



Age UK Exeter - guide to our services



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About Us

Age UK Exeter has been providing vital services in Exeter for over 30 years.

We are an independent charity with locally elected trustees, responsible for our own funding, and part of the Age UK network. We have over 280 volunteers, and 110 members of staff who between them provide support and opportunities to over 1,200 older people in the city each week.

We offer creative and flexible services, which always have the individual older person at their heart. Our services reflect the wants and needs of local older people and we are always keen to receive suggestions about how we could do things better or be of greater help.

The world is changing at an increasing rate, with people living longer than

ever before, which is great news for all of us. But it means we must strive even harder to ensure older people in Exeter really can get the most out of life, without becoming marginalised through disability, ill health, low income or loss of confidence.

This guide tells you about the services and opportunities we provide to help you do just that. Please contact us to find out more.



Martyn Rogers
Chief Executive

Call Us



Lisa Shrimpton
Services Manager

Whether you are interested in finding out about our services and activities for yourself or someone else, or you are someone working or volunteering locally with and for older people - Age UK Exeter will always try to respond to your queries or circumstances. Please don't hesitate to get in touch. If you would like to find out more about any of the services in this booklet please phone us on: **01392 202092** or visit our website: **www.ageukexeter.org.uk**



Information and Advice Service



Caroline Aird

Our Information and Advice helpline 01392 455614* answers over 2,000 enquiries a year on a variety of topics from income and benefits to consumer issues. We can also give you professional and friendly advice about health, community care and housing.

Our Information and Advice Manager, Caroline, is supported by 16 volunteers who are here to help older people (age 62 and over) and their carers - by email, by phone and in person, either at one of our centres or on a home visit.

***If we are busy your call will be taken by the Age UK National Advice line.**

Enabling and Home Help Service



Karen Brooks, Tony Harvey

This charged for service provides support and practical help at home for the over 50's. We are local, reliable, flexible and friendly; and our aim is to support older people to remain living independently in their own home by assisting with a wide range of activities, for example:

- staying on top of paperwork, paying bills
- shopping, pension collection
- getting to appointments or getting out and about for enjoyment
- downsizing, decluttering
- planning ahead or budgeting
- providing time off for carers by keeping your relative company
- light housework and laundry
- accessing activities and services
- problem-solving and much more besides...

We have a team of over 40 experienced, mature, paid staff who provide support to hundreds of people every week.

West Exe Day Service



Becky Rowles

This day service is based at our Cowick Street Centre in St Thomas and is for older people with a physical frailty. Staff and volunteers offer a programme of stimulating activities, laughter and chat to ensure an interesting and entertaining day in a supportive environment. Help with bathing and personal care is also available. This service is for people who live in the west of the city. There is a charge for this service.

East Exe Day Service



Sue Oke

The East Exe day service provides the same great service for older people with a physical frailty who live in the east of the city. It's based at our bright and welcoming Sycamores Centre on Mount Pleasant Road, and offers plenty of activities, events and good company. Help with personal care is also available. There is a charge for this service.

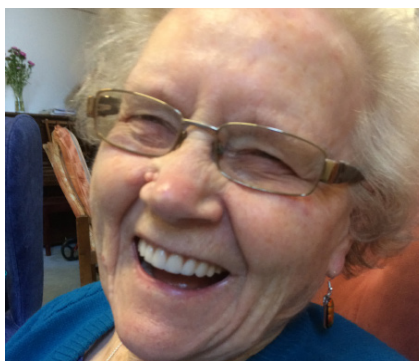
Park and Lane Clubs



Rebecca Lane

These are our day services for people with a dementia. The Park Club, based at our Cowick Street Centre is for people with mild to moderate dementia; the Lane Club at our Sycamores Centre on Mount Pleasant Road is for people with moderate to more severe dementia. We provide plenty of one to one support and a range of activities and events to support people's interests and abilities. Help with bathing and personal care is also available. There is a charge for this service.

All our day services offer a delicious home cooked two course meal and can cater for dietary requirements.





Social and Activity Groups



Ask for our current Activities Leaflet listing times and venues of all our groups. Here's a selection of the sort of things we do:

- Exercise groups
- Shared reading
- Local history
- Tea Dance
- Tai Chi
- Singing

Please contact us for more details or to request an Activities Leaflet.



We also offer three different weekly groups where anyone over 50 is welcome to drop in for a cup of coffee, good company and a range of activities.

- **Heavitree Social Group** **Monday morning**
- **Beacon Heath Social Group** **Monday morning**
- **Imperial Pub Social Group** **Tuesday morning**



Soundbase Hard of Hearing Group

A small social group for older people whose hearing loss prevents them from joining larger groups. Weekly meetings and occasional trips out.



VIPs

This is a social group for older people with a visual impairment. Fortnightly group meetings are held at various locations across the city to provide friendship, activities and fun.



Martyn Liddon



Adrian Bull

Men in Sheds

Open on Wednesdays and Thursdays, the Shed has now developed into a social enterprise. Men enjoy spending a few hours a week helping to renovate and recycle donated tools and garden implements to sell through our shop to raise money both for the project and the charity as a whole. Experience and skill levels are not important, all are welcome. The Shed aims for older men to:

- **meet kindred spirits**
- **refurbish and renovate tools** and garden equipment for sale to the public
- **make garden/allotment items** such as benches, planters and bird boxes
- **develop their own projects** and hone their woodworking skills
- **enjoy tea, biscuits and the camaraderie of the Shed!**

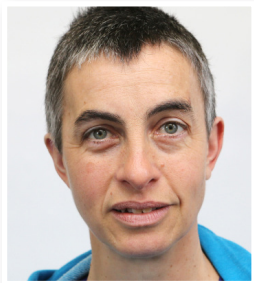
Tools Company

Tools Company is based in the Shed on Mondays and Tuesdays. With the support of staff and volunteer buddies, men who have physical disabilities or long-term health conditions are enabled to participate in Shed activities and contribute their skills and enthusiasm.





Circles of Support



Jessica Cohen



Age UK Exeter is working with psychologists from the University of Exeter and computer scientists from the Open University as part of a research project called STRETCH. The research project aims to:

- Look at the kinds of support networks that people have around them and how strong they are.
- Find out how information can be shared amongst the people in the support network so that things run as smoothly as possible.
- Look at what information people are happy to share about themselves, with whom and what they prefer to keep private
- Think about how technology could play a helpful part in all this.

We will continue to recruit participants over the life of this project (2017-20)

Wellbeing Exeter - Community Connecting



**Debbie, Hope,
and Andrew**



We're part of Wellbeing Exeter, an alliance of public, voluntary and community sector organisations. Our team of community connectors respond to GP referrals and support people to access sources of community life, activity, support and information. The people who are referred may have some difficult things to deal with, but like everyone we work with, they also bring their own interests, goals and talents with them. We work one to one to support people to build on their strengths and social networks and to tackle issues that concern them. This service is only available via GP referral.

Hospital to Home



Polly Sloley, Debbie Crispin

Based at the Acute Medical Unit of the Royal Devon and Exeter hospital, our staff work as part of a multi-disciplinary team to assist frail older people avoid unnecessary admissions and support discharge by following them up once they're home, and linking them to a range of community services and practical support.

Volunteer Visiting



Claire Morse

Volunteers of all ages and from all walks of life are carefully matched up with older people who live alone and may feel isolated, and visit them at home for an hour or two each week. We do our best to match people who have experiences or interests in common and many great and enduring friendships are made this way.

Budding Friends and Carers' Support



Penny Unitt

Budding Friends and our Carers' Support service are designed to enable people with a dementia and their partners or family carers to find ways to live well and enjoy life. The Budding Friends group meet up weekly, often on our allotment, to enjoy being in touch with nature and the outdoors; they also participate in making art and going for walks or outings. Carers of people with dementia can access one to one and group support.





Careline: Telephone Befriending



Kathy Beasley

We offer conversation and friendship two or three times a week to older people living alone who have few social contacts. Our dedicated and friendly volunteers call people in the afternoons for a chat, to check all is well and to pass on any concerns for further advice and action.

Counselling



Thais Lloyd

We have a few appointments each week for older people who would benefit from talking to our fully qualified counsellor.

Referrals to Thais are normally made by one of our coordinators, but if you might be interested, please ask for one of our leaflets for more information, or pop into reception

Computer Support



Paul Newbery

We offer face to face, individual appointments with our skilled IT volunteer each Monday.

Because we all learn at different rates, have different equipment and want different things from a class, we offer this one to one service. And we have PCs, laptops and tablet computers to practise with.

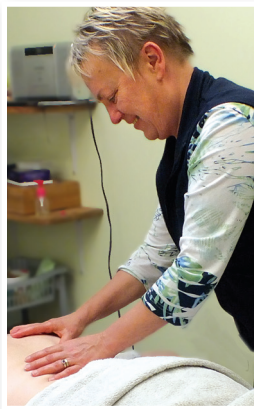
Volunteers can also visit you at home for a small fee. Telephone 01392 202092 to book an appointment or call into our reception.



Reception

Our reception team are at the heart of the charity. You will be guaranteed a warm welcome and the staff will go out of their way to help you with your questions or queries.

Reception take around 200 calls every day and meet all visitors to our centre in Cowick Street. They also manage **coach trip ticket** sales as well as booking appointments for **hairstyling, massage, foot care** and computer support



Fire Station Café

Our café on Cowick Street in St Thomas is open to everyone aged 50 plus for delicious good value, home-cooked lunches in a warm and friendly setting. Dietary needs can be catered for, and meals are available to take away.

Open Monday to Friday 10am — 2pm and Sunday 12 noon — 1.15pm.





Volunteering



Cassie Leicester

Our Volunteers make us great!

Volunteers are the heart of what we do and are involved in all areas of our charity. We have around 250 volunteers who regularly give their skills and energy to support our work in Exeter. Together they massively increase the amount we can achieve in the city and make a huge difference to thousands of older people each year.

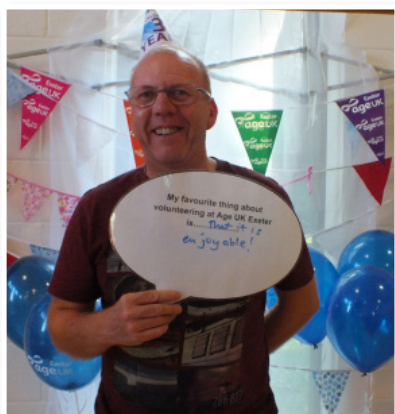


Our volunteer roles are varied and allow people to use existing skills and develop new ones. Safeguarding older people is central to our work so we seek references for potential volunteers and run checks with the Disclosure and Barring Service for some roles. All out-of-pocket expenses are met and we offer a thorough induction and on-going support and training.



At any one time we have a range of different volunteer roles from allotment-waterer to volunteer driver to social club assistant to volunteer visitor, amongst others; so if you are interested in volunteering for us, have a look at our website for the latest opportunities or ring or email Cassie.

There is no obligation - but it might be life-changing! Why not find out more?



How you can help

By making a donation and/or helping us with our fundraising, you will be supporting the valuable work we do in Exeter and know that you will be making a real difference.

Ways to support us

Attend one of our fundraising events Organise an event raising money for us

Make a one off donation to us Leave us a gift in your Will

Make regular donations by standing order

The difference you can make

£15 Pays for a month of telephone calls to someone who is isolated

£25 Helps us advise someone so they can make informed choices

£50 Can help us provide vital help when someone is in crisis

£100 Supports the carer of someone with dementia for a year.

£250 Pays for a Voluntary Visitor to visit an older isolated person once a week for a whole year.

£500 Pays for 15 people with care needs to access help applying for Attendance Allowance

If you wish to support us, thanks so much, and remember, please choose to put 'Age UK Exeter' rather than 'Age UK', so that the money stays in Exeter.

Start making a difference today

If you would like to make a donation right away please fill in the amount below and send it to us along with this completed page.

I enclose: £..... as a donation to Age UK Exeter

To process your donation we need to store your details electronically on our secure database. Please confirm your consent to us storing your details by signing below:

Signed Date:.....
Name:.....
Address:.....
Postcode:..... Telephone:.....
Email address:.....

GIFT AID Declaration - Please tick the box below to Gift Aid your donation

I would like Age UK Exeter to claim Gift Aid on this donation and any donations I make to them in the future or have made in the past four years. I confirm that I am a UK taxpayer and that I have/will pay Income Tax and/or Capital Gains Tax at least equivalent to the amount of gift aid claimed on all my donations in that tax year.

Please tick this box if you'd like someone to contact you regarding **organising an event, leaving a gift in your Will or setting up a standing order.**



Keeping in touch

Info about our Services and developments

- I'd prefer to keep in touch by post
- I'd prefer to keep in touch by email
- Please do not contact me about services

Info about fundraising events and appeals

- I'd prefer to keep in touch by post
- I'd prefer to keep in touch by email
- Please do not contact me about fundraising events or activities

We will renew your consent and preferences in two years' time. However you can let us know at any time if your circumstances or preferences change by calling us on 01392 202092 or by contacting admin@ageukexeter.org.uk. You can be confident that your details are safe with us in accordance with current data protection regulations and will never be shared with a third party. A copy of our full Privacy Statement, detailing how we look after data entrusted to us, can be downloaded from the website www.ageukexeter.org.uk

For your reassurance

Safeguarding

Age UK Exeter is committed to safeguarding older people and their carers from all forms of abuse and coercion. We work within Devon County Council's procedures and

protocols and have robust policies and procedures to underpin all that we do. Our staff and volunteers are carefully selected, inducted, trained and supported so that they know how to recognise

and respond to any concerns. All staff and volunteers who are engaged in regulated activities are vetted through the Disclosure and Barring Service when they join the charity.

Data Protection

We like to keep in touch with our clients, volunteers and supporters to let you know about developments to our services, fundraising,

events and appeals at Age UK Exeter.

We will seek your permission before sending you anything and you can

unsubscribe from these communications at any time simply by calling 01392 202092

Comments, complaints and compliments

We work hard to provide high quality services but sometimes things can go wrong. If they do, we want to hear from you so that we can put them right. If you have a complaint or concern,

please raise it first with the person responsible for the service you receive. If this does not resolve the issue to your satisfaction you should contact our Services Manager or the Director. There is also

a formal complaints procedure which is available on request.

We'd also like to hear from you if you are particularly pleased with the service you receive!



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 **@ AgeUKexeter**

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