

# Little Handbook of our Services

We are a local, independent charity supporting older people across Oxfordshire to live life to the full.



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.

For more information please call **0345 450 1276** or email [contactus@ageukoxfordshire.org.uk](mailto:contactus@ageukoxfordshire.org.uk).

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Some services may incur a charge (indicated with a £ symbol). Please call **0345 450 1276** for further 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 (60+) 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)

**Support line: 07827 235 424**



## 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)**

## Dementia support

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

Our Dementia Advisers provide ongoing support and information on any aspect relating to dementia, including links to local services and opportunities, education and awareness, support for carers, advice on planning for the future, and financial and legal information.

We also have a young onset dementia team supporting those diagnosed before the age of 65.

Our support line is staffed by our Dementia Advisers who can offer guidance and share their extensive knowledge with anyone.

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

## Digital support

As the world around us moves more and more online, along with our team of volunteers we can 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)**



## Exercise & wellbeing (£)

Supporting you to maintain health, mobility and independence, to keep doing what you love for longer.

We offer a variety of group exercise classes, both in person across Oxfordshire and online, along with resources to enable you to be active at home. Your first class is free of charge, so you can decide if it's for you.

**01235 849 403**  
**[active@ageukoxfordshire.org.uk](mailto:active@ageukoxfordshire.org.uk)**

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



## 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 nail trim and file as well as a gentle foot rub with cream to moisturise and prevent dryness or itching.

Contact us for more information, including locations, charges and how to book.

**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

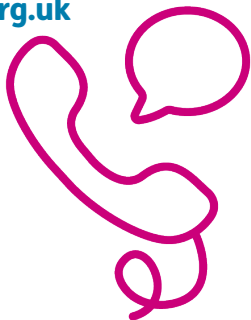
Our free, independent **Information & Advice Line** is available for all older people, their families, carers, friends and professionals.

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)**



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)**



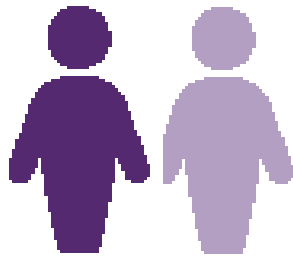
## Linking you into your community

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.

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

**01235 849 410**

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

## 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)**



## Support at home (£)

PLEASE NOTE: We are not currently taking new enquiries for this service.

Our Home Support Service provides flexible, tailored support to help you stay independent at home. Our friendly, trained staff will come to your home and help with domestic tasks or things like shopping, getting out and about, or companionship.

You choose what they do and it can be different things each time. We are not able to provide help with personal care (such as washing, dressing or assisting with medications).

For more information about the service, including charges, please contact us.

**0333 577 1044**

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



## 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 and 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 consider joining our team of volunteers? For many of our services we rely on volunteers in order to reach as many people as we can. By joining our team you can really help to make a difference.

**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 older people who need us. By leaving a gift in your will to us, you would be supporting us to make life better 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)**





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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**

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