

# Little Handbook of our Services

We are a local, independent charity improving the lives of older people across Oxfordshire.



Call us on  
**0345 450 1276**

or visit

[www.ageuk.org.uk/  
oxfordshire](http://www.ageuk.org.uk/oxfordshire)  
for more  
information

Age UK Oxfordshire is a local, independent charity and a brand partner of Age UK. In this handbook you will find details of the wide variety of services we provide for older people across Oxfordshire.

## Contents

- 3** Bereavement support
- 4** Creativity
- 5** Digital support
- 6** Dementia support
- 8** Foot care
- 9** Homeshare
- 10** Information and advice
- 12** Linking you into your community
- 14** LGBTQ+ support and activities
- 15** Physical activity
- 16** Telephone befriending
- 17** Our sister organisations
- 18** How you can help

Some services may incur a charge (indicated with a £ symbol). Please contact the relevant service for information.

Client details are kept confidential and will only be shared where we have a serious concern, such as safeguarding.

## **Bereavement support**

We offer support to people (over 60 yrs) who have been bereaved and would value the opportunity to meet with others who understand. Our groups offer the chance for you to get together at regular walks, pub lunches and other social activities. They are places where you can be yourself and feel supported as you explore what life without your loved one will mean for you.

Our support line is available Monday to Friday, where you can talk to one of our team members. They will be able to link you into all the information and support that is available and arrange for you to receive a regular call moving forward if that would help.

**01235 849 434**

**[community@ageukoxfordshire.org.uk](mailto:community@ageukoxfordshire.org.uk)**

# Creativity

Our **TeaBooks** groups offer sociable book clubs for over-60s, helping people to share a love of books and reading, and to meet new people.

**01235 849 434**

**[teabooks@ageukoxfordshire.org.uk](mailto:teabooks@ageukoxfordshire.org.uk)**

Our **Oxfordshire Age Friendly Creative Network** exists to ensure that older people across the county have access to high-quality creative and cultural opportunities. Anyone with an interest in age-friendly arts and culture can join the network.

Would you like to help us shape age-friendly creativity in Oxfordshire? Older people (60+) living in Oxfordshire are very welcome to join our **Oxfordshire Age Friendly Creative Ambassadors**, a lived experience group who support us to develop creative ageing opportunities locally.

**0345 450 1276**

**[contactus@ageukoxfordshire.org.uk](mailto:contactus@ageukoxfordshire.org.uk)**

# Digital support

As the world becomes increasingly digital, we're here, along with our team of volunteers, to support you to develop your skills and safely get involved with the online world, however you choose.

We run a wide range of in-person bookable one-to-one digital support sessions to help you use your device, such as a mobile phone, tablet or laptop.

We are not able to make repairs or carry out complex tasks. Please contact a professional for this type of support.

**01235 849 434**

**[community@ageukoxfordshire.org.uk](mailto:community@ageukoxfordshire.org.uk)**



## Dementia support

Our dementia support service, Dementia Oxfordshire, provides specialist support and advice for people with dementia and their families, from diagnosis until end of life, or a move to residential care.

Our Dementia Advisers provide ongoing support and information; this includes suggesting links to local services and activities, supporting unpaid carers, offering legal and financial guidance, and assisting with planning for the future. Our specialist dementia nurse supports the Dementia Advisers with their more complex cases and acts as our liaison with the wider health and social support system in Oxfordshire.

We also offer free information sessions (online and in-person) to help people living with dementia and their carers explore ways to live well with dementia, and to connect with others in a similar situation.



Our dedicated Young Onset Dementia Advisers support people diagnosed before the age of 65.

Anyone with a question or concern about dementia can contact us.

**Support line: 01865 410 210** Mon-Fri 9am-5pm  
**[info@dementiaoxfordshire.org.uk](mailto:info@dementiaoxfordshire.org.uk)**

## Foot care (£)

We provide a friendly, professional service to help you take good care of your feet so you can stay comfortable, healthy and active. Each treatment includes a manual nail trim, followed by a gentle foot rub with cream to moisturise and prevent dryness or itching.

For details on our services, locations, and pricing—or to book an appointment—please contact us.

**01865 717 615**

**[footcare@ageukoxfordshire.org.uk](mailto:footcare@ageukoxfordshire.org.uk)**



# Homeshare (£)

Our Homeshare service, Homeshare Oxfordshire, supports older people to continue living independently at home.

A Homeshare arrangement brings together an older person (or couple) who may benefit from companionship, practical help or simple reassurance, with a carefully matched person who is happy to lend a hand.

In exchange for offering a spare room in a welcoming home, the Householder can expect up to 10 hours of help each week as a combination of companionship and practical support. This does not involve any personal care.

**01865 410 670**

**[homeshare@ageukoxfordshire.org.uk](mailto:homeshare@ageukoxfordshire.org.uk)**



# Information & advice

Our free, independent **Information & Advice Line** is available for all older people, their families, carers, friends and professionals.

We provide advice on a range of subjects, including staying independent at home, social and leisure opportunities, information about Power of Attorney, welfare benefits and entitlements, housing, care homes, being a carer - and much more.

The phone line is open from 8am-7pm daily, including at weekends and bank holidays via support from Age UK's national helpline.

**0345 450 1276**

**[helpline@ageukoxfordshire.org.uk](mailto:helpline@ageukoxfordshire.org.uk)**



We are partners in the **Oxfordshire Advice Partnership** which brings together a variety of agencies to provide impartial advice. The **Oxfordshire Advice Navigator** is a key tool in this initiative, providing free accurate, tailored and relevant information on benefits, entitlements and debt support.

**01865 410 660**

**[navigate@oxfordshireadvice.org.uk](mailto:navigate@oxfordshireadvice.org.uk)**

**[www.oxfordshireadvisenavigator.org.uk](http://www.oxfordshireadvisenavigator.org.uk)**

Our **Fraud and Scams Support Team** are able to offer group talks to raise awareness of scams, as well as one-to-one sessions for those who have been affected by scams.

**0345 450 1276**

**[scamsupport@ageukoxfordshire.org.uk](mailto:scamsupport@ageukoxfordshire.org.uk)**

# Linking you into your community

Our service, **Community Links Oxfordshire**, is available to all adults living in the county.

We listen and talk through what could make a difference to your life, whatever that is for you. We work together at your pace, to get the information you need to make informed choices, and connect to activities or services that will support you in living well.

**01235 849 434**

**[community@ageukoxfordshire.org.uk](mailto:community@ageukoxfordshire.org.uk)**





The **Live Well Oxfordshire** website is an online directory established by Oxfordshire County Council. We maintain the site and bring together over 3000 services and activities in one easy-to-search online directory. You can also access information pages, an events calendar and a news page. For additional help and support to access the information, please get in touch.

**01235 849 410**

**[livewell@ageukoxfordshire.org.uk](mailto:livewell@ageukoxfordshire.org.uk)**

**[www.oxfordshire.gov.uk/livewell](http://www.oxfordshire.gov.uk/livewell)**

## LGBTQ+ support & activities (£)

We offer groups for older people in the LGBTQ+ community which offer the chance to meet others in a welcoming, relaxed and friendly environment.

**01235 849 434**

**[community@ageukoxfordshire.org.uk](mailto:community@ageukoxfordshire.org.uk)**



# Physical activity (£)

We're here to help you maintain your health, mobility and independence—so you can keep doing what you love for longer.

We offer a variety of group exercise classes across Oxfordshire and online, with your first class free of charge—giving you the chance to see if it's the right fit for you.

Additionally, our *Stay Strong and Steady* programme provides an introductory falls prevention course with exercise and information, specially designed for older adults concerned about their balance.

**01235 849 403**

**[active@ageukoxfordshire.org.uk](mailto:active@ageukoxfordshire.org.uk)**

\*GPs and healthcare professionals can refer you for a period of free classes.



# Telephone befriending

Our Phone Friends volunteers provide “a friendly voice at the end of the phone”.

Our service offers a free and friendly telephone call from a caring, trained volunteer at the same time each week to any older person who feels lonely. By listening, as well as talking, friendships grow and help and support can be offered.

**01295 234 850**

**[phonefriends@ageukoxfordshire.org.uk](mailto:phonefriends@ageukoxfordshire.org.uk)**



## Our sister organisations

**Carers Oxfordshire** is a free service which offers information, advice and support to adult unpaid carers of someone living in Oxfordshire. They provide carers assessments, carer IDs, groups, breaks, events and courses. Many of their staff are currently carers and know the highs and lows of caring, and understand the services and support available in the local area.

**Support line: 01235 424 715** Mon-Fri 9am-5pm  
**[carersinfo@carersoxfordshire.org.uk](mailto:carersinfo@carersoxfordshire.org.uk)**  
**[www.carersoxfordshire.org.uk](http://www.carersoxfordshire.org.uk)**

**Beacon** is a national social enterprise, working in partnership with NHS England and a number of leading UK charities, to provide free information, advice and low-cost advocacy to people who are being assessed for NHS continuing healthcare, or would like to appeal an NHS funding decision.

**National advice line: 0345 548 0300**  
**[enquiries@beaconchc.co.uk](mailto:enquiries@beaconchc.co.uk)**  
**[www.beaconchc.co.uk](http://www.beaconchc.co.uk)**

# How you can help

## Volunteer

If you have an hour or two to spare or a skill to share, why not become part of our volunteer team? Many of our services depend on dedicated volunteers to reach as many people as possible. By joining us, you'll play a vital role in making a real difference in the community.

**0345 450 1276**

**[volunteering@ageukoxfordshire.org.uk](mailto:volunteering@ageukoxfordshire.org.uk)**

## Donate

The generosity of our supporters is vital to the survival of our range of services. Donations and gifts are an incredibly important source of income that allow us to be there for older people, just when they need us. If you feel you can help, please get in touch.

**0345 450 1276**

**[fundraising@ageukoxfordshire.org.uk](mailto:fundraising@ageukoxfordshire.org.uk)**

## **Leave a legacy**

We are committed to being there for the older people who need us most. By leaving a gift in your will to us, you would be supporting us to make life better and create a fairer later life for older people in Oxfordshire.

If you are interested in leaving a gift in your will, you can take our Age UK Oxfordshire charity number '1091529' to your solicitor who will help you record your wish in your will.

**0345 450 1276**

**[contactus@ageukoxfordshire.org.uk](mailto:contactus@ageukoxfordshire.org.uk)**





**For a fairer later life**

Call us on

**0345 450 1276**

or visit

**www.ageuk.org.uk/  
oxfordshire**  
for more  
information



Our staff have access to telephone interpreting services for over 200 languages. We can provide a number of our materials in other languages or in a screen-reader friendly digital format. To find out more email [media@ageukoxfordshire.org.uk](mailto:media@ageukoxfordshire.org.uk).

**[contactus@ageukoxfordshire.org.uk](mailto:contactus@ageukoxfordshire.org.uk)**

**10 Napier Court, Barton Lane, Abingdon, OX14 3YT**

Registered charity (no.1091529) and company limited by guarantee (no. 4328143), registered in England and Wales. Registered office: 10 Napier Court, Barton Lane, Abingdon, OX14 3YT.