

- **Age UK North Worcestershire** is the new name for **Age UK Bromsgrove, Redditch & Wyre Forest**. We are a local, self-funding charity supporting older people aged 50+ and their families
- We aim to make North Worcestershire a better place for people to grow old, by delivering a range of local services aimed at promoting independence and enabling people to make the most of later life. These services include;
 - Our free & confidential **Information & Advice Service**
 - Our '**At Home**' Service (including cleaning, shopping, gardening, handyman and a sitting service)
 - **Foot Care**
 - **Befriending and Care Calls**
 - **Social Groups & Activities** (including Bromsgrove Men in Sheds)

For more information, please call us on

01527 570490

E: enquiries@ageuknorthworcs.org.uk

W: ageuk.org.uk/northworcs

Friendship and Support



Our Befriending Service



Everyone can feel lonely now and again but, as we get older, circumstances can make it harder to get out and about, to stay in touch, or form new friendships, and being at home on your own can become especially difficult

- Having the friendship and support that we need is a fundamental part of our wellbeing
- At Age UK North Worcestershire we understand the value that people place on the ability to talk, listen and share information with another human being who they feel they can trust and rely upon, which is why our **Befriending Service** is such an important part of our local work
- As part of this **free service**, one of our volunteers will regularly visit an older person in their own home (for a cup of tea, or to accompany them to an activity), or will phone them for a chat. The service is based on **friendship** and all of our volunteers have been carefully



What our service can offer

- A regular visit or a telephone call for a friendly chat
- A trusted, listening ear
- Links to other local support and services

This service can't offer personal care, assistance with any medication, money or bills; or support with housework, shopping or gardening, however we can provide links to such services if you need them

"This is a really valuable service and I would suggest to anyone living on their own, or feels a little lonely, to contact you" Feedback for our Befriending Service



What to expect from us?

- To be respected and valued as an individual
- Contact with our Befriending team who will spend time to understand you as a person and how we can best support you. They will also provide updates regarding the service and will deal with any questions or concerns you may have
- Carefully screened volunteers who are DBS (criminal records) checked

In return we ask that users of the service;

- Let us know if they are unable to keep the arrangements made with their volunteer
- Give us feedback about the service

Can we help? Call us on: **01527 570490**

