

# Your Guide to Our Services



Dementia & Carers



Wellbeing Services



Mental Health Therapies



Digital Inclusion



Practical Support



Out of Hospital Support



Information & Advice



Charity Shops

# Introduction

I'm Jamie Anderson, Chief Executive here at Age UK Wirral, 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 available across Wirral to help people at every stage of their lives.

Our work covers 7 key areas:

- Dementia & Carer Services
- Wellbeing Services
- Mental Health Therapies
- Digital Inclusion
- Practical Support
- Out of Hospital Support
- Information & Advice

As a completely independent and local charity, we are constantly listening to what people of Wirral 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.

Please do get in touch with us to find out more about the help, support and opportunities we can offer – you are guaranteed a warm and friendly welcome when you contact us.

With my very best wishes,

Jamie Anderson  
Chief Executive



**Jamie Anderson**  
CEO Age UK Wirral

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## Dementia & Carers

The specialist volunteers and staff in our Dementia & Carer 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, including a service for people under 65 years of age.
- Reminder Finders – specialist groups for people recently diagnosed with dementia.
- 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 [www.ageukwirral.org.uk/dementiaandcarers](http://www.ageukwirral.org.uk/dementiaandcarers)



## 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 groups for isolated older people (Monday Group) and people with a visual impairment (Wednesday Group). The groups provide a safe and welcoming environment for people to come together over a cup of tea and bite to eat 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.

**Mariners Park** is a retirement complex for Merchant Seafarers. We offer a range of activities from Golf and Crown Green Bowls to Talks and Presentations. All Ex-Seafarers are welcome to join us at the Park.

### **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.

Please call **0151 482 3456** and ask for our Wellbeing services or use the enquiry form on our website [www.ageukwirral.org.uk/wellbeing](http://www.ageukwirral.org.uk/wellbeing)



## Mental Health Therapies

We offer one-to-one-person centred counselling, delivered through our network of trained and volunteer counsellors. We don't limit the number of counselling sessions.

We are empathetic, easy to talk to and provide a safe space within a non-clinical, non-identifiable building which provides anonymity.

**Past** - Opportunity to explore the impact of past experiences.

**Present** - Equips clients with strategies for dealing with life challenges and explore unhelpful/unhealthy coping mechanisms

**Future** - Provides access to strategies to help improve resilience – clients are better equipped and able to respond to future challenges.



**PLEASE NOTE:** Counselling is provided following a referral from Talking Together; for more information please call **0151 482 3456** and ask for our Mental Health Therapies service or visit our website [www.ageukwirral.org.uk/mentalhealththerapies](http://www.ageukwirral.org.uk/mentalhealththerapies)



## 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.

We run a project that provides access to a loaned Android tablet and data connection giving people an entry point into the digital world and we can also provide support through one to one telephone calls from our Digital Buddies volunteers.

There are also group sessions and 'one to one courses' available at our friendly Meadowcroft Wellbeing Hub and other venues across Wirral.

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



Please call **0151 482 3456** and ask for our Digital Inclusion service or use the enquiry form on our website [www.ageukwirral.org.uk/digitalinclusion](http://www.ageukwirral.org.uk/digitalinclusion)





## Practical Support

As people get older, everyday tasks such as attending appointments, going shopping, doing odd jobs can become more challenging.

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
- Gardening
- Odd Jobs
- Cold Weather Army



“

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

”

Please call **0151 482 3456** and ask for our Practical Support service or use the enquiry form on our website [www.ageukwirral.org.uk/practicalsupport](http://www.ageukwirral.org.uk/practicalsupport)



## Out of Hospital 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 Support 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, paying bills, sorting post, wellbeing visits and light housework.

This short-term help gives you time to focus on getting better and reduce 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 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.



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

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Please call **0151 482 3456** and ask for our Out of Hospital Support service or use the enquiry form on our website [www.ageukwirral.org.uk/outofhospital](http://www.ageukwirral.org.uk/outofhospital)



## 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 [www.ageukwirral.org.uk/informationandadvice](http://www.ageukwirral.org.uk/informationandadvice)



## 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!

### Furniture

Unit 3 Vittoria Street  
Birkenhead  
CH41 3LQ  
0151 647 7329

### Bebington

8 - 10 Church Road  
Bebington  
CH63 7PH

### Bromborough

13 Allport Lane  
Bromborough  
CH62 7HH

### Eastham

1200 New Chester Road  
Eastham  
CH62 9AE

### Liscard

202 Liscard Road  
Wallasey  
CH44 6AD

### Liscard Central

7 Liscard Village  
Wallasey  
CH45 4JG

### Birkenhead

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

### Moreton

208 Hoylake Road  
Moreton  
CH46 6AD

### Moreton on the Hill

276 Hoylake Road  
Moreton  
CH46 6AF

Visit our website [www.ageukwirral.org.uk/charityshops](http://www.ageukwirral.org.uk/charityshops)



**In everything we do at Age UK Wirral 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 demands for our services, literally, increase daily. Our funding relies heavily on the donations of the wonderful people of Wirral as we need more staff and volunteers 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.

Our services are running 7 days a week, 52 weeks a year. Our Switchboard is open for enquiries Monday to Friday 9am to 4.30pm. Outside of these times you will be able to leave a message and someone will call you back. Please ring **0151 482 3456** or visit our website **[ageukwirral.org.uk](http://ageukwirral.org.uk)**

**Thank you.**



**Dementia & Carers**



**Wellbeing Services**



**Mental Health Therapies**



**Digital Inclusion**



**Practical Support**



**Out of Hospital Support**



**Information & Advice**



**Charity Shops**