at the door – you'll be connected to someone who can help you.

Many DIY shops and high street retailers stock wireless doorbells and video entry systems, which a family member, handy person, or someone from a Home Improvement Agency or Care and Repair service could fit for you (see page 30 for more information).

Next steps



Contact Living Made Easy to see what equipment you might find useful (page 34).

See our guide **Staying safe** for more information about staying secure at home.

Getting up and down the stairs



Stairs can make living at home a lot harder – especially if your bedroom or toilet is on an upper floor. Even if you're relatively mobile, going up and down the stairs several times a day adds up, and the impact on your joints and back can be significant.

Something as simple as fitting a second banister could make all the difference, though a stairlift may be more suitable. There are different types with various useful features, such as:

- a swivel seat to help you get safely on and off
- specially adapted controls that are easy to grip
- a safety stop that makes sure the stairlift stops if something's in the way.

If a second banister or a stairlift isn't suitable, it might be possible to install a wheelchair lift – although this will depend on the size and layout of your home.

Next steps



Contact your local council for an assessment to see whether you're able to get financial help for a stairlift. You can also buy a stairlift yourself. Contact Living Made Easy (page 34) or the Research Institute for Disabled Consumers (page 35) for information on choosing products.

See our guide **Getting help at home** and our factsheets **How to get care and support** and **Disability equipment and home adaptations** for more information. In Wales, see Age Cymru's versions of these factsheets.

Getting up and dressed

There's a lot of equipment available to make it easier to get in and out of bed, get dressed or get up from a chair.



- 'Raisers' can be fitted to beds and chairs to increase their height and make them easier to get out of. Alternatively, riser-recliner chairs and specialist beds can lift you into a position where you can stand, or lower you to sit or lie down.
- If you need help to change position – whether you're sitting or lying down – you might benefit from specialist equipment such as hoists, transfer boards and slide sheets. Ask your local council (also referred to as your 'local authority') for a care needs assessment and advice first.
- When getting dressed, simple equipment such as a long-handled shoehorn or gadgets to assist with putting on tights or socks or doing up buttons can make things easier.
- If you find it difficult to bend, easy-reach grabbers can help you pick things up from the floor, like the post. Ask your local pharmacy if they stock these items or if they can order one for you. You might also be able to find them online.

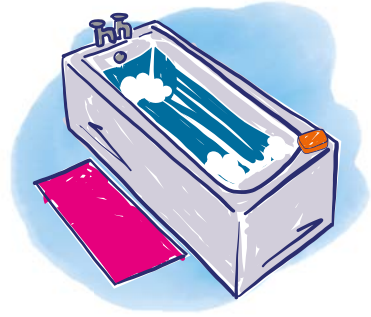
Next steps



Ask your local council for an assessment of your needs to see if you're eligible for help. They can also give you information about sources of assistance in your area. See the section 'How to get the support you need' in this guide for more information (pages 26-32).

Washing, bathing and using the toilet

Washing, bathing and using the toilet can become some of the most difficult aspects of continuing to live at home – especially if your sense of balance isn't what it once was.



Many people find it hard to ask for help with these private things – and it's understandable if you want to keep doing them yourself for as long as possible. Fortunately, some small adjustments can make a big difference. Some of the equipment you could look into includes:

- a raised toilet seat or rails that could help you get on or off the toilet by yourself
- a bath board or seat to help you get in and out of the bath
- grab rails around the bath or shower
- a special safety plug that limits water level
- a flood detector that alerts a monitoring centre if the bath or sink starts to overflow
- long-handled sponges
- non-slip mats for safety, or foot-cleaning mats to save you bending.

There are also some larger adaptations that may be suitable for you, such as:

- a bath with a side opening so you can get in and out without having to climb over the side
- a level-access shower or ‘wet room’
- a wall-mounted sink at the right height for you to use in a wheelchair or mobile shower seat
- a battery-powered bath lift with a seat or platform to support your weight
- a hands-free toilet with an automatic washing and drying function that works while you are still seated.

“I was really struggling with getting in and out of the bath – but installing a grab rail made a real difference.”

Ivy, 78



Next steps

Contact Living Made Easy for details about equipment to make things easier in the bathroom (page 34).

In the kitchen

Preparing food and drinks can be fiddly and potentially risky as you get older – especially if you have arthritis, stiff joints or mobility issues. But you might find that, with the right equipment, you can continue to do this independently.



Gadgets that can make things easier and safer include:

- wide-handled cutlery
- kettle tippers that make it easier to lift the kettle
- high-rimmed plates and two-handled cups
- assistive tin, bottle and jar openers
- spike boards that let you cut or peel vegetables one-handed
- perching stools or chairs, which support you in a near-standing position
- sturdy trolleys to help you move items around.

If you use a wheelchair, consider installing adjustable-height work surfaces and cupboards, along with a shallow basin. Your home should be fitted with gas, smoke and carbon monoxide detectors already – but if you have trouble hearing them, consider getting models that raise an audible alarm with a flashing light and alert staff at a monitoring centre.

Next steps

Contact Living Made Easy for details of equipment and telecare to make life easier in the kitchen (page 34).



Helpful technology

The thought of using technology can be daunting – but it’s basically remote assistance that’s there to reassure you and your family. Most of it is very simple to use and can help you keep living independently, while also getting help quickly if you need it.

Telehealth

Telehealth systems can help you if you’re living at home and have a long-term health condition. They monitor your health to save you from visiting your doctor more regularly – but they’re always supported by a healthcare professional.

For example, you can get a monitor that helps you measure your blood pressure or blood sugar levels and sends the results directly to your doctor. Ask your doctor about what’s available in your area.

If you’re given any medical equipment on loan, check that it’s covered by your home insurance policy. Not all policies cover loss of or damage to loaned medical equipment.

Telecare

Many people use personal alarms. These allow you to call for help if you're unwell or have a fall. You just press a button on a pendant you wear around your neck or as a wrist band. This connects you to a call centre where you can talk to someone who can help. Some systems now also include GPS tracking for when you go out, for extra peace of mind.

You can also get sensors installed in your home that automatically detect if something is wrong. For example, a pressure mat on your mattress can tell if you've been out of bed for a long time during the night and automatically sends an alert in case you've fallen. These alerts can go directly to a chosen emergency contact or to a response centre.

“Since Dad got a personal alarm, I think we both feel a lot more reassured.”

Julie, 42



Next steps



Contact your local council for information about its personal alarm scheme or, if you're in England or Wales, go online at www.gov.uk/apply-for-community-alarm.

There are also reminder devices that can help you live more independently by prompting you to take your medication, turn off the lights or lock the door when you go out. These can be particularly helpful for people living with memory problems or dementia.

Other types of telecare services include:

- discreet fall detectors that automatically detect if you've fallen and alert a chosen contact
- motion detectors that can tell if you haven't moved about for a while, or can turn on the lights when you get out of bed
- mattress sensors that can send a message to a carer for assistance if the bed becomes wet
- sensors that alert you or your family if the temperature in your home rises or drops rapidly.

Ask your doctor, social worker, occupational therapist or local council staff for more information about the range of telecare services available and whether any costs apply.

Next steps



Contact Living Made Easy for information about types of equipment available (page 34).

Living with an impairment

It can be harder to live independently with a sensory impairment, but there are things you can do that can help.

Sight problems

Most people experience some degree of sight loss as they get older – and some may have lived with sight problems for most or all of their lives. But there are various easy, inexpensive changes you can make at home to remain as independent as possible.



- Let more natural light into your home by keeping the curtains open whenever you can.
- Improving artificial lighting can make a big difference – for example, by installing motion sensor lights in dark hallways. It can help reveal any trip hazards, such as trailing wires, loose carpets or even pets. A handy person, a Home Improvement Agency or a Care and Repair service can help you (page 43).
- Change the colour scheme in your home and add coloured paint or tape markings to certain areas, such as edges and steps, to help make trip hazards more visible.

Good to know



You can order our guides in large print or audio format by calling **0800 169 65 65**.

There's a wide range of technology and equipment available to help people with sight problems, such as raised markings for appliances, and telephones with large, clear buttons.

Have your eyes tested at least every two years to identify any problems as soon as possible. If you're aged 60 or over, you can have a free NHS eye test.

“My sight’s got worse as I’ve got older and getting about the house has become harder. I’ve asked the council for a care needs assessment.”

Amit, 72



Next steps



Most local councils have a sensory impairment team whose staff can give you advice. Contact the Royal National Institute of Blind People (RNIB) for information on how to manage the impact of sight problems in your day-to-day life (page 35). The Macular Society (page 34) and the Thomas Pocklington Trust (page 36) also provide information on how to improve living with a sight problem.

Hearing loss

Hearing does tend to get worse with age, but there are ways to make hearing loss easier to live with.



- Many devices for the home, such as doorbells and smoke alarms, are available for people living with hearing impairments – so if you can't hear them, you'll still be able to see an alert such as a flashing light.
- You can also get wireless smoke alarms fitted. These connect using radio signals so that if one goes off, they all will. There are also versions that use vibrating pads, which you can put under your pillow at night to alert you to an alarm.
- If you find it hard to hear a ringing telephone, look into voice-based and text-based alternatives. Or you could install a sounder beacon on your phone that flashes and makes loud signals when someone calls.

Next steps



Contact the Royal National Institute for Deaf People (RNID) for information about available products (page 35). For expert advice on alarms, contact your local Fire and Rescue service.

Combined hearing and sight loss



Many people experience loss of both sight and hearing in later life. This can be very isolating and difficult to cope with. Ask your doctor and other health professionals for advice on changes you can make at home, and don't be afraid to tell family and friends that you need help.

It's inevitable that your life will change in some ways as you get older – but you can continue to live independently for as long as possible by making use of the equipment and services on offer.

“I started losing my hearing a few years ago and now my sight’s going too. It’s not easy but I’m finding ways to manage!”

Ruby, 86



Next steps



For information on how to stay independent if you have both sight and hearing loss, contact Deafblind (page 34).



Memory loss

It can be frustrating and upsetting if you begin to notice your memory isn't what it used to be. You might even worry that it's a sign of dementia and try to hide it from friends and family.

But memory loss can be a normal part of growing older and nearly everyone will experience it at some stage. It can be a symptom of having a condition such as dementia – but it can also be caused by stress, anxiety or medication. If you're worried about your memory, speak to your doctor or a family member.

Memory problems can make even the simplest of daily tasks difficult, but there are ways to cope. Below are some tips and tricks for making things easier around the house.

- Keep a calendar in a prominent place and write down important reminders, or use the calendar on your mobile phone or tablet.
- Fix simple labels on the front of kitchen cupboards and drawers to help remind you what's what.
- Use item locators to help you to find things such as your keys, purse or wallet easily. You just attach small tags to anything you might be likely to lose, then press a button on the locator and the tag will beep and flash to help you find them.
- Think about using a digital speech recorder to remind you about things you need to do at the time you need to do them, such as taking your medication.
- Use a calendar clock, which shows clearly the day, date and time to help you keep track.

Next steps

Our guide **At home with dementia** has specific tips on things you can do around your home if you're living with dementia.

Visit the Living Made Easy website for more information about products that can help people with dementia live independently (page 34).

Carol and Fred have found ways to make their lives easier

Carol is the main carer for her husband, Fred.

'Recently I've found there are some things I can't do as well as I used to, which is a worry as I care for my husband.

'My daughter suggested that we visit a local centre that demonstrates equipment to make life easier and help people manage for themselves.

'There were lots of useful things there. I'd been having trouble lifting the kettle – now I've bought a handy kettle tipper and I can make a cuppa again, no bother!

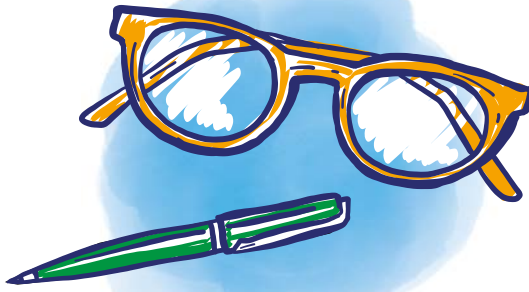




‘We’ve also been looking at other equipment to make things easier for us around the house.

‘I called the local council to see if they could help. They sent an occupational therapist round. I told her that I particularly struggle helping Fred in and out of the bath these days and she suggested some grab rails and a bath seat. It turns out the local council is going to provide them free – they should be fitted next month.

‘My daughter also said she was starting to worry about me falling over, so I got myself a personal alarm. It gives both of us peace of mind that if I have a fall I’ll be able to let people know.’



How to get the support you need

If you think you could benefit from adaptations to your home, or disability equipment to make things easier, contact the adult social services department of your local council.

Getting help from the council

Ask your local council for a needs assessment. If the council has reason to believe you have some level of need, you're entitled to this regardless of income, savings and age – and it'll be provided for free.

The assessor will look at whether you have difficulty with day-to-day tasks and whether this has – or could have – a negative effect on your wellbeing. Your local council must aim to maximise your wellbeing, both now and for the future.

They should also ask you if there's anything you want to be able to do, such as use public transport, and help you achieve this where possible. If you have a carer, the assessor should involve them in the assessment and consider their views. They're also entitled to a separate carer's assessment.

The assessor should consider the emotional and social aspects of your life, including your skills, abilities, views, cultural background and support network. They should also consider any health or housing requirements you have and contact the professionals who need to be involved in your assessment and care.

Once the council has done the assessment, it must decide if your needs meet eligibility criteria for help. If so, the council has a duty to offer you help and support.

After the assessment, a care plan should be agreed with you. This sets out how the council is going to meet your needs – including any disability equipment or home adaptations. The council must give you a written copy of your plan.

Even if you're not eligible for help from the council, the staff should still give you information and advice about services or equipment that could help you.

If you want to buy equipment yourself, Living Made Easy is a good starting point to see what's available. It also has a helpline (page 34). More information about paying for adaptations can be found on pages 28-31.

Next steps

See our factsheets **Finding help at home** and **Disability equipment and home adaptations** for more information. Our factsheet **Personal budgets and direct payments in social care** explains different ways to arrange your care. In Wales, see Age Cymru's versions of these factsheets.

Paying for equipment and adaptations



If you need equipment or adaptations, you might worry about the cost. But don't be put off – you might be able to get financial support.

Once you've had your care needs assessment (see pages 26-27), the local council staff will recommend what equipment, adaptations, care and support you need.

If they recommend minor adaptations to your home costing £1,000 or less, such as installing grab rails or lights, these will be provided and fitted free of charge. Specialist disability equipment they recommend will also be provided for free – for example, a hoist to help you in and out of bed.

If the council decides that you don't have any eligible needs, it must still give you information and advice about making life easier. If you want to get advice from a private occupational therapist, contact the Royal College of Occupational Therapists (page 35) – though it's worth bearing in mind a private occupational therapist will charge for their services.



In Wales, minor adaptations aren't means-tested and should be provided for free. However, a charge may be applied to disability equipment, depending on your circumstances.

Next steps



For more information in England, see our factsheet **Disability equipment and home adaptations**. In Wales, see Age Cymru's version of this factsheet.

Disabled Facilities Grants



For help with the cost of larger adaptations, you may qualify for a Disabled Facilities Grant (DFG). It's means-tested and there's usually an upper limit on the amount you can get. You can apply for a DFG even if the council decides you don't have eligible care and support needs, because DFG decisions are based on separate criteria.

DFGs are administered and paid by your local council's housing department (or the Northern Ireland Housing Executive in Northern Ireland – see page 34). They can usually only be used for work that the council has assessed you as needing.

You can get a DFG if you own or rent your property – although tenants usually need their landlord's permission to carry out works. Social (council or housing association) landlords will sometimes pay for adaptations – but you can still apply for a DFG and you should be treated the same as other applicants. Your landlord may want you to move elsewhere instead, but your application shouldn't be turned down for this reason alone.

Next steps



Contact your local Home Improvement Agency, which may be able to help you apply (page 34). In Northern Ireland, contact the Northern Ireland Housing Executive (page 34) or Radius (page 35).

Ask your local council or see our factsheets [Disability equipment and home adaptations](#) and [Home improvements and repairs](#) for more information. In Wales, see Age Cymru's version of [Disability equipment and home adaptations](#).

Home Improvement Agencies and handyperson services



Once it's decided that your home needs adaptations, staff from Home Improvement Agencies (HIAs) can help by arranging surveys, getting estimates for the work, applying for local council assistance or other grants and supervising work to completion.

Even if you can afford to pay for the work yourself, using an HIA can make it less stressful.

Some HIAs also help with small jobs, such as fitting rails. Even if you don't have an HIA in your area, there may be a handyperson service, so it can be worth asking your council.

To find out whether there's an HIA or handyperson service in your area, contact your local council's housing department or, in England and Wales, the relevant coordinating body for HIAs (page 34).



HIAs aren't available in Northern Ireland. In Northern Ireland, contact the Northern Ireland Housing Executive (page 34).

Good to know



More than 70 local Age UKs across England operate handyperson services. Contact Age UK Advice (page 33) to find out what's available in your area. In Wales, contact Age Cymru Advice.

Boosting your income



It's important to claim all the money you're entitled to. Each year, up to £3.5 billion of state benefits goes unclaimed – so make sure you're not one of those missing out.

If you need help with care, you might qualify for a disability benefit – either Personal Independence Payment if you're under State Pension age, or Attendance Allowance if you're over State Pension age. Neither benefit is means-tested, so your income and savings won't be considered.

In addition to benefits, there are other options to help you pay for adaptations, such as:

- getting help with repairs, improvement or adaptations from your local council (page 28)
- moving to a smaller or less expensive property
- renting out a room in your home.

Next steps

See our guides **More money in your pocket** and **Attendance Allowance** to find out more. Age Cymru and Age NI have their own versions of **More money in your pocket**. You could also visit www.ageuk.org.uk/benefitscheck to try our online benefits calculator.

Moving to more suitable accommodation



If adaptations aren't possible or they no longer meet your needs, it might be time to consider moving to somewhere more suitable.

Deciding to move isn't easy – so talk to friends and family first or get independent advice if you think you need it. It's understandable to feel anxious at the thought of leaving a home that's comfortable and familiar, especially if it holds lots of happy memories. You might feel as if a chapter of your life is closing, or that you'll be forced to give up some of your independence.

However, many people find they enjoy having more peace of mind after moving – for example, into supported housing.

There are a number of housing options available. Deciding what's best for you depends on your needs, finances, current housing, and what's available in your preferred area.

If you have a disability, you can ask your local council for an assessment to help you with your re-housing needs. The council should then provide a report that you can use when making your decision.

Next steps

See our guide **Housing options** for more information.

Useful organisations

Age UK

We provide advice and information for people in later life through our Age UK Advice line, publications and website.

Age UK Advice: 0800 169 65 65

Lines are open seven days a week from 8am to 7pm.

www.ageuk.org.uk

In Wales, contact Age Cymru Advice: **0300 303 44 98**

www.agecymru.org.uk

In Northern Ireland, contact Age NI: **0808 808 7575**

www.ageni.org

In Scotland, contact Age Scotland: **0800 124 4222**

www.agescotland.org.uk

Deafblind

Charity offering services, information and advice to people who are deafblind or have both sight and hearing loss.

Tel: **0800 132320**

Email: info@deafblind.org.uk

www.deafblind.org.uk

Living Made Easy

A DLF website that has extensive information about different types of specialist disability equipment.

Tel: **0300 999 0004**

www.livingmadeeasy.org.uk

Home Improvement Agencies

Agencies to help older and disabled people organise repairs, improvements and adaptations to their home.

In England, contact [Foundations](#)

Tel: **0300 124 0315**

www.foundations.uk.com

In Wales, contact [Care and Repair Cymru](#)

Tel: **0300 111 3333**

www.careandrepair.org.uk

Macular Society

National organisation that provides information and support to help people adapt to life with sight loss.

Tel: **0300 3030 111**

www.macularsociety.org

Northern Ireland Housing Executive

Organisation offering information on grants for home improvements in Northern Ireland.

Tel: **03448 920 900**

www.nihe.gov.uk

Radius

Organisation providing free support and advice for people in Northern Ireland applying for a Disabled Facilities Grant.

Tel: **0330 123 0888**

www.radiushousing.org

RiDC (Research Institute for Disabled Consumers)

National research charity providing independent information to older and disabled consumers.

Tel: **020 7427 2460**

www.ridc.org.uk

Royal College of Occupational Therapists (RCOT)

Member organisation that can help you find an occupational therapist and advise you on home adaptations or equipment.

Tel: **020 3141 4600**

www.rcot.co.uk

Royal National Institute of Blind People (RNIB)

National organisation offering information and support to people who are blind or partially sighted.

Tel: **0303 123 9999**

www.rnib.org.uk

In Northern Ireland, contact **RNIB Northern Ireland**

Tel: **028 9032 9373**

Royal National Institute for Deaf People (RNID)

National organisation offering information and support to people who are deaf or hard of hearing.

Tel: **0808 808 0123**

Relay UK: call **08001** then **0808 808 0123**

www.rnid.org.uk

Royal Society for the Prevention of Accidents (RoSPA)

Charity dedicated to saving lives and preventing injuries.

Tel: **0121 248 2000**

www.rospa.com

Thomas Pocklington Trust

National organisation that provides information, care and support to people with sight loss in the UK.

Tel: **020 8995 0880**

www.pocklington-trust.org.uk



† The Age UK network includes the charity, its trading companies and national partners (Cymru, Scotland and NI). We also work closely with local Age UKs. 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 Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.

Can you help Age UK?



If you would like to, please complete the donation form below with a gift and return to: **Freeport Age UK REPLY**. Alternatively, you can phone **0800 077 8751** or visit **www.ageuk.org.uk/donate**. If you prefer, you can donate directly to one of our national or local partners. Thank you.

Your details

AGUK0081 MXAQ22CA07C016

Title: Forename: Surname:

Home address:

Postcode:

Email address:

We'd[†] like to keep in touch with you to tell you about the vital work we do for older people, our fundraising appeals and opportunities to support us, as well as the products and services you can buy.

I do not wish to receive communications by post.

We will never sell your data and we promise to keep your details safe and secure.

Please tick the box to let us know all the ways you'd like to hear from us:

I would like to receive communications by email.

If you change your mind about how we can contact you, please email

contact@ageuk.org.uk or call **0800 169 8787**. For further details on how your

data is used and stored by the Age UK network go to **www.ageuk.org.uk/help/privacy-policy**.

Your gift

I would like to make a gift of £:

I enclose a cheque/postal order made payable to Age UK, **or**

I wish to make payment by (please tick):

MasterCard Visa CAF CharityCard

Card number Expiry date

Signature

Gift Aid declaration 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 am a UK tax payer and understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. Today's date

* Age Cymru, Age Scotland and Age NI. **Please ensure you provide your full name and address**, and let us know if you wish to cancel your declaration, or if your tax status, name or address changes.

Age UK provides a range of services and your gift will go wherever the need is the greatest.

Help us be there for someone else

We hope you found this guide helpful. When times are tough, it's so important to get some support. Did you know you could help us reach someone else who needs a little help? Here's how:

1

Give your views on guides like this

Our Readers' Panel helps make sure the information we produce is right for older people and their families. We'd love you to join. Go to www.ageuk.org.uk/readers-panel.

2

Donate to us

Every donation we receive helps us be there for someone when they need us. To make a donation, call us on **0800 169 8787** or go to www.ageuk.org.uk/donate.

3

Volunteer with us

Our volunteers make an incredible difference to people's lives. Get involved by contacting your local Age UK or at www.ageuk.org.uk/volunteer.

4

Campaign with us

We campaign to make life better for older people, and rely on the help of our strong network of campaigners. Add your voice to our latest campaigns at www.ageuk.org.uk/campaigns.

5

Remember us in your will

A gift to Age UK in your will is a very special way of helping older people get expert support in the years to come. Find out more by calling **020 3033 1421** or visit www.ageuk.org.uk/legacy.

What should I do now?

You may want to read some of our relevant information guides and factsheets, such as:

- **Getting help at home**
- **Housing options**

You can order any of our guides or factsheets by giving our Advice Line a ring for free on **0800 169 65 65** (8am-7pm, 365 days a year).

Our friendly advisers are there to help answer any questions.

All of our publications are available in large print and audio formats.

There's plenty of really useful information on our website, too. Visit **www.ageuk.org.uk/home-and-care** to get started.

If contact details for your local Age UK are not in the below box, call Age UK Advice free on **0800 169 65 65**.



0800 169 65 65
www.ageuk.org.uk



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