

# Residents' Representative Service in Nottingham City

Free, confidential and independent support



## Advocacy

**t** 0115 919 4880  
**t** 0115 919 4877  
**e** amy.cook@ageuknotts.org.uk  
**e** jo.pritchard@ageuknotts.org.uk  
**www.ageuknotts.org.uk**



# Residents' Representative Service

## What is the Residents' Representative Service?

We offer independent support to residents living in a Nottingham City care home, their relatives and carers. We work in partnership with the people we support and will ensure your voice is heard, wishes are respected and rights are upheld.

## What do we offer?

- An independent and confidential service tailored to your needs
- Support and representation
- Someone to provide a listening ear and discuss any concerns with
- Someone independent to speak on your behalf
- Information to enable you to make informed choices and decisions
- Information on other agencies and services that can help and signpost or refer you to them
- Information about GP and community services for residents of care homes
- Support with queries around continuing healthcare funding and representation at assessments

## What extra support do we offer?

We are working with local NHS service providers and want to get your views and feelings about services that matter to you. For example:

- GPs
- Chiropodists
- Dentists
- Physiotherapists

Being both independent and impartial we will feed back your views anonymously about where you think services need to be improved or introduced. We would also like to hear about your positive experiences.

## Which area does this service cover?

Nottingham City

## Who is this service for?

Those living in a Nottingham City care home and their relatives or carers, as well as those who live in a care home that is outside of Nottingham City but who are registered with a Nottingham City GP.


## How is this service delivered?

In person via:

- One-to-one sessions
- Group sessions
- Residents and relatives meetings

And remotely via:

- Telephone
- Video call
- Email



“Thank you for all of your help and support... I hope you understand my appreciation during such a difficult and stressful time.”

## Where is this service delivered?

In the care home

## How much does this service cost?

Free

## Contact us

For more information or to access this service, please contact:

Amy Cook

Jo Pritchard

**t 0115 919 4880 or 07872 839582 t 0115 919 4877 or 07872 839567**

**e amy.cook@ageuknotts.org.uk e jo.pritchard@ageuknotts.org.uk**

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For more information on any of our services, please contact us:

## Age UK Nottingham & Nottinghamshire

The Lifestyle Centre, 16 - 18 Bridgeway Centre, Nottingham NG2 2JD.

Call **0115 844 0011** or visit us at **[www.ageuknotts.org.uk](http://www.ageuknotts.org.uk)**

Age UK Nottingham & Nottinghamshire takes a zero-tolerance approach to abuse of any kind.

**Our vision is for a world in which older people flourish**  
**Every year we help over 45,000 people**  
**We're local & independent - we're here to help people in**  
**Nottingham & Nottinghamshire**



## Can you help us make a difference?

Yes! Whether it is by volunteering, fundraising, or telling your friends and neighbours about our services, you can help us reach more local people in need.

Get in touch with us today!  
 Check out our website for more information and to sign up to our monthly email newsletter.



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## The Lifestyle Centre

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[www.advantagemobility.co.uk](http://www.advantagemobility.co.uk)

**The Lifestyle Centre**  
 16-18 Bridgeway Centre,  
 Nottingham. NG2 2JD  
**0800 0248 975**

