**Age UK Gloucestershire**

**Support request referral form**

**Email form to:** helpteam@ageukgloucestershire.org.uk

If health care, please code this referral on your clinical system with Snomed code: 939921000000104

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| **By providing this information, you consent to Age UK Gloucestershire confidentially storing the information provided to process the referral appropriately and support the client. Client information may also be used for auditing purposes for continuous quality assurance by Age UK National but will not be passed on to any third parties without prior consent.** |

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| **Client Consent** (to be completed for every referral) | | |
| Has the client given consent for the referral? | Yes | No |
| Do we have permission to discuss client with next of kin? | Yes | No |

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| **Client details** | | | |
| Name of client |  | | |
| Address  (inc. postcode) |  | Gender |  |
| Date of birth |  |
| Client phone number |  | Ethnicity |  |
| Next of kin name |  | NoK contact number |  |

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| **Referrer details** | |
| Name of referrer |  |
| Organisation |  |
| Referrer contact phone number |  |
| Referrer email address |  |

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| **Reason for referral** (what is the need or issue you would like us to support with?) | | | | |
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| Does the client have any communication needs we should know about? |  | | | |
| Please detail any safeguarding issues that could affect how we support this client |  | | | |
| If the client has received a HSF (shopping) voucher in past 12 months, please state value |  | | | |
| Has the client been diagnosed with dementia in the past 12 months or are they under investigation for dementia or memory issues? | Dementia diagnosis more than 12 months | Dementia diagnosis within 12 months | Under investigation or memory concerns | No dementia or memory concerns |

**Age UK Gloucestershire support offer**

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| **Domains** | **What we do, guide or signpost for** |
| General | Exploring people's wishes and hopes as they transition in later life, talking them through options, explaining jargon and outlining key considerations to help them get the support they need |
| Housing | * Practical support focused on warmth, fire safety, falls risks, mobility, personal alarms, key safes etc. * Enabling informed choices about care at home or in a residential setting, wider housing options, including Homeseekers and housing benefit applications. |
| Transport planning | Facilitating Blue Badges and bus passes, and advising on stopping driving and alternative options |
| Financial sustainability | Ensuring older people are claiming all entitlements and maximizing their income, through supporting Attendance Allowance applications and Benefit Checks, and referrals for energy support and debt |
| Legal | Supporting people to understand the Mental Capacity Act and Mental Capacity Assessments and the importance and processes of a Lasting Power of Attorney and Wills. |
| Nutrition advice | Advice on accessing balanced diet and shopping with limited mobility |
| Reducing social isolation | Support engagement with local groups, activities or other services, providing contact details and advise on transport options |
| Digital assessment | Resolving digital safety, literacy and access issues |
| Social Care | Advising on entitlements, legal aspects, and personal rights to access social care, including Care Needs and Financial and Benefits Assessment processes. |