

# Your Guide to Our Services



Dementia & Carers



Wellbeing



Wellbeing Cafes



Digital Inclusion



Practical Support



Out of Hospital Support



Information & Advice



Charity Shops

I'm Jamie Anderson, Chief Executive here at Age UK Wirral, Liverpool & Sefton, and it's my pleasure to share this Guide to our Services with you.

Thanks to our incredible team of volunteers and staff, we have a wide range of services, activities and support to help people at every stage of their lives.

Our work covers 7 key areas:

- Dementia & Carer Services
- Wellbeing Services
- Digital Inclusion
- Practical Support
- Out of Hospital Support
- Information & Advice
- Wellbeing Cafes

As a completely independent and local charity, we are constantly listening to what people say would help them live the best later life they can, and we are committed to the ongoing development of what we do in response to what people tell us.

We've recently extended our area to include Liverpool & Sefton - watch out for details of our offer in these areas as we develop it.

With my very best wishes,

Jamie Anderson  
Chief Executive



**Jamie Anderson**  
CEO Age UK Wirral,  
Liverpool & Sefton

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## Dementia & Carers

The specialist staff and volunteers in our Dementia & Carers services make sure that people with dementia and their loved ones are supported to live as well as they possibly can. We offer:

- Day Care for people with dementia, both under and over the age of 65.
- Stanhope Court, our Dementia Residential Care Home.
- Carer support service, providing emotional and practical support and training for carers.



“Age UK Wirral has been my lifeline.” – Jane a carer



To find out more please call **0151 482 3456** and ask for our Dementia and Carers service or use the enquiry form on our website.



## Wellbeing Services

Through our range of Wellbeing Services, we help people to live life to the full, overcome social isolation and improve their physical and mental health.

**Health & Activities** include Tai Chi, Seated Exercise Classes, Yoga Groups, Arts and Crafts, Flower Arranging, Pilates, Zumba Gold and much more. There is lots to enjoy outdoors too – including Walking Groups and a Photography Club.

Some activities need to be booked in advance - you can find a Timetable on our website address below or give us a call.

**Lunch and Coffee Corners** are held at multiple venues throughout the Wirral. You will have the opportunity to join other people in your area for an enjoyable meal or cup of coffee in friendly surroundings.

“I can go a month without seeing anyone, that phone call is God’s gift to me.” - **Client**”

**The Kylemore Centre** in Pensby hosts our social group for isolated older people every Wednesday. The groups provide a safe and welcoming environment for people to come together over a cup of tea so they can develop friendships with people in their local community.

**Phoenix Group** is where older gay and bisexual men can meet and make friends in a welcoming environment. The Phoenix Group meet every last Friday of the month.

**Befriending**  
Over 50% of older people in Wirral live alone. Our volunteer Befriending service is about making a real difference through one-to-one contact either in person or by telephone.

To find out more please call **0151 482 3456** and ask for our Wellbeing service or use the enquiry form on our website.





## Wellbeing Cafes

Marine Place is our wellbeing hub and café and a programme of activities to meet the needs of the local community and is situated at:

Marine Lake Health & Wellbeing Centre  
Orrysdale Road  
West Kirby  
Wirral  
CH48 5AA

We also run the Cathy, which is situated in the ground floor atrium of:

St Catherine's Health Centre  
Church Road  
Birkenhead  
Wirral  
CH42 0LQ

Each day, there are social activities taking place, alongside drop-in sessions facilitated by partner organisations to ensure customers have access to information and advice, career support, health advice, mental health support, and social prescribing services. In addition, ad hoc activities, including Wellness Events, are regularly hosted within Marine Place.



**PLEASE NOTE:** Our cafes are open to the public and offer a range of refreshments; for more information please call **0151 482 3456**



## # Digital Inclusion

### We live in a digital world

These days we rely on our computers, smart phones, tablets and the internet for everything from socialising to shopping. While many of us have grown up with these developments, not all older people are 'silver surfers', with some feeling left behind by the technological tide.

### How we can help

Digital inclusion can help people to stay in touch with family and social connections, this can help improve well-being by reducing social isolation and maintaining independence by enabling online shopping, online banking, paying bills and much more in this ever-growing digital world.



“My one-to-one sessions mean so much to me, being able to keep in touch with people is wonderful.” - Client



To find out more please call **0151 482 3456** and ask for our Digital Inclusion service or use the enquiry form on our website.



## Practical Support

As people get older, everyday tasks such as attending appointments and shopping.

We want to help people to live as independently at home for as long as they can.

Thanks to our incredible team of volunteers we can offer a range of support including:

- Transport
- Shopping
- Prescription Collection



“

“Shopping was a great help while waiting for an operation and on my recovery.” – Shopping Client

”

To find out more please call **0151 482 3456** and ask for our Practical Support service or use the enquiry form on our website.





## Out of Hospital/Community Support

Sometimes we do not always have the friends, family or help around us that we need to stay safe and independent in our home. Our Out of Hospital service aims to promote independence, reduce social isolation and loneliness and prevent hospital admissions.

We can offer support and practical assistance after discharge from hospital to help you settle back into your own home. This can include shopping, help paying bills, sorting post, wellbeing visits and light housework.

This short-term help gives you time to focus on getting better and reduces the chance of you being readmitted to hospital.

For those people with multiple or complex issues, our team of Facilitators can work with you to help you access a range of services

“I’m 91 now and Age UK Wirral is a big help to me.”  
– Client

that you may require and to connect you with a range of organisations and opportunities that will help you live well.

We can also assist with transport home after a hospital stay where an ambulance isn’t necessary, so that you can spend more time focussing on your recovery, with our support.

The Community Support Team works in partnership with Adult Social Care as part of Wirral’s Single Point of Access, providing coordinated support for people with more complex or multiple needs.

Our Facilitators work alongside individuals to understand their circumstances and identify the right support. We help people to access services, navigate systems and connect with local organisations, community opportunities and wider support networks such as digital support, social integration, home maintenance, patient wellbeing and benefit checks.

Our focus is on enabling people to live well, maintain their independence and build sustainable support around them within their local community.

To find out more please call **0151 482 3456** and ask for our Out of Hospital Support service or use the enquiry form on our website.



## **i** Information & Advice

If you are aged 18+, living in Wirral, and are looking for free and impartial information and advice on a range of issues, our specialist Ask Us Wirral advisors are here to help you.

### **Benefits & Entitlements**

Are you confident that you're receiving all of the income, benefits and entitlements available to help you? Each year up to £5.5 billion in Pension Credit, Housing Benefit and Council Tax Benefit goes unclaimed by older people. Let us help make life easier!

### **Information Fact Sheets**

We have a range of publications, including factsheets, booklets and information guides, that cover the full spectrum of later life issues.

“The advice I was given helped me to obtain the benefits that were due to me.” – Client



Working as part of the Ask Us Wirral partnership, we offer a telephone helpline on **0808 278 7848** (Lines are open between 9.00am - 4.00pm) or use the enquiry form on our website.





## Charity Shops

Money raised from our shops supports our vital services on the Wirral, so why not bag a bargain or donate something you no longer need? We even take furniture!

### **Bag A Bargain**

Unit 3 Vittoria Street  
Birkenhead  
CH41 3LQ

### **Liscard Central**

7 Liscard Village  
Wallasey  
CH45 4JG

### **Bebington**

8 - 10 Church Road  
Bebington  
CH63 7PH

### **Liscard Cherry Tree**

Unit 15  
Cherry Tree Shopping Centre  
Liscard  
CH44 5XU

### **Birkenhead**

St. Johns Pavement  
5 St John Street  
Grange Precinct  
Birkenhead  
CH41 6HY

### **Moreton on the Hill**

276 Hoylake Road  
Moreton  
CH46 6AF

### **Bromborough**

13 Allport Lane  
Bromborough  
CH62 7HH

Visit our website for more information.



**In everything we do at Age UK Wirral, Liverpool & Sefton we strive to ensure that we are:**

- **Friendly**  
We treat people with respect and courtesy.
- **Professional**  
We are experienced and skilled in what we do.
- **Locally focussed**  
Our priority is the people of Wirral in their local communities.
- **Changing lives**  
We make a difference through what we do and how we do it.
- **Person-centred**  
We provide support tailored to each individual.

## Please help us if you can

The demand for our services increases daily. Our funding relies heavily on the donations of the wonderful people of Wirral to ensure every older person in our community can have access to the services they need; so please help if you can, either by volunteering or donating.

Some of our services even run 7 days a week, 52 weeks a year.  
Our Switchboard is open for enquiries Monday to Friday 9am to 4.30pm.  
Please ring **0151 482 3456** or visit our website **ageukwls.org.uk**

**Please note that we often experience a very high level of demand - be patient  
and we will get back to you!**

Thank you.



Dementia & Carers



Wellbeing



Wellbeing Cafes



Digital Inclusion



Practical Support



Out of Hospital Support



Information & Advice



Charity Shops