

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 teams will [support adults 18+](#) living in Mid Nottinghamshire and South Nottinghamshire who feel they have deteriorating independence or health through age, mobility, physical disability, learning disability, Neuro-diverse conditions, long term health conditions or bereavement.
- 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](#), we can signpost you to local digital services.
- 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.”



Day/s



Time



Area



Eligibility



Price



Contact



Email

Specialist areas

Information, Signposting and 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 Spring 2024) to those who do not have a complicated estate. We provide contact **with other agencies** that can help.

*for State Pension age clients only

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

0115 844 0011

A photograph of a woman with blonde hair and a grey sweater leaning over an older man with glasses and a blue checkered shirt. They are both looking at a laptop on a wooden desk. The man is pointing at the screen with his right hand. A pen and a smartphone are on the desk. A purple speech bubble is positioned above the man's head.

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

Specialist areas

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:





Varies




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



Free

-  Lings Bar Hospital
(John Proctor, Castle and Forest Wards)
-  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, Amber and Orchid Wards)
- In **care homes**, our Residents' Representatives provide independent representation 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 county care home.



Day/s



Time



Area



Eligibility




Price



Contact



Email



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

Specialist areas

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.



55+



City & County



Please call for service charges



For day service enquiries - please call

0115 978 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



Specialist areas

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 including fitting of low cost energy saving devices such as radiator foils, LED lightbulbs and draught excluders.
- Free energy saving advice and information.



50+
(subject to eligibility criteria)



City & County



Free advice



Day/s



Time



Area



Eligibility



Price



Contact



Email

Specialist areas

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:

- 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.



50+
(subject to eligibility criteria)



City & County



Free advice



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

0115 844 0011

Specialist areas

Charity Shops

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

📞 0115 982 6008

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


📍 28a Gordon Road
West Bridgford,
Nottingham NG2 5LN





Specialist areas

Charity Shops

Our **Sutton in Ashfield** shop is a traditional charity shop with a big difference - selling clothes, bags, accessories, books, toys, homewares and all furniture items large & small, but is also a Community Hub. It meets a whole range of needs - the chance to find reliable traders from the Age UK Notts Business Directory, advice and information about issues that matter to them, a Men in Sheds showcase, and even an opportunity to source new and pre-loved mobility living aids from our Advantage Mobility concession.

 01623 488201

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

 29 Forest Street
Sutton in Ashfield,
Nottingham NG17 1DA



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

**Age UK (South and Mid Notts) covering Sherwood, Gedling,
Broxtowe, Rushcliffe and Ashfield, Mansfield, Newark**

e: connect@ageuknotts.org.uk

t: 01623 488 217

Framework (North Notts)

e: connectbassetlaw@frameworkha.org

t: 01623 675402

Dementia Support

e: sybils@ageuknotts.org.uk

t: 0115 978 0011

Health & Wellbeing

e: info@ageuk.org.uk

t: 0115 844 0011

Directory

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: residentsrep@ageuknotts.org.uk

t: 0115 919 4880 (voicemail service)

Safe & Sound

e: safeandsound@ageuknotts.org.uk

t: 0115 8599209

Directory

Scam Awareness

e: safeandsound@ageuk.org.uk

t: 0115 855 3388

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

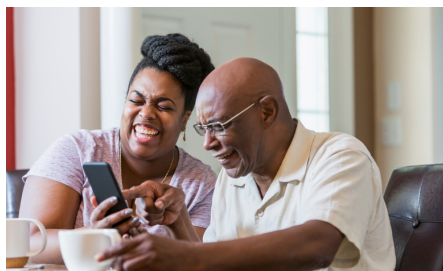
Notes

Notes

Our vision is for a world in which older people flourish

Every year we help over 45,000 people

We're local and independent - 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.



This leaflet is sponsored by:

The Lifestyle Centre

Scooters & Wheelchair, Stairlifts, Beds & Riser chairs and much more....

www.advantagemobility.co.uk

The Lifestyle Centre

16 - 18 Bridgeway Centre
Nottingham
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0115 697 6409

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