

# Age UK Gloucestershire's Help Team

## 01452 422660

We want Gloucestershire to be the best place in which to grow older, and finding the right support is a big part of that. We hope that knowing what Age UK Gloucestershire's Help Team can (and can't) do will help you to find the right option for the older people you work with.



### Community & Social Care:

#### We do:

- ✓ Help older people to navigate the system to get the care they need
- ✓ Talk through options, explain jargon, set out what people need to consider and the questions to ask
- ✓ Refer and signpost to direct delivery services
- ✓ Advise on entitlements, process and personal rights to help access social care
- ✓ Talk through implications of care at home or residential care to help older people make a choice that's right for them

#### We don't:

- ✗ Offer needs assessments in people's homes
- ✗ Provide hands-on physical personal care
- ✗ Provide a cleaning service
- ✗ Do home visits
- ✗ Deliver healthcare
- ✓ Refer directly for Care Needs Assessment
- ✓ Help families prepare for a Care Needs Assessment
- ✓ Help older people understand if/how disability rights apply to them
- ✓ Explain the Financial and Benefits Assessment process (FAB)



### Legal:

#### We do:

- ✓ Help older people to navigate the legal aspects of accessing and funding Social Care
- ✓ Give information and signpost to appropriate support for: Will writing; Consumer issues; Relationship and family law; Scams; Victims of a crime

#### We don't:

- ✗ Offer legal advice or assessments ourselves
- ✗ Provide an advocacy service
- ✓ Talk through the process of arranging Lasting Power of Attorney
- ✓ Explain the Mental Capacity Act and the Mental Capacity Assessments



## Housing:

### We do:

- ✓ Offer signposting and referrals so people have all the information they need to contact the right agencies directly
- ✓ Advise people on their options
- ✓ Advise on energy grants and tariffs

### We don't:

- ✗ Mediate in housing disputes
- ✗ Advocate directly in cases of eviction or rent defaulting
- ✗ Offer handyman services
- ✓ Support people to get on the Homeseekers register
- ✓ Assist with Housing Benefit applications



## Financial:

### We do:

- ✓ Offer benefit checks to make sure that older people are claiming everything they are entitled to
- ✓ Hold expertise in benefits for over 65s
- ✓ Advise on steps to take to get finances in order

### We don't:

- ✗ Give financial advice
- ✓ Signpost to debt advice services
- ✓ Support Attendance Allowance applications
- ✓ Assist with grant searches and applications



## Social Isolation:

### We do:

- ✓ Hold up to date information about what's going on locally across Gloucestershire
- ✓ Advise on what social options might be right for individuals

### We don't:

- ✗ Offer befriending
- ✗ Make house calls
- ✗ Provide community transport
- ✓ Provide contact details for clubs, societies, social groups
- ✓ Advise on transport options