

# IMPACT REPORT 2019

## AT AGE UK LANCASHIRE...

WE ENSURE OLDER PEOPLE AND THEIR CARERS' ARE FULLY **INFORMED** OF THEIR RIGHTS AND ENTITLEMENTS

WE ARE THE **EXPERTS** ON LATER LIFE IN LANCASHIRE

WE SUPPORT THOSE WITH LONG TERM CONDITIONS TO REMAIN AS **INDEPENDENT** AS POSSIBLE

WE **CONNECT** OLDER PEOPLE TO THEIR COMMUNITIES TO COMBAT ISOLATION AND LONELINESS

**LOYAL TO LANCASHIRE** – WE RAISE FUNDS LOCALLY TO SUPPORT OLDER PEOPLE IN LANCASHIRE



# IN 2018-19 AGE UK LANCASHIRE SUPPORTED **31,179** LOCAL OLDER PEOPLE AND THEIR CARERS TO STAY...



## INFORMED!

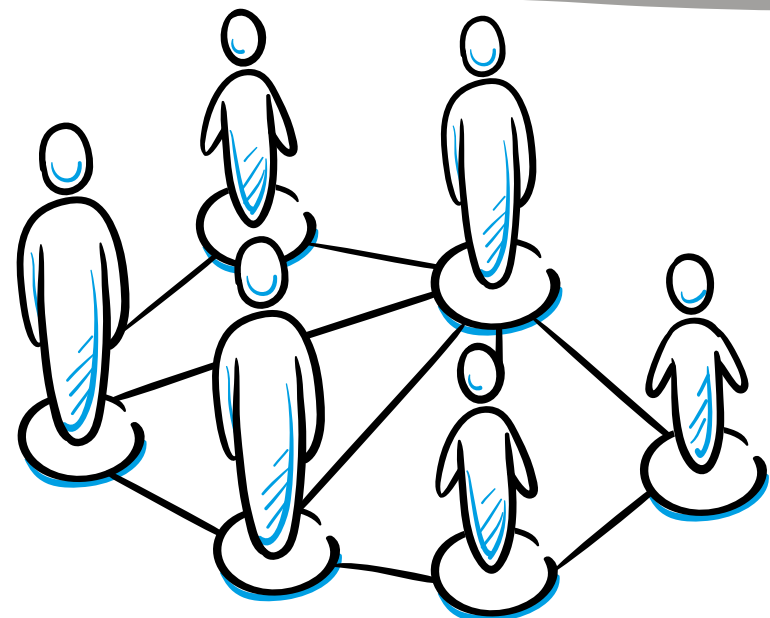
We helped older people claim **£3,443,137** in unclaimed benefits; we provided information and advice to **2,155** older people.

## ...CONNECTED

Supported **834** veterans to connect to their local community; provided **1,928** sessions of Day Time Support to **441** older people living with long term conditions; supported **402** older people with a dementia diagnosis through our Dementia Community Links project; connected **42** older people to befriending volunteers in Fylde borough; delivered **31** different social prescribing activities and classes to **9,843** people at our Chorley Lifestyle and Ormskirk Wellbeing centres and served **9,141** hot meals.

## ...INDEPENDENT

Provided **56,741** hours of Home Help; **7,453** people supported to remain at home following a hospital visit; supported **63** people aged 50+ back into employment, education and training; supported **725** older people with long term conditions to live independently through our ICP in East Lancs; provided foot and nail care for **438** older residents of West Lancs and Chorley.



## THERE WHEN WE'RE NEEDED



### Alice & Gordon's Story

*If you're in failing health, even the smallest tasks can feel unmanageable. When Alice returned from hospital after a short stay, both she and her husband, Gordon, felt as if they couldn't cope.*

Alice suffered from COPD and arthritis and was prone to falls, while Gordon, his wife's main carer, had his own health problems. With little existing support and limited funds, anxiety quickly turned to desperation.

When we stepped in, our assessment showed that Alice and Gordon were at crisis point. We mobilised our resources to provide immediate practical assistance, at the same time getting the paperwork ready that would ensure they could access the new benefits and entitlements they so urgently needed.

Over the next few weeks, our support workers engaged in dozens of individual tasks, including:

- Arranging a benefit review that resulted in the award of an additional **£138.75**

in attendance allowances, as well as **£118.42** in pension credit per week.

- Organising an occupational therapy assessment, after which the aids that were so crucial to Alice's mobility were provided.
- Planning a series of accompanied shopping trips to help Alice and Gordon re-engage with the simple day-to-day tasks that were important to them.

Happily, Alice and Gordon are now firmly on the road to recovery. With our support, the couple have now managed to forge stronger connections with the community, creating a valuable local network that will help them face the future with renewed confidence.

## FROM SOME OF THE PEOPLE WE HAVE HELPED...

'I enjoy the group as I don't get out much, family doesn't live near.'

'The support workers are friendly and will help you if needed. They always have a smile for you.'

'I could not have had a more friendly and helpful person to help me. I cannot tell you how much this benefit will help. They made me feel very comfortable about applying and I am so grateful to you.'

'Thank you, you have been really helpful. I now know what steps to take next.'

'I've made a best friend and we sit together most of the day, we help each other and chat a lot.'

'You do a wonderful job and without you we would not have known about the services you offer and help with. We now have a stair lift, a walk in shower and Attendance Allowance all because of you.'





# WE NEED YOUR HELP!

HELP US MAKE LANCASHIRE  
A GREAT PLACE TO **GROW**  
**OLD. EVERY PENNY** WE  
RAISE STAYS RIGHT HERE IN  
LANCASHIRE. **WILL YOU**  
**HELP US** GIVE OUR OLDER  
PEOPLE THE CARE AND  
SUPPORT THEY SO  
DESPERATELY DESERVE?

**GET INVOLVED**

**0300 303 1234**

**WWW.AGEUKLANCS.ORG.UK**



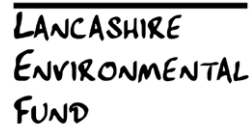
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