



Our Services in Berkshire

**Services and support
for older people across Berkshire**



What we offer

➤ Free services - see pages 4-5

- Information & advice service
- Befriending
- Support for carers
- Home from hospital service
- Getting out & about

➤ Chargeable services - see pages 6-7

- Easy shop
- Home help plus
- Dementia services
- Handy person service

➤ Events, activities & social groups - see back page

- Events and activities
- Social groups & get-togethers
- Gentle exercise classes & walks
- Dementia cafes
- Singing groups & choirs
- Get involved as a volunteer



Welcome to Age UK Berkshire

At Age UK Berkshire we're committed to improving the lives of older people across the county. We've been providing advice, support, services, events and activities across Berkshire for over 50 years.

This guide has been designed to give you a quick summary of our services and activities, but if you need something different or want to know more, whether you need support for yourself or a loved one, get in touch*. We're always here to help.

Our free services



Information & Advice

We provide comprehensive, independent and confidential advice on a wide range of topics, from benefits advice to how to obtain a blue badge and much more.

This service is available Berkshire-wide to anyone over the age of 50 and is free of charge.

Free

Befriending

Are you feeling a bit lonely, isolated or just in need of some good company? You'll be carefully matched with one of our friendly, DBS-checked and trained volunteers. They can either visit you at home or give you a call on a regular basis for a friendly chat, at a time to suit you.

This service is available face-to-face in Reading, West Berkshire & Bracknell, and by telephone Berkshire-wide.

Free

Getting Out & About

Are you feeling isolated or lacking confidence or motivation to do the things you usually enjoy, such as hobbies, social groups and shopping trips? We can help you reconnect to your community or find new interests.

Available in West Berkshire only.

Free



Carers Support

Being an unpaid carer for a friend or loved one can be isolating and challenging, but we are here to help with support, information and advice to help you in your caring role, including:

Free

- Carer's rights and benefits advice
- Social groups and connection with other carers
- Focus on you: to look after yourself and stay well
- Future planning
- Carers Assessments and Carers Cards

Available in Wokingham and West Berkshire only.

Home from Hospital Service

We offer a free service to help you settle back home after a stay in hospital. We can support you for a number of weeks with things like:

Free

- Cleaning and light housework
- Food shopping
- Collecting medication
- Liaising with wards and health professionals
- Getting to appointments

This service is currently only available to residents in the following areas: Bracknell Forest, Wokingham Borough and Reading Borough. Support times vary.

Our chargeable services



Home Help Plus

We can come to your home and help with whatever you need. This service is tailored to you, and can include:

- A one-off deep clean or regular weekly, fortnightly or monthly cleaning
- Shopping (for food and non-food items)
- Help with appointments, correspondence and bills
- Changing bedding, laundry, ironing
- Helping to prepare light meals

There is a small charge for this service. Prices are checked regularly against other similar services. (Please note: We do not provide personal care)

Available in West Berkshire, Reading and Wokingham.

**£22
per hr**

Easy Shop

If you find it difficult to get to the shops, we can help. We place your order with your chosen supermarket and arrange a delivery at a time to suit you. You can order weekly, fortnightly or monthly.

There is a small charge for this service, plus a one-off set-up fee of £10. This service covers most areas of Berkshire.

**£8 per
order**



Handy Person Service

**£25
per hr**

When something goes wrong at home, you need someone trustworthy and reliable to put it right. Our Handy Person team can carry out jobs including:

- Fitting smoke and CO2 detectors
- Changing bulbs and replacing small electrical fittings
- Minor plumbing eg changing tap washers
- Fitting grabrails and handrails
- Fitting keysafes and window and door locks
- Draughtproofing windows and doors

Most Adult Social Care departments supply materials for these jobs free of charge, or we can provide materials for a small additional fee. This service is available in most areas in Berkshire.

Dementia Service

**£22
per hr**

Our specially-trained support workers work one-to-one with people with dementia in their own homes or elsewhere according to their needs, interests and ability, providing support, stimulation and continuity. This service provides vital respite for carers and complements, rather than replaces, care from the NHS or other adult care services.

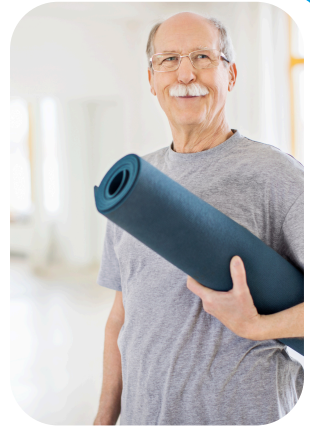
There is a small charge for this service which can be paid by you or your Personal Budget. Service available in West Berkshire only.

Our events & activities

We run a wide range of events and activities for older people across Berkshire, many of which are free or low-cost, including:

- Gentle exercise classes, Tai Chi, nature walks
- Dementia cafes
- Social get-togethers
- Singing groups and choirs... and much more!

Everyone's welcome - come and join in!



Volunteer with us

Without our dedicated team of volunteers, we simply couldn't deliver and maintain the wide range of services we provide to the older people of Berkshire.

Our volunteers (from all ages and walks of life) help run social groups, give someone a friendly phone call, provide office admin support, fundraise and more.

If you'd like to get involved, we'd love to hear from you.

Get in touch...



Call us:

0118 959 4242

Visit our website:

www.ageukberkshire.org.uk

Come and see us, Mon to Fri, 10am-3pm:

**Unit 119, Broad St Mall,
Reading, RG1 7QE**

(we're on the upper level near
the NHS walk-in clinic)