

A-Z guide to services

For Older People in Cheshire East



For information about all of Age UK Cheshire East's services,
please contact us on

01625 612958

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A – Z Guide

to Services

for Older People

Autumn 2017

Age UK Cheshire East
New Horizons Centre
Henderson Street
Macclesfield SK11 6RA
01625 612958

Website: www.ageukce.org
Email: enquiries@ageukcheshireeast.org

Registered Charity Number 1090161

Introduction

Welcome to the latest issue of Age UK Cheshire East's Guide to Older People's services. We are pleased to say that this Guide is being published as we enter our 30th year since the Charity was established, and we are extremely proud that we continue to be the leading local charity providing support to older people in Cheshire East. We do this by operating a range of tailored services which specifically meet the needs of our ageing population. Our services are focused around six key themes, namely:-

- Information & Advice
- Lifestyle support
- Tackling loneliness
- Dementia Support
- Men in Sheds
- Help in the Home

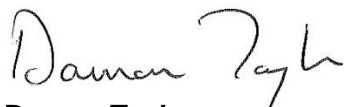
In addition to the above, we have an active and vibrant retail operation, which is ably supported by nearly 100 volunteers. All proceeds from the sales of goods from our shops remain in the local area, and are used to provide services for older people.

As well as the vital services we provide as a local charity, we are also keenly aware that there are many services provided by other charities and agencies across Cheshire East, which older people need to access to address their needs and maintain independence in later life. We produce this guide because we believe that older people need access to reliable, up-to-date information to help them make informed choices. As a "Where to Go for What You Want" guide, this booklet covers a wide range of services, in alphabetical order, from "Adapting your Home" to "Wills". Most of the organisations listed in the guide have their contact details printed directly alongside. If you can't find the contact details you need, check the address list at the back.

Our Information & Advice Service can help if you need to speak to us about anything, their details are in this booklet under 'Advice Centres'.

We recognise the need for information to be available to anyone who may find it useful and, therefore, this guide is available free of charge and distributed across Cheshire East, through the generous support of the Big Lottery. However, because all of Age UK Cheshire East's services are only possible because of the generous financial contributions of our supporters, we welcome donations towards the work of our charity. Every penny given to us remains in Cheshire East supporting the services that we provide for local older people.

We hope you find this guide useful. Please let us know if you have any suggestions for future issues.



Damon Taylor
Chief Executive
Age UK Cheshire East
October 2017

Foreword

Information in this guide relates to services available across Cheshire East.

Whilst we have tried to include services and agencies from across this area, it has not been possible to refer to every single activity, which may be available in Cheshire East. We hope that you will let us know if you come across something that you think should be included. We can then make amendments and improvements to any future issues of this guide.

We have made strenuous efforts to check the accuracy of the information included, especially the contact numbers and addresses. To the best of our belief, the information included is correct at the time of going to press. Do let us know if there are any errors or you have problems contacting any of the services listed, and we will endeavour to find more up-to-date information for you.

This guide sets out, in alphabetical order, a large number of services that are provided by a range of agencies for older people across Cheshire East. The following pages highlight the services that Age UK Cheshire East provide for older people. For your ease of use, this information is also replicated in the A-Z section of this publication.

To contact us about any of the services provided by Age UK Cheshire East detailed in the section below, please call us on **01625 612958** or by email to enquiries@ageukcheshireeast.org

▲ Information and Advice Service

Our Information and Advice Service is aimed at people aged 50+, their relatives and carers, who live in Cheshire East. The service is free, impartial and confidential and can help with issues such as welfare benefits, community care, housing, life-long learning or leisure opportunities.

▲ Dementia Day Support Service (New Horizons Club)

Our Dementia Day Support Service (the New Horizons Club), is specifically designed for people who are living with Dementia. Based in our specially adapted centre in Macclesfield, the service provides day long support for up to 14 people every day, with varying levels of memory problems. The service is run by experienced, trained staff, who provide a range of tailored activities most appropriate to needs. Door to door transport is also available at an additional charge. You can access the service directly by getting in contact with us.

The direct email for this service is: ddss@ageukcheshireeast.org

▲ Help at Home Service

This service is designed for people over 50. Our aim is to make your life easier by doing the jobs you find difficult or frustrating. You can choose the tasks that our trained home helpers undertake, but common tasks include most household cleaning jobs, shopping, light meal preparation, assistance with bills and appointments, arranging outings and activities. To arrange to receive the service in your home, please get in touch!

The direct email for this service is: hah@ageukcheshireeast.org

▲ Men in Sheds

This project operates in Henderson Street in Macclesfield, and Lower Park Mill, Lower Park Street, Congleton. Activities include woodwork, advice and support, painting, varnishing, or relaxing with a cup of tea in the company of other local men.

The direct email for this service is: mis@ageukcheshireeast.org

▲ Support for Armed Services Veterans

Our 'Joining Forces' Project is aimed at veterans aged 50 plus across Cheshire East to build their resilience, manage their health and improve their independence. Please contact our Veterans Wellbeing Co-ordinator for more information.

▲ Computer Drop In Class

We hold a Computer Drop-in class on Monday mornings between 10am and 12pm. This includes Beginner Sessions in computing, the internet and related topics with the support of older volunteers, so that people can build up their computer skills at their own pace. The Centre also provides a wide range of other learning opportunities including on-line courses and the application of technology to photography, crafts, family history and other hobbies.

▲ Arts & Crafts Groups

We host these two groups, where those attending are encouraged to come along and test out their artistic flair, whilst enjoying a cup of tea and some chat with fellow artists.

▲ Charity Shops

We have six charity shops, including a furniture showroom, selling good quality second-hand clothing, household goods, books, toys, etc, at very reasonable prices. The shops are open between 9.30 am and 4.30 pm from Monday to Saturday. All profits are used to support Age UK Cheshire East's work for local older people. We always welcome any donations you would like to make of quality goods for resale.

2 Exchange Street, Macclesfield

Tel: **01625 500026**

90 King Street, Knutsford

Tel: **01565 654283**

76 Park Lane, Poynton

Tel: **01625 876160**

27 London Road, Alderley Edge

Tel: **01625 584234**

64 High Street, Congleton

Tel: **01260 281288**

The Furniture Showroom, Henderson Street, Macclesfield

Tel: **01625 440776**



Contact our
furniture showroom
on **01625 440776** to
arrange for them to
collect, free of
charge, your
unwanted furniture
items

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Advice Centres

Age UK Cheshire East Information and Advice Service

Information and Advice Service for people aged 50+, their relatives and carers, who live in Cheshire East. The service is free, impartial and confidential and can help with issues such as welfare benefits, community care, housing, life-long learning or leisure opportunities.

Tel: **01625 612958**

Email: **enquiries@ageukcheshireeast.org**

Website: **www.ageukce.org**

IACE (Information and Advice Cheshire East)

For information and advice on all aspects of social care and support for anyone including carers, health and disability conditions, resolving issues, making choices and accessing services.

Tel: **01260 288353** (24 hour answer service)

Email: **iace@infoadvicece.org.uk**

Website: **www.advicece.org.uk**

Being There

Being There can support you in a number of ways to help you manage your illness. They can provide emotional support – someone to talk to when you feel like it, practical help at home, support and transport to hospital appointments, outings and social activities.

Being There have staff and volunteers who are friendly, approachable and ready to listen to your concerns whether you are living with a life-limiting illness yourself or are in a caring role.

So, if you have cancer, a heart or respiratory condition or have had a stroke, or are caring for someone with one of these conditions, or have a family member or close friend who has been diagnosed with one, find out more about these services

Tel: **0845 123 23 29** (lines open Mon - Fri 9am – 4pm)

Website: **www.beingthere.org.uk**

Citizens Advice

You can contact Citizens Advice for free and confidential advice. Appointments are not always necessary but it is sometimes difficult to speak to advisers, especially at the beginning of the week or at other busy times. Some sessions are available by appointment only. There is a debt advice service and staff trained in welfare rights. Citizens Advice also run a special service at the courts to help people who, through debt, are likely to be evicted from their homes.

Telephone Advice Line: **03444 111 444**

Website: **www.citizensadvice.org.uk** (for online information)

Alderley Edge

Alderley Edge GP Surgery, Talbot Road, Alderley Edge SK9 7EP

(Advice service for patients of the medical practice only)

Appointments booked via the surgery on **01625 584545**

Congleton

35-37 Lawton Street, Congleton CW12 1RU

Drop ins: Tuesdays, Wednesdays and Fridays 9.30 am - 12.30 pm

Tel: **01260 288510** (Admin line)

Knutsford

Knutsford Council Offices, Toft Road, Knutsford, WA16 6TA

Appointments: Wednesdays 10am – 1pm

Drop ins: Friday 10am – 12.30pm

Macclesfield

Sunderland Street, Macclesfield, SK11 6JF

Tel: **01625 432847** (Admin and appointments for Macclesfield, Wilmslow, Knutsford)

Fax: **01625 503108**

Website: **www.citizensadvice.org.uk** (for online information)

Poynton

Civic Centre, Poynton, SK12 1RB

Drop ins: Tuesdays 9.30am - 12.30pm, Wednesdays 6pm - 8pm and Thursdays 11am - 12.30pm

Wilmslow

Riverside Housing Association, 35 Appleton Walk, Colshaw Farm

Drop in: Thursdays 10am - 12.30pm Thursdays

Wilmslow Parish Hall, Cliff Road, Wilmslow, SK9 4AA

Appointments: Thursdays 10am – 12pm

Wilmslow United Reformed Church, Chapel Lane, Wilmslow SK9 1PR

Drop ins: Mondays 9.30am – 12.30pm

St Bartholomew's Church, Cliff Road, Wilmslow SK9 4AA

Appointments: Tuesdays 10am to 12pm

Handforth Clinic, Wilmslow Road, Handforth SK9 3HL

Drop ins: Wednesdays 1pm – 3pm

Cheshire Carers Centre

The centre provides information and advice to carers of any age throughout Cheshire. They support carers through providing Carers' Packs of useful information, assistance with Welfare Benefit form-filling, and access to care support services. They also manage a fund which can provide non means-tested grants to carers, of up to £400.

Cheshire Carers run drop-in facilities for carers, in Macclesfield on Wednesdays and Fridays between 1 pm and 4 pm, each week, in Congleton Library on the first Tuesday of each month; and in Jubilee Hall, Knutsford on the third Thursday of the month.

146 London Road, Northwich CW9 5HH

Tel: **01606 828151**

Email: **advice@cheshirecarerscentre.org.uk**

Tel: **0800 085 0307** (Helpline open Mon – Fri 10am – 4pm).

Website: **www.carers.org/cheshire**

Cheshire Carers - Macclesfield Outreach

Carers Retreat, Waters Green House, Waters Green, Sunderland Street, Macclesfield SK11 6LF

Tel: **01625 616686**

Email: **eastcheshire@cheshirecarers.org**

Cheshire and Warrington Carers Trust

The Carers Trust provides information and advice to carers of any age throughout Cheshire. They can support carers through providing Carers' Packs of useful information, assistance with Welfare Benefit form-filling and access to care support services. They also manage a fund which can provide grants of up to £400 to carers.

The Carers Trust run the following Carer Break Groups

- Congleton the first Wednesday of each month between 10.30am and 12.30pm
- Knutsford on the first Tuesday of the month between 1pm and 3pm
- Macclesfield on the third Friday of each month between 1pm and 3pm
- Poynton on the fourth Tuesday of the month between 1pm and 3pm.

There is also a Male Carer Support Group held in Macclesfield on the third Wednesday of each month between 11am and 1pm and a group supporting bereaved carers in Macclesfield on the last Friday of the month between 10am and 12pm.

27 Bridge Street, Macclesfield SK11 6EG

Tel: **01625 839323**

Tel: **0300 102 0008** (Monday to Friday 10am to 4pm)

Email: **advice@cheshireandwarringtoncarers.org.uk**

Website: **www.cheshireandwarringtoncarers.org**

Disability Information Bureau (DIB)

These offices provide information and support for people with disabilities and can help with wheelchair hire, IT assessments and support, benefit advice and claims, and disability awareness training.

Pierce Street, Macclesfield SK11 6ER

9.30 – 5pm Monday to Friday

Tel: **01625 501759**

Fax **01625 869685**

Email: **info@dibservices.org.uk**

Website: **www.dibservices.org.uk**

Samaritans

The Samaritans offer one-to-one support through a 24-hour, 7-days a week telephone helpline for people in distress.

Tel: **116123** (National free helpline)

Local Samaritans services are at:

2 Boden Street, Macclesfield SK11 6LL

Tel: **01625 426000**

Email: **jo@samaritans.org**

2 Hall O'Shaw Street, Crewe CW1 4AE

Tel: **01270 216666**

Sane

A national out of hours mental health helpline for anyone affected by mental illness including family, friends and carers. Lines open from 4.30pm to 10.30pm every day.

St Marks Studios, 14 Chillingworth Road, Islington, London N7 8QJ

Tel: **0300 304 7000**

Email: **info@sane.org.uk**

Website: **sane.org.uk**

Cheshire East Council has a number of Information Centres or Information Points. Many are located within local libraries. Advice staff will help by giving information and by signposting you to appropriate agencies.

Tel: **0300 123 5500**

Advocacy

Some people, perhaps through mental confusion or disability, find it difficult to make or voice decisions about choices in their lives. Advocacy aims to provide independent help to those who cannot easily make their own views known about decisions that affect their everyday lives.

Cheshire Centre for Independent Living

This service provides information on a wide range of subjects of interest and concerns to disabled people, their carers, family and friends, including advocacy services. It provides Advocacy using **Cheshire Advocacy** and **Age UK Cheshire**.

Age UK Cheshire runs an Advocacy Scheme for older people. The scheme operates across Cheshire East for people over 65, who have a mental health / mental capacity issue, and are without effective friends or relatives to represent them.

Those living under the restrictions of the Mental Capacity Acts of 2005 and 2007 have a legal right to an advocate and Age UK Cheshire operate statutory advocacy services to support people in these situations. This service can be accessed using the details below.

Age UK Cheshire

314 Chester Road, Hartford, Northwich CW8 2AB

Tel: **01606 305004**

Email: **advocacy@ageukcheshire.org.uk**

Website: **www.ageukcheshire.org.uk**

Cheshire Centre for Independent Living (CCIL)

Sension House, Denton Drive, Northwich CW9 7LU

Tel: **01606 331853** or **0845 340 2777**

Email: **office@cheshirecil.org**

Website: **cheshirecil.org**

Cheshire Advocacy

An advocacy service for people over 14 years of age living in Cheshire with learning disabilities. Citizen advocates are volunteers who provide support on a one-to-one basis, enabling people with learning disabilities to have a voice.

81 Park Lane, Macclesfield SK11 6TX

Tel: **01625 429922**

Money Matters

The Money Matters project provides short term support to older people aged 55 and above, to assist them with managing their finances and leave them in a position where they are better equipped to manage independently. This is a free, independent and confidential service. Volunteers can assist with day to day money matters, a house move, bereavement, organising bill payments and accounts and switching energy providers.

Age UK Cheshire – Money Matters

314 Chester Road, Hartford, Northwich CW8 2AB

Tel: **01606 305020**

Email: **moneymatters@ageukcheshire.org.uk**

Website: **www.ageukcheshire.org.uk**

Aids and Adaptations

If you are living at home, and have severe difficulty moving about the house, it is possible that certain adaptations might be made to your home to help you. This could include the installation of stair rails, ramps or even structural alterations, such as the widening of doors to accommodate a wheelchair. Equipment such as commodes, bath seats, toilet and chair raisers may also be provided.

The Occupational Therapy Service provides advice, assessments and solutions for people with physical difficulties living in their home. You may be referred to these services following an assessment by a social care or health professional or you can request a referral by contacting the **Cheshire East Council, Referral and Advice Team**.

There are also a number of electronic sensors, detectors, monitors, apps and alarms that can help keep you safe at home.

Walking assessments and walking aids are provided by District Nurses who can also provide a prescription for certain items of other equipment including commodes.

Assessments are also carried out by an Occupational Therapist on hospital discharges.

Financial help for Home Adaptations

If you can't afford to pay for the home repairs and adaptations, **Care and Repair** may be able to help you to find other ways to pay for the work (depending on your circumstances). If you or someone living in your property is disabled, you may qualify for a Disabled Facilities Grant towards the cost of adapting your home. Disabled Facilities Grants (DFGs) are provided in accordance with the Housing Grants, Construction and Regeneration Act 1996 (as amended). There is also a grant available if you need to move home because your home can't be adapted. Alternatively, contact Cheshire East Council's **Referral and Advice Team** to enquire about an Occupational Therapy Assessment

The Referral and Advice Team

Independent Living Centre, Dean Row, Ringstead Road, Wimslow SK9 2HA

Tel: **0300 123 5010 (option 3)**

The Independent Living Centre

An assessment is carried out within the centre which has a range of equipment to assist you with mobility, bathing, dressing etc. Where appropriate, equipment and adaptations can be provided

in order to support independence and to enable you to manage within the home. Small equipment is available either on an equipment prescription, or self-purchase through accredited retailers across Cheshire East. People can top up the cost of equipment if they prefer a higher specification.

Transport can be organised and is provided by volunteers with the British Red Cross.

Drop-ins are available on Tuesdays 10am – 3pm to view equipment (assessments carried out by appointment only)

Dean Row, Ringstead Road, Wilmslow SK9 2HA

Tel: **0300 123 5010 (option 3)**

Care and Repair

The Care and Repair service can also carry out minor adaptations including the fitment of grab rails. They will also inform you of schemes that can offer financial assistance to adapt your home.

Cheshire East Council, Floor 5, Delamere House, Care of Municipal Buildings, Crewe CW1 2BJ

Tel: **0300 123 5017 (option 4)**

Fax: **01270 375143**

Website: **www.cheshireeast.gov.uk/careandrepair**

Wheelchair Services

This service is provided for people of all ages with long-term mobility problems and provides an assessment and prescription of manual and powered wheelchairs, specialist seating and pressure cushions for wheelchairs, modifications and accessories.

East Cheshire Wheelchair Services

East Cheshire Wheelchair Assessment Centre, Congleton War Memorial Hospital, Canal Road Congleton CW12 3AR

Tel: **01625 663345**

Email: **ecn-tr.WAC@nhs.net**

Equipment Purchase or Hire

Some general equipment is sold through most pharmacies, via online companies or via mail order catalogues. You can hire certain equipment from some of the equipment stores; some mentioned below.

The British Red Cross operates **AccessEquip** which provides transport for people who are unable to travel to an independent living centre or retail shop to select equipment due to restricted mobility or lack of transport. For further information, contact **01565 682308** or email **Accessequip@redcross.org.uk**.

The British Red Cross operates a **Mobility Aids Service** and lends wheelchairs, back rests, walking sticks and frames, commodes, bedpans and bathing aids. They may be able to deliver and collect equipment in some areas. For further information, contact **01565 651201**.

The British Red Cross also provides a Medical Loan Service, through which some items of equipment, such as wheelchairs, commodes and backrests, can be borrowed for a limited period.

Memorial House, Northwich Road, Knutsford WA16 0AW

Tel: **01565 682327**

Website: **www.redcross.org.uk**

The Disabled Living Foundation operates a helpline, offering advice and information on a range of equipment, from bath seats and wheelchairs to jar openers and tap turners.

Tel: **0300 999 0004** (between 10am – 4pm Monday to Friday)

Text phone: **020 7432 8009**

Email: **info@dlf.org.uk**

Websites: **www.dlf.org.uk** or **www.livingmadeeasy.org.uk**

The Independent Living Centre

Dean Row Road, Wilmslow SK9 2HA

Tel: **0300 123 5010 (option 3)**

The Helpful Hand

6 Chester Road, Macclesfield SK11 8DG

9 am – 5 pm Monday to Thursday; 9 am – 4 pm Fridays; and 9 am – 12.30 pm Saturdays.

Tel: **01625 424438**; fax **01625 617857**

Email: **enquiries@thehelpfulhand.fsnet.co.uk**

Website: **www.thehelpfulhand.co.uk**

Express Hearing and Mobility

12 Chestergate, Macclesfield SK11 6BA

9.30 am – 5.30 pm Monday to Saturday

Tel: **01625 427558** (between 9.30am – 5.30pm)

Website: **expresshearingandmobility.co.uk**

Poynton Easy Access Scheme (PEAS) operate a Mobility Scooter and Wheelchair hire scheme from £2 per day for wheelchairs and £4 per day for scooters. For bookings or more information contact Poynton Town Council.

Tel: **01625 872238**

Wheelchair Loan Scheme

To obtain a wheelchair on long-term loan, you would need to be referred by your GP or Occupational Therapist. The Wheelchair Service would need to assess you for an appropriate wheelchair. You may choose to have a voucher instead, to the value of the NHS wheelchair, which you can then spend privately. The voucher can be used at certain dealers only, and the wheelchair must meet the prescription details; the voucher cannot count toward a powered wheelchair or scooter.

East Cheshire NHS Wheelchair Service

Congleton War Memorial, Canal Road, Congleton, CW12 3AR

Tel: **01625 663345**

Email: **ecn-tr.WAC@nhs.net**

Adaptations available from Energy and Telecommunications companies

Your Gas and Electricity supplier can provide some special adaptations and appliances, with easy-to-use switches, controls and doors. Lists of energy suppliers are available from **Age UK Cheshire East**.

British Telecom produces a range of communication equipment specifically designed to help older or disabled people.

Tel: **0800 800 150** (free phone from a land-line)

Website: **www.bt.com**

Additional useful information is included in this Guide in the section headed “**Disability Support**”

Alarms

Age UK’s Personal Alarm Service

This service provides emergency response within or around the home. Leaflets about the service, the charges and payments options, are available from **Age UK Cheshire East** on **01625 468099** or **01625 612958**.

For further details or to arrange a demonstration, contact:

Age UK Personal Alarm Service

Website: www.ageuk.org.uk/alarm

Tel: **0800 032 9425**

Peaks and Plains Housing Trust

This social landlord operates a 24 hour monitoring service via an alarm system for any older person living on their own, whether in council, rented, or private accommodation. The Trustlink service offers a range of options to suit the individual, including the Lifeline, telecare monitors and alarms, carer support and a Home Alone scheme.

The system links through the telephone landline to a Community Support Service centre which is staffed 24-hours a day. A pendant, or 'panic button', worn around the neck or on the wrist can be pressed at anytime, anywhere in the house or garden to summon help in an emergency.

There is a weekly service charge to cover the costs of the 24-hour monitoring service. The backup service includes replacing of batteries for the alarm and a monthly visit to ensure that all is well.

Ropewalk, Newton Street, Macclesfield SK11 6QJ

Website: www.peaksplains.org

Email: trust@peaksplains.org

Tel: **0800 012 13 11** (freephone)

Plus Dane Group

Plus Dane is also social landlord providing an alarm and telecare system.

Shepherds Mill, Worrall Street, Congleton CW12 1DT

Tel: **0800 169 2988**

Email: support@plusdane.co.uk

Website: www.plusdane.co.uk

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Benefits

Older people may be entitled to a range of benefits from State Retirement Pension to disability benefits, means and non-means tested benefits. As benefits and entitlements do change, it is advisable to have a benefits check which can be done by contacting **Age UK Cheshire East**. Below is a quick overview of benefits to which older people may be eligible.

Pension Credit

Pension Credit rewards people with modest savings and/or second pensions and enables more people to receive additional benefits that follow on. There are two components in the Pension Credit – the Guaranteed Credit and the Savings Credit.

- Guaranteed Credit is currently paid to people who have reached the minimum state pension age or are older, and is a contribution to a guaranteed level of income.
- Savings credit is currently available to those aged 65 or over and is an additional award above any existing pension for those who have made modest provision for their retirement.

You can't claim Savings Credit if you reach state pension age after 6 April 2016.

If you are a couple and one of you reached state pension age before 6 April 2016 you may be able to claim.

Further information is available from the **Department of Works and Pensions** or on the website: www.dwp.gov.uk

Attendance Allowance

Attendance Allowance (AA) is available if you are 65 or over and are either in need of help and assistance from another person for any reason or are finding difficulty in managing to look after yourself. There are two levels of payment. The higher rate applies if you need care during both the day and night. The lower rate applies if you need help either during the day or during the night. This allowance is tax free and is not means tested. People with any amount of savings and income can make a claim and the award is made indefinitely. You need to show that you have had difficulties and/or have had a need for help and assistance over a period of at least six months before the allowance is paid. You do not need to be receiving help and assistance, or have anyone attending to you; recipients may well live alone. Anyone applying who is terminally ill will be entitled to receive payments that can be made immediately.

Carer's Allowance

If you are caring for someone, or someone is caring for you, the carer may be entitled to the Carer's Allowance. This depends upon the person being cared for being in receipt of Attendance Allowance, the middle or higher rate of Disability Living Allowance care component or standard or enhanced rate of Personal Independence Payment daily living component. The carer must be over 16, and looking after the person for at least 35 hours a week; the carer should not be in full time work or education, though they can earn up to a certain amount per week. National Insurance contributions will normally be credited. Entitlement to Carers Allowance may be granted, even if no payments are actually made. More information is available from the **Department of Works & Pensions** or **Age UK Cheshire East**.

Personal Independence Payment (PIP)

Personal Independence Payment (PIP) is a new benefit for adults who make a claim before the age of 65 who through long-term illness or disability need help with daily living activities and/or getting around.

PIP does not depend on National Insurance contributions, is not affected by your other income or savings and is paid on top of most other benefits or pensions. It is payable whether you are working or not and it is not taxable.

There are two parts to PIP: the 'daily living component' and the 'mobility component'. Both components have a 'standard rate' and an 'enhanced rate'. The components can be claimed separately or together. The PIP components depends on an assessment of your ability to perform particular activities. Each activity contains a range of statements (called descriptors) and each descriptor scores points from 0 to 12.

If awarded PIP you are entitled to a £10 Christmas bonus.

You can automatically qualify for a Blue badge parking permit if you score 8 points or more under Activity 12 'moving around'.

If you are awarded 8 points or more under Activity 12 'moving around' or Activity 7 'communicating verbally' you can automatically qualify for a concessionary travel pass.

You can apply for a contract-hire or hire-purchase car, powered wheelchair or mobility scooter through the **Motability** Scheme if you are awarded the enhanced mobility component of PIP. You can get an exemption from road tax (Vehicle Excise Duty) if you receive the enhanced mobility component of PIP, or a 50 per cent discount if you receive the standard mobility component of PIP.

Motability

Tel: **0300 456 4566**

Website: **www.motability.co.uk**

Council Tax Benefit

You may also be able to claim Council Tax Benefit if you are responsible for the paying the Council Tax bill and have a low income, with no more than £16,000 in savings. A Second Adult Rebate is available if you are responsible for paying the bill and live with one or more people on a low income. If you get Guaranteed Pension Credit, you may get your council tax paid in full. If you have been recently widowed and now live alone, you should apply immediately to the Council for the 25% single occupancy discount. This discount also applies if you are living with someone who has 'severe mental incapacity', for example dementia.

You may also be eligible for a discount or exemption if your property is empty, for example, you have left it to go into hospital or to a care home.

Housing Benefit

Housing Benefit helps you pay for your rent if you are a tenant. Help depends on your income and whether you have no more than £16,000 savings, who you live with, how much rent you pay and in some cases the number of rooms in your home. If you get the Guaranteed Pension Credit, you may get your rent paid in full.

If you own your own home you can't claim Housing Benefit, however, you may be eligible for support for Mortgage Interest as part of Pension Credit.

Contact **Cheshire East Council** if you wish to apply for Council Tax Benefit and Housing Benefit or ask for a benefits check **with Age UK Cheshire East**.

Help with Health Costs

Help with NHS costs, such as prescriptions, dental treatment, glasses, sight tests and healthcare travel costs are available to people on benefits or a low income. If you or your partner receives Income Support, Income Based Jobseekers Allowance, Income-related Employment Support Allowance, or the guaranteed part of Pension Credit, you are automatically entitled to help with health costs. If you have to pay health charges, you may still qualify for some help through the NHS Low Income scheme, provided you are on a low income and/or have savings below £16,000. To claim, you will need to complete **Form HC1**, available from your local Job Centre Plus, NHS Hospitals, doctor or dentist. For more information about how to claim, please contact the Health Cost advice line on **0300 330 1343** or visit **www.nhs.uk**.

Bereavement

There are a number of arrangements to be made and decisions to be taken when somebody dies, which may be confusing, distressing and difficult to deal with. There are trained staff available within the **DWP** service to help you with form-filling, or to offer support to people who have recently suffered bereavement. Help is available by phone or at the Job Centre Plus or through local Pensions Surgeries; in some cases home visits can be arranged.

Further help is available from a number of statutory and voluntary organisations which support people through the grieving process. Many churches also have groups of bereavement visitors who will visit on request.

Department of Works and Pensions (DWP)

You could get a Funeral Payment if you're on a low income and need help to pay for a funeral you're arranging or you could be eligible for a Bereavement Support Payment.

Tell Us Once Service

Tell Us Once is a service provided by the **Department of Works and Pensions** and lets you report a death to most government organisations in one go. Details are included with information provided at registration of a person's death. This can be done via the local authority if, for example, you are notifying the Council Tax office.

Department of Works and Pensions Bereavement Support Helpline

Tel: **0345 606 0265**

Cruse

This is a national organisation providing information and bereavement support.

Central Hall, Oldham Street, Manchester M1 1JT

Tel: **0808 808 1677** (Freephone – 10am – 1pm Monday to Friday)

Website: **www.crusebereavementcare.org.uk**

The Macclesfield Bereavement Support Service

The Macclesfield Bereavement Support Service runs a counselling service offering free support to individuals aged 18 and over following bereavement. Contact the answer phone for the service at any time; messages are picked up and responded to Monday to Friday and a trained bereavement volunteer will be allocated to you, to meet you in your home or at a venue of your choice, to talk through your concerns. The scheme cannot respond as an emergency service. Areas covered include Macclesfield, Congleton, Knutsford, Wilmslow, Poynton and surrounding villages.

Tel: **01625 439333** (answerphone)

Other relevant information may be found in: **“Legal Advice”** (with regards to Wills, Power of Attorney etc), **“Funerals and Funeral Plans”**, **“Counselling**

C

Carer Support

If you are caring for someone at home who is unable to look after themselves (because, for instance, they have had a stroke, or are mentally confused, or frail because of their age), then it is important not to forget your own needs. You may feel tired, isolated and possibly angry and unappreciated. You are entitled to support for yourself.

Joining a support group may be a good way of finding help and sharing experiences, ideas and information with people who are, or who have been, in a similar situation.

Emergencies such as falls

On a day-to-day basis, if your relative or the person you are caring for has a fall and cannot get up, it may be best not to try and lift them on your own. Ring the ambulance service on **999**; they will come and help you, even if your relative is not hurt.

Carer Assessments

Under the 'Carers (Recognition and Services) Act 1995' and The Care Act 2014 carers are entitled to request their own separate assessment of their needs. It is important for carers to exercise this right. For support, contact the **Adult Social Care Team** to arrange for an assessment to discuss and plan possible care options, such as help for the person you care for or help that will support you with your caring role.

Firstly, a care assessment will be carried out to determine what level of care is needed; then a financial assessment will determine what contribution, if any, will be paid by or for the person needing care. It is also important to request a written copy of the care plan from the social worker for your future reference.

Cheshire East Adult and Social Care Services

Tel: **0300 123 5010**

Website: **www.cheshireeast.gov.uk**

Alert Card for Emergencies (ACE)

The Cheshire East Carers' ACE (Alert Card for Emergencies) scheme is run by **Peaks and Plains** Trustlink Service and provides support and peace of mind for carers and those they care for in an emergency. An ACE card with an emergency contact number is given to every carer who signs up, and an emergency plan is agreed. This gives details of family members or friends who can be contacted if the carer has an emergency.

If anything should happen to the carer, one call to this 24 hour emergency number will start the agreed emergency plan, making sure that the dependent person is cared for.

Where there is no other alternative available the **Adult Social Care Team** can be contacted on **0300 123 5010**.

Peaks and Plains Housing Trust

Ropewalks, Newton Street, Macclesfield SK11 6QJ

Tel: **0800 012 13 11** (freephone)

Website: **www.peaksplains.org**

Email: **trust@peaksplains.org**

Carers Allowance

If you are caring for someone, or someone is caring for you, the carer may be entitled to a payment known as the Carer's Allowance. This depends upon the person being cared for being in receipt of Attendance Allowance, or the daily living component of the Personal Independence Payment. The carer must be over 16, and be looking after the person for at least 35 hours a week; the carer should not be in full time education or be earning more than a specified amount per week after certain deductions such as Income Tax. National Insurance contributions will normally be credited.

Applicants may be awarded an 'underlying entitlement' to Carer's Allowance, rather than the benefit, if they are already in receipt of a state pension or other overlapping benefit.

Respite Care and Home Based Support

To enable you to have a break, such as a holiday away or a rest at home, respite care can be arranged for the person you are looking after, as part of their care package. Emergency, occasional or regular short stays can be arranged, usually as part of an on-going care plan designed to enable a person to remain in their own home.

The care arranged will be charged for by **Cheshire East Council** according to the financial means of the person needing the care. For more detailed information on charging procedures contact **Age UK Cheshire East** on **01625 612958**.

The Respite Association

This is a registered charity which may be able to provide funding for bought-in care, to enable the regular carer to have a break. This could be for the odd half-day, or for a week's holiday. You will need to give some idea of your financial situation.

Greystones, 4 Lowgate Lane, Bicker, Near Boston PE20 3DG

Tel: 01775 820176

Email: help@respitassociation.org

Website: www.respiteassociation.org

The British Red Cross Care in the Home Service

This service supports people on a short-term basis in a crisis or because of illness, or after discharge from hospital or short-term residential care. Trained and caring volunteers can respond quickly to provide support and practical help, enabling people to manage in their own home. The volunteers can assist with shopping, help to rebuild confidence, collect prescriptions, transport to appointments and relieve carers who would welcome a few hours break.

British Red Cross for Cheshire

Memorial House, Northwich Road, Knutsford WA16 0AW.

Tel: **01565 650201**

Email: information@redcross.org.uk

Website: redcross.org.uk

Carers Trust 4 All (Crossroads Care)

This local charity provides a range of support for carers and those they care for, improving the lives of carers by giving them time to be themselves and have a break from their caring responsibilities. Crossroads Care has schemes in most parts of England and Wales, providing a range of services to meet local needs. **Crossroads Care** operates across the whole of Cheshire East, and employs paid, trained Carer Support Workers who provide practical support to carers of all ages. Crossroads Care services include Home Based Carer Breaks, Home Care, Befriending, Singing Together and Palliative Care.

Overton House, West Street, Congleton, CW12 1JY

Tel: **0333 323 1990**

Email: headoffice@carerstrust4all.org.uk

Website: carerstrust4all.org.uk

Carers UK

This national organisation encourages carers to recognise their own needs and offers information and advice.

20 Great Dover Street, London SE1 4LX

Tel: **0808 808 7777** (Helpline open Monday to Friday 10am to 4pm)

For further information contact Carers UK on **020 7 378 4999**

Email: **info@carersuk.org.uk**

Website: **www.carersuk.org.uk**

Cheshire and Warrington Carers Trust

The Carers Trust provides information and advice to carers of any age throughout Cheshire. They can support carers through providing Carers' Packs of useful information, assistance with Welfare Benefit form-filling and access to care support services. They also manage a fund which can provide grants of up to £400 to carers.

The Carers Trust run the following Carer Break Groups

- Congleton the first Wednesday of each month between 10.30am and 12.30pm
- Knutsford on the first Tuesday of the month between 1pm and 3pm
- Macclesfield on the third Friday of each month between 1pm and 3pm
- Poynton on the fourth Tuesday of the month between 1pm and 3pm.

There is also a Male Carer Support Group held in Macclesfield on the third Wednesday of each month between 11am and 1pm and a group supporting bereaved carers in Macclesfield on the last Friday of the month between 10am and 12pm.

Macclesfield Branch

27 Bridge Street, Macclesfield SK11 6EG

Tel: 01625 839323

Tel: **0300 102 0008** (Monday to Friday 10am to 4pm)

Email: **advice@cheshireandwarringtoncarers.org.uk**

Website: **www.cheshireandwarringtoncarers.org**

Independent Age

A charity called providing guidelines, advice and information, for vulnerable older people and their carers on a range of issues including money and support and care.

18 Avonmore Road, London W14 8RR

Tel: **020 7605 4200**

Email: **charity@independentage.org**

Making Space

Making Space works with carers of people aged 18 and over with a mental health condition.

Waterside House, Navigation Road, Northwich, CW8 1BE

Tel: **01606 606694**

Website: **www.makingspace.co.uk**

Other relevant information may be found in “**Disability Support**”

Charity Shops

Age UK Cheshire East has six charity shops, including a furniture showroom, selling good quality second-hand clothing, household goods, books, toys, etc, at very reasonable prices. The shops are open between 9.30 am and 4.30 pm from Monday to Saturday. All profits are used to support Age UK Cheshire East's work for local older people. Donations and volunteers are welcome.

2 Exchange Street, Macclesfield

Tel: **01625 500026**

90 King Street, Knutsford

Tel: **01565 654283**

76 Park Lane, Poynton

Tel: **01625 876160**

27 London Road, Alderley Edge

Tel: **01625 584234**

64 High Street, Congleton

Tel: **01260 281288**

Furniture Showroom, Henderson Street, Macclesfield

Tel: **01625 440776**

Chemists

A list of chemists or community pharmacies in your area can be obtained from **NHS** on **111** (24-hour service; calls are free from landlines and mobile phones); or on the website NHS Choices:

www.nhs.uk:

Pharmacies are normally open during shop hours, and are on a rota for opening late in the evenings and on Sundays and bank holidays. Details of the rota may be seen on the door of your local pharmacy.

Medicines supplied on prescription are free to women and men aged 60 and over. Many pharmacists provide a free collection and delivery service of prescription medicines for people who are unable to get to the Chemists, and some will provide all medication in prepared blister packs for easy dispensing and monitoring.

Clubs – Lunch, Social and Retirement Activities

In most areas there are social clubs run for older people, as well as clubs and societies which welcome people of all ages. Clubs for older people are often held in church or village halls and may run on one evening, afternoon or morning each week through most of the year.

Please contact **Age UK Cheshire East, Information and Advice** for further information on local social groups and clubs on **01625 612958**.

Alternatively you can contact **Cheshire Community Agents** who can provide you with details about local leisure and social activities.

Macclesfield area: **07825 296091** or **07584 290972**

Congleton area: **07901 787272**

Or, contact the **Local Area Co-ordinators** who identify local organisations and groups.

Macclesfield area: **07790 565154 or 07970 859563**

Wilmslow area: **07826 902227 or 07973 949187**

Congleton area: **07717 733349 or 07824 342665**

Voluntary Schemes

The Macclesfield Live at Home Scheme

They provide a voluntary home visiting and befriending scheme for older people in Macclesfield. The Scheme also has Lunch Clubs. If you would be interested in volunteering with this scheme, or would like to become a member (and receive a visitor), or wish to find out more, contact:

Macclesfield Methodist Church, Westminster Road, Macclesfield SK10 1BX

Tel: **01625 612410**

Contact the Elderly

This is a free nationwide scheme (with over 300 groups) which can arrange monthly visits out for small groups of frail and isolated older people, living alone, who would enjoy spending time with a host family. They have groups in Macclesfield and Congleton.

Contact the Elderly - Gwen Lightfoot (North-West Co-ordinator)

Tel: **01925 728969**

Email: **gwen.lightfoot@contact-the-elderly.org.uk**

Website: **www.contact-the-elderly.org**

Bridgend Buddies

The **Bridgend Centre** in Bollington offers a befriending service. They team up volunteer “buddies” with an individual who has become socially isolated as a result of their personal circumstances.

Bridgend Centre

104 Palmerston Street, Bollington, SK10 5PW

Tel: **01625 576311**

Email: **info@bridgendcentre.org.uk**

Website: **www.bridgendcentre.org.uk**

Local Churches

You might also try contacting your local church as many do organise visitors for people living in their parish, whether or not they are regular attendees at church. Roman Catholic churches will in many instances have a Society of St Vincent de Paul group (SVP) through which some help and support is available, whether or not you are a member of the Catholic Church.

Some churches have luncheon clubs which may incur a small charge for a meal and transport may be able to be provided.

Complaints

If you have received a service with which you are not satisfied, it may be that you may choose to complain. You are certainly within your rights to register a complaint. Indeed statutory agencies such as Cheshire East Council and the NHS ask for feedback so that they can monitor and improve the services they are providing. For the same reason, it is also important and helpful to

tell an agency when the service you have received has been good. You can request information about the complaints procedure directly from the organisation involved. Should such a need arise, complaints against pharmacists (or doctors, dentists or opticians within the NHS) should be made as soon as possible after an incident, in the first instance to the service provider. If you do not then receive a satisfactory response from the person with whom you are dealing with in the first instance, there are several further levels to which you can take the complaint.

Age UK Cheshire East

A complaint can be made by contacting the manager of the shop/service you are using. Alternatively you can write to the Chief Executive, Age UK Cheshire East, New Horizons Centre, Henderson Street, Macclesfield, SK11 6RA. Tel: **01625 612958**

Social Care

Cheshire East Council, Social Care

An initial complaint can usually be resolved by the Social Work staff locally, and someone not directly involved can be asked to look into the problem. If you are still not happy, you can write to:

Compliance and Customer Relations

Cheshire East Council, Westfields, c/o Municipal Buildings, Earle Street, Crewe, CW1 2BJ

Or complete the online customer feedback form.

Or text comments to text: **07899762287** starting the message with SCCOMPLAN

Email: **socialcarecomplaintsmanager@cheshirewestandchester.gov.uk**

Website: **www.cheshireeast.gov.uk**

Council Services

Cheshire East Council - Environmental Health and Community Services

Cheshire East Council is responsible for most public services, and welcomes comments or complaints. You may wish to speak to a local Councillor for your area, or approach the Council direct, if you have concerns about issues such as:

- community planning, community safety, housing and council tax benefits
- pest control, refuse collections, street cleaning and recycling schemes
- housing issues, including money advice
- leisure centres, parks and amenities, cemeteries etc

With regard to any of these concerns, or to make any comments, suggestions or complaints, contact Cheshire East Council's **Customer Relations Team**. Comments in person can be made at any Customer Services Centre, or on Let Us Know forms available at these centres.

Let Us Know, Customer Relations Team

Compliance and Customer Relations Team, Westfields, 1st Floor, C/o Municipal Building, Earle Street, Crewe CW1 2BJ

Tel: **0300 123 5038**

Website: **www.cheshireeast.gov.uk** (where there is an online form)

Email: **letusknow@cheshireeast.gov.uk**

Local Councillors

You can contact your local councillor or your local Member of Parliament at any time to comment on or complain about any service provided by Cheshire East Council. Lists of names and

contact details are available at Council Information Centres or online at **www.cheshireeast.gov.uk**.

A complaint about a councillor's conduct can be made to:

The Monitoring Officer, Cheshire East Council, Westfields, Middlewich Road, Sandbach CW11 1HZ

The Local Government Ombudsman

If you have exhausted the above channels and are still not satisfied, you can contact the Local Government Ombudsman.

PO Box 4771, Coventry CV4 0EH

Tel: **0845 602 1983** or **0300 061 0614** (Advice Line – open Monday – Friday 8.30 am – 5 pm)

Email: **advice@lgo.org.uk**

Website: **www.lgo.org.uk**

Health Services

The Customer Care Team

The Customer Care Team is a confidential listening service for patients, relatives and carers covering the Health Services in Eastern Cheshire. This service includes Macclesfield District General Hospital, General Practices, Dentists, Opticians, Pharmacies and Community Hospitals. If you are not happy or think that something is wrong, the quickest way to sort things out is to speak to the person in charge of the ward, clinic or department you are using at the time, or contact the Customer Care Team.

You can make a written complaint to The Chief Executive of the East Cheshire NHS Trust.

The Customer Care Team

East Cheshire NHS Trust, Macclesfield District General Hospital, Victoria Road, Macclesfield SK10 3BL

Tel: **01625 661111** or **01625 661449**

Email: **ecn-tr.CustomerCareService@nhs.net**

Healthwatch Cheshire East

An independent consumer champion created to gather and represent the views of the public. The aim of Healthwatch Cheshire East is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within Cheshire East.

Tel: **0300 323 0006**

Website: **www.healthwatchcheshireeast.co.uk**

Email: **info@healthwatchcheshireeast.co.uk**

Healthwatch Advocacy (HWICA)

Healthwatch Independent Complaints Advocacy Service (HWICA)

The **HWICA** can offer free and confidential advice about making a complaint relating to a service provided by the NHS. HWICA can:

- provide you with information about who to complain to and how to go about it
- support and help in drafting letters
- represent you or attend meetings with you

For information, contact your regional HWICA:

Tel: **0300 323 0006** or **0808 8010 389** (Freephone)

Website: **www.carersfederation.co.uk**

Parliamentary and Health Service Ombudsman

If you need help or assistance in making a complaint concerning the NHS, government organisations or any other independent organisation with which you have had contact, such as Age UK, Citizens Advice etc

Complaints where you feel you have not received a satisfactory response can be addressed to the Ombudsman once you have tried other avenues first.

Millbank Tower, Millbank, London SW1P 4QP

Tel: **0345 015 4033** (Helpline)

Email: **phso.enquiries@ombudsman.org.uk**

Website: **www.ombudsman.org.uk**

Housing and Care

Care Quality Commission (CQC)

If you need to make a complaint about a Care Home (providing residential or nursing care), or a care service provider, the **Care Quality Commission** is the agency to assist.

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: **0300 061 6161** (Helpline)

Email: **enquiries@cqc.org.uk**

Website: **www.cqc.org.uk**

Independent Housing Ombudsman Scheme

If you are a tenant of a Housing Association property, and wish to complain, ask first about the landlord's complaints procedure, which you should follow. If you are not satisfied with the response or the problem is not resolved.

Exchange Tower, Harbour Exchange Square, London E14 9GE

Email: **info@housing-ombudsman.org.uk**

Website: **www.housing-ombudsman.org.uk**

Valuation Office Agency (VOA)

Private tenants on Housing Benefit with concerns about the level of their rent can contact the VOA.

Housing Allowances Network, Wycliffe House, Green Lane, Durham DH1 3UW

Tel: **0300 050 1501**

Website: **www.gov.uk/government/organisations/valuation-office-agency**

Leasehold Advisory Service

Tenants can contact the Leasehold Advisory Service.

Tel: **020 7832 2500**

Website: **www.lease-advice.org**

Shelter

The Charity produces a number of guides on housing issues, covering topics such as housing rights, housing benefits, private tenants' rights, tenancy agreements etc. They also run a free telephone help and advice line.

88 Old Street, London EC1V 9HU

Tel: **0808 800 4444** (Freephone -lines open 9am – 5pm each weekday)

Website: **www.shelter.org.uk**

Noise and Neighbours

You may have concerns about excessive noise, or harassment, or similar issues. There are both formal, legal ways of tackling such concerns, as well as informal ways. **Age UK Cheshire East** can provide you with information about this.

Goods and Services

For any complaints about goods you have bought or services you have received, in the first instance, contact **Citizens Advice**. Staff will advise you on all consumer matters and will refer complex enquiries, urgent enquiries and those requiring further action to Trading Standards. Alternatively, use an online form from the website below.

Consumer Helpline

Tel: **0345 404 0506**

Minicom: **0845 128 1384**

Website: www.citizensadvice/consumer.org.uk

Confusion, Forgetfulness

Alzheimer's disease and other types of dementia

There are numerous reasons why a person may be forgetful and confused, and it is important to go to your GP as soon as you are concerned about changes in behaviour, as problems due to stress, depression or an infection can be treated. Being confused is not a normal part of growing older, and if necessary, the GP will refer the individual to specialist Memory Clinics at Macclesfield District General Hospital which are led by Consultant Psychiatrists and members of the Older Peoples Team including Community Psychiatric Nurses and therapists. It may be that the person has a type of dementia which requires further multi-disciplinary assessment at Jocelyn Solly House, on the Assessment Ward.

Age UK Cheshire East provides a Dementia Day Support Service (The New Horizons Club) for people who are living with dementia. Based in our adapted centre in Macclesfield, the service provides day long support for up to 14 people every day, with varying levels of memory problems. The service is run by experienced, trained staff, who provide a range of tailored activities most appropriate to needs. Door to door transport is also available at an additional charge. A referral can be made directly to:

Age UK Cheshire East, Dementia Day Support Service

New Horizons Centre, Henderson Street, Macclesfield SK11 6RA

Tel: **01625 612958**

Email: **ddss@ageukcheshireeast.org**

Social Care Services

This service supports people with any type of dementia and their families to enable someone to be cared for at home for as long as possible. A social worker from **Cheshire East Council** will carry out a detailed assessment of the needs of the individual and carer(s) and create a care plan to co-ordinate the appropriate services. Under the provision of the 'Carers (Recognition and Services) Act', carers should request their own assessment before the care plan is finalised. It is also important to request a written copy of the care plan from the Social Worker. Residential care and short stays can be arranged in residential and nursing homes. A list of homes can be obtained from **Cheshire East Council** or from **Age UK Cheshire East**.

Dementia Reablement Service

The service is made up of trained professionals who have an understanding of people living with dementia. A support worker will talk to you and your family about your individual needs and together complete a My Information and Support Plan. The plan will include information and actions which will enable you to remain independent and continue to do things you enjoy. You can be referred by the Memory Clinic or contact them direct.

North Team

Tel: **01625 378287**

Email: **dementiareablementnorth@cheshireeast.gov.uk**

South Team

Tel: **01270 371273**

Email: **dementiareablementsouth@cheshireeast.gov.uk**

The Alzheimer's Society

The charity offers information, practical advice and emotional support to help people with all types of dementia, their families and friends. There are Dementia Cafés at a number of venues in Cheshire East for carers and people affected by dementia to meet up. Carers can receive one to one support from a dementia support worker for as long as is needed, face to face, by phone or by email.

Springbank Centre, Victoria Road, Macclesfield SK10 3LS

Tel: **01625 503302**

Fax: **01625 613704**

Email: **east-cheshire@alzheimers.org.uk**

Website: **www.alzheimers.org.uk**

Alzheimer's Society National Dementia Helpline

The Helpline is staffed by trained advisers, including specialists in welfare benefits, medical and scientific issues. Available: Monday - Wednesday 9am to 8pm; Thursday & Friday 9am to 5pm; Saturday & Sunday 10am – 4pm.

Tel: **0300 222 1122**

Email: **helpline@alzheimers.org.uk**

Ask **Age UK Cheshire East** for details of other options for day services.

Councillors, MPs and Voting

Lists of the names and addresses of Councillors for Cheshire East, and the committees they are on, can be obtained from Council Information Centres and the Citizens Advice. Many councillors hold regular local surgeries or access sessions; details are available in local libraries and information centres. Councillors are concerned with all local government matters, from planning applications to schools and transport to refuse collections.

Local Members of Parliament and Members of the European Parliament hold regular surgeries for their constituents. Look for details in the local newspapers. You can contact your local MP through the local constituency party, or write to them at the **House of Commons, London SW1A 0AA**.

Voting

To register to vote you can register online at: **www.cheshireeast.gov.uk** or phone **0300 123 5016**.

If you are unable to get to a Polling Station because you are disabled or housebound, provided you are on the Electoral Register, you can obtain a postal or proxy vote form from the **Electoral Registration Office at Cheshire East Council**. Once your application has been approved, it is valid indefinitely.

If, through illness or because you are away on holiday, you are unable to get to your local polling station for the next election, you can also apply to the Electoral Registration Office to vote by post or proxy. This form has to be returned at least a week before the election date.

Cheshire East Council

Macclesfield Town Hall, C/o Municipal Buildings, Earle Street, Crewe, CW1 2BJ

Tel: **0300 123 5016**

Counselling and Telephone Helplines

Should you be experiencing problems coping with your disability and feel you need to talk this through with someone, counselling may be available through your local GP practice. Many GP practices now provide such a service, which is free, though there is often a waiting list. Some Age UKs are able to provide free counselling services at times. Contact **Age UK Cheshire East** to check if counselling is available.

Alternatively, you can obtain a list of private counsellors by contacting the **British Association for Counselling and Psychotherapy**.

The British Association for Counselling and Psychotherapy

15 St John's Business Park, Lutterworth, Leicestershire LE17 4HB

General enquiries: **01455 883316**

Fax: **01455 883300**

Text: **01455 560606**

Email: **bacp@bacp.co.uk**

Website: **www.bacp.co.uk**

Samaritans

The Samaritans offer one-to-one support through a 24-hour, 7-days a week telephone helpline for people in distress. If your local telephone number is engaged, call the national number on **116 123** (Freephone).

Local Samaritans services are at:

2 Boden Street, Macclesfield SK11 6LL

Tel: **01625 426000**

Email: **jo@samaritans.org**

2 Hall O'Shaw Street, Crewe CW1 4AE

Tel: **01270 216666**

You and Yours

In Poynton a voluntary organisation (a registered charity supported by donations) operates a counselling service called You and Yours.

Poynton Civic Hall, off Park Lane, Poynton SK12 1RB

Tel: **01625 874225** (leave a message and request a call back)

Website: **www.you-and-yours.org.uk**

Mood Swings Network

Moodswings is a charity providing intense support to people with mood disorders and their friends and families. They offer advice and support by telephone and support groups.

36 New Mount Street, Manchester M4 4DE

Tel: **0161 832 3736** (National Helpline 10.30 am – 4.30 pm Monday – Friday)

Email: **support@moodswings.org.uk**

Website: **www.moodswings.org.uk**

Bipolar UK

This is a national user-led organisation working to enable people with bipolar disorder to take control of their own lives. The organisation produces fact sheets and a quarterly journal; it offers employment advice and a 24-hour Legal Advice Line, and other services, and can put you in touch with local support groups on request. The website includes local support groups.

The Macclesfield group meets on the 4th Thursday of each month 7 – 9pm at **Macclesfield Library**.

11 Belgrave Road, London SW1V 1RB

Tel: **0207 931 6480**

Website: **www.bipolaruk.org.uk**

Email: **groupdevelopment@mdf.org.uk**

Sane

This is a national out of hours helpline offering specialist emotional support and information to people with a mental illness, and to carers and professionals. If you need crisis support, or information about mental illness, for yourself, a member of your family, or a friend, you can talk to trained volunteers on the line.

Tel: **0300 304 7000** (lines open every day of the year between 4.30pm to 10.30pm)

Website: **www.sane.org.uk**

Relate

If you are having problems with your marriage or a relationship, you may wish to talk things over with someone from Cheshire and Merseyside Relate. Relate provides a confidential counselling service, but there may be a delay before you can be seen.

Relate in Macclesfield

Water Green Medical Centre, Sunderland Street, Macclesfield SK11 6JL

Tel: **0300 330 5793**

Website: www.relate-cheshire-merseyside.org.uk

D

Day Centres

Day care can offer a welcome break for older people living at home who are unable to get out on their own, or who might be lonely. Centres provide a hot midday meal and organise various activities. Day care is also a way for carers to have some respite time for themselves. There is an eligibility criteria which is a result of a Community Care Assessment carried out by Cheshire East Council, Adult Social Care.

Cheshire East Council – Day Services

The following are local day centres:

The Brocklehurst Centre, Clarke Terrace, Byron Street, Macclesfield SK11 7QD

Tel: **01625 374076**

The Mayfield Centre, Mayfield Terrace, Mayfield Avenue, Macclesfield SK11 7TG

Tel: **01625 374077**

Mountview Community Support Centre, Melton Drive, Congleton CW12 4YF

Tel: **01260 375588**

Redesmere Day Service, Redesmere Road, Handforth SK9 3RX

Tel: **01625 374481**

Cheshire East Council, Adult Social Care

Tel: **0300 123 5010 (option 1)**

Website: www.cheshireeast.gov.uk

See “**Confusion, Forgetfulness**” for information about **Age UK Cheshire East** day services for people with dementia

Deafness and Hearing Loss

If you have a problem with your hearing, you should consult your Doctor who may refer you to the **Audiology Department** or a consultant. Audiology clinics are held at Macclesfield District General Hospital - West Park Branch, Congleton War Memorial Hospital, Wilmslow Clinic, Poynton Clinic, and Knutsford Community Hospital. If necessary, the clinic will arrange to provide you with a hearing aid and will also deal with any future problems. Batteries and repairs for NHS hearing aids are free and replacement batteries can be issued by post.

Audiology

Macclesfield Health Hub, Sunderland Street, Macclesfield, SK11 6JL

Tel: **01625 661716 or 01625 264100**

Email: ecn-tr.OutpatientAppointment@nhs.net

If you need help with your daily life because of a hearing problem, contact your local Adult and Social Care Team. From there you can be referred on to the **Deafness Support Network** (see below). The Society is contracted by **Cheshire East Council** to provide a range of services and equipment for those with hearing problems, including counselling, advice and information, interpreting services, and assessment for equipment to help with everyday living.

Cheshire East Council, Adult Social Care Team

Tel: **0300 123 5010**

Cheshire Deafness Support Network (DSN)

From time to time courses in **Sign Language** are run by the Network, on a supply and demand basis. The Deafness Support Network has an advice and support service and can help individuals get benefits and concessions such as rail travel and assistance with telephone costs; it has a training service; and a technical service, offering advice on a wide variety of equipment, from flashing doorbells to telephones – which may be made available free to eligible clients. An audiologist is also available Thursdays to give hearing tests, wax removal if booked through **DSN**. Also have equipment available to try and buy as well as a Deaf Club which is the 1st Wednesday of every month at 7.30pm – 9.30pm.

144 London Road, Northwich CW9 5HH

Tel: **01606 47831** for all initial enquiries

Minicom: **01606 350823**

Email: **dsn@dsnonline.co.uk**

Website: **dsnonline.co.uk**

Deafness Support Network (DSN) – Macclesfield Branch

27 Bridge Street, Macclesfield SK11 6EG

Action on Hearing Loss (formerly RNID)

Action on Hearing Loss provides support for people with hearing loss and tinnitus, offering practical advice as well as campaigning to change public policy around hearing loss issues. Also has an online shop for hearing loss products. Lines open Monday to Friday 8.30am – 5.30pm.

9 Bakewell Road, Orton, Southgate, Peterborough PE2 6XU

Tel: **0808 808 9000** (Freephone)

Textphone: **0780 0000 360**

Email: **informationline@hearingloss.org.uk**

Website: **www.actionhearingloss.org.uk**

BT

For details of the equipment and services available, including Text Relay or Next Generation Text.call BT free.

Tel: **0800 800 150** or **150** (voice) or **800 243 123** (text phone)

Website: **www.bt.com**

Signed Church Services

There are signed church services at the **New Life Church** in Danesford Community Centre. Each week, the Sunday morning service at 10.30am involves British Sign Language trained signers, who are also available during the after-church coffee time. The church also has a loop system.

New Life Church

Danesford Community Centre, West Road, Congleton CW12 4EY

Tel: **01260 297961**

Email: **mail@nlchurch.org.uk**

Hearing Dogs for Deaf People

Trains and provides dogs to help hearing-impaired people with listening tasks.

Tel: **01844 348100**

Email: **info@hearingdogs.org.uk**

Website: **www.hearingdogs.org.uk**

Dentists

Lists of dentists in your area are available on request from **NHS Direct**, or from the **Community Dental Services**. They will provide a list of dentists who offer NHS or private care, and can also provide details of dentists who carry out home visits, should you be unable to get out. You will only be charged for the treatment you receive, not for the visit itself. You can also find names and addresses of Dentists by visiting the website **www.nhs.uk** – select 'Find services in your area', then 'Dentists' and enter your postcode to search. The government fixes charges for dental treatment under the National Health Service, including check-ups, and your dentist should display the charges. You may ask for a treatment plan, which explains what treatment is recommended and the likely cost.

Help with Dental Costs

If you or your partner are in receipt of Income Support, Income Related Employment Support Allowance, Income Based Jobseekers Allowance or Guarantee Pension Credit, you are entitled to free NHS dental treatment. You may also be entitled to help with dental treatment costs if you are on a low income and have savings below £16,000. Contact the Advice Line, **Help with Health Costs** on **0300 330 1343** and ask for **claim form HC1**. Forms are also available from the Job Centre Plus, dentists, hospitals, opticians and pharmacists. You will then be issued with a certificate for full or partial entitlement to help with costs, which you should show to the dentist's practice. You do not need to wait till you require treatment before you apply.

Emergencies

If you are not registered with a dentist, and need emergency dental care, contact the **Emergency Dental Services** (open between 10am – 12pm and 2pm – 4pm) who are available weekends and bank holidays or find an NHS dentist accepting new patients by using the **Community Dental Services Helpline or NHS Direct**.

For serious emergencies - that is, oral or facial trauma such as a fall resulting in broken teeth, or uncontrolled bleeding or swelling, you should go to the **Accident and Emergency Department** at your nearest hospital with appropriate facilities or contact **Emergency Dental Services**.

If you have any queries, or if you might require treatment but are unable to attend a normal clinic due to illness or disability, or are a dental phobic, please contact the **Community Dental Service Helpline**.

Community Dental Services Helpline

Tel: **01270 275678**

Emergency Dental Services

Tel: **0161 476 9651**

NHS Direct
Tel: 111

Accessible Dentists

You can contact the **Community Dental Services Helpline** for information about local dentists that are accessible for people with mobility issues or wheelchair users. The **Disability Information Bureau** can also provide this information.

Disability Information Bureau (DIB)

Pierce Street, Macclesfield SK11 6ER

Tel: **01625 501759** (Open between 9.30am – 5pm on Monday to Friday)

Fax **01625 869685**

Website: **www.dibservices.org.uk**

Disability Support

As people become older, there is more chance of any disability they have becoming a problem, for a number of reasons. If you think you need additional help, contact **Cheshire East Council, Adult and Social Care Team** and they can arrange for an assessment to be carried out in your home. This is a provision within the 'Chronically Sick and Disabled Person's Act 1970', and the 'Disabled Person's Act 1986', as well as The Care Act 2014 through which you are entitled to be assessed for services to meet your needs. The assessment will enable you, and any carer, to discuss what help is appropriate and available, and will ensure that a care plan is worked out. A financial assessment will also be made, to determine whether you are eligible for financial assistance.

In some cases, you may wish to ask for a list of private care agencies, which is available through **Cheshire East Council, Social Care Teams** or from **Age UK Cheshire East**.

The Adult and Social Care Team

Tel: **0300 123 5010**

There are also a number of groups in the area which organise social activities for people with disabilities, or work on their behalf, and there are support groups concerned with issues arising from specific medical conditions. These groups vary in their activities, but can provide information, arrange meetings, campaign, and offer moral and (in some instances) practical support.

The Alzheimer's Society

The charity offers information, practical advice and emotional support to help people with all types of dementia and their families and friends. The Society operates across all of Cheshire East. There are Dementia Cafés at a number of venues across Cheshire East, for carers and people affected by dementia to meet up; and carers can receive one to one support from a dementia support worker for as long as is needed, face to face, by phone or by email.

Springbank Centre, Victoria Road, Macclesfield SK10 3LS

Tel: **01625 503302**

Email: **east-cheshire@alzheimers.org.uk**

Website: **www.alzheimers.org.uk**

The National Dementia Helpline

Available Monday to Wednesday 9am to 8pm; Thursday and Friday 9am to 5pm; Saturday and Sunday 10am – 4pm.

Tel: **0300 222 11 22**
Email: **helpline@alzheimers.org.uk**
Website: **www.alzheimers.org.uk**

Arthritis Care

Offering information to people with arthritis, to help them improve their care and levels of knowledge.

18 Stephenson Way, London NW1 2HD
Tel: **0808 800 4050** (Free phone helpline open from 10 am to 4 pm, Monday to Friday)
Email: **info@arthritiscare.org.uk**
Tel: **020 7380 6577** (London Office)
Website: **www.arthritiscare.org.uk**

Arthritis Research UK

This charity publishes leaflets on a number of topics and can give general advice on caring for someone with arthritis.

Copeman House, St Mary's Court, St Mary's Gate, Chesterfield S41 7TD
Tel: **0300 790 400**
Email: **enquiries@arthritisresearchuk.org**
Website: **www.arthritisresearchuk.org**

Action for ME

For those with or an interest in Myalgic Encephalomyelitis this group can offer information about ME and how it might affect you, plus contact details of groups near you.

42 Temple Street, Keynsham B531 1EH
Tel: **0117 927 9551**
Email: **admin@actionforme.org.uk**
Website: **www.actionforme.org.uk**

BT Free Directory Enquiries Line

BT has a special service for people who find it hard to use a conventional phone book, enabling them to use a free directory enquiries line by dialling 195. If you think you might be eligible, request an application form, which will need a counter-signature from a GP or similar.

Tel: **0800 587 0195**

Back Care

Back Pain sufferers can contact this organisation for information and advice. The charity funds research and is involved in educating people about back care issues. It has a publications list (some items are chargeable) and can put you in touch with local branches where available.

Money Puzzle House, 69-71 Windmill Road, Sunbury-on-Thames, TW16 7DT
Tel: **0845 130 2704** (Helpline)
Fax: **020 8943 5318**
Tel: **020 8977 5474** (office)
Email: **info@backcare.org.uk**
Website: **www.backcare.org.uk**

British Cardiac Patients Association

People who are due to have heart by-pass surgery might like to make contact with the British Cardiac Patients Association. Members can arrange to visit you and provide you with information and support.

Tel: **01223 846845** (Helpline open Monday to Saturday between 9 am - 7 pm)

Email: **admin@bcpa.eu**

Website: **www.bcpa.eu**

British Heart Foundation

British Heart Foundation provides support and information for people living with heart conditions, as well as details of how to maintain a healthy heart.

Lyndon Place, 2096 Coventry Road, Sheldon, Birmingham B26 3YU

Tel: **0300 330 3311** (lines open Monday to Friday 9am – 6pm)

Text: **18001 020 7554 0000**

Website: **www.bhf.org.uk**

Cancer Research UK

The UK's leading charity dedicated to cancer research. The Cancer Information Nurses can be contacted from 9 am to 5 pm Monday to Friday.

Tel: **0808 800 4040**

Website: **www.cancerresearchuk.org**

Cheshire Centre for Independent Living (CCIL)

This user-led organisation, provides a range of support services, driven by the needs and aspirations of disabled people. The aim of CCIL is to empower disabled people to direct their own care and to promote greater independence, choice and control over their lives.

Sension House, Denton Drive, Northwich CW9 7LU

Tel: **0845 340 2777**

Email: **office@cheshirecil.org**

Website: **www.cheshirecil.org**

Disability Information Bureau (DIB)

These offices provide information and support for people with disabilities and can help with wheelchair hire, IT assessments and support, benefit advice and claims, and disability awareness training.

Pierce Street, Macclesfield SK11 6ER

Tel: **01625 501759** (Open between 9.30am – 5pm on Monday to Friday)

Fax **01625 869685**

Website: **www.dibservices.org.uk**

Macclesfield Cancer Help Centre

Those affected by cancer may benefit from contact with the Macclesfield Cancer Help Centre. The Group offers telephone support, arranges some social events, and has regular meetings. The service may also benefit carers and families, and can signpost you to other appropriate agencies.

Tel: **07981 899526**

Website: **www.macclesfieldcancerhelp.com**

Diabetes UK

A charity that funds research and offers information and help to people living with diabetes.

Diabetes UK North West

1st Floor, The Boultings, Winwick Street, Warrington WA2 7TT

Tel: **01925 653281**

Email: n.west@diabetes.org.uk

Website: www.diabetes.org.uk

Bloodwise

Older people may be badly affected by Leukaemia and this charity helps by raising money for research, and can also provide you with information and support.

39/40 Eagle Street, London WC1R 4TH

Tel: **020 7504 2200**

Email: support@bloodwise.org.uk

Website: www.bloodwise.org.uk

East Cheshire Hospice

This hospice is a registered charity, providing respite care, day care facilities and other therapeutic treatments for terminally ill people. There is also a Hospice Dementia Companion service which provides support maintaining social contact for people living with dementia.

Millbank Drive, Macclesfield SK10 3DR.

Tel: **01625 610364**

Email: admin@echospice.org.uk

Macmillan Support Line

Right from the moment somebody is diagnosed, through their treatment and beyond, the support line is a constant source of support, giving people the energy and inspiration to help take back control of their life, and feel more like themselves again. They offer a wide range of services to support people living with cancer, both nationally and locally; including medical, financial and emotional support, advice and information. They have an interpretation service in over 200 languages.

Hard of hearing?

Textphone users can call the Macmillan Support Line using the Next Generation Text Service (NGT) by dialing **18001 0808 808 00 00**

89 Albert Embankment, London SE1 7UQ

Tel: **0808 808 0000** (Freephone – Lines open Monday to Friday, 9am-8pm)

Tel: **0207 840 7840**

Website: www.macmillan.org.uk

Macmillan Cancer Resource Centre

The centre provides support for anyone affected by cancer, including families and carers. It offers treatment, complementary therapies, counselling, information, benefit advice and support services. Drop-ins available Monday – Thursday between 8.30am – 5pm and Friday between 8.30am – 4pm.

Macclesfield District General Hospital, Victoria Road, Macclesfield SK10 3BL

Tel: **01625 663128 / 663129**

Website: **www.eastcheshire.nhs.uk** or **www.macmillan.org.uk**

Marie Curie Nursing Services

This service is available for people with terminal illness who require nursing at home. The service is complementary to NHS provision, and provides home-based palliative care for patients and support for their carers. Requests for services should be made through the GP or Hospital where you are being treated.

89 Albert Embankment, London SE1 7TP

Tel: **0800 716 146**

Email: **supporter.services@mariecurie.org.uk**

Website: **www.mariecurie.org.uk**

Mind

Mind is the leading mental health charity in England and Wales. In addition to campaigning, they can also provide information and support regarding mental health issues. Macclesfield Mind provides a drop-in facility, social support, benefit, housing and employment advice for people of any age who are mental health service-users.

Macclesfield Mind

3 Duke Street, Macclesfield SK11 6UR.

Tel: **01625 500644**

Email: **jayne.maccmind@btinternet.com**

Mind Infoline

Tel: **0300 123 3393** or text **86463**

Website: **www.mind.org.uk**

The Motor Neurone Disease (MND) Association

This organisation works on behalf of people living with MND, and their families or carers. They produce a number of publications on related issues, from specific aspects of the disease to treatment advice and research developments. There is a local support group and a national helpline open seven days a week, through which you can obtain information, advice and support.

Head Office: **PO Box 246, Northampton NN1 2PR**

Tel: **07929 732958** (Local contact)

Website: **www.mndcheshire.org**

Email: **diane@mndcheshire.org**

National Helpline: **0808 802 6262** (local rates apply)

Email: **enquiries@mndassociation.org**

Website: **www.mndassociation.org**

The Multiple Sclerosis (MS) Society

This charity is dedicated to supporting people of all ages whose life is affected by MS. The Society's helpline can provide you with general information about MS and how it can affect people, and provide you with support. The local branch is run by people with direct experience of MS, to provide social activities, self-help, drop-in support and welfare advice:

East Cheshire Branch

Tel: **01625 430933**

Multiple Sclerosis Society Head Office
MS National Centre, 372 Edgware Road, London NW2 6ND
Tel: **0808 800 8000** (Freephone)
Website: **www.mssociety.org.uk**
Email: **helpline@mssociety.org.uk**
Tel: **020 8438 0700**

Parkinson's UK

The Macclesfield and District branch of Parkinson's UK meets the last Tuesday of the month at the Methodist Church, Westminster Road, Macclesfield SK10 1BX on Tuesday at 7.15 pm. For Crewe & District please refer to the website.

215 Vauxhall Bridge Road, London, SW1V 1EJ
Tel: **0808 800 0303** (Freephone National Helpline)
Email: **hello@parkinsons.org.uk**
Website: **www.parkinsons.org.uk**
Tel: **0844 225 3652**

RADAR (Royal Association of Disability and Rehabilitation)

RADAR campaigns for disabled people's rights, provides a range of information and co-ordinates the National Key Scheme, issuing keys and guides to disabled toilet facilities across the country. Radar keys can also be bought locally through **Cheshire East Council** Information Points.

Tel: **0207 250 8181**
Minicom: **0207 250 4119**
Email: **enquiries@disabilityrightsuk.org**

Relate

This is the UK's largest provider of relationship counselling. To find out the location of your nearest branch of Relate, for general information on their services, or to arrange an appointment, use the contact details below to get in touch.

Macclesfield and Congleton
Tel: **0300 330 5793**
Website: **www.relate.org.uk**
Email: **enquiries@relate-cheshire-merseyside.org.uk**

Reynaud's & Scleroderma Association

The Association endeavours to help people living with these or related conditions. The aims of the association are to promote better communication between doctors and patients; to put patients in touch with each other in order to exchange ideas and information; and to raise funds for research and welfare. Quarterly newsletters, related publications, and information packs are all available.

112 Crewe Road, Alsager ST7 2JA
Tel: **0800 917 2494**
Email: **info@raynauds.org.uk**
Website: **www.raynauds.org.uk**
Tel: **0800 311 2756** (National Helpline)

St Luke's Cheshire Hospice

This hospice is a registered charity, providing support, respite, day care facilities, and other therapeutic treatments for people with cancer and other life limiting illness, their families and carers. Bereavement support for children and adults and counselling is also available for losses due to illness.

Grosvenor House, Queensway, Winsford CW7 1BH

Tel: **01606 551246** (between 9am-5pm)

Email: **enquiries@stlukes-hospice.co.uk**

Website: **www.stlukes-hospice.co.uk**

The Stroke Association

This organisation offers support through their **Macclesfield Stroke Recovery Service**, providing advice and support to help recovery with regular reviews to track your progress along with practical and emotional support for carers and families. They also run support groups and a drop-in.

Macclesfield Stroke Recovery Service, 1 Hulley Road, Macclesfield SK10 2SF

Tel: **01625 612044**

Email: **diane.warhurst@stroke.org.uk** or **jayne.humphries@stroke.org.uk**

Website: **www.stroke.org.uk/finding-support/macclesfield-stroke-recovery-service**

Tel: **0303 3033 100** (National helpline)

Website: **www.stroke.org.uk**

Terrence Higgins Trust

This charity has a wide range of publications and information on HIV, AIDS and sexual health.

Tel: **0808 802 1221** (Monday – Friday 10 am -10 pm; Saturday and Sunday 12 noon – 6 pm)

Email: **info@tht.org.uk**

Website: **www.tht.org.uk**

UKHCA (Home Care Association Ltd)

A national association through which you can obtain lists of up-to-date, quality assured homecare providers.

Group House, 2nd floor, 52 Sutton Court Road, Sutton, Surrey SM1 4SL

Tel: **020 8661 8188**

Email: **helpline@ukhca.co.uk**

Website: **www.ukhca.co.uk**

Other relevant information may be found in: **“Confusion, Forgetfulness”** (with regards to Alzheimer's Disease), **“Carer Support”**, **“Counselling and Telephone Helplines”**

Domestic Help

Age UK Cheshire East runs a **Help at Home Service** for people over 50. Trained home helps can take on most household cleaning jobs, plus tasks such as some shopping, light meal preparation, assistance with bills and appointments, arranging outings and activities.

Help at Home Service Manager

Age UK Cheshire East

New Horizons Centre, Henderson Street, Macclesfield SK11 6RA

Tel: **01625 612958**

Age UK Cheshire East has also put together a list of private Domestic Cleaning Agencies which provide services within East Cheshire. Please note that Age UK Cheshire East cannot specifically recommend any agencies.

E

Education and Learning

Age UK Cheshire East has a Computer Drop-in class on Monday mornings between 10am and 12pm, specifically for people aged over 50, at its New Horizons Centre. This includes Beginner Sessions in computing, the internet and related topics with the support of older volunteers, so that people can build up their computer skills at their own pace. The Centre also provides a wide range of other learning opportunities including on-line courses and the application of technology to photography, crafts, family history and other hobbies.

Age UK Cheshire East

New Horizons Centre, Henderson Street, Macclesfield SK11 6RA

Tel: **01625 612958**

Email: enquiries@ageukcheshireeast.org

Local Libraries

Libraries offer library users access to the internet, email and a range of learning and office resources on PCs, free for the first hour of each booking. There is a charge for guest users and further time beyond the initial hour. Many libraries offer help to get you started and most offer IT Buddy and staff-led sessions. To find out details about your local library contact **0300 123 5018**.

Email: libraries@cheshireeast.gov.uk

Website: [www.cheshireeast.gov.uk /libraries](http://www.cheshireeast.gov.uk/libraries)

AbilityNet can offer free assistance to disabled people experiencing difficulties with computer technology. An IT volunteer will assist either via the internet or by visiting clients in their own homes.

Tel: **0800 269545 (telephone and text phone)**

Email: enquiries@abilitynet.org.uk

Website: www.abilitynet.org.uk

Learn Direct

A free telephone help line is available which can give you details of courses available, and will put you in touch with local colleges and centres where the course you want is being delivered.

1 Colton Square, Leicester LE1 1QH
Tel: **0800 101 901** from 8 am to 9 pm (7 days a week) Sat & Sun 10am to 6pm
Email: **enquiries@learndirect.co.uk**
Website: **www.learndirect.co.uk**

Colleges

Many Adult Education classes are provided by Macclesfield College and South Cheshire College; these run mainly during the autumn and spring terms, though some carry on into the summer. Details of courses for the year are available in August/September. Some exercise courses are specifically for people over 50. As well as evening classes, there is a programme of day-time classes at various locations across Cheshire East. Some colleges can arrange for you to be accompanied for the duration of the course by a volunteer if you have mobility problems, or are nervous about attending a course alone; courses are free for the volunteer.

Macclesfield College of Further Education

Adult Education Office

Park Lane, Macclesfield, SK11 8LF
Tel: **01625 410002**
Email: **info@macclesfield.ac.uk**
Website: **www.macclesfield.ac.uk**

South Cheshire College

Dane Bank Avenue, Crewe CW2 8AB
Tel: **01270 654654**
Email: **info@s-cheshire.ac.uk**
Website: **www.ssc.ac.uk**

Wilmslow Guild

Wilmslow Guild is an independent centre for adult education, running a wide variety of courses, classes and clubs. Subjects covered vary from term to term, but include languages, literature and history, the arts and science, yoga and exercise. There are Social, Theatre and Music groups which arrange trips to concerts and plays together with photographic and ornithological societies and a programme of talks and one-off events.

1 Bourne Street, Wilmslow SK9 5HD
Tel: **01625 523903**
Website: **www.wilmslowguild.wikidot.com**

The WEA (Workers Educational Association)

This organisation runs programmes of classes throughout the region, through a variety of venues such as schools, community centres and similar outlets. Course topics are very varied, and might include creative writing or drawing and painting, yoga and languages. Local secretaries can be contacted using the details below.

The Cotton Exchange Building, Suite 405-409, Old Hall Street, Liverpool L3 9JR
Tel: **0151 243 5340**
Email: **northwest@wea.org.uk**
Website: **www.nw.wea.org.uk**

University of the Third Age (U3A)

This is a long established learning co-operative that enables members to share many educational, creative and leisure activities. The 'third age' roughly applies to those people whose full time employment and parental responsibilities are over and the University is a collective of people

devoted to learning. No qualifications are required, and none are given. Members organise their own programmes of activities by drawing on the skills of each other.

Subjects range from art appreciation and TV studies, through astrology and computer studies, to chess and walking holidays.

Current U3A Groups in Cheshire include:

Macclesfield Rural U3A - 01625 420209

Website: www.macclesfieldu3a.org.uk

Congleton and District U3A - 01260 275514

Website: www.congletonu3a.org.uk

Knutsford and District U3A - 01565 621058

Website: www.knutsfordu3a.co.uk

Crewe & Nantwich U3A - 01270 567289

Website: www.creweandnantwich-u3a.org.uk

Poynton U3A- 01625 872303

Website: www.poyntonu3a.org.uk

U3A

Head Office: 19 East Street, Bromley, Kent, BR1 1QE.

Tel: **020 8466 6139**

Email: enquiries@u3a.org.uk

Website: www.u3a.org.uk

The Association of British Correspondence Colleges (ABCC)

This umbrella organisation can provide you with information about colleges offering a wide range of courses available through distance learning.

PO Box 17926, Wimbledon, London SW19 3WB.

Tel: **0208 544 9559**

Email: info@homestudy.org.uk

Website: www.homestudy.org.uk

The National Extension College

This College offers more than a hundred flexible home study courses, including starter courses, GCSE and A levels in subjects such as Accountancy and Book-keeping, Management and Childcare. Over 20,000 individual learners receive support each year. NEC is an educational trust set up over 46 years ago to help people of all ages fit learning into their lives by widening their learning opportunities. People can enrol at any time and study at their own pace with support from a specialist tutor. The website includes course previews, information about special offers, course costs and on-line enrolment facilities..

Michael Young Centre, School House, Homerton Gardens, Cambridge CB2 8EB

Tel: **0800 389 2839** (Freephone advice line)

Email: info@nec.ac.uk

Website: www.nec.ac.uk

Learning and Work Institute

The institute works to increase the numbers of adults in formal and informal learning, and promotes increased learning opportunities for older people. Annual awards are given.

21 De Monfort Street, Leicester LE1 7GE

Tel: **0116 204 4200**

Email: enquiries@learningandwork.org.uk
Website: www.learningandwork.org.uk

The Open University

Studying with the OU can be an inspiring, challenging and rewarding experience. The OU offers a range of short courses in a variety of subjects, as well as a degree programme. There are special support services to help people develop their study skills, and for people with additional support needs.

Open University in the North West

351 Altrincham Road, Sharston, Manchester M22 4UN
Tel: **0161 998 7272**
Email: north-west@open.ac.uk
Website: www.open.ac.uk

The Open College of the Arts

This is a distance learning provider, offering a wide range of courses, including drawing, painting, photography, creative writing, textiles, print making, graphic design, and illustration. The College allocates each student a tutor appropriate to their subject and needs.

The Michael Young Arts Centre, Redbrook Business Park, Wilthorpe Road, Barnsley S75 1JN
Tel: **0800 731 2116** (Freephone)
Email: enquiries@oca.ac.uk
Website: www.oca.ac.uk

Cheshire Living Well, Dying Well – End of Life Partnership

A partnership of organisations who want to improve health and wellbeing by encouraging us to talk with loved ones and to make plans for the future. The partnership provides community talks, workshops and literature to support the public, volunteers and professionals.

Winterley Grange, Unit 8, Wheelock Heath Business Court, Alsager Road, Winterley, Sandbach CW11 4RQ
Tel: **01270 758120**
Email: publichealth@eolp.org.uk

F

Foot care

The East Cheshire NHS Trust Podiatry Service

This foot care/chiropractic service aims to prevent or cure foot problems where possible, and to help people to look after the health of their feet.

To be eligible for this service, you must have an underlying medical condition, such as diabetes, vascular disease, rheumatoid arthritis, neurological condition, renal problems. Forms on which to apply (which give more details of qualifying conditions) are available via your GP or local Health Centre, but can be completed by yourself; you do not have to have a GP referral. If your application is approved, you then request an assessment at which your treatment will be arranged according to a priority system. Treatment is carried out by a state registered Chiropodist or Chiropody Assistant and is provided free at the local clinic. Home visits are provided if anyone is housebound, and transport may be provided to the local clinic.

Podiatry Service (NHS)

Sanders Square Clinic, Sanders Square, Macclesfield, SK11 7SE

Tel: **01625 423800**

Website: **www.eastcheshire.nhs.uk**

The Foot Care Service

A nail cutting service involving a basic toe and fingernail cutting service for people over the age of 18 who are unable to manage this task, and who do not receive podiatry services from the NHS. Some people with certain medical conditions may not be eligible. Home visits are available (charged at £12 per visit). There is an additional one-off charge of £12.50 on your first visit for a personal set of nail cutting equipment.

Tel: **0800 978 8446**

As many people do not qualify for the NHS chiropody service, **Age UK Cheshire East** can provide details of local private chiropody services, some of which can offer home visits.

Funerals and Funeral Plans

You can get advice and help in arranging a funeral from a funeral director. It is advised that you obtain quotes and details of services provided from various firms before you choose. Many Funeral Directors provide pre-payment plans to cover costs. Look for members of the National Association of Funeral Directors, who must comply with a Code of Practice.

If those responsible for arranging the funeral receive a qualifying benefit or entitlement (e.g. Income Support, Income Based Job Seekers Allowance, Income Related Employment Support Allowance, Pension Credit, Universal Credit, Disability of Severe Disability element of Working Tax Credit, Child Tax Credit or Housing Benefit) they may be eligible to apply for financial help towards funeral costs from the **Department of Works and Pensions** on their **Bereavement Helpline: 0345 60 60 265**. You will need to claim within 3 months from the funeral.

Age UK Funeral Plan

Many people are concerned about leaving their family and friends to arrange and pay for their funeral. With an Age UK Funeral Plan, not only will you be able to choose the funeral you want and make a contribution to its costs, but you will have the lasting peace of mind of knowing that the arrangements are in safe hands. Contact **Age UK Cheshire East** on **01625 468099** or **01625 612958**.

Advance Directives

You may also wish to give instructions about the nature of any medical treatments you wish to receive and the extent of medical intervention you would prefer during a terminal illness. Some people choose to make a living will or advance decisions whilst in good health, perhaps at the same time as they are drawing up a will. **The Natural Death Centre** gives independent advice on all types of funerals including environmentally-friendly arrangements, natural burial sites, DIY funerals etc.

The Natural Death Centre

In the Hill House, Watley Lane, Twyford, Winchester SO21 1QX

Tel: **01962 712690** (Helpline)
Email: **contact@naturaldeath.org.uk**
Website: **www.naturaldeath.org.uk**

Compassion in Dying

A national charity that supports individuals at the end of life, to have what they consider to be 'a good death', by providing advice and information around patient rights and choices. There is online information about advance decisions including sample forms.

181 Oxford Street London W1D 2JT
Tel: **0800 999 2434**
Email: **info@compassionindying.org.uk**
Website: **www.compassionindying.org.uk**

Dignity in Dying

Campaigning charity believing everybody has the right to a good death.

Tel: **0207 479 7730**
Email: **info@dignityindying.org.uk**
Website: **www.dignityindying.org.uk**

Other relevant information may be found in: "**Bereavement**", "**Legal Advice**" (with regards to Wills, Power of Attorney etc)

Furniture

Cheshire East Council - Emergency Assistance

Emergency Assistance is a scheme introduced by Cheshire East Council to provide support for the most vulnerable facing immediate short-term needs in an emergency or as a consequence of a disaster, to prevent a serious risk to the health and safety of themselves or their family. You can also apply online.

Tel: **0300 123 5013 (option 4)**
Website: **www.cheshireeast.gov.uk**

Bulky Household Waste Collection

Cheshire East Council is able (at a charge) to remove large items. The current charge for up to 3 items is £40 and 4 to 6 items is £80. Payment is made by card over the phone or by cheque to **Cheshire East Council, Customer Services, Macclesfield Town Hall, C/O Municipal Buildings, Earl Street, Crewe, CW1 2BL** and there is a reduced fee for people on Housing or Council Tax Benefit, Guaranteed Pension Credit, Income Support and Income Based Job Seekers Allowance. The normal wait is 10 working days for collection.

Tel: **0300 123 5011**

Recycled Furniture

The following is a list of local agencies able to take donations of goods – though schemes do not take gas appliances, and only some can take and check electrical goods. Schemes can only accept upholstered goods and mattresses meeting fire retardant regulations (post 1988). Schemes are voluntary and may not be able to respond immediately. Please ask at **Age UK Cheshire East** if you need names of 'a man with a van' able to help with removing or disposing of unwanted items.

Age UK Cheshire East Furniture Showroom

Can help with house clearances and will collect good quality furniture and electrical goods. Collection and delivery is available and the showroom is open Monday to Saturday 9:30am – 4:30pm Tel: **01625 440776**

Cheshire Streetwise - Cheshire Street Wise Furniture Forum

Take donated furniture and provide to families in need. Collect and deliver on Mondays. Shop open all week except Wednesdays.

10 Gilchrist Avenue, Weston, Macclesfield SK11 8GU

Tel: **07469 176811**

Email: **maggie@cheshirestreetwise.co.uk**

Christian Concern in Crewe

A furniture recycling group who accept furniture donations, normally collected free of charge by local projects and sold on to people on low incomes.

St Paul's Centre, Hightown, Crewe CW1 3BY

Tel: **01270 586186**

Email: **admin@christianconcern.org.uk**

Website: **www.christianconcern.org.uk**

The Copperdale Trust

They are able to collect and donate furniture within the Macclesfield area to help people in need, when they have sufficient resources.

Solway Road, Benchill, Manchester M22 9XR

Tel: **0161 437 1363**; fax **0161 437 1363**

Email: **copperdale_trust@hotmail.com**

G

GPs (General Practitioners)

Choose the GP practice that you want to register with and check it covers the area where you live. You can find a GP near you on **NHS Choices** (**www.nhs.uk**) or your local **Healthwatch** (**www.healthwatch.co.uk**). Contact the GP surgery and ask to register with them. They will usually ask you to complete a registration form. Some practices want to see proof of your identity, like a

passport, and proof of your address, like a utility bill. Some may ask for your NHS medical card or your NHS number, but you don't need either of these to register with a GP or get NHS treatment.

The GP practice will send your details to the local **Clinical Commissioning Group (CCG)**, who will write to you confirming that you're registered with the practice. Your medical records will be transferred to the new practice.

Sometimes, you may not be able to register with a GP surgery, for example if:

- You live outside the area that the surgery covers.
- The surgery is not accepting new patients.

If you are aged 75 or over you must have a named and accountable GP.

However, if the GP practice refuses to accept you then they must have reasonable grounds for doing so. You would need to register with another GP surgery in your area instead or if you have been unable to register with a GP, you should contact your local **CCG**. You can change your GP any time you wish without having to give a reason.

Your local **CCG** (www.easterncheshireccg.nhs.uk) will give you details of how to do so and provide you with a list of GPs.

GP Home Visits

You cannot insist that a GP visits you at home. A GP will only visit you at home if they think that your medical condition requires it. A GP can also decide how urgently a visit is needed.

Accessing your Medical Records

You can request informal sight of your medical records during a GP consultation. Formal requests are made under the provision of the Data Protection Act, through the Practice Manager at your GP's surgery. You do not need to give a reason for your request. There is no fee to view your medical records but you will be charged if you wish to take a copy away.

NHS 111 Service

This Helpline is open 24 hours a day and can offer advice if you are feeling unwell. Someone will discuss health concerns for you or your family, and can direct you to local health services near to you, or relevant self-help and support groups.

Tel: **111** (calls charged at local rate)

Website: **www.nhs.uk**

Should you have any complaints about medical services, these should to be made within 12 months of the incident. It is important to begin the complaints procedure as soon as possible though there is some flexibility; if your complaint is received beyond that time and there is a good reason why your complaint is delayed, it may still be investigated by the relevant NHS service.

See "**Complaints**" for details about how to make a complaint about a GP and NHS service

H

Heating

It is important for older people to be able to keep warm during the winter as there can be a risk of hypothermia, when the body temperature drops below a healthy level. You might be at risk if you are in a very cold room for too long, or are outside in the cold, especially when it is windy. Britain has a higher death rate amongst older people in the winter than in the summer, which is thought to be partly due to people becoming too cold.

Competition in the energy industry now means that your gas and electricity can be supplied by a number of different companies. It is important not to sign anything until you have compared prices, terms and conditions from a number of companies.

Affordable Warmth Grant

This can help with heating and hot water repairs, boiler replacements and installing a heating system, such as an extra radiator, gas fire or central heating system. It covers 75% of the cost of the work, up to £2,000. You must have been a home owner for at least one year and be eligible for certain benefits (for example, Income Support, Guarantee Pension Credit or receiving treatment for certain health conditions and have a low income and savings. For more information contact **Cheshire East Council**.

Cheshire East Council

Tel: **0300 123 5017** (option 4)

Email: **privatehousing@cheshireeast.gov.uk**

Website: **www.cheshireeast.gov.uk**

Cold Weather Payments

These are payments made by the Department of Works & Pensions automatically to anyone who is in receipt of Guarantee Pension Credit, Income Support, Universal Credits, Income Related ESA. Income Based JSA (other benefits do not qualify you for these payments) if the average temperature in your area has been, or is expected to be, 0° Celsius or below for 7 consecutive days. If you have never applied for Pension Credit, it may be worth checking with **Age UK Cheshire East** or your local **Department of Works & Pensions** office to see whether you would be eligible, as many people don't claim benefits to which they are entitled.

Winter Fuel Payments

The Government currently makes these payments to older people to help with the cost of keeping warm in winter. To qualify, you must have reached the minimum pension age or over during the qualifying week, and normally reside in the UK during that week. If you receive a state pension or other UK benefit (other than Housing Benefit, Council Tax Benefit or Child Benefit), then the Winter Fuel Payments should be made automatically, and you will not have to claim.

Otherwise, if you have reached the minimum pension age or over and think you may qualify, you will need to make a claim. In households where there is a person aged 80 or over in the qualifying week, there is a higher Winter Fuel Payment. For more information, or to find out if you might be eligible and need to make a claim, contact **Age UK Cheshire East** or the **Department of Works & Pensions**.

Department of Works and Pensions

Tel: **0345 915 1515**

Text: **0345 601 5613**

Website: **www.direct.gov.uk/winterfuel**

Energy Savings Trust

For independent, expert advice on saving energy in your home, or for funding requests for making energy efficiency improvements.

Tel: **0300 123 1234**

Email: **energy-advice@est.org.uk**

Website: **energysavingstrust.org.uk**

Priority Service Register

If you are of pensionable age or living alone or disabled, you can apply to join the Priority Service Register organised by your energy suppliers. Their contact details will be on your bill. This entitles you to free safety checks on your appliances and their fitting, to a password scheme to verify energy staff calling at your address, to quarterly meter readings, and to having your meter moved if this is difficult for you to reach or read. There are also special controls available to make appliances easier for you to use, and other benefits.

Energy suppliers

Suppliers will try to help you if you have fuel debts or bills that you cannot pay. It is important to contact them as soon as you know that you are in difficulty. Once contacted they will not disconnect older people during the winter months and they will try to help you organise a system to help pay off your fuel debt.

USwitch

Impartially compare energy deals.

Website: **www.uswitch.com**

Tel: **0800 6888 557**

Citizens Advice

A debt adviser at your local **Citizens Advice** can help to sort out your bills.

Tel : **03444 111 444**

If you have complaints about energy providers, contact **Citizens Advice Consumer Helpline** on **0345 404 0506**.

Holidays for Older People

There are several major commercial organisations offering special holidays for older people, and most travel agents will access information for you. Age UK Information & Advice Centres keep on file some information about holidays for those with additional needs.

Disability Information Bureau (DIB)

Information regarding transport for disabled people, or arranging a holiday, can be obtained from DIB.

Pierce Street, Macclesfield SK11 6ER
9.30 – 5pm on Monday to Friday
Tel: **01625 501759**
Email: **info@dibservices.org.uk**
Website: **www.dibservices.org.uk**

Holidays for All

Specialising in holiday accommodation in the UK and overseas for people with disabilities and sensory impairments, their friends and family. A brochure featuring accessible holidays from a range of the UK's leading disability charities and specialist tour operators is available.

Tel: **0845 124 9971**
Website: **www.holidaysforall.org.uk**

Revitalise

An agency specialising in holidays for people who need additional care, with or without their normal carer (previously The Winged Fellowship). They have holiday centres in various parts of the country and can sometimes help with funding of breaks.

Tel: **0303 303 0145**
Email: **info@revitalise.org.uk**
Website: **www.revitalise.org.uk**

Tourism for All

This is a national charity offering free advice about holidays for disabled and older people. This includes details of companies and voluntary organisations who run holidays for disabled people, accommodation where care is provided, transport; and possible sources of financial help.

7A Pixell Mill, 44 Appleby Road, Kendal, Cumbria LA9 6ES
Tel: **0845 124 9971**
Email: **info@tourismforall.org.uk**
Website: **www.tourismforall.org.uk**

See “**Travel**” for Blue Badge and other travel information

House Maintenance

For many older people on a low income, finding money to keep the home in a good state of repair can present a serious problem. You may also find that your home may benefit from some adaptations to help you if you have difficulty moving around your home because of health problems.

Care and Repair

A non-profit making agency called Care and Repair provides advice and assistance to older and disabled people relating to any repairs or improvements needed in your home. This may be with minor adaptations such as fitment of grab rails, minor repairs or full renovations. Their Handyman scheme can help with small jobs such as minor plumbing work, security measures and modest alterations. It does not include electrical work, decorating or gardening. Care and Repair can also give advice and help with seeking grants to pay for work undertaken.

Cheshire East Council, Floor 5, Delamere House, Care of Municipal Buildings, Crewe CW1 2BJ
Tel: **0300 123 5017 (option 4)**
Email: **careandrepair@cheshireeastcouncil.gov.uk**
Website: **www.cheshireeast.gov.uk**

Healthy Homes Loan

This is a loan for home owners to carry out essential home repairs. You will have been required to have owned your home for at least one year. Works must meet certain criteria; making your home weather tight, making your home safe, for example electrics, gas, fire safety and falls prevention, reducing the consequence of flooding at “at risk” area and facelift works in regeneration areas. You would repay the loan with interest-free monthly repayments or an equity share loan. You will qualify if on certain benefits (such as Income Support, Guarantee Pension Credit, Personal Independence Payment, Attendance Allowance and other benefits). Contact **Cheshire East Council** for further details.

Cheshire East Council

Tel: **0300 123 5017 (option 4)**

Email: **careandrepair@cheshireeast.gov.uk**

Website: **www.cheshireeast.gov.uk**

Disabled Facilities Grants

If you are disabled and have been assessed by an Occupational Therapist from **Cheshire East Council** under the terms of the ‘Chronically Sick and Disabled Persons Act 1970’, there are mandatory Disabled Facilities Grants available from **Cheshire East Council**. These are means-tested grants intended to help people live independently in their own homes by, for example, funding adaptations in bathrooms and improving access. The maximum amount available is £50,000. The DFG will only pay for the adaptations assessed for by the Council as ‘necessary and appropriate’. A decision is also based on a “Test of Resources” to find out whether an applicant qualifies financially. Grants may need to be repaid under certain circumstances. Please contact **Care and Repair** or speak to the **Referral and Advice Team** at **Cheshire East Council**.

Referral and Advice Team

Independent Living Centre, Dean Row, Ringstead Road, Wimslow SK9 2HA

Tel: **0300 123 5010 (option 3)**

Empty Homes Loan

This is a loan for owners to bring their empty homes back into use. It can help with any repairs that are needed to bring the house up to an acceptable living standard. There are some exceptions, such as gardens, annexes, garages and sheds. The loan is repaid via an interest-free monthly payments. For further information contact **Cheshire East Council**.

Cheshire East Council

Tel: **0300 123 5017 (option 4)**

Email: **privatehousing@cheshireeast.gov.uk**

Website: **www.cheshireeastcouncil.gov.uk**

The Royal British Legion – Poppy Calls

The Legion’s Poppy Calls provides a handyperson service dedicated to those who have served or are serving in the Armed Forces or are the dependent of someone who has served. In most cases the service is free. Eligibility depends upon financial status and age although there is a competitive charging policy.

7 Avro Court, Huntingdon PE29 6XS

Tel: **0800 032 0306**

Email: **homesupportadmin@britishlegion.org.uk**

Website: **www.britishlegion.org.uk**

Equity Release and Home Loans

Sometimes used as an option to raise income or capital for renovation or repairs, Equity Release schemes release funds tied up in property. This should be done, however, only after seeking professional advice from an independent financial advisor. Your bank will also be able to give further advice on loans etc. Contact **Age UK Cheshire East** on **01625 612958** for information.

Cheshire East Trading Standards

Trading Standards offers consumer advice to Cheshire residents to ensure that consumers can make informed choices about goods and services purchased and have the knowledge to protect themselves from potentially unscrupulous tradespeople. A complaint can also be made against a trader or credit company.

Cheshire East Council

Tel: **0345 404 0506**

Website: **www.cheshireeast.gov.uk**

Buy with Confidence

The scheme brings together a list of gardeners, plumbers, builders, electricians and many more traders. It is run independently by Trading Standards Services operating a stringent vetting procedure. Good references are required from previous customers and businesses who wish to be part of the scheme have to agree to abide by the scheme's code of conduct. Search online or contact the number below to find a business.

Cheshire East Council - Buy with Confidence

Cheshire East Council, Consumer Protection and Investigations, Westfields, Middlewich Road, Sandbach CW11 1HZ

Tel: **0300 123 5500**

Email: **tradingstandards@cheshireeast.gov.uk**

Website: **www.buywithconfidence.gov.uk**

The Consumers Association (WHICH)

Publishers of WHICH magazine and independent campaigners for consumer's rights. Provide advice to those who become members.

2 Marylebone Road, London MW1 4DF

Tel: **01992 822800**

Email: **support@which.co.uk**

Website: **www.which.co.uk**

Income Tax

Higher personal allowance rates apply to people aged 65+ and 75+. Non-taxpayers can receive any interest due from a bank, building society and savings accounts without any tax deductions. To register for this benefit, complete and return form R85 obtainable from your bank, building society or local tax office, or on-line.

Working Tax Credits may be paid to people over 50 who return to work, and who receive Pension Credit or are on a low income.

Her Majesty's Revenue & Customs (HMRC)

Tel: **0300 200 3300** (Adviceline)

Tel: **0345 300 3900** (Tax Credits)

Website: **www.hmrc.gov.uk**

Tax Aid

If you need free and independent advice to help with personal tax problems but are unable to afford a tax adviser or an accountant, you can contact Tax Aid in London for telephone help. Complex problems may need to be dealt with via face to face meeting; appointments are available in Manchester

Tel: **0845 120 3779** (Monday to Friday between 10am and 12pm)

Website: **www.taxaid.org.uk**

Tax Help for Older People

A charity set up to assist older people on low incomes (income under £20,000 per annum) who need help with tax forms or with resolving other tax problems. Tax Help volunteers can arrange to see you at the offices of Age UK Cheshire East in Macclesfield, or can visit you at home, by arrangement, though there may be a waiting time. For an appointment, ring **Tax Help** direct or contact **Age UK Cheshire East** on **01625 612958**.

Tel: **0845 601 3321** or **01308 488066**

Email: **taxvol@taxvol.org.uk**

Website: **www.taxvol.org.uk**

Incontinence

Many more people have problems with bladder and bowel control than is generally realised, but being incontinent is not a necessary part of ageing. If you are concerned about this or any other health issue, do not hesitate to visit your doctor or practice nurse; in some cases incontinence can be due to infection and can be cured, and you will be advised how best to manage any difficulties you may have. (Please note that an assistive laundry service is not now available.)

There is also a lot you can do to help yourself have better bladder and bowel control. Your Health Visitor or District Nurse will be able to give help and advice. Some chemists sell continence products, and some items are available via disability equipment providers.

East Cheshire Trust, Continence Advisory Service

The Continence Service is a small team of specialist nurses and support staff. Their aim is to ensure that all adults with bladder and bowel problems have access to professional help. They hold clinics throughout the East and Central Cheshire area, and where necessary home visits can be arranged.

Bevan House, Barony Court, Barony Road, Nantwich CW5 5RD

Tel: **01270 275410**

Website: **www.cheshire-epaigecontinence.nhs.uk**

The Bladder and Bowel Community

For information about incontinence issues, or you can speak to a counselling helpline.

Tel: **01926 357220**

Email: **help@bladderandbowel.org**

Website: **www.bladderandbowel.org**

L

Legal Advice

There are many sources of free legal information and advice. Although sometimes you may have to pay someone else to assist you to resolve a legal problem, this is not always the case. You might be able to find a local advice agency that can assist you, although for some problems you may need a solicitor. You may be able to find information through a telephone helpline or on the internet.

Solicitors work in a wide variety of areas, from house conveyance to family law, from medical or clinical negligence to personal injury cases. A solicitor can also help with a number of financial issues and can make the necessary arrangements concerning **Power of Attorney** for an individual to take over the financial or welfare responsibilities of another person.

For information about free legal help, contact **Citizens Advice**.

Citizens Advice

Telephone Advice Line: **03444 111 444**

Website: **www.citizensadvice.org.uk** (for online information)

Lasting Power of Attorney

If someone wishes to pass on responsibilities in these areas, it will be necessary to arrange for a Lasting Power of Attorney to be set up, for registration with the **Office of the Public Guardian**. People with wishes expressed via the older system of Enduring Power of Attorney may also need a solicitor's advice, though correctly completed and dated EPA forms can still be registered.

In cases where someone is judged to be mentally incapable of managing their own financial affairs or personal welfare decisions, without having established this provision, then another person will need to apply direct, or ask a solicitor to apply, to the Court of Protection through the **Office of the Public Guardian** to take on a Deputy role.

You can obtain an application form and further details from:

Office of the Public Guardian

PO Box 16185 Birmingham B2 2WH

Tel: **0300 456 0300**

Email: **customerservices@publicguardian.gsi.gov.uk**

Website: **www.gov.uk/government/organisations/office-of-the-public-guardian**

Wills

It may be advisable to go to a solicitor even with a simple Will as problems can arise after your death if no clear provision has been made for the distribution of your estate. Without a Will in place, you are described as having died intestate and your property will be divided according to the Administration of Estates Act. **Age UK Cheshire East** have details of local solicitors which can be sent to you. They can also offer appointments for Wills Surgeries held at their local office for advice on Wills and Power of Attorney.

If you prefer, you can obtain a form for setting out your will, to complete yourself, from some stationers. It is important that you complete and sign the form as instructed. It is worth having the document checked by a solicitor, a service which may not be too costly; telephone several solicitors to obtain the best price. You are advised not to make alterations to the original document of your Will, whichever form it takes, as any changes must be made officially as a codicil or through a new Will.

Your Will should be kept at home safely with other important papers, with copies given to a close relative or executor, or lodged with a solicitor or a bank. A bank may make a charge for this service.

To leave instructions upon your death and let your family know where all your important documents are, including your Will, you can obtain the form **Instructions for my Next of Kin and Executors on my Death** from **Age UK Cheshire East**. Alternatively, you can obtain the **Age UK Lifebook** by contacting Age UK direct on **0345 685 1061** quoting reference **LFB201**. For further information see **www.ageuk.org.uk/lifebook**

Many people choose to leave a legacy in their Will, as a tribute to a cause they wish to support. Legacies are a vital part of Age UK Cheshire East's income. Contact **Age UK Cheshire East** (01625 612958) for further information about how to arrange such a bequest.

Probate and Inheritance Tax helpline: 0300 123 1072

The following websites give relevant information: **www.gov.uk/wills-probate-inheritance**.

Legal Ombudsman

Should the need arise, complaints against Solicitors, including complaints about charges, can be made through an independent agency.

P O Box 6806, Wolverhampton, WV1 WJ

Tel: **0300 555 0333**

Email: **enquiries@legalombudsman.org.uk**

Website: **www.legalombudsman.org.uk**

Textphone: **18002 0300 555 0333**

Leisure

A wide range of activities and events take place at various venues and at different times across Cheshire East. Information about one-off events and some on-going activities can be obtained from libraries and Council Information Centres, or sometimes appear in local papers. Whether your interest is in travel or conservation, walking or antiques, playing bridge or belonging to an amateur theatre group, there are groups across the area in which you could get involved.

Arts and Crafts Groups

Age UK Cheshire East hosts an art group and a craft group, where those attending are encouraged to come along and test out their artistic flair, whilst enjoying a cup of tea and some chat with fellow artists and crafters. For more information, contact **01625 612958**.

Men in Sheds

Age UK Cheshire East runs a **Men in Sheds** project from Henderson Street in Macclesfield, and Lower Park Mill, Lower Park Street, Congleton. Activities include woodwork, advice and support, painting, varnishing, or relaxing with a cup of tea in the company of other local men. There is also a Men in Sheds run by Age UK Cheshire and based in Crewe.

Tel: **01625 612958**

Email: **mis@ageukcheshireeast.org**

Website: **www.ageukce.org**

Exercise and Sport

Contact your local Leisure Centre, some of which have special classes or activities for older users:

Alsager, Hassall Road	Tel: 01270 685601
Bollington, Heath Road	Tel: 01625 574774
Congleton, Worrall Street	Tel: 01260 387717
Crewe, Moss Square	Tel: 01270 685580
Holmes Chapel, Selkirk Drive	Tel: 01477 689553
Knutsford, Westfield Drive	Tel: 01565 653321
Macclesfield, Priory Lane	Tel: 01625 383981
Middlewich, King Edward Street	Tel: 01606 271877
Poynton, Yew Tree Lane	Tel: 01625 876442
Sandbach, Middlewich Road	Tel: 01270 375344
Wilmslow, Station Road	Tel: 01625 533789

Most Leisure Centres with pools run some swimming sessions for adults only or older people; contact your local leisure centre for details. Some activities for older people are available at a reduced cost. People on low incomes or over the age of 60 can also apply for a Council Options Card, which qualifies the user for concessionary charges for activities, where 40% discounts apply.

Special exercise classes for older people are run at some Leisure Centres and Community Centres across Cheshire East. Contact your local centre for more information.

Volunteering

Many people choose volunteering as an activity that gives them social contact, the opportunity to learn new skills, and enables them to become actively and usefully involved in their community.

Age UK Cheshire East are always looking for volunteers to help with its wide range of activities, including the Charity Shops, the Dementia Day Support Service, Men In Sheds, Computer Learning, Arts and Crafts, Information and Advice, and fundraising.

Age UK Cheshire East

New Horizons Centre, Henderson Street, Macclesfield SK11 6RA

Tel: **01625 612958**

Email: volunteering@ageukcheshireeast.org

Community and Voluntary Services Cheshire East (CVSCE)

If you are interested in becoming a volunteer with another organisation CVSCE may be able to help find you a volunteering opportunity in your area, as they have contacts with over 100 different agencies locally where volunteers are involved, and information relevant to the whole of Cheshire East.

Tel: **01270 763100**

Website: **www.do-it.org**; you can search by postcode or type of activity.

REACH

A national recruitment organisation, able to find volunteering placements for those with professional or similar experience, such as finance or management. REACH records online requests for volunteers and matches them with suitable people in that locality.

89 Albert Embankment, London SE1 7TP

Tel: **020 7 582 6543**

Email: mail@reachskills.org.uk

Website: **www.reachskills.org.uk**

Libraries

A list of libraries in Cheshire East can be found in the telephone directory under Cheshire East Council or online. Most of the libraries are accessible to people in wheelchairs. Each carries a selection of books in large print, books on cassette and CDs, and DVDs – most of which have subtitles. People who are blind or partially sighted are exempt from some library charges. Several libraries in East Cheshire have special facilities which are designed to help those with visual impairments and special needs. Phone your local library to check what is available, or go to the Cheshire East Council website, which lists facilities available at each of its libraries:

www.cheshireeast.gov.uk/libraries

Mobile Libraries

There are Mobile Libraries which take books for all ages into the rural areas of Cheshire East on a 3 week cycle. The mobile library van parks at specific places for people to come on board, to change and select books, talking books, videos and DVDs. The van has a tail lift for wheelchairs. Please check online on **www.cheshireeast.gov.uk/libraries/mobilelibraries** or contact either your local library or **Cheshire East Council** on **0300 123 5500** for details of routes.

Housebound Service / Books on Wheels service

This is for anyone living within the Wilmslow, Alderley Edge, Knutsford, Macclesfield, Congleton or Crewe areas, who has difficulty getting out of the house to a library. Books are delivered by volunteers fortnightly to your home. For more information contact the Library nearest to you.

Book Loan Service to Care Homes

Cheshire East Libraries offer a book loan service to community rooms in some care homes and day care centres, and all libraries can lend out reminiscence boxes with materials on specific themes, supplied from a central collection.

Cheshire East Libraries Health and Wellbeing

Libraries can provide information, assistance and guidance to members of the public about a range of health and wellbeing services.

Reading Well Books on Prescription

Provides self-help reading for adults for a range of mental health conditions including anxiety depression, phobias and some eating disorders. They also have titles that provide information and advice for people with dementia and their carers and relatives, and personal stories.

Long-term Care

Moving into Care

Older people who have reached the stage where, for a variety of reasons, they are no longer able to look after themselves in their own home, might choose to move into a Care Home. Such a move may be necessary if the person is in need of nursing care. Many care homes are privately run, whilst some are run by independent trusts, on a not-for-profit basis. **Social Care Teams** within your local authority are responsible for assessing the needs of people who may need this level of care.

Alternatives to Moving into Care

Following assessment, it may be decided that it would be appropriate and possible for you to continue living in your own home, with support from home care, community meals, visits to day care, respite arrangements etc. If so, then the **Social Care Team** can arrange a care package. It may be that you are entitled to financial support to pay for help at home. **Age UK Cheshire East** can advise you on possible benefits. If you prefer to arrange your own services, you can elect to receive direct payment of monies which would have been spent by the local council on your behalf. **Age UK Cheshire's Independent Living Service** provides information and ongoing support to anyone in Cheshire East who receive a Direct Payment or fund their own care. Tel: **01606 881660**.

It is important that any carer involved should also request and receive an assessment of their needs during this process, to which they are entitled under the Carers Act. You should request a written copy of any care and support plan from the Social Worker.

Assessments of Care Needs and Financial Status

Your local authority must first carry out a needs assessment to establish if you require residential care before it helps you with the cost. If you have needs for care and support, they must assess you, regardless of your financial situation. Prior to a care home recommendation, all other options allowing you to stay at home should be considered or tried, if this is what you want. Other accommodation may be suitable such as warden controlled or extra care sheltered housing and you should be told about possible options in your assessment.

The needs assessment results in a care and support plan containing various elements including your personal budget. Your personal budget is the amount your local authority calculates it

should pay to meet your eligible needs after your financial assessment. Eligible needs are needs that meet the criteria for adult social care service provision. You are entitled to a copy of your care and support plan.

The financial assessment will take into consideration your income and capital and may mean that you will need to make a contribution towards the costs of care. The terms “usual cost” or “standard rate” may be used in your financial assessment. They are the maximum limit your local authority usually expects to pay for residential care to meet your assessed needs in your area. The local authority must offer at least one choice to you at this cost.

Any additional payments known as “top-ups” must always be optional. Local authorities can only look at your own capital and income in your sole name or jointly held savings are divided in half. Forms of capital included in the financial assessment are also Premium Bonds, stocks and shares and property (buildings or land). When property is taken into consideration as capital then there may be certain mandatory or discretionary disregards when using the value of your property. If your capital is valued at more than £23,250 you are expected to pay for the full fees yourself until your capital reduces, at which time the local authority may have to assist you with funding. If you have capital less than £14,250, this is fully disregarded for charging purposes.

Cheshire East Council
Adult and Social Care Team
Tel: **0300 123 5010 (option 1)**

NHS Funded Care in Care Homes

Should you or your relative need to move out of hospital into care, then an assessment of the situation should be made by a Hospital Social Worker (though different procedures apply when leaving private hospital care). The assessment is made to ensure that proper arrangements are in place before you are discharged. Local **NHS Trusts** and **Social Care Teams** work together to determine your longer-term care needs, and to decide if you will require any nursing care as part of your care requirements. That nursing care is funded by the NHS. This means that your nursing care can be free to you within a care home, even though you may have to pay for personal care and accommodation costs. NHS funded care is defined as the work which is carried out by a registered nurse, to plan, provide or supervise your nursing care, and the extent of this type of care needed will be decided during your assessment. Following assessment, nursing care is paid for directly (in almost every instance) to your care home.

Continuing NHS Health Care

Eligibility for continuing (full) NHS health care is based on medical need. The assessment carried out will compare your need to the eligibility criteria of your local **NHS Trust**. If you meet the criteria for continuing NHS health care, your whole package of care becomes the responsibility of, and is funded by, the NHS, managed by a health professional. This care may be provided in a hospital, nursing home, hospice, or your own home. Even if your nursing care is provided at home, your health and personal care costs will be the responsibility of the NHS.

Lists of Care Homes and Care Home Standards

Lists of registered Care Homes can be obtained from **Age UK Cheshire East** or **Social Care Teams**, or from the **Care Quality Commission** (see below). It is advisable to discuss your needs with a Social Worker and visit several homes before making a final decision as to which option will suit you best.

The **Care Quality Commission (CQC)** is the independent regulator of all health and adult social care in England. It inspects all health and adult social care services in England, whether they are provided by the NHS, local authorities, private companies or voluntary organisations. It also seeks to protect the interests of people whose rights are restricted under the Mental Health Act. **CQC** makes sure that essential common standards of quality are met everywhere care is provided and works towards their improvement. It promotes the rights and interests of people who use services and has a wide range of enforcement powers to take action on their behalf if services are unacceptably poor.

Care Quality Commission (CQC)

Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

Tel: **0300 061 61 61**

Email: **enquiries@cqc.org.uk**

Website: **www.cqc.org.uk**

M

Mail

If you wish to eliminate unwanted mail you may wish to register with the **Mail Preference Service**. Companies have an obligation to check with the service if they wish to send you unsolicited mail. You can also make a complaint if you continue to receive unsolicited mail despite your registration.

Mail Preference Service (MPS)

DMA House, 70 Margaret Street, London W1W 8SS

Tel: **0845 703 4599**

Website: **www.mpsonline.org.uk**

Meals, Foodbanks and Shopping

Meals can be delivered to the door provided by private companies as listed below. Support with shopping can be provided by a private care agency or assisted shopping or shopping deliveries can be provided by supermarkets and some local shops. Foodbanks are also at times a necessity to access. Contact **Age UK Cheshire East, Information and Advice** on **01625 612958** for further information or if you need to access a Foodbank or to talk about options if needing support with shopping and meals.

Icare Cuisine

Deliver hot and frozen meals. Covers Macclesfield, Poynton, Wilmslow, Alderley Edge, Knutsford and Congleton.

Tel: **0161 343 3056 or 01543 275015** (for Congleton)

Website: **www.icarecuisine.co.uk**

Oakhouse Foods

Deliver frozen meals and some food and household goods. Covers Macclesfield, Poynton, Wilmslow, Handforth, Knutsford and Congleton.

Tel: **01756 796336**

Website: **www.oakhousefoods.co.uk**

Wiltshire Farm Foods

Deliver frozen meals. Covers Macclesfield, Poynton, Disley, High Lane, Wilmslow, Alderley Edge, Handforth, Knutsford and Congleton.

Tel: **0800 773 773**

Website: **www.wiltshirefarmfoods.com**

Lunch Clubs

There are a number of Lunch Clubs providing a hot midday meal for older people who want to enjoy food in the company of others. Transport may be available to help get people to the clubs. The cost of the meal varies from club to club, but the charges would cover the cost of the meal, transport if provided, and the use of accommodation.

Poynton Lunch Club

A weekly group for older people who are physically frail and/or have some memory problems takes place at Poynton Civic Hall. The group meets from 10am to 2pm and provides a caring and stimulating environment for up to ten people. Experienced and trained volunteers organise games and activities, singing and light exercise. A hot lunch is also provided.

The new initiative is managed by Poynton Town Council in partnership with Age UK Cheshire East and costs £0 per week. Transport can also be arranged at a small additional cost. Please contact Sharon Duke, Communities Co-ordinator if you would like further details, on 10625 872238

Contact **Age UK Cheshire East** for details of other local lunch clubs in Cheshire East

Friday Shopping Group (Poynton)

Takes older residents into Poynton village every Friday morning and allows people to shop before having a cup of tea and a biscuit in the Civic Hall, then being taken back home. A donation of £2 for the bus and 50p for refreshments is requested. Contact **Poynton Town Council** for more information

Tel: **01625 872238**

See “**Travel and Transport**” for Shopmobility Schemes

Money and Mentoring

Age UK Cheshire East can arrange an appointment to check whether you are receiving all the Welfare Benefits to which you are entitled. Contact **Information & Advice services** at **Age UK Cheshire East** on **01625 612958**.

If you have a problem because you have insufficient money and have outstanding bills to pay, it is important that you get help as soon as possible, before your debts get out of control. Contact **Citizens Advice** on **03444 111 444** for debt advice and assistance with claiming benefits.

Alternatively, the **Department of Works & Pensions** has advisors who will discuss your financial situation and possible benefit entitlements. You can contact the **Information and Advice Service** at **Age UK Cheshire East** who can arrange for you to see an advisor at a Pensions Surgery or visit you in your home if preferred. If you think you may be entitled to any benefit, apply straight

away to the **Department of Works & Pensions** on **0345 60 60 265** who will send you the necessary forms.

Age UK Cheshire Money Matters

If you are aged 55 or over and have difficulties with managing day to day tasks such as paying household bills, setting up direct debits, transferring utility suppliers, organising your finances, or dealing with insurance renewals, the **Age UK Cheshire Money Matters Service** may be able to help through its team of volunteers. All volunteers have undergone enhanced police checks and are able to carry out home visits across the county. The service is free, confidential and personal to the client. Contact **Age UK Cheshire East** for more information or to request a referral on **01625 612958**.

Appointeeships

Should you need such assistance, another person (such as a member of the family) can be nominated as an Appointee to collect your benefits if you are unable to do this yourself. Such an agent has no power to act on your behalf, however, with regard to making any financial decisions. Forms on which to apply to use an agent are available from the **Department of Works & Pensions**. Most benefits, including the state retirement pension, can now be paid directly into a bank or building society

Department of Works and Pensions

Tel: **0345 606 0265**

Charities

There are several charities and trust funds which can be approached if you are in need and have found that no help is available from statutory agencies. If you or your family have had connections with, for example, employment or professional organisations, trade unions, the armed forces, or a particular religion or profession, there may be a charity that can help.

Applications to trusts may need to be supported by someone such as a Doctor or Social Worker, and approaches to all these trusts can be made through **Age UK Cheshire East**.

Age UK Cheshire East Information and Advice holds information about some local trust funds.

Charity Search

This is a free service for UK residents over 50 years of age in genuine financial need, to assist with finding help.

25 Port View Road, Avonmouth, Bristol BS11 9LD

Tel: **0117 982 4060** (9 am – 3 pm, Monday to Thursday)

Email: **info@charitysearch.org.uk**

Website: **charitysearch.org.uk**

Turn2Us

This is an organisation that exists to help people access the money available to them – through benefits, grants and other financial help. It can direct you to charitable funds, either through its website or its helpline. Their free and confidential helpline is open from 9am to 8pm Monday to Friday.

Hythe House, 200 Shepherds Bush Road, London W6 7NL.

Tel: **0808 802 2000**

Email: **info@turn2us.org.uk**

Website: **www.turn2us.org.uk**

Credit Union, Congleton

This is in operation for anyone who lives or works in Congleton (CW12 postcodes only). This is a financial co-operative which provides savings and/or loan facilities. Contact the Treasurer on **07504 184902**

Cheshire Neighbours Credit Union (CNCU)

This is a community owned and controlled financial cooperative, providing a range of practical, affordable financial services to everyone residing or working in Cheshire. Several savings accounts are available as well as low cost loans.

Tel: **01270 685625**

Email: **info@cncu.org.uk**

Website: **www.cncu.org.uk**

The Money Advice Service

The Money Advice Service helps people manage their money through free and impartial advice. They work in partnership with other organisations. They also help people to tackle problem debt. The service is available 24 hours a day via their website or 6 days per week by telephone.

Tel: **0800 138 7777 (Freephone)**

Website: **www.moneyadviceservice.org.uk**

N

Nursing Care

District Nurses

A District Nurse may visit you if you are unable to get to your Health Centre or your GP. District Nurses offer assessments for (and in some cases provision of) services such as giving injections and medication, dressing wounds, and arranging nursing care for the acutely or terminally ill, including night nursing. District Nurses will provide advice and information about general health matters and services available. They can also do assessments for home loan equipment, such as bath aids and commodes, special beds and mattresses, and arrange supplies of equipment such as incontinence pads and clothing.

Community Psychiatric Nurse

If you have a relative suffering from mental health problems, such as depression or dementia, with your agreement, your GP can arrange for a **Community Psychiatric Nurse** from the Community Mental Health Team to visit you at home for help and support.

Community Mental Health Team

Jocelyn Solly Resource Centre, Victoria Road, Macclesfield SK10 3JE

Tel: **01625 505600**

The Stoma Care Nursing Team

A specialist nursing service is available at Macclesfield District General Hospital for people who are learning to manage a stoma, or for people who have had operations such as a colostomy or ileostomy. They also have information regarding counselling which can be available for related issues. Contact on **01625 661598**.

Macmillan Nurses

Provides nursing care for people with cancer. The Macmillan Cancer Relief charity not only has its own nurses and doctors and cancer care centres, but also has an information service; grants can be paid to those with cancer, and you can be put in touch with other professionals such as dieticians and social workers. Contact your GP or District Nurse, or speak to your Consultant or other hospital staff for referral to this service.

Macmillan Nurses Local Office

Macclesfield District General Hospital
Tel: **01625 663128**

Macmillan Nurses National Office

89 Albert Embankment, London SE1 7UQ.
Tel: **020 7 840 7840**
Macmillan Cancer Line: **0808 808 0000**
Website: **www.macmillan.org.uk**

Marie Curie Nursing Services

This service is available for people with terminal illness who require nursing at home. The service is complementary to NHS provision and provides home-based palliative care for patients and support for their carers. Requests for services should be made through the GP or Hospital where you are being treated.

89 Albert Embankment, London SE1 7TP
Tel: **0800 716 146**
Email: **supporter.services@mariecurie.org.uk**
Website: **www.mariecurie.org.uk**

Nursing/Care Agencies

There are a number of private Care Agencies which can provide domiciliary and nursing care in your own home. Full 24-hour nursing cover, or live-in care, can be available if necessary. It is advisable to contact several agencies, as their range of services and charges can vary. Further information is available at **www.homecare.co.uk** or contact **Age UK Cheshire East** for a list of care agencies. Agencies have to meet standards and be registered with the **Care Quality Commission (CQC)**.

UKHCA (Home Care Association Ltd)

This is a national association through which you can obtain lists of up-to-date, quality-assured homecare providers.

Sutton Business Centre, Restmor Way, Wallington, Surrey SM6 7AH
Tel: **0208 661 8188**
Email: **enquires@ukhca.co.uk**
Website: **www.ukhca.co.uk**

P

Pets

Nearly all veterinary practices treat household pets. However charges can vary considerably. Vets' practices may also be a good source of information on related services such as dog walkers.

RSPCA

The RSPCA may be able to help towards the cost of vet bills for older people who are on low incomes and in need of financial help. They may also may be able to find a home for a pet if an older person is no longer able to look after it.

RSPCA Advice line

Tel: **0300 1234 555**

Tel: **0300 1234 999** (National 24-hour emergency animal cruelty helpline)

Website: **www.rspca.org.uk**

RSPCA Local Offices

Macclesfield, SE Cheshire & Buxton branch:

Tel: **01625 669620**

Email: **enquiries@rspca.org.uk**

The People's Dispensary for Sick Animals (PDSA)

The PDSA can be contacted to find out what help may be available near you or to you.

PDSA Head Office

Whitechapel Way, Priorslee, Telford, Shropshire TF2 9PQ

Tel: **0800 731 2502** (free phone) or **01952 290999**

Fax **08455 564906**

Website: **www.pdsa.org.uk**

The Cinnamon Trust

This is a nationwide charity which endeavours to help elderly or sick owners of animals who can no longer look after their pets. The Cinnamon Trust is based in Cornwall, and operates through local volunteers.

10 Market Square, Hayle, Cornwall TR27 4HE

Tel: **01736 757900**

Email: **admin@cinnamon.org.uk**

Website: **www.cinnamon.org.uk**

Retirement, Sheltered Housing and Extra Care Housing

Retirement or Sheltered Housing may be ideal for you if you feel you would benefit from the social and support services associated with this type of accommodation, whilst retaining your independence by living in your own flat or house. There is the added security of having a 24-hour alarm system and support from someone 'on call'.

Housing Associations and Trusts and private builders all provide retirement accommodation, available to buy or lease. Some complexes have a resident Scheme Manager, while others have daily or weekly visits from a Community Support Officer. Their main task is to check all is well and to organise help when needed. They do not cook meals, provide any personal care, undertake cleaning, or do shopping for tenants. The duties of Scheme Managers in privately owned developments will vary from site to site.

Applying for Social Housing / Housing Associations

Housing Associations are autonomous, non-profit making organisations providing housing to meet social needs. The rents vary depending upon the services available. Sometimes, part-buy schemes are available, giving the Housing Association a stake in the property and a say in reselling.

Cheshire East Council does not have any council housing of its own and does not operate its own council housing waiting list. However, it is partnered with **Wulvern, Plus Dane and Peaks and Plains Housing Trust** who are housing associations which advertise affordable rented properties (social housing) via a website called **Cheshire Homechoice**. Housing applications are managed through the Homechoice website. Firstly you need to register on **Cheshire Homechoice** via **www.cheshirehomechoice.org.uk**. If you are not confident using the internet you can contact Cheshire Homechoice on **0300 123 5017 (option 1)** for somebody to help you. Once registered you will need to complete the housing application form then you can view what properties are available each week and can bid on up to two properties a week. The landlord will then assess the people most in need of housing first to see whether suited to that home.

There are some housing associations which you can apply to direct. You can contact **Age UK Cheshire East** for further information.

Private Developments

Private builders may have a limited amount of retirement housing available. Such property, for sale or to rent, is advertised in the local press and in estate agents' offices. There will be a monthly charge in this type of accommodation to cover the cost of additional services provided, such as wardens and intercom systems, and there are often communal services such as lounges, laundry facilities and garden spaces.

Similar developments are being built in some areas for older people with extra support needs; these are called 'extra care' or 'very sheltered' accommodation. Such developments comprise sheltered accommodation that provides independent living, alongside communal facilities, plus extra support services which can be bought in as needs develop. Care and support staff will be available to help as needed with tasks such as personal care, washing and dressing, managing medication etc, or

with practical tasks such as meals, shopping and laundry. The Local Authority may be able to help you fund such additional care.

Close Care Housing is accommodation built on the same site as other long term care accommodation, which means that people in such housing can access some of the services of the care home.

The Elderly Accommodation Counsel (EAC)

The EAC has a **First Stop Advice Service** which provides information about all forms of accommodation for older people, and will guide you on making choices and financing the accommodation selected. The EAC have a booklet giving guidance on the issues involved, and can respond to requests for information about specific housing or geographic areas.

3rd Floor, 89 Albert Embankment, London SE1 7TP

EAC Advice Line: **0207 820 1343**

Fax **020 7820 3970**

Email: **info@firststopadvice.org.uk**

Website: **www.firststopadvice.org.uk** (allows you to search for the availability of local accommodation):

First Stop Advice Line: **0800 377 7070** (freephone).

Disability Relocation Assistance

This is a grant to help disabled people move to a more suitable property. The maximum grant is £3,000. It can help with removal costs, legal costs, home information packs, disconnection and reconnection of household appliances and removal or installation of disability equipment. To be eligible you must be unable to afford the full cost of the eligible relocation expenses (means tested); the property you are moving from must be in Cheshire East; the disabled person must have been assessed as needing adaptations by an Occupational Therapist but your current property can't be adapted. To discuss with an Occupational Therapist, contact **Cheshire East Council, Referral and Response Team** on **0300 123 5010 (option 3)**.

S

Safety

Adult Abuse

Adult Abuse is when a person is treated in a bad way or in a way that harms, hurts, exploits them or makes them feel frightened or unhappy. Abuse can take many forms; physical, sexual, domestic violence, psychological, financial, neglect, discriminatory, institutional abuse, hate crime and slavery.

Abuse can happen anywhere and could be someone that a person knows or a stranger. Abuse is not always deliberate and can happen when a person is trying to do their best but feel stressed or have a lack of knowledge and understanding.

If you or somebody feels at risk of immediate harm, contact the emergency services by ringing **999**, or if it is not an emergency, dial **101**.

For a hearing or speech impaired person, you can use the national telephone relay service by dialling **18001** before the number or **18000** in an emergency.

To report a concern you can phone **Cheshire East Council** on **0300 123 5010** or the out of office hours number on **0300 123 5022**.

Domestic Abuse

If you are living in fear of your partner or family member, or you know someone who is, you can get help by contacting the **Cheshire East Domestic Abuse Hub** on **0300 123 5101**.

Cheshire East Domestic Abuse Hub is a single point of contact, information, consultation, referral, triage and case allocation for families affected by domestic abuse and those who support them, informally and formally.

Alternatively you can text on **07771 941 464** or email **cedap@cheshireeast.gov.uk**.

Crime

Crime against older people is rare, although many people do worry about personal safety and, especially, security at home. There are several basic points worth remembering to help give you peace of mind at home:

- When you go out, check that doors and windows are closed and locked.
- If you are going on holiday, cancel deliveries of milk and newspapers.
- If the weather is likely to be cold, it is a good idea to set the heating to come on a couple of times a day, if you can afford to, to guard against burst pipes.
- You should arrange to have a chain fitted on the door to give you more control over who you allow into your home. Spy-holes fitted into the front door will allow you to see who is outside without having to open the door.

Any **social housing** tenant worried about home security should contact their local housing officer in the first instance.

Home Safety Check

You can contact your local **Care and Repair Agency**, who will carry out a home safety check and provide advice on staying safe in your home and can fit spy holes, door chains, key-safes and outdoor sensor lights.

Cheshire East Council, Floor 5, Delamere House, Care of Municipal Buildings, Crewe CW1 2BJ
Tel: **0300 123 5017 (option 3)**

Email: **careandrepair@cheshireeast.gov.uk**

Website: **www.cheshireeast.gov.uk/careandrepair**

Community Safety Development Team

The role of the **Community Safety Development Team** within the **Cheshire East Council** is to reduce crime, reduce repeat victims of crime and anti-social behaviour, provide advice on crime prevention and engage with local communities on issues relating to crime and disorder. You can contact them on **0300 123 5030**. For more information about security measures to deter criminals, visit the **Crime Prevention** page of the website below.

Email: **safer@cheshireeast.gov.uk**

Website: **cheshireeast.gov.uk**

Police

If you would like to know about or become involved in a **Neighbourhood Watch Scheme** in your area you can contact **101** for more information or see the Cheshire Police website:

www.cheshire.police.uk

101 – Non emergency enquiries for Police

Cheshire Police can be contacted on this number for general enquiries and non-emergencies.

999 – Emergency number for Police

Dial **999** if there is a danger to life, violence is used or threatening behaviour, there is a serious crime taking place or likely to occur, road accidents causing injury, somebody vulnerable needs assistance or there is a suspect for a serious crime nearby.

Victim Support

If you have been burgled, insurance will help you replace your material possessions. You may however still feel quite vulnerable and find that you are experiencing some emotional distress, which is very real and perfectly justified. There is help available to deal with this. **Victim Support Schemes** give help and advice to people, and provide support to enable people to work through the shock and begin to regain their self-confidence. Victim Support operates via trained local volunteers. For the Cheshire East area scheme, speak to Cheshire Police on **101** who can provide you with advice and support and can offer you a referral to a **Victim Support Scheme**.

Fire Prevention

It is a good idea for all premises to be fitted with a smoke detector alarm. These can be bought quite cheaply from DIY and hardware stores. Alternatively, the **Fire Service** will provide a **Safe and Well Check** for people over 65, which includes a fire safety check and fitment of a Smoke Detector free of charge, guaranteed to last for ten years. You can book a Safe and Well check by contacting the **Cheshire Fire and Rescue Service** or visiting them online.

You should check your smoke alarm monthly, think about an escape plan in the event of a fire and if a fire occurs, get out, stay out and call the Emergency Services on **999**.

Tel: **01606 868 700**

Text: **07624 808 300**

Website: **www.cheshirefire.gov.uk/public-safety/book-a-home-safety-check**

Carbon Monoxide Poisoning

Carbon Monoxide is a poisonous gas which has no smell or taste. Breathing it in can make you unwell and it can kill if exposed to high levels. This is usually produced from boilers, gas fires, central heating systems, water heaters, cookers and open fires when fuels don't burn fully. If you suspect a carbon monoxide leak then you must switch off the appliance and ventilate the property and then immediately evacuate the property. Call the Gas Emergency number on **0800 111 999** and seek immediate medical help as you may not realise that you have been affected.

Identification

Anybody visiting your home from an official agency such as **Gas or Electricity companies** or the **Council** must have clear identification, which they will expect to show you if they are genuine. They should always make an appointment before visiting, and many operate a password scheme whereby you can check to confirm that a caller is who they say they are.

T

Telephones and Televisions

OFCOM

If you have a problem with your phone or internet company, you can contact **OFCOM**, the regulator for the communications industry, who will assist if they can.

OFCOM, Riverside House, 2a Southwark Bridge Road, London SE1 9HA

Tel: **0300 123 3333 or 020 7981 3040**

Website: **www.ofcom.org.uk**

Telephone Preference Service

If you are bothered by callers you do not wish to contact you, and you would like to reduce the number of unwanted UK calls to your landline, you can register with the **Telephone Preference Service**.

Tel: **0345 070 0707**

Website: **www.tpsonline.org.uk**

Telephone Installation

Telephone lines are installed by and rented from various providers. Telephones themselves can be purchased from many different stores. See sections headed “**Deafness and Hearing Loss**” and “**Visually Impaired**” for information about purchasing specialist phones.

To check whether you need to install a new phone line, first find the master socket (small white socket), located on a wall or by the front door. If you can plug a phone in and hear the dial tone, then you won't need to pay an “installation fee”. You will need to speak to your phone providers if your house is fitted with an older style socket. Most providers offer a free or much cheaper connection to those willing to sign up for Broadband or TV along with the phone, although you may find you pay a “connection fee”.

Broadly, anyone moving between companies using BT lines should find being transferred is free of charge. Anyone moving between BT, Talk Talk and Sky could be liable for a “connection fee” to cover switching their phone line from one provider's equipment to another.

Contact the providers directly to discuss your requirements on the various tariffs and options available and the costs involved. Alternatively, phone packages, broadband, as well as mobile phones, contract and SIM deals can be compared by contacting Uswitch or using their website. Details are mentioned below.

Priority Telephone Fault Repair Service

The telephone industry provides a free **Priority Telephone Fault Repair Service** for customers whose lives may be at risk without a working telephone (that is, for chronically sick or disabled people).

Television Packages

There are several TV packages available with varying costs and channels available. For example, Freeview, Freesat, Now TV, BT, Talk Talk, Sky, EE and Virgin Media. You should take time before choosing the package that suits you.

Freeview is the name of the UK's digital terrestrial TV service, delivered to your home through an aerial. This is available on TVs, set-top boxes and personal video recorders. Freeview offers the UK's most popular TV and radio channels, accessible for a one-off payment. It is a great choice on a budget and there is no subscription package, although can lack the choice that other TV providers offer.

You can get further advice from:

Uswitch
Tel: **0800 6888 557**
Website: **www.uswitch.com**

Which
Tel: **01992 822800** (members enquiries)
Website: **www.which.co.uk**

Television License

A licence is required for installation or use of a television including if you watch or record live TV programmes on any channel, or download or watch programmes on IPlayer. For a full list of devices visit the **TV Licensing** website or contact them as below. Concessions are currently available to people who are registered blind/severely sight impaired (for whom licences are payable at a 50% discount); in households where there is someone over 75 years (for whom licences are free); and to people who are retired, disabled or have learning disabilities who are living in a care home or some sheltered accommodation.

TV Licensing

Tel: **0300 790 6165**
Website: **www.tvlicensing.co.uk**

Television Listings

RNIB Newsagent

The Big Print newspaper and TV and radio guide is the only large print national weekly newspaper with a guide which is posted to your door. An annual subscription costs £65 per year (£1.65 per issue). There is also a Big Print Freeview TV Guide. An annual subscription is £50 (just under £1 per issue). The paper includes crosswords, recipes, showbiz highlights, sports news, and more.

RNIB Newsagent, Big Print Titles, PO Box 173, Peterborough PE2 6WS
Tel: **0303 123 9999**
Email: **helpline@rnib.org.uk**
Website: **www.rnib.co.uk**

Travel and Transport

Blue Badge / Disabled Persons Car Badge

Blue Badge holders are able to park closer to their destination either as the driver or passenger. To obtain or renew a badge you need to apply online or contact **Cheshire East Council**. You will need to provide two passport photos, and the card will cost you £10. The badge you obtain gives you on-street parking rights, rights to use disabled parking bays and *may* allow concessionary

parking in council or private car parks; you are advised to check any car parks you hope to use. The badge can be used in 18 countries within the European Union. Arrangements vary with regard to parking for disabled people in other countries outside the European Union; some countries have desks at the airport from which you can get permits; or you may need to apply in good time to the Embassy for the country where you wish to travel. Information from the **Department for Transport** about reciprocal arrangements and the Blue Badge scheme is on their website.

Cheshire East Council

Tel: **0300 123 5020**

Website: **www.cheshireeast.gov.uk**

Email: **bluebadge@cheshireeast.gov.uk**

For further information you can visit the website for the **Department of Transport**.

Department for Transport

Website: **www.gov.uk/apply-blue-badge**

Bus Travel

Local councils issue bus passes to persons of eligible age who can show they are resident in the area and can provide proof of identity. Passes are valid for 5 years and are free. You can obtain your pass from a **Cheshire East Council Information Centre** near to where you live and local **Library Information Points**. Passes allow for free travel (after 9.30 am on weekdays) on ANY local bus services across England (i.e. not National Express buses, coach trips, excursions). Travel in Scotland and Wales is not included.

There are also **concessionary bus passes** for people who are disabled or registered sight or severely sight impaired or have been advised that they cannot drive. You will be asked to provide proof of disability, residence, age and identity. You will need to apply in person at the local council information centre or library where an advisor will take a digital photo. You can apply by visiting a local **Council Information Centre** or **Library Information Point**.

Cheshire East Council

Tel: **0300 123 5020**

For information on bus services in Cheshire East contact **Cheshire Traveline** on **0871 200 2233** or visit their website on **www.travelcheshire.co.uk**.

Train Travel

Senior Railcards can be obtained from **Cheshire East Council** at a reduced cost of £24 (full cost £30), and are available to anyone who has reached the age of 60 and living in the borough. They can be issued immediately at a **Council Information Centre** or **Library Information Point** on production of appropriate ID documents, proof of age and proof you are resident in Cheshire East. Alternatively the Railcard can be obtained from your local staffed railway station or online at **www.senior-railcard.co.uk** at the full cost. The card entitles you to one third off most normal ticket prices and is valid for a year, for travel anywhere in the UK.

Disabled Person's Railcards through **Cheshire East Council** at a reduced cost of £16 (full cost £20), which also entitles a travelling companion to a rail fare reduction. Forms to complete are available from the **Macclesfield Town Hall** or **Library Information Points**. To be eligible you will need proof of registration as a visually impaired person or hearing impaired or be eligible for

Attendance Allowance, Personal Independence Payment or Disability Living Allowance (low or high rate Mobility Allowance or middle or high rate Care Allowance) as well as proof of address to confirm you are a Cheshire East resident.

For further information contact **Cheshire East Council** on **0300 123 5020 (option 3)**

Macclesfield Town Hall

Macclesfield SK10 1EA

Rail Travel Assistance

You can make arrangements to receive assistance for elderly or disabled people for their journey by contacting the rail company with which you are travelling. Each company has a special Mobility Impaired help-line number. You need to give at least a day's notice of your request. Staff should be made available to meet you at your departure station, accompany you to the train and see you safely on board.

Similar arrangements can be made at your destination station and other stations if you need to change trains. For example, ramps can be provided for wheelchair users, and in some cases mobility scooters can be accommodated.

National Rail Enquiries

Tel: **0845 748 4950**

Textphone: **0845 605 0600**

Website: **www.nationalrail.co.uk**

Email: **railcardhelp@railcards-online.co.uk**

Coach Travel

A number of coach firms offer concessions. **National Express**, for example, can offer up to a third discount on some fares at off-peak times to older or disabled travellers.

National Express

Tel: **08717 81 81 81**

Website: **www.nationalexpress.com**

Air Travel

Airlines can make special arrangements to help people travel more easily. Contact them in advance to find out about their special arrangements for assisting people with disabilities, mobility problems or special dietary needs, or about access to emergency services etc.

Taxi Travel

Some taxi firms can provide special taxis for wheelchair users, and some offer discounts to people over pension age.

Help with Travel Costs to Hospitals

People in receipt of Income Support, Guarantee Pension Credit, Income Based Job Seekers Allowance and Income Related Employment and Support Allowance are entitled to help with hospital travel costs for appointments for treatment or diagnostic tests. You will need to make a claim on an HC5 form or make a claim with the hospital you are attending. Alternatively, you could meet the eligibility of the NHS Low Income Scheme by using form HC1. You can claim travel costs for a travel companion if your health professional says it is essential you have support.

NHS (Help with Health Costs)

Tel: **0300 330 1343** (assistance with applications)

Website: **www.nhs.uk**

Patient Transport Service

If you have a medical condition where using usual methods of transport isn't possible, you can book the Patient Ambulance Service. You will need details of your medical condition and mobility issues and NHS number when registering and booking this service.

Eastern Cheshire Ambulance Service

Tel: **0345 425 0050** (booking line)

General enquiries: **01384 246 370**

Transport Schemes

Congleton Communicare

This is a voluntary driving scheme for patients of doctors in Congleton, to take people to medical appointments. Appointments can be in Congleton or beyond. Social journeys are not possible. Donations are invited from service users.

Tel: **01260 270883** (answer phone in operation)

Open Hands

A volunteer driver's scheme in Poynton. This is a voluntary car service for doctors, medical appointments and hospitals (or some shopping trips). Contact Open Hands on weekday mornings between 10am and 12.30pm.

Tel: **01625 878589** (answer phone available)

Knutsford Good Neighbours Scheme

This scheme can provide voluntary help with transport in the Knutsford area, for example, to a GP surgery or to a hospital or other medical appointment (e.g. dental or chiropody). Some additional help is offered, with matters such as filling in forms and collecting prescriptions. You can apply through the GP surgeries in Knutsford or, by contacting the number given, via which you will be referred on to the volunteer co-coordinator on duty for the day.

Tel: **01565 631262** (between 11am and 3pm)

Knutsford Community Transport

Transport for people in Knutsford to luncheon clubs, stroke clubs, U3A group and local churches. Cost of £1.50 per journey.

Tel: **01565 633346**

Disley and Newtown Good Neighbours Scheme

Volunteers will take people who cannot use public transport to medical appointments for the cost of the fuel.

Tel: **0844 500 3646**

Community Careline

This scheme in Wilmslow runs a voluntary transport scheme to help people with journeys to hospital or to make visits etc. Donations are invited.

Tel: **01625 525476** (Wilmslow area)
Tel: **0161 439 9306** (Handforth and Styal areas)

For further information on the Community Transport Schemes in Cheshire East contact **Transport Service Solutions**.

Transport Service Solutions

Floor 1, Municipal Buildings, Earle Street, Crewe CW1 2BJ

Tel: **01270 371478**

Shopmobility

This scheme in **Macclesfield** provides free-of-charge manual wheelchairs, powered wheelchairs and scooters on loan to anyone with a mobility problem, to help get around Macclesfield Town Centre.

Shopmobility

Shopmobility Centre, Great King Street/Churchill Way, Macclesfield SK11 6AY

Tel: **01625 613111**

Motability Scheme

People receiving the Enhanced Mobility Component of Personal Independence Payment or received the Mobility Component of Disability Living Allowance may choose to obtain a vehicle through the **Motability** Scheme. This enables you to use your benefit to lease a specially adapted car, scooter or a motorised wheelchair, for example. The scheme does not apply to people in receipt of Attendance Allowance.

Motability Operations

City Gate House, 22 Southwark Bridge Road, London SE1 9HB

Tel: **0300 456 4566** (8am - 7pm Monday to Friday; 9am - 1pm Saturday)

Text phone: **0300 037 0100**

Website: **www.motability.co.uk**

Disability Information Bureau

You can get information concerning travel matters as well as other information and advice if you are dealing with issues which are affecting you because of a disability.

Pierce Street, Macclesfield SK11 6ER

Tel: **01625 501759**

Email: **info@dibservices.org.uk**

Website: **www.dibservices.org.uk**

V

Veterans

Veterans who have been in the British Armed Forces or been in National Service may be needing support whether this has been due to issues arising from their time in the services or now as they are getting older and there are support agencies nationally and locally.

Age UK Cheshire East - Joining Forces Project

Working with veterans aged veterans across Cheshire East to build their resilience, manage their health and improve their independence. Support is offered to help access appropriate support and is a service offered by **Age UK Cheshire East**.

Age UK Cheshire East

Tel: **01625 612958**

Royal British Legion (RBL)

Offer support to serving men, women, veterans and their families.

Head Office, 199 Borough High Street, London SE1 1AA

Tel: **0808 802 8080** (Helpline open 7 days a week, 8am to 8pm)

Website: **britishlegion.org.uk**

Macclesfield Branch (RBL)

The branch is open Mondays, Tuesdays, Wednesdays 9.30am – 12.30pm and meet at 8pm every fourth Wednesday of every month except December.

76 Chestergate, Macclesfield

Tel: **01625 669876**

Email: **maccrbl@btconnect.com**

Poynton Branch (RBL)

Have various functions, clubs and events.

Poynton Legion Club, George's Road West, Poynton, SK12 1JY

Tel: **01625 873120**

Congleton Branch (RBL)

Meet on an ad hoc basis at St Mary's RC Parish Club, West Street, Congleton. Contact Gary Dolman for more details via email.

Email: **Gazzo22@hotmail.com**

Macclesfield Armed Forces and Veterans Breakfast Club

Breakfast and social group for veterans from all services. No booking necessary. Visitors may be asked to show documentary evidence of service.

Located at the Pack Horse Bowling and Social Club and held every third Saturday of every month at 9am – 12pm.

Pack Horse Bowling and Social Club, 2 Abbey Road, Macclesfield SK10 3AU

SSAFA

Offer support to men and women serving in the Royal Navy, British Army or Royal Air Force, veterans and their families.

Tel: **07766 239226** (Cheshire contact)

Email: **cheshire@ssafa.org.uk**

Website: **ssafa.org.uk**

Tel: **0800 731 4880** (Helpline)

Blind Veterans UK

We provide vision impaired Armed Forces and National Service veterans with the person-centered services and tailored support they need to discover life beyond sight loss. Blind Veterans UK's work ranges from helping veterans relearn vital life skills and providing them with the tools they need to be independent in their own homes, to offering new learning, training and recreation opportunities and providing long-term nursing, residential and respite care.

Tel: **0800 389 7979**

Email: **supporter.services@blindveterans.org.uk**

Website: **blindveterans.org.uk**

The Royal British Legion – Poppy Calls

The Legion's Poppy Calls provides a handyperson service dedicated to those who have served or are serving in the Armed Forces or are the dependent of someone who has served. In most cases the service is free. Eligibility depends upon financial status and age although there is a competitive charging policy.

The Poppy Calls Centre, The Royal British Legion, 7 Avro Court, Huntingdon PE29 6XS

Tel: **0800 032 0306**

Email: **homesupportadmin@britishlegion.org.uk**

Website: **www.britishlegion.org.uk**

Visual Impairment

People with poor or limited vision can become registered as severely sight impaired, or sight impaired. This is done by approaching your GP, or going to your local Social Services office, from where you will be referred to a Rehabilitation Officer from **The Adult Social Care Team** for registration.

Opticians make a charge for National Health Service sight tests. You are exempt from those charges if you are aged 60 years and over; registered sight impaired or severely sight impaired, diagnosed diabetic; a glaucoma sufferer or close relative of one; prescribed complex lenses. People with visual impairment can also apply for a benefit called Attendance Allowance, (or Personal Independence Payment if under 65 years) which is for people who need help with every day care and living tasks. Some local opticians offer eye tests at home.

Rehabilitation Service for the Visually Impaired

Cheshire East Council run this service and will visit after a referral or registration, to carry out an assessment of needs, and arrange for the provision of services and equipment, some of which can be provided free of charge. Equipment available includes templates for writing and talking watches; other help includes advice on lighting, and mobility training. Registration as being blind entitles people 50% off the TV licence, and an additional tax allowance; it is now possible to buy specially adapted monitors which receive television sound only and do not require a TV licence. In some areas travel concessions may be available. Contact **Cheshire East Council** for a referral.

Cheshire East Council Adult and Social Care

Tel: **0300 123 5010 (option 3)**

NHS Help with Health Costs

If you or your partner receive income support or guaranteed pension credit, you are entitled to a free NHS sight test and a voucher towards the cost of glasses or contact lenses. You can obtain exact details from your Optician. If you have to pay for health costs, but are on a low income and have

savings under £16,000, you may be able to get help with the cost of sight tests, glasses and lenses. Ask for **claim form HC1**. Large print versions of forms are available.

NHS Helpline:

Tel: **0300 330 1343**

Macclesfield Eye Society

For more advice and information on visual impairment, contact the **Macclesfield Eye Society**. They organise social groups in Macclesfield, Congleton, Poynton and Wilmslow; also, some outings are arranged during the summer. A visiting scheme operates in Macclesfield, Poynton, Wilmslow and Congleton. A Hospital Desk, manned by volunteers, is open each Wednesday morning at the Low Vision Clinic at Macclesfield Hospital. The Society can refer people for the Macclesfield edition of the Talking Newspaper.

15 Queen Victoria Street, Macclesfield SK11 6LP.

Tuesday to Friday, 9 am – 1.30 pm.

Tel: **01625 422602**

Website: **macclesfieldeyesociety.org.uk**

IRIS Vision Resource Centre

This is a resource and information centre in Crewe. A range of equipment is available to purchase from the centre, and IRIS staff can also assess for low vision aids, some of which are available free of charge. IRIS organises some activities, such as a weekly social group and a monthly book group.

14 Chapel Street, Crewe, CW2 7DQ

Tel: **01270 250316**

Email: **info@iriscentre.org.uk**

Website: **www.iris-centre.org.uk**

Talking Newspapers

A number of talking newspapers are produced each week, in areas across Cheshire East, with local news and features. Audio CDs, Daisy CDs and USB sticks are currently sent out to hundreds of subscribers by post who are provided with equipment free of charge. You can contact your local Talking Newspaper directly, to join their lists, or speak to a Rehabilitation Officer for Visually Impaired at Cheshire East Council, to become a recipient. You do not need to be registered severely sight impaired, as the service is for anyone with sight problems or has difficulty reading a newspaper. To contact the Talking Newspaper in your area directly:

Wilmslow	Tel: 01625 582132
Knutsford	Tel: 01565 755315
Macclesfield	Tel: 01625 435283
Congleton town	Tel: 01260 271525
Sandbach	Tel: 01606 833408
Crewe & Nantwich	Tel: 01270 620354

Royal National Institute for the Blind (RNIB)

A charity supporting people with a sight loss. They have a Helpline providing information and advice, as well as a shop to purchase specialist equipment such as telephones. They also have their Talking Books and Newspaper Service which has national newspapers and weekly, fortnightly and monthly magazines.

Tel: **0303 123 9999** (RNIB Talking Books and Newspapers service)
Email: **helpline@rnib.org.uk**
Tel: **0303 123 9999** (Helpline)
Website: **www.rnib.org.uk**

Listening Books

This is an audio-book library service directed at people whose disability means they have problems holding a book or reading in the normal way. It is a postal and internet service available on subscription (charges are from £20 per annum for an individual).

12 Lant Street, London SE1 1QH.
Tel: **0207 407 9417**
Email: **info@listening-books.org.uk**
Website: **www.listening-books.org.uk**

Housebound Service / Books on Wheels service

This service is for anyone who has difficulty getting out of the house to a library. Normal, large print books or talking books are available, and books are delivered fortnightly to your home. The service is available across Cheshire East. Contact the Library nearest to you for more details of your local service.

Other relevant information may be found in: “**Disability Support**”

W

Water

United Utilities manage our water supply and waste water systems in the North West.

Water Meters

Your water charges are made to cover the cost of supplying clean water and the disposal of waste water at your home. These charges are related to the rateable value of your property, or, if you have a water meter, are based on the actual amount of water you have used. If you live alone or use only modest amounts of water, then installing a water meter may save you money. Meters cannot be fitted in some housing schemes or properties. New meters called “Automated Meter Readers” can be read remotely, which means you do not need to provide meter readings yourself and they don’t take up much space. Advice is available from **United Utilities**, who produce an information leaflet which includes an application form and a table to help you calculate whether you are likely to make any savings. Answers are provided for many frequently asked questions. Domestic meters are installed for free.

Arrears with Payments

If you are on a low income, and fall behind with payments for water services, United Utilities have various schemes available to help you, including Watersure for those with a water meter and have a need for a lot of water usage due to having a large family or an illness. United Utilities can cap

your annual charges. To qualify you need to be in receipt of certain income related benefits. Phone **0800 072 6765** for further details.

Priority Services

This is free additional support for people who need a little extra support due to age, illness, mental health, disabilities, financial worries, language barriers. To register contact **0345 072 6093**.

Bereavement

The phone number to contact for help with closing or moving somebody's account is **0345 072 6093**.

Emergencies or queries

For burst water pipes, blocked drains, low water pressure etc, phone **0345 072 6093**.

United Utilities

Haweswater House, Lingley Mere Business Park, Lingley Green Avenue, Great Sankey, Warrington WA5 3LP

Website: www.unitedutilities.com

Age UK Factsheets

Names of factsheets arranged alphabetically within sections

There are also a number of Information Guides available on similar topics – please ask

Consumer

Factsheet 27	Planning for a funeral
Factsheet 69	Water advice
Factsheet 82	Switching energy supplier

Health

Factsheet 5	Dental Care: NHS and private treatment
Factsheet 16	Transgender issues and later life
Factsheet 20	NHS continuing healthcare and NHS-funded nursing care
Factsheet 37	Hospital discharge
Factsheet 44	NHS services
Factsheet 61	Help with health costs
Factsheet 66	Resolving problems and making a complaint about NHS care
Factsheet 76	Intermediate Care and reablement

Housing

Factsheet 1	Help with heating costs
Factsheet 2	Buying retirement housing
Factsheet 8	Council and housing association housing
Factsheet 9	Anti-social behaviour in housing
Factsheet 35	Tenancy rights - rent
Factsheet 63	Finding private rented accommodation
Factsheet 64	Specialist housing for older people
Factsheet 67	Home improvements and repairs
Factsheet 68	Tenant's rights – security of tenure
Factsheet 71	Park homes
Factsheet 89	Homelessness

Income and Benefits

Factsheet 12	Planning for retirement: money and tax
Factsheet 17	Housing Benefit
Factsheet 19	State Pension
Factsheet 21	Council Tax
Factsheet 34	Attendance Allowance
Factsheet 48	Pension Credit
Factsheet 49	The Social Fund, advances of benefits and local welfare provision
Factsheet 55	Carer's Allowance
Factsheet 56	Benefits for people under State Pension age
Factsheet 61	Help with health costs
Factsheet 65	Equity release
Factsheet 74	Challenging welfare benefits decisions
Factsheet 75	Dealing with debt
Factsheet 87	Personal Independence Payment and Disability Living Allowance

Legal

Factsheet 7	Making a will
Factsheet 14	Dealing with an estate
Factsheet 22	Arranging for someone to make decisions on your behalf
Factsheet 43	Getting legal advice
Factsheet 62	Deprivation of Liberty Safeguards
Factsheet 72	Advance decisions, advance statement and living wills
Factsheet 79	Equality discrimination and the Public Sector Equality Duty

Leisure, Learning and Work

Factsheet 25	Returning from abroad
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Social Care

Factsheet 6	Finding help at home
Factsheet 10	Paying for permanent residential care
Factsheet 24	Personal budgets and direct payments in social care
Factsheet 29	Finding, choosing and funding a care home
Factsheet 38	Property and paying for residential care
Factsheet 39	Paying for care in a care home if you have a partner
Factsheet 40	Deprivation of assets in social care
Factsheet 41	How to get care and support
Factsheet 42	Disability equipment and home adaptations
Factsheet 46	Paying for care and support at home
Factsheet 58	Paying for short term and temporary care in a care home
Factsheet 59	How to resolve problems and complain about social care
Factsheet 78	Safeguarding older people from abuse and neglect

Useful Addresses

Age UK Cheshire East

Head Office	New Horizon Centre Henderson Street, Macclesfield SK11 6RA	01625 612958
Charity Shops	Exchange Street, Macclesfield 90 King Street, Knutsford 76 Park Lane Poynton 27 London Road, Alderley Edge 64 High Street, Congleton	01625 500026 01565 654283 01625 876160 01625 584234 01260 281288
Furniture Warehouse	Newbridge House, Henderson Street Macclesfield SK11 6RA	01625 440776
Men in Sheds	Henderson Street, Macclesfield, SK11 6RA Lower Park Mill, Congleton	01625 612958 01260 273610
Age UK Cheshire	Central Offices, Hartford Business Park Hartford CW8 2AB	01606 884440
AIR (Activity in Retirement)	Macclesfield area	01625 572646
Alzheimer's Society East Cheshire Branch	Springbank Centre Victoria Victoria Road, Macclesfield SK10 3LS	01625 503302
Alzheimer's Society South Cheshire Branch	Flat MF58, Leighton Hospital Crewe CW1 4QJ	01270 501901
Bereavement Support Group	Macclesfield District	01625 439333
Bollington Bridgend Centre	Bridgend, 104 Palmerston Street Bollington SK10 5PW	01625 576311
British Red Cross Society	Memorial House, Northwich Road Knutsford WA16 OAW	01565 650201
Care and Repair Cheshire East	Westfields, Middlewich Road Sandbach CW11 1HZ	0300 123 5017
Cheshire Carers Centre	Macclesfield office Room 3 Kendal House Kendal Road, Macclesfield SK11 8XA	01625 616686
	Northwich office 146 London Road, Northwich CW9 5HH	01606 828151
Cheshire East Council		0300 123 5500

Cheshire East Council Wilmslow Library		01625 374060
Local Information Points	South Drive	
	Knutsford Library	01565 632909
	Toft Road	
	Macclesfield Library	01625 374000
	Market Square	
	Poynton Library	01625 876257
	Park Lane	
	Congleton Library	01260 375550
	Market Square	
	Crewe Library	01270 375295
	Prince Albert Street	
	Peaks & Plains Housing Trust	0800 012 1311
	Ropewalks, Newton Street, Macclesfield	
Citizens Advice	Advice Line	03444 111 444
Main Offices:	50 Victoria Street, Crewe CW1 2JE	01270 303003
	Sunderland Street, Macclesfield	01625 432847
Outreach offices	35 Lawton Street, Congleton	
	St John's Millennium Community Centre	
	Knutsford	
	The Library, Beam Street, Nantwich CW5 5NF	
	Civic Centre, Poynton	
	Colshaw Estate, Wilmslow	
Community Meals Service	Apetito	01606 869625
Community and Flexible Transport	D&G Little Bus East Cheshire	0845 077 9110
	Crewe Flexi Rider	01829 749 364
Contact the Elderly		0800 716543/ 01535 632592
Community and Voluntary Services (CVS) for Cheshire East	Ashton House	01270 211545
	1a Gatefield Street	
	Crewe CW1 2JP	
Crossroads Care Cheshire East	Overton House	01260 292850
	West Street	
	Congleton CW12 1JY	

Deafness Support Network	144 London Road, Northwich CW9 5HH	0333 220 5050
Department of Works & Pensions General Helpline		0845 60 60 265
Disability Information Bureau	Pierce Street, Macclesfield SK11 6ER	01625 501759
East Cheshire Hospice	Millbank Drive, Macclesfield SK10 3DR	01625 610364
Eastern Cheshire Clinical Commissioning Group	1 st Floor, West Wing, New Alderley House Victoria Road, Macclesfield, SK10 3BL	01625 663477
Gas Emergency Service		0800 111 999
Healthwatch Cheshire East	81 Park Lane, Macclesfield, SK11 6TX	0330 088 2843
Independent Living Centre	Redesmere Centre Redesmere Road, Spath Lane Handforth SK9 3RX	01625 374080
HM Revenue & Customs	Helpline	0845 302 1463
IRIS - Vision Resource Centre	14 Chapel Street, Crewe CW2 7DQ	01270 250316
Libraries	Alderley Edge Bollington Congleton Crewe Handforth Holmes Chapel Hurdsfield, Macclesfield Knutsford Macclesfield Middlewich Nantwich Poynton Prestbury Sandbach Wilmslow	01625 584487 01625 573058 01260 375550 01270 375295 01625 528062 01477 535126 01625 423788 01565 632909 01625 374000 01606 832801 01270 375361 01625 876257 01625 827501 01270 375355 01625 374060
Macclesfield College,	Park Lane, Macclesfield SK11 8LF	01625 410002
Macclesfield District General Hospital	Victoria Road Macclesfield SK10 3BK	01625 421000
Macclesfield Live at Home Scheme	Methodist Church Westminster Road, Macclesfield	01625 612410
Macclesfield Eye Society	15 Queen Victoria Street Macclesfield SK11 6LP	01625 422602

NHS Direct	Helpline	0845 46 47
Office of Public Guardian / Court of Protection	Helpline	0845 330 2900 0300 456 0300
Samaritans	National number	0845 7 909090
	2 Boden Street, Macclesfield	01625 426000
	Hall O'Shaw Street, Crewe	01270 216666
South Cheshire Clinical Commissioning Group	Bevan House, Barony Court Nantwich CW5 5QU	01270 275283
Stroke Association	Local service	01625 612044
	National Helpline	0303 303 3100
Social Services Dept	Initial Access	0300 123 5010
Social Services	Out of Hours Emergencies	0300 123 5022
Talking Newspaper	Congleton	01260 299589
	Crewe	01270 256200
	Macclesfield	01625 435283
	Sandbach	01606 833408
	Wilmslow	01625 532073
United Utilities	Water Supply Enquiries	0845 746 2200
	Leakline	0800 330033
Wilmslow Guild	1 Bourne Street, Wilmslow SK9 5HD	01625 523903

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Time. Clothes. Money. Donating to Age UK Cheshire East

We welcome anything you have to spare.

A little time or a donation of clothes or money can help us improve the lives of thousands of older people in Cheshire East. To find out more about volunteering, fundraising or donating, read this section or pull it out and give it to someone you know who would like to help us.

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A Gift of Time Volunteering for Age UK Cheshire East

Our aim is to look after the health and well-being of older people in Cheshire East to ensure they can all have an enjoyable and fulfilled later life.

In pursuit of our aim, we operate numerous services and to deliver these in the most efficient way possible we need the skills and commitment of around 140 volunteers.

Volunteering opportunities available include art and craft class leaders, fundraisers, IT mentors, drivers and charity shop assistants.

If you have a skill or the time to share with older people we would be happy to hear what you can offer. Call us on the number below to discuss any of our volunteering opportunities in more detail.

Take the next step

Simply complete a volunteer application form which you can download from our website at www.ageukcheshireeast.org or by telephoning **01625 612958** between 10am and 4pm weekdays.

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Clothes, Bric-a-Brac, Furniture....and cups of tea Recycle, Re-use, Reward and Revive

Age UK Cheshire East has a number of locations that help our communities to recycle their good quality but unwanted clothes, bric-a-brac and furniture. The support of the bargain hunters who visit our shops means that we can provide services that protect the health, wealth and wellbeing of local people well into later life.

By donating to, or shopping at one of our stores, you are ensuring that Cheshire East continues to be a great place in which to grow old.

Find our shops at:

Alderley Edge Charity Shop	27 London Road, Alderley Edge SK9 7JT	Tel: 01625 584234
Congleton Charity Shop	64 High Street, Congleton CW12 1BA	Tel: 01260 281288
Furniture Showroom	Newbridge House, Henderson Street, Macclesfield SK11 6RA	Tel: 01625 440776
Knutsford Vintage Shop	90 King Street, Knutsford WA16 6ED	Tel: 01565 654283
Macclesfield Charity Shop	2 Exchange Street, Macclesfield SK10 1EX	Tel: 01625 500026
Poynton Charity Shop	76 Park Lane, Poynton SK12 1RE	Tel: 01625 876160

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Giving locally will help locally

We believe that health, wealth and wellbeing are the key elements of a fulfilling and enjoyable later life and so we aim offer a range of services that improve older people's experience in these areas.

Age UK Cheshire East is a local independent charity working to provide the services that support older people or those who care for them. We face exceptional demand on a daily basis and as Cheshire East is ageing more quickly than the national average, the need for our work can only increase. By supporting us in any way you can, you will be ensuring that our services are there for all our tomorrows.



Age UK Cheshire East
Head Office: New Horizons Centre
Henderson Street, Macclesfield
Cheshire SK11 6RA
Tel: 01625 612958
Email: enquiries@ageukcheshireeast.org
Website : www.ageukce.org

Registered Charity No. 1090161

How you can help



Shop We have shops in Congleton, Macclesfield, Poynton, Knutsford and Alderley Edge selling a wide range of reasonably priced goods. We also have a furniture showroom with over 4 floors based in Macclesfield selling high quality furniture. Every penny you spend in our shops goes back into supporting our services for older people.



Donate Whether it's a one off donation, monthly direct debit or a donation to our shops or furniture showroom, your gift will ensure we can continue to provide advice and support for lonely older people living in Cheshire East. We can also collect your unwanted quality furniture for free.



Volunteer Make a positive difference for people in your local community by volunteering for Age UK Cheshire East. We have a wide range of volunteering opportunities in Cheshire East from drivers to shop assistants, Men in Sheds buddy to fundraising events.



Fundraise There are lots of fun ways to raise money for our charity whether it's with friends, work, or going it alone! However you'd like to fundraise, we can give you the tools and the support to help you have the most impact. Every penny raised counts, and will make a big difference for local people in later life.

We'd love to hear from you

To find out more about how you can get support from us, or get involved with helping us deliver our services, visit

www.ageukce.org

or call

01625 612958

Head Office, Henderson Street, Macclesfield, SK11 6RA. Reg. Charity No. 1090161