Useful contacts

Information and advice directory
Information written with you in mind.

This information guide has been produced with the help of older people, carers and expert peer reviewers.

Published: May 2023

We’d love to hear from you.

1) Join our Readers’ Panel. Have your say and be involved in updating our guides by joining our Readers’ Panel. You don’t need any specialist knowledge at all.

Join our Readers’ Panel at www.ageuk.org.uk/readers-panel.

2) Tell us your story. Have you been affected by any of the issues in this guide? Has Age UK’s information and advice helped? If so, we’d love to hear from you to provide relatable examples that benefit others.

Email your story to stories@ageuk.org.uk.

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What this guide is about

It’s good to know where to turn if you ever need help or support. And it’s important that the advice you receive is reliable and up to date.

This handy directory brings together the details of trusted organisations that can help you – either now or in the future.

This guide lists contacts across England, Wales and Northern Ireland.
How Age UK can help

Age UK is the leading charity for people in later life. Our network includes Age Cymru, Age NI, Age Scotland, Age International and over 120 local Age UKs. We provide information and advice through publications like this guide, on our website and on the phone through our advice line.

We publish a range of information guides and more detailed factsheets on a variety of topics, including social care, housing, benefits, legal affairs and health. Find our guides and factsheets online at www.ageuk.org.uk/publications, or call Age UK Advice free on 0800 169 65 65 to order printed copies or to seek advice. Lines are open 8am–7pm, 365 days a year.

Age Cymru, Age NI and Age Scotland publish their own versions of some guides and factsheets. Contact them to request copies or visit their websites to read online (see page 7).

Next steps

It’s a good idea to find out the number for your local council. They’ll be able to provide a lot of the support and information mentioned in this guide.

My local council phone number is:
Local support

In England and Wales, your local Age UK or Age Cymru may be able to provide you with direct support. The services and facilities on offer vary from area to area, but can include:

• information and advice
• help at home schemes
• befriending schemes
• advocacy services
• handyperson schemes
• nail-cutting services
• transport schemes
• help with claiming benefits
• exercise classes
• day centres.

Finding support in your area

To find support in your area, use the details on the next page to contact the relevant organisation for you.
Contact us

Age UK
In England, call Age UK Advice: **0800 169 65 65**
www.ageuk.org.uk

Age Cymru
In Wales, call Age Cymru Advice: **0300 303 44 98**
www.agecymru.org.uk

Age NI
In Northern Ireland, call: **0808 808 7575**
www.ageni.org

Age Scotland
In Scotland, call: **0800 12 44 222**
www.agescotland.org.uk
General help

Some organisations can help with a variety of issues. If you’re not quite sure where to begin, one of the organisations in this section may well be able to point you in the right direction.

Advice NI
Independent advice service in Northern Ireland with a network of local branches. Offers advice online and over the phone.
Tel: 0800 915 4604
www.adviceni.net

Citizens Advice
National network of centres offering free, confidential and independent advice, face-to-face or by telephone.
In England, call Adviceline: 0800 144 8848
In Wales, call Advicelink: 0800 702 2020

For online information and to find details of your nearest Citizens Advice in:
England: www.citizensadvice.org.uk
Wales: www.citizensadvice.org.uk/wales

GOV.UK
Official government website with information on a range of topics including benefits, housing, employment, pensions and health services.
www.gov.uk

In Wales, contact GOV.WALES
www.gov.wales

In Northern Ireland, contact NI Direct
www.nidirect.gov.uk
Money matters

This section provides information on where to find out what you’re entitled to, how to claim it and how to manage your money effectively.

Age UK
We publish information on a range of money matters, including our benefits guide More money in your pocket. Age Cymru and Age NI have their own versions of this guide.

Age UK’s online benefits calculator can help you work out what you may be entitled to.
Tel: 0800 169 65 65
www.ageuk.org.uk/benefits-check

Carer’s Allowance Unit
Government service providing information on Carer’s Allowance and how to claim.
Tel: 0800 731 0297
www.gov.uk/carers-allowance-unit

In Northern Ireland, contact the Disability and Carers Service
Tel: 0800 587 0912
www.nidirect.gov.uk/contacts/disability-and-carers-service

Disability Service Centre
Government service providing information about claiming disability benefits.

For Disability Living Allowance for those born on or before 8 April 1948:
Tel: 0800 731 0122

For Disability Living Allowance for those born after 8 April 1948:
Tel: 0800 121 4600

For Attendance Allowance:
Tel: 0800 731 0122
For Personal Independence Payment:
Tel: 0800 121 4433
www.gov.uk/disability-benefits-helpline

In Northern Ireland, contact the Disability and Carers Service
Tel: 0800 587 0912
www.nidirect.gov.uk/contacts/disability-and-carers-service

Equity Release Council
Trade association for providers of equity release schemes that comply with a code of conduct.
Tel: 0300 012 0239
www.equityreleasecouncil.com

Future Pension Centre
Government service providing details of state pensions, including forecasts and how to claim.
Tel: 0800 731 0175
www.gov.uk/future-pension-centre

MoneyHelper
Gives impartial information about financial products and services and offers tips on everyday money management.
Tel: 0800 138 7777
www.moneyhelper.org.uk

National Debtline
National helpline for people with debts, giving self-help advice and support.
Tel: 0808 808 4000
www.nationaldebtline.org

National Insurance contributions office
Government office that provides information on your National Insurance contributions.
Tel: 0300 200 3500
www.gov.uk/check-national-insurance-record
**Pensions Ombudsman**
Independent organisation that deals with complaints about private and occupational pension schemes.
Tel: **0800 917 4487**
[www.pensions-ombudsman.org.uk](http://www.pensions-ombudsman.org.uk)

**Pension Service**
Government service that provides details of state pensions, including pension statements and how to claim.
Tel: **0800 731 7898**
[www.gov.uk/state-pension](http://www.gov.uk/state-pension)

In Northern Ireland, contact the **Northern Ireland Pension Centre**
Tel: **0800 587 0892**
[nidirect.gov.uk/contacts/northern-ireland-pension-centre](http://nidirect.gov.uk/contacts/northern-ireland-pension-centre)

**Pension Tracing Service**
Government service that can help you find a lost pension.
Tel: **0800 731 0193**
[www.gov.uk/find-pension-contact-details](http://www.gov.uk/find-pension-contact-details)

**StepChange**
Charity providing debt advice and support.
Tel: **0800 138 1111**
[www.stepchange.org](http://www.stepchange.org)

**Tax Help for Older People**
Charity service offering independent advice to people in later life on a low income.
Tel: **01308 488066**
[www.taxvol.org.uk](http://www.taxvol.org.uk)

**Turn2us**
Charity helping people access the money available to them through welfare benefits, grants and other sources. In Northern Ireland, contact Age NI who can help process a claim.
Tel: **0808 802 2000**
[www.turn2us.org.uk](http://www.turn2us.org.uk)
**Warm Home Discount Scheme**
Government-run information line for people in England and Wales who may be eligible for the Warm Home Discount Scheme because they receive the Guarantee Credit element of Pension Credit and their energy supplier is part of the scheme.
Tel: **0800 107 8002**
[www.gov.uk/the-warm-home-discount-scheme](http://www.gov.uk/the-warm-home-discount-scheme)

**Winter Fuel Payment Centre**
Government-run information line for the Winter Fuel Payment. It provides information on how to claim, as well as guidance on reporting changes in circumstances.
Tel: **0800 731 0160**
[www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)
Legal and consumer issues

This section helps you find reliable information on legal matters – from finding a trusted solicitor and knowing your rights, to sorting out a will or a power of attorney.

Age UK
We publish a number of resources on legal issues, including our guides *How to be an executor*, *Power of attorney* and *Wills and estate planning*.
Tel: 0800 169 65 65
www.ageuk.org.uk/legal-issues

Action Fraud
National reporting centre for fraud and internet crime. Use the online fraud reporting service and get a police crime reference number. Call the helpline for advice on preventing fraud and how to report it if it happens to you.
Tel: 0300 123 2040
www.actionfraud.police.uk

Advicelocal
Independent website providing information on social welfare law issues and details of local advice services.
www.advicelocal.uk

Advicenow
Independent website with information and advice on rights and legal issues.
www.advicenow.org.uk

Civil Legal Advice
Government service offering free, confidential and independent legal advice in England and Wales to people who are eligible for legal aid.
Tel: 0345 345 4 345
www.gov.uk/civil-legal-advice
Citizens Advice consumer service
Independent organisation providing consumer advice on issues such as faulty household equipment, problems with energy companies, and scams.
Tel: 0808 223 1133
www.citizensadvice.org.uk/consumer

The Consumer Council
Organisation providing advice on a variety of consumer services in Northern Ireland, including energy, water, transport and post.
Tel: 0800 121 6022
www.consumerCouncil.org.uk

CCW (Consumer Council for Water)
Independent voice for customers of water and sewerage companies in England and Wales.
In England, call: 0300 034 2222
In Wales, call: 0300 034 3333
www.ccwater.org.uk

The Court of Protection
Court responsible for making decisions, and appointing others to make decisions, for people who lack mental capacity.
Tel: 0300 456 4600
www.gov.uk/court-of-protection

Disability Law Service
Charity providing legal information and advice to people with a disability.
Tel: 0207 791 9800
Email: advice@dls.org.uk
www.dls.org.uk

Equality Advisory Support Service
Independent service providing advice on equality and human rights issues.
Tel: 0808 800 0082
www.equalityadvisoryservice.com
Equality Commission for Northern Ireland
Organisation that provides advice and assistance for people in Northern Ireland who feel they have been discriminated against.
Tel: 028 90 500 600
www.equalityni.org

Law Centres Network
Membership organisation for law centres across the UK. Law centres offer legal advice, casework and representation to individuals and groups. Local law centres are listed on the Law Centres Network website, although not every area has one.
www.lawcentres.org.uk

The Law Society of England and Wales
Independent professional body for solicitors. Use its website to find a solicitor and find out more about what happens when you visit one.
Tel: 020 7242 1222
www.lawsociety.org.uk

In Northern Ireland, contact The Law Society of Northern Ireland
Tel: 028 9023 1614
www.lawsoc-ni.org

Legal Ombudsman
The Ombudsman helps resolve complaints about solicitors in England and Wales.
Tel: 0300 555 0333
www.legalombudsman.org.uk

Mailing Preference Service
Free register for people who don’t want to receive sales and marketing materials by post.
Tel: 0207 291 3310
www.mpsonline.org.uk
Northern Ireland Courts and Tribunal Service
Government service providing administrative support to all courts and most tribunals in Northern Ireland.
Tel: 028 9076 3000
www.justice-ni.gov.uk/topics/courts-and-tribunals

Office of the Public Guardian
Government office responsible for registering lasting powers of attorney and helping attorneys and deputies carry out their duties in England and Wales.
Tel: 0300 456 0300

In Northern Ireland, contact the Office of Care and Protection
Tel: 0300 200 7812

Ombudsman Services
Independent organisation that investigates complaints about energy and communications providers in England and Wales.
Tel: 0330 440 1614 (communications services)
Tel: 0330 440 1624 (energy companies)
Tel: 0333 300 1620 (complaints to Consumer Ombudsman)
www.ombudsman-services.org

Press for Change
Agency that provides legal advice and support to the trans community.
Tel: 08448 708165
www.pfc.org.uk

Resolver
A free online tool which assists people making complaints to companies and organisations, including energy, finance, legal, telecoms, water and other firms.
www.resolver.co.uk
Research Institute for Disabled Consumers (RiDC)
National research charity providing independent information to disabled and older consumers about useful products.
Tel: 020 7427 2460
Email: mail@ridc.org.uk
www.ridc.org.uk

Solicitors for the Elderly
Independent national organisation of lawyers committed to helping older people and their families and carers.
Tel: 0844 567 6173
www.sfe.legal

Stonewall
Charity which works to achieve equality and justice for LGBTQ+ people.
Tel: 0800 0502020
www.stonewall.org.uk

In Wales, contact Stonewall Cymru
www.stonewallcymru.org.uk

Telephone Preference Service (TPS)
Free register for people who don’t want to receive unsolicited sales and marketing telephone calls.
Tel: 0345 070 0707
www.tpsonline.org.uk
Crime

This section provides details on how to stay safe and where to get help if you’ve experienced or witnessed crime or abuse.

Age UK
We provide a range of resources on crime – from information guides Avoiding scams and Staying safe to detailed factsheets on how to deal with anti-social behaviour.
Tel: 0800 169 65 65
www.ageuk.org.uk

Action Fraud
National reporting centre for fraud and internet crime, with an online reporting service and a helpline.
Tel: 0300 123 2040
www.actionfraud.police.uk

ASB Help
Charity offering advice and support to victims of anti-social behaviour in England and Wales.
www.asbhelp.co.uk

Galop
Charity offering support to LGBT+ people who have experienced abuse, violence and hate crime.
Tel: 0800 999 5428 (Domestic Abuse Helpline)
Email: help@galop.org.uk
www.galop.org.uk

Hourglass
Charity working to protect vulnerable older adults and prevent abuse. Its 24/7 helpline provides confidential advice, information and emotional support in English and Welsh.
Tel: 0808 808 8141
www.wearehourglass.org
Live Fear Free Helpline
Helpline for those experiencing domestic abuse or sexual violence in Wales, or who are worried about someone else.
Tel: 0808 80 10 800
www.gov.wales/live-fear-free

ManKind Initiative
National charity that provides help and support for male victims of domestic abuse and domestic violence.
Tel: 01823 334244
www.mankind.org.uk

The National Domestic Abuse Helpline
Refuge provides a free 24-hour helpline for people who are experiencing, or have experienced, domestic abuse. Their website also has a live chat and a BSL interpreter service.
Tel: 0808 2000 247
www.nationaldahelpline.org.uk

POLICE.UK
Website to report a crime or incident to the police. In an emergency situation, call 999 instead.
www.police.uk/pu/contact-us

Victim Support
Charity providing free, confidential support to victims of crime and their friends and families.
Tel: 08 08 16 89 111
www.victimsupport.org.uk

In Northern Ireland, contact Victim Support NI
Tel: 028 9024 3133
www.victimsupportni.com

Women’s Aid
Charity that helps women across the UK who have experienced domestic violence. Contact them via email or live chat.
Email: helpline@womensaid.org.uk
www.womensaid.org.uk
Housing

This section provides details on where to get trusted advice on your housing options and how you can make improvements to your home.

Age UK
We provide a range of resources on housing – from information guides *Adapting your home* and *Housing options* to detailed factsheets on tenants’ rights.
Tel: 0800 169 65 65
www.ageuk.org.uk/housing

Due to legislation changes in Wales, Age Cymru is producing a number of housing resources for Wales. Contact Age Cymru Advice on 0300 303 44 98 for more information.

Many local Age UKs operate handyperson services. These services offer older people help with small practical jobs, usually for a fee. The cost depends on the type of the work required.

Contact your local Age UK for more information. In Wales, contact your local Age Cymru to find out if there's a handyperson or HandyVan scheme in your area.

Abbeyfield
National charity providing housing for older people with varying levels of support.
Tel: 01727 857536
www.abbeyfield.com

In Wales, contact Abbeyfield Wales Society
Tel: 01633 244182
www.abbeyfield.com/member-societies/wales-society

In Northern Ireland, contact Abbeyfield & Wesley
Tel: 028 9336 3558
www.abbeyfieldandwesley.org.uk
**Elderly Accommodation Counsel (EAC)**
Charity providing details of specialist housing for older people across the UK on its Housing Care website. It also offers information and advice on care, housing and finance options through its tool Housing Options for Older People (HOOP).
[www.housingcare.org](http://www.housingcare.org)
[www.hoop.eac.org.uk](http://www.hoop.eac.org.uk)

**Foundations**
National body for Home Improvement Agencies in England. Home improvement agencies provide support for older, disabled and vulnerable homeowners and tenants wanting to carry out adaptations, repairs and home improvements.
Tel: **0300 124 0315**
[wwwFOUNDATIONS.uk.com](http://wwwFOUNDATIONS.uk.com)

In Wales, contact **Care and Repair Cymru**
Tel: **02920 107580**
[www.careandrepair.org.uk](http://www.careandrepair.org.uk)

**Housing Ombudsman Service (HOS)**
Free, impartial service that helps resolve complaints about local councils, housing associations and private landlords who are members of the scheme in England. Complaints about the way a local council has dealt with an application should be made to the Local Government and Social Care Ombudsman (page 26).
Tel: **0300 111 3000**
[www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

**Housing Rights**
Organisation that provides advice in Northern Ireland about housing and debt, and free representation at court for people at risk of losing their homes due to rent or mortgage arrears.
Tel: **028 9024 5640**
[www.housingrights.org.uk](http://www.housingrights.org.uk)
Leasehold Advisory Service (LEASE)
Independent body offering advice to residential leaseholders and park home owners on relevant law.
Tel: 020 7832 2500
www.lease-advice.org
parkhomes.lease-advice.org

DLF (formerly the Disabled Living Foundation)
Charity providing advice and information on disability equipment and assisted products.
Tel: 0300 999 0004
www.livingmadeeasy.org.uk

National House-Building Council (NHBC)
Independent standard-setting body and provider of warranty and insurance for new homes. Check the website to find out if a builder is registered with NHBC.
Tel: 0800 035 6422
www.nhbc.co.uk

Public Services Ombudsman for Wales
The Ombudsman can consider and investigate complaints about community landlords (local councils or housing associations) in Wales.
Tel: 0300 790 0203
www.ombudsman.wales

Radius Housing
Social enterprise that offers a home adaptation service in Northern Ireland.
Tel: 0330 123 0888
www.radiushousing.org
Shelter
Charity providing information, advice and advocacy to people with housing problems.
Tel: 0808 800 4444
england.shelter.org.uk

In Wales, contact Shelter Cymru
Tel: 08000 495 495
sheltercymru.org.uk

In Northern Ireland, contact Shelter Northern Ireland
Tel: 028 9024 7752
shelterni.org

Stonewall Housing
Specialist housing advice and support for LGBTQ+ people.
Tel: 0800 6 404 404 (weekdays, 10am-1pm)
www.stonewallhousing.org

TrustMark
Government-endorsed scheme for traders to ensure they meet industry standards. TrustMark accreditation gives customers reassurance of quality and protection from rogue traders.
Tel: 0333 555 1234
www.trustmark.org.uk
Social care

This section can help you find information on all aspects of social care, from what support is available to how it’s regulated – whether you need care or you look after someone else.

Age UK
We publish a range of resources on social care – from our information guides Advice for carers, Care homes, Caring for someone with dementia and Getting help at home, to detailed factsheets on finding and paying for care. Age Cymru and Age NI produce their own guides and factsheets on some of these issues.
Tel: 0800 169 65 65
www.ageuk.org.uk/care

Care Inspectorate Wales (CIW)
Regulatory body for care homes and domiciliary care services in Wales. It can provide lists of care homes and domiciliary care providers in an area, as well as inspection reports.
Tel: 0300 7900 126
www.careinspectorate.wales

Care Quality Commission (CQC)
Independent regulator of health and social care services in England, including home care agencies and care homes. It can provide lists of care providers in an area, care provider inspection reports and hospital performance ratings.
Tel: 03000 616161
www.cqc.org.uk
Carers UK
Charity providing advice, information and support for carers.
Tel: 0808 808 7777
Email: advice@carersuk.org
www.carersuk.org

In Wales, contact Carers Wales
www.carersuk.org/wales

In Northern Ireland, contact Carers NI
www.carersuk.org/northernireland

Carers Trust
Charity offering practical help and assistance to carers.
In England, call: 0300 772 9600
In Wales, call: 0300 772 9702
www.carers.org

Centre for Independent Living NI
Organisation that promotes independent living for disabled people in Northern Ireland, and offers support with using direct payments.
Tel: 028 9064 8546
Email: enquiries@cilni.org
www.cilni.org

Commissioner for Older People in Northern Ireland
The Commissioner can help with complaints about public services or cases affecting the rights of older people.
Tel: 028 90890 892
www.copni.org

Crossroads Care NI
Not-for-profit organisation offering practical help and assistance to carers in Northern Ireland.
Tel: 02891 814455
www.crossroadscare.co.uk
Disability Rights UK
Organisation providing information and training on direct payments and independent living. It includes the RADAR national key scheme, which allows disabled people to access locked public toilets.
Tel: 0330 995 0400
www.disabilityrightsuk.org

Independent Age
Charity providing advice and information for older people, their families and carers in England.
Tel: 0800 319 6789
www.independentage.org

Local Government and Social Care Ombudsman
Independent organisation that investigates complaints about councils and adult social care providers, such as care homes and home care providers.
Tel: 0300 061 0614
www.lgo.org.uk

In Wales, contact the Public Services Ombudsman for Wales
Tel: 0300 790 0203
www.ombudsman.wales

In Northern Ireland, contact the NI Public Services Ombudsman
Tel: 0800 34 34 24
www.nipso.org.uk

Older People’s Commissioner for Wales
The Commissioner promotes the rights and welfare of older people in Wales and provides support to those making a formal complaint.
Tel: 03442 640 670
www.olderpeople.wales
Regulation and Quality Improvement Authority (RQIA)
Independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland.
Tel: 028 9536 1111
www.rqia.org.uk

Relatives and Residents Association
Charity supporting care home residents and their relatives. It has a helpline and network of groups in England.
Tel: 020 7359 8136
www.relres.org

Royal Voluntary Service
UK-wide organisation offering a range of services, including home visits, help with shopping and other tasks, community transport, meals delivered to the home, and social clubs.
Tel: 0330 555 0310
www.royalvoluntaryservice.org.uk

Scope
Charity offering support, information and advice to help disabled people have the same rights as everyone else.
Tel: 0808 800 3333
Email: helpline@scope.org.uk
www.scope.org.uk

Telecare Services Association (TSA)
Industry and advisory body that regulates telecare and telehealth services and provides information about telecare, such as personal alarms.
Tel: 01625 520 320
www.tsa-voice.org.uk
Health

This section can help you find the right support for your health needs – from general information on healthy living to advice about specific conditions.

Age UK
We publish resources on health services, healthy living and common health conditions, including our information guides Healthy living, Living with dementia, Staying steady, Your hospital stay and Your mind matters. Age Cymru and Age NI produce separate guides on some of these issues.
Tel: 0800 169 65 65
www.ageuk.org.uk/wellbeing

Addiction NI
Charity providing treatment and support for alcohol and drug addiction to people in Northern Ireland.
Tel: 028 9066 44 34
www.addictionni.com/about-us

Alcohol Change UK
Charity that aims to reduce the harm caused by alcohol. It gives advice, support and information about local services.
www.alcoholchange.org.uk

Alzheimer’s Society
Charity offering advice, information and support to people with dementia, their families and carers.
Tel: 0333 150 3456
www.alzheimers.org.uk

Aware NI
Charity that provides support groups, helpline services and information for people in Northern Ireland affected by depression and bipolar disorder.
Tel: 028 9035 7820
www.aware-ni.org
Bladder and Bowel Community
Organisation providing information and support for people living with bladder and bowel problems.
www.bladderandbowel.org

British Heart Foundation
Charity that offers information and support for people with heart disease.
Tel: 0300 330 3311
www.bhf.org.uk

Community Advice & Listening Line (C.A.L.L.)
Helpline offering confidential support and information to people in Wales who are concerned about their mental health or that of a relative or friend.
Tel: 0800 132 737 (or text help to 81066)
www.callhelpline.org.uk

Deafblind UK
National charity for people who are deafblind or have combined sight and hearing loss, providing information, practical advice, support, home visits and befriending.
Tel: 0800 132320
Email: info@deafblind.org.uk
www.deafblind.org.uk

Diabetes UK
Charity offering information, support and services to help people manage their diabetes.
Tel: 0345 123 2399
www.diabetes.org.uk

Healthcare Inspectorate Wales (HIW)
Inspector and regulator of NHS healthcare and independent healthcare organisations in Wales.
Tel: 0300 062 8163
www.hiw.org.uk
**Healthwatch England**
There’s a local Healthwatch in every area of England. Staff listen to and share people’s views to make local health and social care services better. They can also put you in touch with local NHS Complaints Advocacy services.
Tel: **03000 683 000**
www.healthwatch.co.uk

In Wales, contact your **Community Health Council (CHC)**
CHCs are independent organisations in Wales, which work to improve the quality of local health services. Each one runs a Complaints Advocacy Service.
[111.wales.nhs.uk/localservices/communityhealthcouncils](111.wales.nhs.uk/localservices/communityhealthcouncils)

**Lifeline NI**
Crisis response helpline service for people in Northern Ireland who are experiencing distress or despair.
Tel: **0808 808 8000**
www.lifelinehelpline.info

**Macmillan Cancer Support**
Charity providing practical, medical and financial support for people living with cancer.
Tel: **0808 808 00 00**
www.macmillan.org.uk

**Mind**
Charity that produces information and advice on mental health issues and gives details of local support services in England and Wales.
Tel: **0300 123 3393**
www.mind.org.uk
NHS 111
24-hour helpline in England for advice on urgent but non-life-threatening symptoms.
Tel: 111
www.111.nhs.uk

In Wales, contact NHS 111 Wales
Tel: 111
111.wales.nhs.uk

NHS website
Website providing information about local NHS services in England and information and advice on a range of health conditions and keeping healthy.
www.nhs.uk
In Wales, visit 111.wales.nhs.uk
In Northern Ireland, visit www.nidirect.gov.uk

NHS Smokefree
For information on stopping smoking and details of support.
www.nhs.uk/better-health/quit-smoking

In Wales, contact Help Me Quit
Tel: 0800 085 2219
www.helpmequit.wales

In Northern Ireland, contact Stop Smoking
www.stopsmokingni.info

Northern Ireland Chest Heart & Stroke
Charity that provides support services and advice for people with respiratory, cardiac and stroke-related issues.
Tel: 028 9032 0184
www.nichs.org.uk
**Parkinson’s UK**
Charity providing information and support to people with Parkinson’s and their families through a helpline staffed by nurses, and a network of local support groups.
Tel: 0808 800 0303
www.parkinsons.org.uk

**Parliamentary and Health Service Ombudsman**
The Ombudsman can investigate complaints after patients have been through the NHS complaints process and haven’t been able to resolve the matter.
Tel: 0345 015 4033
ombudsman.org.uk

In Wales, contact the **Public Services Ombudsman for Wales**
Tel: 0300 790 0203
www.ombudsman.wales

**Patient and Client Council**
Independent organisation that helps people in Northern Ireland to make a complaint on aspects of health and social care.
Tel: 0800 917 0222
pcc-ni.net

**The Patients Association**
National healthcare charity that gives patients the opportunity to raise concerns and share experiences.
Tel: 0800 345 7115
www.patients-association.org.uk

**Royal National Institute of Blind People (RNIB)**
Charity providing practical and emotional support to people who are visually impaired or blind. It can also give details of local sight loss support organisations.
Tel: 0303 123 9999
Email: helpline@rnib.org.uk
www.rnib.org.uk
Royal National Institute for Deaf People (RNID)
Charity that offers advice and support for people with hearing loss through its helpline, online information and live chat.
Tel: 0808 808 0123
Text: 07360 268 988
Email: contact@rnid.org.uk
www.rnid.org.uk

Royal Osteoporosis Society
Charity giving support and information to people with osteoporosis.
Tel: 0808 800 0035
www.theros.org.uk

Samaritans
24/7 helpline providing confidential, emotional support to those experiencing despair, distress or suicidal feelings.
Tel: 116 123
Email: jo@samaritans.org
www.samaritans.org

Stroke Association
Charity offering information, support and local services to people affected by stroke.
Tel: 0303 3033 100
www.stroke.org.uk

Versus Arthritis
Charity offering information and support for people with arthritis through its website, helpline, and a network of branches and groups.
Tel: 0800 5200 520
www.versusarthritis.org

Wales Drug and Alcohol Helpline
A free, bilingual helpline in Wales providing advice on drug and alcohol issues. Advisers are available 24 hours a day, every day.
Tel: 0808 808 2234 (or text DAN to 81066)
www.dan247.org.uk
End-of-life support

This section gives details of organisations that can support someone coming to the end of their life, planning a funeral, or grieving the loss of a loved one.

**Age UK**
We provide a range of information guides including *Bereavement*, *Thinking about end of life* and *When someone dies*, as well as a factsheet about funeral planning.
Tel: 0800 169 65 65
www.ageuk.org.uk/end-of-life-planning

**The Compassionate Friends**
Self-help organisation providing peer support and friendship to bereaved parents, grandparents and their families.
Tel: 0345 123 2304
www.tcf.org.uk

**Cruse Bereavement Care**
Charity offering information, advice and support to bereaved people.
Tel: 0808 808 1677
www.cruse.org.uk

**Dying Matters**
Campaign that aims to change public knowledge, attitudes and behaviour towards dying, death and bereavement.
www.hospiceuk.org/our-campaigns/dying-matters

**Hospice UK**
Charity that represents and supports more than 200 hospices across the UK. Search online for a local hospice.
Tel: 020 7520 8200
www.hospiceuk.org
Institute of Civil Funerals
Not-for-profit organisation that provides information on how to arrange a non-religious funeral, including how to find someone to conduct it.
Tel: 01480 861411
www.iocf.org.uk

Marie Curie
Charity that provides end-of-life care to people with a terminal illness.
Tel: 0800 090 2309
www.mariecurie.org.uk

National Association of Funeral Directors
National voice for the funeral profession and bereaved people, offering support and information about funerals.
Tel: 0121 711 1343
www.nafd.org.uk

Natural Death Centre
Charity that seeks to increase awareness of funeral choices outside the mainstream. Offers a range of information resources on its website.
Tel: 01962 712 690
www.naturaldeath.org.uk

SAIF Independent Funeral Directors
Association offering information about funerals and contact details for members in the UK.
Tel: 0345 230 6777
www.saif.org.uk

Winston’s Wish
Charity offering support, information and guidance to bereaved children, their families and professionals.
Tel: 08088 020 021
www.winstonswish.org
Employment and rights at work

This section provides details of organisations offering advice on employment – from how to find work to your rights at work.

Age UK
We have information on employment issues on our website, including tips on how to make the most of your CV and advice on dealing with disputes at work.
Tel: 0800 169 65 65
www.ageuk.org.uk/work-and-learning

Advisory, Conciliation and Arbitration Service (Acas)
Independent public body that provides information and advice on rights at work and help with resolving employment disputes.
Tel: 0300 123 1100
www.acas.org.uk

Business Wales
Welsh Government service to help people in Wales start and grow a business.
Tel: 03000 6 03000
www.businesswales.gov.wales

GOV.UK
Official UK Government website, with information about redundancy, setting up a business, retirement and employment rights.
Tel: 0800 998 1098 (business support helpline)
Email: enquiries@businesssupporthelpline.org
www.gov.uk/business-support-helpline
**Jobcentre Plus**
Government service that provides help with finding a job, as well as information on benefits, loans and grants.  
www.gov.uk/contact-jobcentre-plus

**Labour Relations Agency**
Agency that provides advice and information on employment matters in Northern Ireland. It can also assist with disputes or mediation.  
Tel: 03300 555 300  
www.lra.org.uk

**National Careers Service**
Government service that offers face-to-face help and support with training, learning and work to people in England.  
Tel: 0800 100 900  
nationalcareers.service.gov.uk

In Wales, contact **Careers Wales**  
Tel: 0800 028 4844  
www.careerswales.gov.wales

**NI Direct**
Government website that gives information on employment rights and help to find work, changing career or becoming self-employed in Northern Ireland.  
www.nidirect.gov.uk

**PRIME Cymru**
The Prince’s Initiative for Mature Enterprise in Wales. It provides support and mentoring to older people in Wales who want to find work, set up in business or develop skills.  
Tel: 01550 721 813  
www.primecymru.co.uk
Leisure and learning

There are lots of leisure and learning opportunities throughout the UK to help you get the most out of life. This section can point you in the right direction.

**Age UK**
Age UK has friendship centres across England whose staff organise activities such as lunches, walks, outings, bowling and more. They can be a great way to meet like-minded people. Visit [www.ageuk.org.uk/friendship-centres](http://www.ageuk.org.uk/friendship-centres) or give us a call to find out more.
Tel: 0800 169 65 65
[www.ageuk.org.uk](http://www.ageuk.org.uk)

**Cinnamon Trust**
Specialist charity for older people who aren’t able to care for their pet. It can arrange for volunteers to care for pets.
Tel: 01736 757 900
[www.cinnamon.org.uk](http://www.cinnamon.org.uk)

**Extend**
Website you can use to search for gentle exercise-to-music classes in your area.
[www.extendyourhealth.co.uk/extend-exercise-classes](http://www.extendyourhealth.co.uk/extend-exercise-classes)

**Ramblers**
Runs a network of walking groups across the UK. Visit their website and enter your postcode to find your local group.
Tel: 020 3961 3300
[www.ramblers.org.uk](http://www.ramblers.org.uk)

**Re-engage**
Charity that organises monthly tea parties for small groups of older people, aged 75 and over, who live alone.
Tel: 0800 716543
[www.reengage.org.uk](http://www.reengage.org.uk)
**Society of Genealogists**
Charity that offers research material, guidance and support for people interested in family history.
Tel: **020 7251 8799**
[www.sog.org.uk](http://www.sog.org.uk)

**Thrive**
Charity providing information and guidance on how to make gardening easier and more enjoyable for people living with disabilities or ill health, or who are isolated or vulnerable.
Tel: **0118 988 5688**
[www.thrive.org.uk](http://www.thrive.org.uk)

**University of the Third Age (U3A)**
Network of local groups of people in later life who organise informal learning. U3A also provides online courses.
Tel: **020 8466 6139**
[www.u3a.org.uk](http://www.u3a.org.uk)

In Northern Ireland, contact **U3A Northern Ireland**
[www.u3ani.info](http://www.u3ani.info)

**Volunteer Now**
Organisation that provides information about volunteering opportunities in Northern Ireland.
Tel: **028 9023 2020**
[www.volunteernow.co.uk](http://www.volunteernow.co.uk)

**Volunteering Wales**
Website that offers information and advice on volunteering opportunities in Wales.
[www.volunteering-wales.net](http://www.volunteering-wales.net)
The Age UK network includes the charity, its trading companies and national partners (Cymru, Scotland and NI). We also work closely with local Age UKs. Age UK is a charitable company limited by guarantee and registered in England (registered charity number 1128267 and registered company number 6825798). The registered address is Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Can you help Age UK?

If you’re able to, please complete the donation form below to make your gift and return to: Freepost Age UK REPLY. Alternatively, you can phone 0800 077 8751 or visit www.ageuk.org.uk/donate. If you prefer, you can donate directly to one of our national or local partners. Thank you.

Your details

Title: [ ] Forename: [ ] Surname: [ ]

Home address: [ ]

Postcode: [ ]

Email address: [ ]

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We’d like to keep in touch with you to tell you about the vital work we do for older people, our fundraising appeals and opportunities to support us, as well as the products and services you can buy.

Please tick the boxes to let us know how you’d like to hear from us:

☐ I would like to receive communications by email.

We will never sell your data and we promise to keep your details safe and secure.

☐ I do not wish to receive communications by post.

If you don’t want to hear from us, or change your mind about how we contact you, please email contact@ageuk.org.uk or call 0800 169 8787. For further details on how your data is used and stored by the Age UK network go to www.ageuk.org.uk/help/privacy-policy.

Your gift

Please accept my one-off gift of: £10 ☐ £15 ☐ £20 ☐ My choice £ [ ]

☐ I enclose a cheque/postal order made payable to Age UK, or

I wish to make payment by (please tick):

☐ MasterCard ☐ Visa ☐ CAF CharityCard

Card number [ ] Expiry date [ ]

Age UK provides a range of services and your gift will go wherever the need is the greatest.
Help us be there for someone else

We hope you found this guide helpful. When times are tough, it’s so important to get some support. Did you know you could help us reach someone else who needs a little help? Here’s how:

1. **Give your views on guides like this**
   Our Readers’ Panel helps make sure the information we produce is right for older people and their families. We’d love you to join. Go to www.ageuk.org.uk/readers-panel.

2. **Donate to us**
   Every donation we receive helps us be there for someone when they need us. To make a donation, call us on 0800 169 8787 or go to www.ageuk.org/donate.

3. **Volunteer with us**
   Our volunteers make an incredible difference to people’s lives. Get involved by contacting your local Age UK or at www.ageuk.org.uk/volunteer.

4. **Campaign with us**
   We campaign to make life better for older people, and rely on the help of our strong network of campaigners. Add your voice to our latest campaigns at www.ageuk.org.uk/campaigns.

5. **Remember us in your will**
   A gift to Age UK in your will is a very special way of helping older people get expert support in the years to come. Find out more by calling 020 3033 1421 or visit www.ageuk.org.uk/legacy.
What should I do now?

You can order any of our guides or factsheets by giving our Advice Line a ring for free on **0800 169 65 65** (8am-7pm, 365 days a year).

Our friendly advisers are there to help answer any questions.

All of our publications are available in large print and audio formats.

There’s plenty of really useful information on our website, too. Visit [www.ageuk.org.uk](http://www.ageuk.org.uk) to get started.

Age UK is a charitable company limited by guarantee and registered in England and Wales (registered charity number 1128267 and registered company number 6825798). Registered address: Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB. Age UK and its subsidiary companies and charities form the Age UK Group.

ID204953 05/23