

Let us help

Useful information about the services available through Age UK Notts



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. Can we help you?

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. It's always a good idea to check that you have the latest version of this publication.

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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.

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:
 - Best Foot Forward walks, which are free [guided health walks](#) that take place in various areas of the city and county.

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

- 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](#), arrange a one to one or group session delivered through our digital champions via our [Digital Inclusion programme](#). A person-centred plan 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.
- 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 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 Autumn 2023) to those who do not have a complicated estate. We provide contact **with other agencies** that can help.

*for State Pension age clients only

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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

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

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

- 📍 Lings Bar Hospital
- 📍 Queen's Medical Centre & City Hospitals (Health Care of the Older People Wards)

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

- 📍 Highbury Hospital (Cherry and Silver Birch Wards)
- 📍 Millbrook Mental Health Unit (Kingsley and Amber Wards)
- 📍 Sherwood Oaks (Elm Wards)

- In **care homes**, our Residents' Representatives provide independent representation to those advocacy support to those 18+ 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



Varies

For more info refer to the directory pages at the back of this booklet.



Free



Day/s



Time



Area



Eligibility



Price



Contact



email

Dementia Support

Could you or a loved one benefit from a specialist dementia day service?

Our SPECIAL-Informed day service provides a unique, person-centred approach in the way we work with people with dementia.

To find out more about SPECIAL 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



"I cannot believe the difference in Mum, she is so much happier and she says she can't thank me enough for finding this wonderful place where everyone is so friendly and welcoming."



Need to talk?

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.

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

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

0115 844 0011



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.
- Short term oil filled radiator loan while your heating is restored.
- Free registry onto the Priority Services Register, so that you become a priority in the event of a power cut.
- Free Home Energy Checks with fitting of low cost energy saving devices such as radiator foils, LED lightbulbs and draught excluders.
- Free energy saving advice and information.



Nottingham City & County



50+ (subject to eligibility criteria)



Free advice



Scam Awareness

We offer a service that provides help, advice and guidance on how to spot scams, and how we can all keep ourselves safe.

Our Scams awareness team can provide:

- For FREE advice
'How to protect yourself against scams'
- Face to Face , One to One or Group Advice Sessions
Delivered at home, over the phone or at our hubs.



Nottingham City & County



50+



Free



Day/s



Time



Area



Eligibility



Price



Contact



email

Digital Inclusion Programme

Supporting people in the City and County to become digitally connected, to access the Notts NHS App and to reduce social isolation.

This service is delivered through our digital champions who will help you create a person centred plan to identify what skills you would like to learn or improve on. We offer a free tablet loan scheme for those service users who do not currently have access to a digital device.



Nottingham City & County



50+



Free



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Day/s



Time



Area



Eligibility



Price



Contact



email

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 - Sat: 10am - 4pm
Mon & Sun: Closed

Our **Sutton in Ashfield** shop sells clothes, bags, accessories, books, toys, homewares and small furniture.

☎ 01623 488201

📍 29 Forest Street
Sutton in Ashfield,
Nottingham NG17 1DA

🕒 Weds - Sat: 10am - 4pm
Mon, Tues & Sun: Closed



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Day/s



Time



Area



Eligibility



Price



Contact



email

Directory

Contact our main number (0115 844 0011) or email : info@ageuknotts.org.uk 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
Connect.....	e: connect@ageuknotts.org.uk t: 01623 488 217
Dementia Support.....	e: sybils@ageuknotts.org.uk t: 0115 978 0011
Digital Inclusion	e: digitalinclusion@ageuknotts.org.uk t: 0115 841 4470
Health & Wellbeing.....	e: info@ageuk.org.uk t: 0115 844 0011
Scam Awareness.....	e: safeandsound@ageuk.org.uk t: 0115 859 9209

Men in Sheds

- Blidworth..... e: meninsheds-blidworth@ageuknotts.org.uk
t: 01623 797 750
- Daybrook..... e: meninsheds-daybrook@ageuknotts.org.uk
t: 0115 920 8771
- Worksop..... e: meninsheds-worksop@ageuknotts.org.uk
t: 01909 549 078

Patients' Representative Service

- Lings Bar Hospital..... e: patrep-service-lbh@ageuknotts.org.uk
t: 07872 839 627
- QMC/City Hospital..... e: patrep-service-nuh@ageuknotts.org.uk
t: 0115 697 6308

Residents' Representative Service

- Nottingham City
Care Homes e: lloyd.king@ageuknotts.org.uk
t: 0115 919 4880
e: jo.pritchard@ageuknotts.org.uk
t: 0115 919 4877

Safe & Sound..... e: safeandsound@ageuknotts.org.uk
t: 0115 8599209

Specialist Day Care..... e: sybils@ageuknotts.org.uk
t: 0115 978 0011

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

This image shows a full page of a document template designed for handwritten notes or essays. It features approximately 28 evenly spaced, thin grey horizontal lines across the entire width of the page. The margins are consistent on all sides, providing ample space for writing. There are no vertical lines, headers, footers, or other markings present.

This image shows a full page of white paper with horizontal dotted lines. The lines are evenly spaced and run across the width of the page, providing a guide for handwriting practice. There are no margins, text, or other markings on the page.

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

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Nottingham. NG2 2JD

0800 0248 975

Advantage
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Age UK Charity
Quality Standard

