

# Little Handbook of our **Services**



**#LoveLaterLife**




**Age UK Oxfordshire works within local communities to help older people to stay independent and live life to the full.**

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

Services supported by volunteers are indicated by a  symbol. See volunteering section for information on how to get involved.

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

## Information and Advice

### **Age UK Oxfordshire Helpline**

A free independent telephone advice and information service for all older people, their families, carers, friends and professionals. The phone line is open from 8am - 7pm daily, including weekends and bank holidays via support from Age UK's national helpline.

Telephone: 0345 450 1276  
helpline@ageukoxfordshire.org.uk

### **Oxfordshire Specialist Advice Service**

This service is for people who have a long-term disability or ill health, and their families or carers. We can help with queries around benefits, money advice, budgeting and other welfare issues, and will link you into services that can provide further support if needed.

Telephone: 01865 410 660  
advice@oxfordshiresas.org.uk

## Information and Advice

### Community Information Network 🖐️

A free information service for all adults aged 18+ in Oxfordshire to help you stay independent and live life to the full. Whether you need help at home or want to discover local activities in your area, we can help you. We offer regular information drop-in sessions in local venues across Oxfordshire and we provide email, telephone, face to face and home visit support through our locally based community teams. We also offer talks to local groups.

Telephone: 0345 450 1276 and ask for the network  
[network@ageukoxfordshire.org.uk](mailto:network@ageukoxfordshire.org.uk)





### **Fraud and Scam Support**

We are able to offer group talks to raise awareness of scams, and also 1 to 1 sessions for those who have been affected by scams.

To find out more about Age UK Oxfordshire's Scams Prevention and Support Programme, please contact: 0345 450 1276.



### **Live Well Oxfordshire**

Live Well Oxfordshire has been developed by Oxfordshire County Council in partnership with Age UK Oxfordshire.

The directory has been designed to bring together information about groups and organisations offering services for adults with a variety of needs.

Search [livewell.oxfordshire.gov.uk](http://livewell.oxfordshire.gov.uk) to find out more.

## Health

### Activity & Wellbeing (€) 🖐️

We run a specialist 'Strength & Balance' falls prevention exercise programme\* as well as 'Big, Bold and Balance' classes for people with Parkinson's. Across the county, we organise a variety of classes all suitable for people in later life, as well as online classes. We can also provide free home exercise videos and packs.

Telephone: 01235 849 403  
[generationgames@ageukoxfordshire.org.uk](mailto:generationgames@ageukoxfordshire.org.uk)

\*GP's and healthcare professionals are able to refer people for six weeks of free classes



## Practical Help

### Home Support Options (£)

Providing tailored support to help older people stay independent at home. Offering support with domestic tasks, shopping, getting out and about, and companionship. The service costs £20.00 per hour - with a one off charge of £20.00 for the initial assessment.

Telephone: 0333 577 1044

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

### Homeshare Oxfordshire (£)

Homeshare carefully matches older people who may need a little help to continue to live independently at home, with another person who needs affordable accommodation, wants to be part of a home, and can lend a hand. In return for accommodation the Sharer gives the Householder up to 10 hours of help each week. Homeshare does not include any personal care.

Telephone: 01865 410 670

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



## Practical Help

### Digital Help 🖐️

We run a wide range of virtual and in-person 'bookable' one-to-one IT support sessions and 'no need to book' gadget drop-in sessions across the county. They are designed to help people get online and get the most out of their laptops, tablets, smartphones and computers. We offer both beginner and more advanced support in relaxed and friendly local community settings or your own home.

Telephone: 01235 849 434  
[techbuddy@ageukoxfordshire.org.uk](mailto:techbuddy@ageukoxfordshire.org.uk)



## Practical Help

### Footcare (£)

We offer a basic toenail cutting service to adults over 50, in venues around Oxfordshire.

New clients will receive a free assessment before treatment. Each client must provide their own set of nail clippers and file. We have sets available to purchase at £15.

Each session will cost £17 and lasts approximately 30 minutes.

Telephone: 01865 717615  
footcare@ageukoxfordshire.org.uk

## **Dementia Oxfordshire**

Providing 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 and Support Workers 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.

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

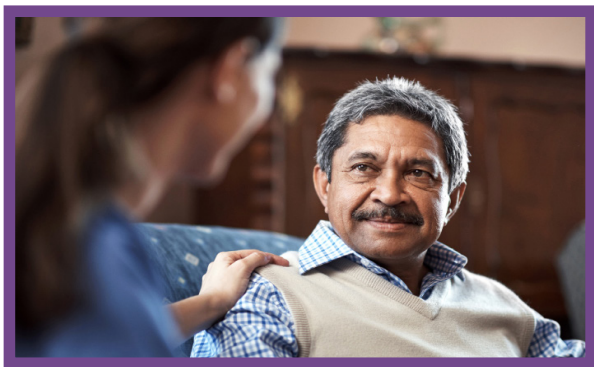
Support Line: 01865 410 210 (Mon-Fri 9am-5pm)  
[info@dementiaoxfordshire.org.uk](mailto:info@dementiaoxfordshire.org.uk)  
[www.dementiaoxfordshire.org.uk](http://www.dementiaoxfordshire.org.uk)

## NHS Continuing Healthcare

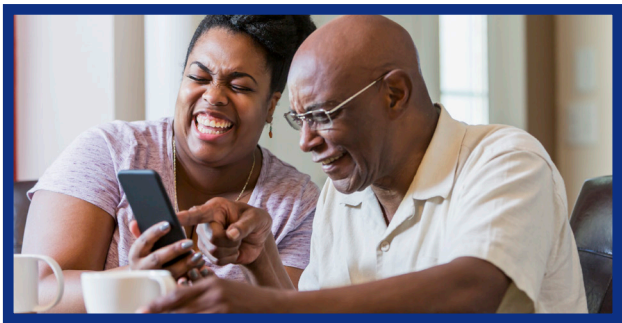
### **Beacon (£)**

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@beaconhc.co.uk  
www.beaconhc.co.uk



## Social Activities



### Community Activities (€) 🖐️

Our Community Information Network Team offer a wide range of activities and opportunities across the county including social groups, film clubs, cream teas, walk 'n' talks, and much more. If you are looking for something to do, or would like to have the opportunity to meet new people, why not get in touch?

You can also search the Live Well Directory ([livewell.oxfordshire.gov.uk](http://livewell.oxfordshire.gov.uk)) to find out what's going on in your local area.

Telephone: 01235 849 434  
[network@ageukoxfordshire.org.uk](mailto:network@ageukoxfordshire.org.uk)

## Social Activities

### Phone Friends 🖐️

“A friendly voice at the end of the phone”. Phone Friends provides a free and friendly telephone call from a caring, trained volunteer at the same time each week to any person who feels lonely. By listening, as well as talking, friendships grow and help and support can be offered.

Telephone: 01295 234 850

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



## Social Activities

### TeaBooks (€)

TeaBooks offers sociable book groups for the over-60s, helping older people to share a love of books and reading, and to make new friends. These groups bring mental stimulation, friendship and laughter to the places where Oxfordshire residents can easily gather.

Telephone: 01235 849 434  
[teabooks@ageukoxfordshire.org.uk](mailto:teabooks@ageukoxfordshire.org.uk)

### Bereavement Support

If you are aged 60+, have been bereaved and would value the opportunity to meet with others who understand, our groups offer the chance for you to get together regularly over coffee and cake. They are places where you can be yourself and feel supported as you explore what life without your loved one will mean for you.

Telephone: 01235 849 434  
[network@ageukoxfordshire.org.uk](mailto:network@ageukoxfordshire.org.uk)

## Social Activities

### **LGBTQ+ Support & Activities** 🖐️

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

In Touch telephone: 01235 849 434  
[network@ageukoxfordshire.org.uk](mailto:network@ageukoxfordshire.org.uk)







Carers Oxfordshire is a free service which offers information, advice, and support to adult unpaid carers of someone living in Oxfordshire.

If you need to talk, our support line is here for you. We provide carers assessments, support groups, wellbeing offers, short breaks, courses, and resources.

Many of our staff are currently carers and know the highs and lows of caring. Our team is in Oxfordshire, so they understand the services and support available in the local area.

Support line: 01235 424715 (Mon-Fri 9am-5pm)  
carersinfo@carersoxfordshire.org.uk  
www.carersoxfordshire.org.uk

 @carersoxfordshire

 @oxoncarers

## How You Can Help

### Volunteering

If you have an hour or two to spare or a skill to share, why not consider joining our team of volunteers? Many of our services 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.

Telephone: 0345 450 1276

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



## How You Can Help

### 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 do call us.

Telephone: 0345 450 1276  
fundraising@ageukoxfordshire.org.uk

### Leave a Legacy

Age UK Oxfordshire is 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.

Call us on  
0345 450 1276

or visit

[www.ageuk.org.uk/  
oxfordshire](http://www.ageuk.org.uk/oxfordshire)  
to find out  
more about  
us



All our staff have access to telephone interpreting services for over 200 languages, and a number of our leaflets and DVDs are available in other languages. This leaflet is available in large print on request.

**Address:** 9 Napier Court, Barton Lane, Abingdon, OX14 3YT

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



@ageukoxfordshire



@ageukoxon