

Some service details may
change due to the ongoing
Covid-19 pandemic.
Call 0115 844 0011 or visit our
website for details.

Let us help

Useful information about the
services available through Age UK

Get in touch

t 0115 844 0011
e info@ageuknotts.org.uk
www.ageuknotts.org.uk



We are Age UK Nottingham & Nottinghamshire

We are part of the national network of around 130 Age UK and Age Cymru charities.

Age UK Nottingham & Nottinghamshire enhances the quality of life and promotes the health & wellbeing of all older people.

We are the largest local independent charity providing a wide range of services for older people from all communities and backgrounds in the city and county.

Last year we helped over 45,000 older people.

Disclaimer & Legal information:

This information guide has been prepared by Age UK Nottingham & Nottinghamshire (Age UK Notts) and contains general information about the range of services we offer and how to access them. Nothing in this publication should be construed as giving specific advice and it should not be relied on as a basis for any decision or action. We do not accept any liability arising from its use. Every effort has been made to ensure that all information is as up to date and accurate as possible. However, please be aware that certain areas are subject to change from time to time. So it is always a good idea to check that you have the latest version of this publication.

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Date of publication: February 2022 V7.6 © Age UK Nottingham & Nottinghamshire 2021

Health & Wellbeing Service

***Are you struggling to enjoy your later life? Are you lonely?
Would you value advice or assistance to help you connect with
people in your local community?***

The Age UK Notts Health & Wellbeing service can support you to find solutions that will help you to remain independent and get the most out of later life. Whether it's housing, health, finance, loneliness or care needs, we can work with you.



City & County



Varies (contact us for details)



Free

Our staff and volunteers will put your needs, wishes & priorities at the centre of what they do. They will point you to local activities and services or, should you need it, they can work with you to put a plan in place to improve your life.

We can offer various types of support in different areas of the city and county.

- The Connect and Social Prescribing teams can **help you find local groups and services in your community**. We can work closely with you to **find solutions to issues concerning you** and support you to stay independent.
- We can help you combat loneliness by linking you up with a **volunteer visitor** or **telephone befriender**.
- +We can provide access to a range of **activities** such as:

Our Connect team have helped over 13,000 people since it launched in January 2016 - could they help you?



Day/s



Time



Area



Eligibility



Price



Contact



email

Health & Wellbeing Service

- Best Foot Forward walks, which are free **guided health walks** that take place in various areas of the city.
- Men in Sheds, which offers older men the opportunity to **make friends** over **woodworking** activities at a ‘shed’ in Worksop, Daybrook or Blidworth.
- We can provide details on a whole host of other activities organised by local organisations across the county.
- If you would like to **learn to use a computer or tablet**, ClickSilver Connections is a computer course suitable for anyone over 55, providing one to one support to complete beginners or people with limited existing skills who need to gain more confidence in using a computer and the internet safely. There are two courses a year which start in October and January.
- If you would like to use your talent and skills to improve the quality of life of older people, then why not **volunteer** with us? There are many ways to get involved; for example, visiting an older person who is lonely and isolated at home; supporting less active older people at our day care centre; fundraising for us or helping in our charity shops.

The Health & Wellbeing Service can provide access to Age UK Notts specialist teams who can provide advice, advocacy, housing, and dementia support services.

If you need help or support for yourself or a loved one, get in touch:

0115 844 0011



“Until contacting the Connect Team... I felt completely overwhelmed by the tasks required to help care and support my mother... Without support I would not have accomplished so much, so quickly.”

Advice

Would you value some impartial advice and information about an issue affecting you? Are you struggling to cope financially? Do you have a question and need legal advice?

The Age UK Notts Advice team can provide free, independent, confidential, expert advice on a range of issues including benefits, financial matters, and trusted tradespeople. They can also refer you to other agencies that may be able to help.



City & County



Varies



Free

We provide:

- Expert **advice on welfare benefits**, including checking you are receiving all the money to which you are entitled and **help with making claims**.
- A free initial **legal advice consultation** via a local solicitor on a range of legal matters.
- Information on **health, social care and local services**.
- A free **Age UK Notts Business Directory** with older peoples' needs at its heart. The Business Directory consists of over 150 reputable and trustworthy member companies ranging from plumbers to solicitors. All member companies have been checked by our staff to give you peace of mind.
- A **Will writing** service (commencing in 2022) to those who do not have a complicated estate (£70 Single Will, £90 Mirror Will). We provide contact **with other agencies** that can help.

If you need help or support for yourself or a loved one, get in touch:

0115 844 0011



“I want to thank you, without talking to the advisor we wouldn’t have known what we were entitled to.”



“I felt at ease with the way the Residents’ Representative helped me and feel much more confident to deal with my situation now.”

Advocacy

Are you in a Hospital or a Care Home? Do you or your loved one have concerns you'd like to discuss with someone?

Age UK Notts can provide independent representation, advocacy and support in certain Hospitals and various Care Homes in the City and County.



Varies





(contact us for more info.)



Free

- In **Hospitals**, our Patients' Representatives provide independent representation, advocacy and support to patients and their carers. This is available in:
 -  Lings Bar Hospital

We offer a **Worry Catcher** service at:

-  Highbury Hospital (Cherry and Silver Birch Wards)
-  Millbrook Mental Health Unit (Kingsley and Amber Wards)
-  Bassetlaw Hospital (B1: Both Clumber and Blyth Units)
- In **Care Homes**, our Residents' Representatives provide independent representation and advocacy support to those living in a Care Home and their relatives in the following locations:
 -  Nottingham City Care Homes and anyone registered with a City GP resident in a Care Home outside of Nottingham City



Day/s



Time



Area



Eligibility



Price



Contact



email

Dementia Support

Could you or a loved one benefit from a specialist day care designed with those who have dementia in mind?

Our SPECAL-led specialist dementia day service held at the Sybil Levin Centre, provides tailored support for people with dementia.

To find out more about SPECAL please see the Contented Dementia Trust brochure on our website.



City & County



55+



Prices vary according to individual needs and assessment



If you need help or support for yourself or a loved one, get in touch:

0115 844 0011








“To all the team of brilliant carers we would like to thank you all for your love and care given to mum over the last 5 years. It made her life and mine much better.”

Footcare

Could you benefit from a simple nail cutting & basic footcare advice service?

We offer people aged 50+, a **simple nail cutting and basic footcare advice service**. This service is available to people who have a long-term health condition, are not able to cut their own toenails, are registered with a Nottingham City GP and do not qualify for NHS Podiatry Services.* The footcare service includes a short soak, nail trim, the filing of hard skin, and the application of cream.


This service is delivered in the following locations:

-  Clifton Cornerstone, Southchurch Drive, Nottingham NG11 8EW
-  Health Point, Top Valley Drive, Top Valley, Nottingham NG5 9DD
-  Old Basford Health Centre, 1 Bailey Street, Basford, Nottingham NG6 0HD
-  Sherwood Health Centre, Elmswood Gardens, Sherwood, Nottingham, NG5 4AD
-  Sherwood Rise Health Centre, 31 Nottingham Road, Nottingham NG7 7AD

*Other access criteria apply in relation to medications and conditions. Please contact us for more information.

 City

 50+

 Initial assesment: £22
(includes a personal nail care pack)

Follow up appointments:
£16

If you need help or support for yourself or a loved one, get in touch:

0115 844 0011

Need to talk?

The Covid pandemic has given us so much to worry about in addition to the usual stresses and strains of our lives. If you find yourself feeling anxious, worried or depressed, and you'd like to talk to someone in confidence, **why not consider some talking therapy sessions?**

These sessions are **free of charge** and delivered by fully trained and accredited NHS practitioners and can help you better manage your mental health. If you're interested in finding out more, call us and we'll be able to provide you with details of local services dedicated to helping you feel more in control again. **You don't have to manage alone – there are services ready and willing to help you feel better.**

Call **0115 844 0011** and speak to our advisers today.



Housing

Our specialist Safe & Sound team helps adults living across Nottinghamshire to stay safe, warm and independent in their own homes.

Our Safe & Sound team can provide:

- Help with heating problems, boiler replacements and repairs.
- Oil filled radiators on loan for a few weeks while your heating is restored.
- Access to a cavity wall and loft insulation scheme for free or at a reduced price (subject to eligibility).
- Free registry onto the Priority Services Register, so that you become a priority in the event of a power cut.
- Free Home Energy Checks for over 50's with fitting of low cost energy saving devices such as radiator foils, LED lightbulbs and draught excluders.
- Free one-to-one scams advice sessions and booklets which tell you how to spot, avoid and report potential scams.



Nottingham City & parts of the county



60+ (subject to eligibility criteria)




Free advice




Charity Shops


Our **West Bridgford** shop sells clothes, bags, accessories, books, toys, homewares and small furniture.


 0115 982 6008


 28a Gordon Road
West Bridgford,
Nottingham NG2 5LN

 Tues - Fri: 10am - 4pm
Sat: 9:30am - 3:30pm
Sun: Closed

Our **Mansfield** shop stocks a wide range of furniture. Collection and delivery are available by arrangement.

 01623 488 209

 26-28 Regent Street
Mansfield,
Nottinghamshire NG18 1SS

 Tues - Fri: 9:30am - 3:30pm
Sat: 10am - 2pm
Sun: Closed



Day/s



Time



Area



Eligibility



Price



Contact



email

Directory

Contact our main number (**0115 844 0011**) so that we can signpost to you the most appropriate service. However, if you know the specific service you need these can be contacted using the following numbers:

Advice..... **e:** info@ageuknotts.org.uk
t: 0115 844 0011

Age UK Notts Business

Directory..... **e:** info@aubd.co.uk
t: 0800 011 4643

ClickSilver Connections..... **e:** info@ageuknotts.org.uk
t: 0115 841 4479

Connect..... **e:** connect@ageuknotts.org.uk
t: 01623 488 217

Dementia Support..... **t:** 0115 844 0011

Health & Wellbeing..... **e:** info@ageuk.org.uk
t: 0115 844 0011

Footcare Service..... **e:** ageuknotts.footcareservice@nhs.net
t: 0115 697 6333

Men in Sheds

- **Blidworth**..... **t:** 01623 797 750

- **Daybrook**..... **t:** 0115 920 8771

- **Worksop**..... **t:** 01909 549 078

Patients' Representative Service

- Lings Bar Hospital.....e: patrepservice-lbh@ageuknotts.org.uk
t: 07872 839 627

Residents' Representative Service

- Nottingham City

Care Homese: amy.cook@ageuknotts.org.uk
t: 0115 919 4880 or 07872 839 582
e: jo.pritchard@ageuknotts.org.uk
t: 0115 919 4877 or 07872 839 567

Safe & Sound.....e: safeandsound@ageuknotts.org.uk
t: 0115 859 9260

Specialist Day Care.....t: 0115 978 0011

Worry Catcher Service.....e: lindsey.shepherd@ageuknotts.org.uk
t: 0115 855 3382 or 07872 839 614

Notes

A series of horizontal dotted lines for writing notes.

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



You can make a difference

Volunteering, donating, leaving a legacy or telling your friends and neighbours about our services are just some of the ways that you can make a difference.

Visit www.ageuknotts.org.uk for more information and to sign up to our monthly email newsletter.



This leaflet is sponsored by:

The Lifestyle Centre

Scooters & Wheelchairs,
Stairlifts, Beds & Riser-chairs and
much more...

www.advantagemobility.co.uk

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

