

A group of diverse people, including a man in a hat, a woman in a beanie, and a woman in a grey jacket taking a selfie, are smiling and looking towards the camera. They are outdoors in a park-like setting with trees and a fence in the background.

# *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**

Registered charity number 1146462

# *Who is this guide for?*

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

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

**i** We provide comprehensive information and expert advice on a wide range of topics to people over 50, their family, friends and carers. Our service is free of charge, independent and confidential.

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 my options and covered all my queries.”*

## 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.

**Norman** *“My befriender’s call each week has really helped me and always lifts my mood.”*



# 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.

Our social prescribing service can support and 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

## Home from Hospital

We offer a free home from hospital service to all Wokingham Borough residents to support them after a hospital stay and a chargeable service for other authority areas.

## 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.



**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)

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 Service

Age UK Berkshire provides support to those living with memory loss or dementia and their carers.

This includes:

Group Therapy sessions

Dementia Cafes

One-to-one support

Help at home

Dementia walks

**Vanessa** *“Emma is engaging socially with others again and she is really enjoying the walks and company. It has already had a very positive impact on her well-being and self esteem.”*



## 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 activity sessions which promote wellbeing, are fun to take part in and give people a chance to meet likeminded 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 handy person service will be able to carry out those jobs for you. Jobs such as

Fitting smoke and CO2 detectors

Changing light bulbs and replacing small electrical fittings

Replacing tap washers and carrying out minor plumbing works

Fitting grabrails and handrails

Fitting key safes

Draught proofing windows and doors

Fitting phone extensions

Carrying out a range of minor repairs

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.**



For any work we cannot do we are able to suggest one or more local traders, although we don't make recommendations. We do our best to meet your individual needs and to support you in your own home to be as independent as you would like.

## Volunteer for Age UK Berkshire



Without our dedicated team of volunteers, we would not be able to maintain the wide range of services we provide older people in Berkshire.

Our volunteers are a vital part of the work we do every day, supporting us in a variety of different ways from helping run social groups and activities, giving someone a regular friendly phone call, or sharing their skills in a computer training class.

If you'd like to get involved, we'd love to hear from you. We have plenty of volunteering opportunities, whether you want to make new friends, develop new skills or give something back to your local area, you can support us and make a difference to the lives of older people.

Please look at our website for further details and current volunteering opportunities or get in contact.

**George** *"For anyone who is thinking about volunteering... just do it! It is just so rewarding to know you have brightened someone's day."*

### Fundraising

There are so many ways to support Age UK Berkshire through fundraising opportunities and challenges. Whether you would like to knit, host a fancy dress or get baking, there are plenty of exciting ways to contribute.



**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

Unit 119  
Broad Street Mall  
Reading  
RG1 7QE

**T 0118 959 4242**

[info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)  
[www.ageukberkshire.org.uk](http://www.ageukberkshire.org.uk)  
[@AgeUKBerks](https://www.facebook.com/AgeUKBerks)