



# ***Our Services in Berkshire***

**For more information**

**Visit us at**  
**[www.ageukberkshire.org.uk](http://www.ageukberkshire.org.uk)**

**Call us on**  
**0118 959 4242**



# *Who is this guide for?*

Age UK Berkshire provides a wide range of services that make later life better in Berkshire.

We are well established in the county, working with and for older people locally for over 50 years.

Whether you need advice and support for yourself, a loved one, a friend or family member, we hope that you will find the information you need within the pages of this guide.

Our aim is that everyone should have someone to turn to. Whatever is concerning you, contact us and if we can't help you, we can direct you to someone who can.

Our services are all about staying independent, safe, healthy, strong and active.

We are here to help everyone make the most of later life, to enable you to make choices which suit YOU.

As a charity we rely on your support. Prices on our chargeable services are kept as low as possible and income supports all of our charitable work.





# Our Free Services

As we grow older we find ourselves having to address situations we had not considered before.

Whatever you need advice on, whatever issue is concerning you, your family or your care turn to us.



## Information and Advice



We provide comprehensive information and advice on a wide range of topics to people in later life, their families, friends and carers.

We helped Cathy with a benefits check and how to obtain a blue badge.

**Cathy** *“The advice and support was brilliant, they guided me through the forms and answered my questions”*

## Befriending



We can help you, or your family member, if you're lonely, isolated or would like some company. Our friendly volunteer befrienders can visit you at home or keep in contact by phone.

**Currently we provide this in West Berkshire and Reading.**

If you need a similar home visiting support in other parts of Berkshire, we may know of other local groups or charities that do provide this service.



# Our Free Services

## Wellbeing Services

If you would like to get connected to your local community, or just a bit of support with staying independent at home.

As part of Reading's social prescribing service we can support & assist with building confidence – identifying activities and services that could benefit you.

### We aim to help people in a number of ways

- Staying as well as you can
- Keeping in touch
- Feeling positive
- Being treated with dignity
- Looking after yourself
- Feeling safe
- Managing money and personal administration

We offer a free home from hospital service to all Wokingham Borough residents to support them after a hospital stay.

## Getting Out & About

We can help reconnect you to your community or find new interests. You may be feeling isolated or find it difficult to do the things that interest you.

Perhaps you've lost the confidence or motivation to do the things you used to enjoy doing. It's never too late to go back or try something new.



**This service is only available to older people who live in the Reading Borough Council area.**

**Neil** *"I am now going to weekly Tai-chi lessons. I have new friends & feel much better!"*



# Our Chargeable Services



## Easy Shop

If you find it difficult to get to the shops, can't or won't shop online we can help.

We place your order with the supermarket of your choice or arrange for them to deliver at a pre arranged time.

You can order weekly, fortnightly or monthly.

There is a small charge for this service.

## Help At Home

Whatever the reason that you find yourself less able to do things around the house, contact our home help team. We will come to your house so that you can tell us what you need. Your home helper will visit on a regular basis to suit you, a few times a week, weekly, fortnightly or monthly or as a one off visit. The average visit is usually about one and a half hours.

### Some examples of the sort of help you might need are

Shopping (both for food and non food items)

Taking you to appointments

Cleaning (ranging from a general clean to a full spring clean or de clutter)

Helping to pay bills

Collect prescriptions

Laundry & ironing

Helping to prepare light meals

**Please note we do not provide Personal Care**

**There is a charge of £20 per hour for the service, which is regularly checked against others offering similar services.**



# Our Chargeable Services

## Dementia One to One Support

This is a personalised service, helping you to live a more fulfilled life with memory loss or dementia.



### Whatever you like to do, we are here for you

Reminiscing about the past

Going for walks in the park  
or by the river

Music, singing, dancing

Arts, crafts, puzzles & games

Taking you to visit local clubs &  
events

Singing for the Brain.

As a Carer this may offer you  
some time for yourself!

## Active Living



Making the most of your  
later life is about maintaining  
your independence. Keeping  
mentally & physically fit  
improves your quality of life  
and makes older age an  
enjoyable time.



Qualified instructors run a  
wide range of popular activity  
sessions which promote well  
being and give participants  
health and social benefits,  
as well as a chance to meet  
like minded other people.

Your first activity session  
at any of our classes is free,  
so why not try something new.



# Our Chargeable Services

## Handy Person Service



When something goes wrong at home and you need someone trustworthy to come and put it right. If you need small jobs done around the house, our handyperson service will be able to carry out those jobs for you. Jobs such as

Supply and fit Grabrails

Supply and fit Keysafes

Replace light bulbs

Replace electrical fuses  
& plugs

Unblock sinks & fit tap washers

Put up curtains & rails

Fit draught excluders

Replace broken toilet seats

Renew bath & sink sealants  
tile small areas

Supply and fit shower seats

Repair garden gates and small  
areas of fencing

Build small pieces of flat pack  
furniture

Fit window or door locks

Most Adult Social Care Departments can supply materials to fit for you free of charge or you can supply your own materials. Local councils, NHS organisations and local charities refer people to Age UK Berkshire.

The Age UK Berkshire Handy person service is to help anyone over 50 (& people with disabilities) who may need practical help to live independently at home.

**There is a charge of £25 per hour plus materials.**

**Would you like to find out more about how you can support the work of Age UK Berkshire through a gift in your will or fundraising on our behalf?**

**Please ask how you can help us.**



## Volunteer for Age UK Berkshire



Without our dedicated team of volunteers, we would not be able to maintain the wide range of services we offer to older people in Berkshire. Our volunteers are key and support us in a variety of ways -

by visiting older people in their own home, supporting attendance at activity groups, undertaking online supermarket shopping, giving support with finances and helping us in the office with administration tasks.

Application and checking process is necessary before starting a volunteering role, all volunteers are offered induction, support and ongoing training and are fully insured when undertaking the role for Age UK Berkshire.

How many hours you would like to offer and what type of volunteering you undertake is largely up to you we're very happy to discuss this with you, for you to use your existing experiences or gain new ones.

Please look at our website for further details of current volunteering opportunities or contact us at **vol@ageukberkshire.org.uk** or telephone **0118 959 4242**.



**Age UK Berkshire are proud of the quality of their services to people in later life. If you have a comment, query or complaint please contact us. We treat all information shared with us as confidential and respect your privacy, we are compliant with current data protection legislation.**

**If you need more details ask to see our Privacy Policy.**

### **Age UK Berkshire**

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