



**Complex Needs Advice,
Advocacy & Support**

Life is hard enough at the moment getting Expert, Confidential and the right Advice, Advocacy & Support shouldn't be....

What we provide

To provide Information, Advice, Advocacy & Support to older people and their carers in Westminster on and around a range of complex issues they are facing in their lives. This includes but is not limited to welfare benefits, housing & social care, health care, bereavement, family life and loneliness.

Going through a significant life event can be daunting and lonely. Sometimes you may just need someone to talk it through with and sometimes you may need more support to actually get to the bottom of what is going on.

Help available can be by going through complex forms and paperwork. Help to fill them in and/or understand what is being asked.

If you are struggling financially, we can help to maximise benefits and source any grants and charitable payments that may be available to you.

We will aim to advocate on your behalf with organisations and professionals, with you as the decision maker, and at all times we will be guided by your views and wishes in order to help you make the right choices.

We can if necessary and with your permission make referrals to other services and organisations if they are better placed to meet your needs.

The aim of the service is to ensure you have maximum control over the decisions and choices you make about your life while having the support to navigate around life's complex issues.

How we provide the service

We will provide the service to all residents in Westminster who are aged 65+ and their carers through a combination of home visits (or place of residency), outreach sessions in community-based settings (please call for details) and by telephone, facetime or zoom. We will try to accommodate people as best we can, where necessary we can visit clients in hospitals and care homes.

The service aims to make the support and guidance offered as accessible as possible, with no barriers to receiving good quality Advice & Advocacy support local to you.

Are you aged 65+ and have experienced a significant life change?

Age UK Westminster can provide support for those people going through a difficult time in their lives by providing Advice, Advocacy & Support to help navigate complex issues. We will help clients manage the impact the change is having on their day to day life.

If you are aged 65+ and live in Westminster and are going through:

- A bereavement
- Retirement or redundancy
- Relationship breakdown
- A change in your income or finances
- A change to your daily care needs
- Your housing is no longer suitable for your needs
- You need adaptations to your current home to make it more comfortable
- A deterioration in your health or a reduction in your mobility
- Been a victim of a crime, fraud or a scam

This is not a counselling or therapy service

Please get in touch by either contacting us on the details below or visiting the Age UK Westminster webpage.

For more information or a referral form:

Age UK Westminster

Beethoven Centre
Third Avenue
London
W10 4JL

For more information call:

020 3004 5610 (Mon-Fri, 10am-2pm)

email odette.messiah@ageukwestminster.org.uk
or visit www.ageukwestminster.org.uk

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