



Our Services in Berkshire

For more information

Visit us at

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 essential information and expert advice on a wide variety of topics of interest or concern to people in later life, family, friends or carers.

We helped Cathy with a benefits check and blue badge form

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, - Living Well might be for you. Living Well is part of Reading's social prescribing service.

This service is about support to assist with building confidence and identify 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

The service is available to older people registered at surgeries across North, West and South Reading.

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.

Getting Out & About is a short-term service to help older people in Reading discover new pastimes, rekindle old hobbies and find new friends in your local community.

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

What ever 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 £18 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.

Silver Surfers

Our sessions cover what you need to know about the internet, social media, digital photography and even the basics of modern computers, smartphones and internet tablets.

The sessions are individually-tailored and planned to the correct pace and can use your computer/laptop/tablet.

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 support us in a variety of ways: by visiting older people in their own home; supporting attendance at activity groups; sharing IT knowledge on a 1 to 1 basis in structured sessions; 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

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[@AgeUKBerks](https://www.facebook.com/AtAgeUKBerks)



Products for people 50+

For all your insurance and other products with the needs of the over-50s in mind, including hearing aids, stair lifts, adjustable beds, funeral plans and other specialist items, you only need to contact us.

Age UK Berkshire pride ourselves on the quality of our services to people in later life. We'd love to hear from you if you have a compliment or a complaint.

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.

Registered charity number 1146462

Age UK Insurance is administered by Ageas Retail Limited and brought to you by Age UK Enterprises Limited.