

# Getting help at home

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What to do if you need  
care and support at home  
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# Information and advice you need to help you love later life.

**We're Age UK and our goal is to enable older people to love later life.**

We are passionate about affirming that your later years can be fulfilling years. Whether you're enjoying your later life or going through tough times, we're here to help you make the best of your life.

**Our network includes Age Cymru, Age NI, Age Scotland, Age International and more than 130 local partners.**

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# What this guide is about

Have you recently begun to feel that you could do with a little extra help with things around the house – perhaps with the housework or gardening, or doing the shopping? Or maybe you're finding it a bit more of a struggle to get around the house? If activities like getting in and out of the bath or up and down the stairs are more difficult than in the past, it may be time to explore what help you can get at home.

It can be hard to admit that we struggle with everyday tasks, but getting extra help could allow you to live safely and independently at home for longer. There are lots of ways you can get help at home, from hiring a cleaner and making alterations and adaptations to your home through to getting a care assessment from your local council and arranging a carer. There may be financial assistance available through benefits, grants or the local authority.

This guide gives you an overview of the range of help available, how to access it and different ways to pay for it.

As far as possible, the information given in this guide is applicable across England and Wales. In Northern Ireland, contact Age NI and in Scotland, contact Age Scotland for more information.

## Key



This symbol indicates where information differs for Wales.

# A little extra help at home

Sometimes just a little help with the housework or gardening means we can enjoy living at home without worrying about how we'll get everything done.

## Help with cleaning

If you could do with some help with cleaning, start by making a list of what you'd like a cleaner to do and how many hours you can afford to pay for one. As charges will vary, you could find out the average wages for cleaners in your area. To find someone you can trust, you could:

- ask your neighbours or local friends for a recommendation
- ask your local Age UK or Age Cymru if it provides a cleaning service or has a list of cleaners
- contact your local council to see it has a list of approved cleaning agencies.

Your cleaner may also help with washing and ironing, so do ask if you feel you need help with this. Or ask your dry cleaners if they have a delivery service or special rates for older people. Some people offer ironing services and may be able to pick up your ironing and deliver it back to you.

## Help with cooking

If you're finding it difficult to cook, you could order ready meals from supermarkets. Or you can try one of the specialist companies that provide frozen or chilled meals ready for you to heat up. Some also offer hot meals. You can ring these companies for a catalogue and many have websites with detailed menu and dietary options.

There may also be local lunch clubs – ask your local Age UK or local council for details. Or you may be eligible for meals on wheels for a small charge if you have particular needs. Contact your local council for an assessment (pages 16–19).

## Help with DIY and gardening

Getting round to doing DIY or small jobs around the house and garden can be a chore whatever your age. More than 70 local Age UKs operate handyperson schemes that offer older people extra help with small practical jobs. These are usually charged for services, charged at an hourly rate.

### Who can I contact?

Contact Age UK or Age Cymru to find out if there's a handyperson or gardening scheme in your area. Contact Foundations to find your local Home Improvement Agency for assistance (page 32) or in Wales, contact Care and Repair Cymru (page 32). You can also contact Thrive, a charity that offers practical advice to make gardening easier (page 34).

## Help getting out and about

If getting out to the shops is tricky, see if a volunteer from your local Age UK or the Royal Voluntary Service (RVS) (page 34) can accompany you or even do your shopping for you. You can order shopping online from most supermarkets and have it delivered for a small fee. If you're not confident using a computer, a relative or friend could do it for you. And if you'd like to get online, contact your local Age UK or Online Centres Network (page 33) to see if it runs a computer course.

There may be a local community transport service such as Dial-a-Ride. This is a door-to-door minibus service for people who can't use public transport. Drivers are trained to help people who have mobility problems.

### Who can I contact?

Contact your local Age UK to find out about the transport schemes available in your area.

### For more information

Visit [www.gov.uk/community-transport-services-shopmobility](http://www.gov.uk/community-transport-services-shopmobility) or ask your local council.

## Help looking after yourself

As we get older certain tasks can become increasingly difficult. Many older people find it hard to cut their toenails, for example. Your local Age UK may offer a nail-cutting service or recommend someone who can do this in your area. If you have a long-term condition, such as diabetes or arthritis, your feet are particularly vulnerable. Check your feet regularly and ensure you attend any checkups as requested. If you notice any problems, report them to your GP as soon as possible. They may refer you to a NHS chiropodist. You could also choose to see a private chiropodist. Contact the Society of Chiropodists and Podiatrists (page 34) to find someone nearby.

If washing your hair is getting difficult – perhaps because of arthritis – see if a local hairdresser can visit your home to wash and set it.

### To do next

If you need help with any of these tasks, contact your local council for a needs assessment to see if you're eligible for help or advice from them (pages 16–19). Visit your local Age UK for a free benefits check or use our online benefits calculator at [www.ageuk.org.uk/benefitscheck](http://www.ageuk.org.uk/benefitscheck).

### For more information

Read our guide *More money in your pocket* as you may be able to claim extra money towards the costs of paying for help. In Wales, Age Cymru has its own version of this guide.

# Helpful equipment at home

Sometimes all you need to manage better at home is a few useful bits of equipment. These needn't be expensive or cumbersome. For example:

- In the kitchen, kettle tippers, wide-handled cutlery and spike boards to allow one-handed vegetable peeling can help if you find it hard to grip or carry.
- Microwaves can make it very quick and easy to cook or heat up food, and they reduce washing-up.
- Raisers can be fitted to beds or chairs, making it easier to get in and out.
- Long-handled shoehorns and gadgets can help with putting on socks or doing up buttons to help you get dressed.
- Telephones with large buttons, talking clocks or watches, or raised markings for appliance controls can help if you have sight problems.
- Flashing door bells and smoke alarms can be vital if you have any hearing loss.
- If you have memory problems, a digital memo reminder can prompt you about your daily tasks, or a calendar clock can show you the day, date and time if you tend to forget. The calendar and reminder options on mobile phones can be useful too.
- If you find it difficult to answer the front door, consider using a key safe: this is a secure box outside your home where you can leave door keys. It has an access code that you can give to trusted relatives, carers or health professionals who need to come in. Only use a police approved key safe and get it properly installed.



You can buy a lot of these items on the high street or online, or you can contact the Disabled Living Foundation (page 32) to find out about suppliers. You can also visit the Ask Sara website at [www.asksara.org.uk](http://www.asksara.org.uk) for a self-help guide to discover which items might help you. Always seek advice before buying anything, as these can be expensive items – you'll need to make sure they're right for you and that you're not being overcharged.

Ask your local council for a free care needs assessment (pages 16–19). Councils have to provide this for you regardless of your income and savings. You may find you're eligible for free equipment, see page 8 for details. Even if you're not eligible for help with the costs, the council should be able to provide advice on what equipment would help you. Or you could get an assessment from a private occupational therapist; who can help you identify ways to stay living independently. Contact the College of Occupational Therapists for a list of private practitioners (page 31).

### **To do next**

Visit [www.asksara.org.uk](http://www.asksara.org.uk) for a self-help guide to discover which items might help you (page 32).

### **For more information**

Read our guide *Adapting your home* and our factsheet *Disability equipment and home adaptations* for more information. Our guide *At home with dementia* has tips for people living with dementia.

# Home adaptations

Sometimes adaptations to your home can help you live independently and safely. It isn't always necessary to make big changes – a grab rail at the front door to help you step inside or a door-entry intercom if it's difficult to answer the front door may be all you need, for example.

It's also possible to make more substantial changes, such as fitting your home with a stairlift and accessible shower. If you own your own property, inform your household insurer of any substantial changes and check that items such as a stairlift are covered. If you rent your home, ask your landlord before making any permanent changes.

Start by contacting your local social services department. Someone will assess your needs to see if you're eligible for help (pages 16–19). If you are eligible, you could qualify for the following:

- In England, an adaptation you need for daily living that costs less than £1,000 – for example, a raised toilet seat, a grab rail or a ramp – and specialist equipment are provided free of charge.



- In Wales, your local social services may provide some equipment and adaptations free of charge or you may have to pay a certain amount depending on your income and savings. Alternatively, you may qualify for help under a Rapid Response Adaptation Programme. Contact Care and Repair Cymru to find out more (page 32).

If social services recommend that you need an adaptation that costs more than £1,000, you may be able to get a Disabled Facilities Grant (DFG) to help with the cost.

Local authorities can provide additional help with repairs, improvements and adaptations. This help is in addition to DFGs and can be in the form of a loan or grant, equipment or advice.

In England, contact Foundations (page 32) to find out if there's a local Home Improvement Agency in your area. It can help you with repairs, improvements or adaptations to your home. For example, it can help you apply for grants, arrange surveys and get estimates. It can also oversee the work while it's being carried out, to make sure it's done to the right specifications for you. In Wales, contact Care and Repair Cymru (page 32).



#### **Who can I contact?**

Contact your local housing department to see what help it can provide.

#### **For more information**

Read our guides *Adapting your home* and *Equity release*. For more detailed information read our factsheet *Disability equipment and home adaptations* for more information. In Wales, see Age Cymru's version of this factsheet.

# Using technology to make you safer

Telecare services use simple technology to support your wellbeing and help you stay living independently at home for longer. They can offer you, your family and friends reassurance and peace of mind that you're safe, while still maintaining your privacy and independence.

Telecare offers support in a variety of ways. The most common example of telecare is a personal alarm, which allows you to call for help if you're unwell or have a fall and can't reach a telephone. You press a button on a pendant you wear around your neck or as a wristband. This connects you to a call centre where you can talk to someone who will summon help if necessary.

Other examples of telecare include:

- sensors that automatically detect if you've fallen and raise an alert
- fire alarms that flash or vibrate
- plug-in hall lights that turn on when they detect movement, or at a certain time
- gas detectors that can raise an alarm and even shut the gas off completely if it's been left on
- devices that can detect if you've had a seizure
- special plugs for the bath and sink that allow the water to only reach a certain level
- movement sensors that can turn on lights when you get out of bed
- door sensors that detect if someone has left the house alone or left and not returned within a certain time.

Telecare could help you if you live on your own or with someone who is unwell or disabled. Perhaps you've had a fall and want to be able to call for help if it happens again. Or maybe you've come out of hospital and want a little extra support while you're recovering.

Depending on your finances, you may have to pay something towards the cost of telecare. Once social services have carried out a care needs assessment, they assess your income and savings to see whether you need to contribute. See page 18 to find out more. If you want to buy telecare products privately, contact the Disabled Living Foundation (page 32) for advice. Ask about its lending library where you can borrow items to see how you get on with them.

### **Things to consider before buying telecare products**

Before buying telecare products make sure you've considered the following:

- make sure you are receiving all the financial help you're entitled to to help with the cost
- read customer reviews and check guarantee and return policies in case the product doesn't meet your needs
- consider leasing or hiring larger or more expensive products as your needs may change

### **Who can I contact?**

Contact the Disabled Living Foundation (page 32) to find out more about telecare.

# Extra money if you're disabled


If you have a long-term illness or disability and need help with personal care you may be able to claim Attendance Allowance (AA). You can use it to pay for anything – it doesn't have to be spent on care or carers, though many use it to help make life easier.

You can claim AA if you:

- are 65 or over (if you're under 65 you must apply for Personal Independence Payment instead)
- require help with personal care, such as getting washed or dressed, or supervision to keep you safe. You don't have to actually get this help – AA is based on the help you need, not the help you actually get.
- have a disability or long-term illness, including sight or hearing impairments, or a condition such as dementia
- have needed help for at least six months (there are special rules if you're terminally ill)

AA isn't means-tested, so it doesn't matter how much income or savings you have. It has a lower rate and a higher rate depending on how much help you need, whether you need help in the day or night, or the day and night.

If you qualify, you may be entitled to increased means-tested benefits such as Housing Benefit, Council Tax

 Support (Council Tax Reduction in Wales) or Pension Credit – Guarantee Credit. If you receive services from your local council, AA is taken into account when working out whether you should pay for them.

For tips on filling out the form, see our guide *Attendance Allowance*. To find out whether you're eligible for other benefits too, read our guide *More money in your pocket*. In



Wales, Age Cymru has their own version of this guide. You can use our online benefits calculator at [www.ageuk.org.uk/benefitscheck](http://www.ageuk.org.uk/benefitscheck) or visit your local Age UK for a benefits check.

Your local Age UK may be able to help you with completing any relevant forms.

### **To do next**

Call the Attendance Allowance helpline (page 31) for an application form, or visit [www.gov.uk/attendance-allowance](http://www.gov.uk/attendance-allowance) to download a claim form or make a claim online.

### **For more information**

Read our guide *Attendance Allowance*. If you're under 65 read our factsheet *Personal Independence Payment and Disability Living Allowance*.

AA isn't means-tested,  
so **it doesn't matter how  
much income** or  
savings you have.

## ‘Joseph’s care assessment led to him receiving the help he needs.’

### **Joseph asked for a care assessment after he started to struggle with everyday tasks.**

‘In the past few years the everyday things I used to take for granted have started to get more difficult. My fingers don’t seem to be able to manage the buttons on my shirt as well as they used to and I have difficulty carrying things. And unless there’s someone there to help me I find it really difficult to get up and down the stairs or cook myself a proper meal.’

‘My granddaughter suggested I get a care needs assessment. So I contacted the social services department of my local council to ask about it, and they told me that people can get a care assessment for free.’

‘A few weeks later a social worker came to my house to talk about how I was managing. I told her about the trouble I was having.’

‘My granddaughter was there with me which was great, as she helped me explain my problems.’

‘After the assessment, the social worker agreed a care plan with me. It said that I could get a home carer who would come in twice a day to help me dress and prepare my meals. It also said that a stair lift would help me get up and down the stairs more easily.’

‘I still need to have a financial assessment to see whether I’ll have to contribute to the costs but I feel much happier knowing I can start getting my life back on track and stay living at home for as long as possible.’





‘I feel much happier knowing **I can start getting my life back** on track.’

# Having a care needs assessment from social services

Personal care covers any care to do with looking after yourself, such as getting dressed, washing yourself, eating and drinking and getting around or needing someone to watch over you to keep you safe.

If you need help with personal care, contact the social services department of your local council. Explain that you need some help and ask for a care needs assessment (also known as a needs assessment). Sometimes your GP team may refer you for an assessment, or it can be part of your hospital discharge. It's free and you can get one regardless of your income or savings. Ask how long you'll wait for your assessment and tell them if you need help urgently.

## Step one: your care needs assessment

There are various ways a social care professional can assess you, but generally they come to your home to talk to you about how you're managing everyday tasks and what you would like to achieve in your day-to-day life. They look at:

- your health, abilities and what you can and can't do, or struggle to do
- your current living arrangements
- what help you currently get, if any, and whether this can continue - for example, it may be that friends and family are helping you now but can't continue to long-term
- how you would like to be supported
- any concerns your carer has, if you have one.

The assessor should not only consider your physical safety but also the emotional and social side of your life and your overall wellbeing. If necessary, they should, with your permission, contact any other health and social care professionals who need to be involved in your assessment and care. If you have a carer, they should be involved and should also be assessed for their needs.

The assessor considers the type of help you need to support you, and whether your needs are great enough for the council to help you. If you're not eligible for help from the council, they should recommend how else your needs should be met. Assessors should consider not only what support you need right now, but also what support would prevent you needing more significant help in the future.

You can prepare for your assessment by thinking about the kind of help you need. Be specific, for example, 'I need someone to help me get up and dressed in the mornings', 'I need help to shower regularly' or 'I need to be reminded to take my medication'. Think about your cultural, social, religious and emotional needs too, as these may be relevant in your assessment - for example, 'I want to go to my place of worship once a week' or 'I want to visit my brother twice a month'.

Ask a friend or carer to be there for your assessment if you can. The council must provide you with an advocate if there is no appropriate person to support you and you are unable to express yourself or have difficulty understanding others and the assessment process. An advocate is someone who can help you say what you want to if you're physically unable to do so or have difficulty expressing yourself well.

## Step two: your care plan

Whether or not you're eligible for support from the council depends on your needs. There are national eligibility criteria against which you must be assessed. The areas in which you need help must have a significant impact on your wellbeing, after assessing all areas of your life. Wales has national eligibility criteria with which all local councils must comply.



The support your council provides can include:

- adaptations or equipment to make your home safer or easier to live in
- help from home carers or a personal assistant
- day care in a day centre.

After the assessment, a care plan (sometimes called a support plan) should be agreed on and you should get a copy. The care plan is helpful even if you're arranging your own care or help privately, as it shows you what your needs are and what support could help you, including help outside social care.

## Step three: the financial assessment

If a needs assessment shows you qualify for support, you'll have a financial assessment (also called a means test) to see whether you must contribute towards the cost of support. This looks at your income, including pensions and benefits, and savings. When deciding how much to charge you, the council must work out what you can afford to pay so that you're left with a reasonable level of income. See page 22 to find out more.

## Step four: deciding what care services you get and how they'll be arranged

How much financial help you'll get from the council can depend on local costs for services. See page 22 to find out more.

If the council will pay for all or some of your care costs, you will have two options:

1. The council can arrange care services for you.
2. The council can give you a direct payment, which is a cash payment you can use to pay for a carer or any other services that help you meet your needs.

See pages 20–21 to find out more about different ways to pay for your care.

### For more information

Read our factsheets *Finding help at home* and *Paying for care and support at home*. In Wales, read Age Cymru's factsheet *Social care assessments for older people with care needs in Wales*.

If you **need help**  
with personal care,  
**contact the social services**  
**department** of your  
local council.

# Different ways to arrange and pay for your care services

If the council decides you're eligible for support or care, you may be happy to use its services, for example, to arrange carers to help you. In many ways this is the easiest way to get help. But if you want more choice and control, there are other options.

In England, the council must provide you with a personal budget. This is a budget for how much it costs to arrange and pay for your care and support. The amount of money depends on your needs as set out in your care plan. There are different ways you can manage this money:

- You can get the council to manage it and arrange services for you. It spends the money on services to meet your needs as chosen by you.
- You can directly receive the money in your personal budget and spend it on any services that meet your needs as set down in your care plan. This is called a direct payment.

Direct payment allows you to be as creative and flexible as possible. You could use it to choose your own carers to come in and help you, people you feel comfortable with and who could visit you regularly, rather than having different carers each time. See pages 24–26 for information on how to find a carer.

You might want to pay someone to help you go shopping, for example. If you have a place of worship, or you want to do a course, you can use the money you've been allocated to get you there. You can use it in a variety of ways, as long as it meet the needs in your care plan.

However, direct payments involve more work for you, as you may have to take on the duties of an employer, depending on your support or care needs. You can get support with this from your local council. You can nominate someone to receive and manage the money for you, if you don't feel able to manage it yourself.


### **For more information**

Read our factsheet *Personal budgets and direct payments in adult social care*. In Wales, see Age Cymru's factsheet *Direct payments for community care services in Wales*.

You can nominate someone to receive and **manage your personal budget** for you.

# If you're charged for services

If you've had a financial assessment and the council decides you must pay towards services, it must make sure you're left with a reasonable level of income, known as your 'Minimum Income Guarantee'. Check your local council's website for their charging information. If you think the fee you're asked for is unreasonable, ask for a review. If you're still not happy, use the council's complaints procedure.

-  In Wales, there is a maximum charge of £80 per week for care at home, but you may be charged less than this depending on your financial assessment. In some instances, the council can charge an extra amount for certain low-level, low-cost services (such as meals on wheels) on top of the maximum weekly charge. In all instances, the council must make sure you're left with a reasonable income.

## **For more information**

Read our factsheet *Paying for care and support at home* for further details. Age Cymru has their version of this factsheet.





**If you need help** with any of these tasks, **contact your local council for a needs assessment** to see if you're eligible for help or advice.

# Arranging your own care and support

If you're paying for care – either privately or through direct payments (pages 20–21) – there are a number of ways you can find care or support at home.

## Home care agencies

A home care agency can provide carers who come in to support you to live independently at home. Carers can help you with washing, getting in and out of bed, getting dressed, preparing a meal or collecting medication, for example. The duration and number of visits arranged depends on your needs.

There are several ways to find a local home care agency:

- Ask your local council for a list of local agencies. It must give you information and advice even if it isn't providing other services for you.
- Contact the UK Home Care Association (page 34) for details of home care agencies that follow its code of practice. It produces a leaflet called *Choosing care at home*.
- Contact the Care Quality Commission (CQC), the national regulator for care services, for a list of agencies and its inspection reports (page 31). You can also access these reports on the CQC website. In Wales, contact the Care Services Inspectorate Wales (page 31).
- Search online or check your phone book for local agencies.
- Ask friends, relatives or neighbours about their experiences with local agencies. Remember that while a personal recommendation is a good starting point, agencies can change and what suits one person may not suit another.



Ask agencies to send you a brochure and their price list or look for one on their website. Customer reviews can be useful, but you should always contact the agencies you like to see if they're right for you. You may want to ask:

- whether they have cared for anyone with similar needs to yours
- what training their care workers receive
- whether the agency ensures that all staff have been checked by the Disclosure and Barring Service (DBS): this is a check on someone's criminal record, formerly called a CRB check
- what happens if a regular care worker is off sick or on holiday
- how to contact the agency in an emergency
- whether they charge extra for evenings or weekends
- how to make a complaint.

There may be other questions you would like to ask. Think about what's important to you.

If you're arranging care and have not involved the local authority, your chosen agency will carry out its own care assessment to find out what help you need. It should produce a care plan showing your carer's arrival times, what they'll do, how long they'll stay and any other relevant information. This should be reviewed every year or more often if your needs change.

## Employing someone directly

Instead of using an agency, you may prefer to employ someone directly to help you. If you do this, you will need to deal with tax, National Insurance and pension issues for them. Skills for Care has useful resources about employing someone directly (visit [www.employingpersonalassistants.co.uk](http://www.employingpersonalassistants.co.uk)). You must make sure you're insured in case your carer has an accident, and that they've had a DBS check. The DBS can tell you how to go about this (page 32).

You can't generally use direct payments to employ a partner or relative who lives with you. However, if there is no alternative you may be able to employ them if the council agrees. Think about how employing a partner or relative could affect your family relationships, and check whether becoming a paid carer affects their eligibility for benefits.

## How much will it cost?

Home care costs can vary widely depending on where you live, the sort of care you need, how many hours of care you need and what times of the day and week you need it.

Even if the council isn't paying for your care, it should help with information and advice about local care services. This can give you an idea of what you should be paying to a private carer or agency.

## For more information

Read our factsheet *Finding help at home* for more information. In Wales, contact Age Cymru for its version of this factsheet. Independent Age produces a guide called *Getting care services at home* (page 33).

# What if I need more help at home?

As time passes, you may feel you need more support to help you manage at home. Start by asking your council to review your needs to see whether it can provide any other services, or whether you're now eligible for support you haven't had in the past. If you are receiving direct payments, this review may result in an increase in funding. If you're employing your own carers, see if you can afford to employ them for a few extra hours. Talk to the agency (if you're using one) to see what it can offer.

There may come a time when your current home is no longer suitable, even with care, support or adaptations. There are several options you could consider, such as:

- downsizing to a more manageable property
- moving in with family
- moving into sheltered housing
- moving into a care home

Although most of us don't want to think about leaving our home, it's a good idea to consider your options and discuss them with friends and family in advance. You can then be sure that you've made your wishes known and thought about what's best for you.


## **For more information**


Read our guides *Housing options* and *Care homes* for more information about your options.

# What should I do if I'm not happy with the care I'm receiving?

It's vital that you're comfortable with the care you receive, and confident that it's right for you. If you're unhappy with your care, first try to resolve it by having an informal conversation with the council or care agency providing it. If that doesn't work, ask for a copy of the council or agency's complaints procedure, which they are required to have, and make a formal complaint.

If you're not happy with the outcome of the complaints procedure, ask the Local Government and Social Care

-  Ombudsman to investigate. In Wales, contact the Public Services Ombudsman for Wales. See page 33 for their contact details.

-  You can tell the regulatory organisation in your nation about your complaint: the Care Quality Commission in England or the Care Inspectorate Wales. See page 31 for their contact details. Everyone has the right to be treated with dignity and respect. If you feel you've been discriminated against because of your age, race, sexual orientation or gender, contact the Equality Advisory and Support Service (page 32). If you experience abuse from anyone who cares for you, contact the local council immediately. They must take action in response to what you tell them.

If someone lacks capacity to make decisions or express their needs, for example if they have dementia, there are strict safeguards in place to protect them. They simply mean that reasonable attempts must be made to find out what the person's opinions are. For instance, someone with dementia may be more lucid and find it easier to communicate in the mornings, so should be asked about their wishes then. This is in accordance with the *Mental Capacity Act 2005*.

### **Who can I contact?**

For face-to-face advice, contact your local Age UK or Citizens Advice (page 31).

### **For more information**

Read our factsheet *How to resolve problems and complain about social care*. In Wales, see Age Cymru's factsheet *Social care assessments for older people with care needs in Wales*.

**'It's vital that  
you're comfortable  
with the care you receive,  
and confident that it's right for you.'**

# Useful organisations

## Age UK

We provide advice and information for people in later life through our Age UK Advice Line, publications and online.

**Age UK Advice:** 0800 169 65 65 Lines are open seven days a week from 8am to 7pm. [www.ageuk.org.uk](http://www.ageuk.org.uk)

Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

In Wales, contact

**Age Cymru:** 0800 022 3444  
[www.agecymru.org.uk](http://www.agecymru.org.uk)

In Northern Ireland, contact

**Age NI:** 0808 808 7575  
[www.ageni.org](http://www.ageni.org)

In Scotland, contact

**Age Scotland:** 0800 124 4222  
[www.agescotland.org.uk](http://www.agescotland.org.uk)

The evidence sources used to create this guide are available on request. Contact [resources@ageuk.org.uk](mailto:resources@ageuk.org.uk)



### **Attendance Allowance helpline**

Tel: 0800 731 0122

Textphone: 0800 731 0317

[www.gov.uk/attendance-allowance](http://www.gov.uk/attendance-allowance)

### **British Association of Occupational Therapists and College of Occupational Therapists**

Can help you find an independent occupational therapist in your area.

Tel: 020 7357 6480

[www.cot.co.uk](http://www.cot.co.uk)

### **Care Inspectorate Wales (CIW)**

The national regulatory body of social care services in Wales. Can provide lists of home care providers for a specific area.

Tel: 0300 790 0126

[www.careinspectorate.wales](http://www.careinspectorate.wales)

### **Care Quality Commission (CQC)**

National independent regulator of all health and social care services in England. Can provide lists of home care providers for a specific area.

Tel: 03000 61 61 61

[www.cqc.org.uk](http://www.cqc.org.uk)

### **Citizens Advice**

National network of advice centres offering free, confidential and independent advice, face-to-face or by telephone.

In Wales, there is a national phone advice service on 0344 477 2020. It is available in some parts of England on 0344 411 1444.

For online information and to find details of your nearest Citizens Advice in England or Wales: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

### **Disclosure and Barring Service (DBS)**

Can check the criminal record of someone you're considering employing as a carer.

Tel: 0300 020 0190

Textphone: 0300 020 0192

[www.gov.uk/disclosure-barring-service-check/](http://www.gov.uk/disclosure-barring-service-check/)

### **Disabled Living Foundation (DLF)**

Runs an equipment demonstration centre and provides information about equipment for daily living. Also provides a self-help guide to finding suitable equipment at [www.asksara.org.uk](http://www.asksara.org.uk)

Tel: 0300 999 0004

[www.dlf.org.uk](http://www.dlf.org.uk)

### **Equality Advisory and Support Service**

Advises and helps people on issues related to equality and human rights.

Tel: 0808 800 0082

Textphone: 0808 800 0084

[www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

### **Foundations**

National body for Home Improvement Agencies (HIAs), with a website you can use to find your nearest one in England.

Tel: 0300 124 0315

[wwwFOUNDATIONS.uk.com](http://wwwFOUNDATIONS.uk.com)

In Wales, contact **Care and Repair Cymru**

Tel: 0300 111 3333

[www.careandrepair.org.uk](http://www.careandrepair.org.uk)

### **Independent Age**

Provides advice and support for older people, their families and carers.

Tel: 0800 319 6789

[www.independentage.org](http://www.independentage.org)

### **Local Government and Social Care Ombudsman**

Investigates complaints about adult social care providers in England.

Tel: 0300 061 0614

[www.lgo.org.uk](http://www.lgo.org.uk)

### **Online Centres Network**

Can help you learn about computers and the internet at a local centre.

Tel: 0114 349 1666

[www.onlinecentresnetwork.org](http://www.onlinecentresnetwork.org)

### **Public Services Ombudsman for Wales**

Investigates whether people have been treated unfairly or have received poor service through a public body, such as a local authority. The Ombudsman can also help people who fully fund their own social care services.

Tel: 0300 790 0203

[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

### **RNIB (Royal National Institute of Blind People)**

Provides services, advice and information to people who are visually impaired or blind.

Tel: 0303 123 9999

[www.rnib.org.uk](http://www.rnib.org.uk)

### **Royal Voluntary Service**

Offers a range of services, including home visits, help with shopping and other tasks, community transport, meals delivered to the home and social clubs.

Tel: 0845 608 0122

[www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)

### **Society of Chiropodists and Podiatrists**

Can help you find chiropodists and podiatrists in your area.

Tel: 020 7234 8620

[www.scpod.org](http://www.scpod.org)

### **Thrive**

Provides information and guidance on how to make gardening easier and more enjoyable.

Tel: 0118 988 5688

[www.thrive.org.uk](http://www.thrive.org.uk)

### **TrustMark**

Helps people find a reliable, trustworthy tradesperson.

Tel: 0333 555 1234

[www.trustmark.org.uk](http://www.trustmark.org.uk)

### **UK Home Care Association**

Provides information on choosing care and finding a home care agency.

Tel: 020 8661 8188

[www.ukhca.co.uk](http://www.ukhca.co.uk)

# Can you help Age UK?

If you would like to, please complete the donation form below with a gift and return to: **Freepost Age UK REPLY**. Alternatively, you can phone 0800 169 87 87 or visit [www.ageuk.org.uk/donate](http://www.ageuk.org.uk/donate). If you prefer, you can donate directly to one of our national or local partners. Thank you.

## Personal details

AGUK0081 MXAQ-18CA07-C014

Title:  Initials:  Surname:

Address:

Postcode:

We'd like to let you know about the vital work we do for older people, our fundraising appeals and opportunities to support us, as well as the Age UK products and services you can buy. 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.

You can change your mind at any time by phoning **0800 169 87 87** or writing to Supporter Services at the registered address below. For further details on how your data is used and stored: [www.ageuk.org.uk/help/privacy-policy](http://www.ageuk.org.uk/help/privacy-policy)

## Your gift

I would like to make a gift of £:

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

## Card payment

 I wish to pay by (please tick):

MasterCard  Visa  CAF CharityCard  Maestro  American Express

Card number  Expiry date

Signature

## Gift Aid declaration

Yes, I want Age UK and its partner organisations\* to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations. I am a UK tax payer and understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Today's date  \* Age Cymru, Age Scotland and Age NI

<sup>†</sup> We, includes the charity, its charitable and trading subsidiaries, and national charities (Age Cymru, Age Scotland and Age NI). 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 Tavis House, 1-6 Tavistock Square, London WC1H 9NA. **Age UK provides a range of services and your gift will go wherever the need is the greatest.**



# Supporting the work of Age UK

Age UK aims to enable all older people to love later life. We provide vital services, support, information and advice to thousands of older people across the UK.

In order to offer free information guides like this one, Age UK relies on the generosity of its supporters. If you would like to help us, here are a few ways you could get involved:

**1 Make a donation**  
To make a donation to Age UK, simply complete the enclosed donation form, call us on **0800 169 8787** or visit **[www.ageuk.org.uk/get-involved](http://www.ageuk.org.uk/get-involved)**

**2 Donate items to our shops**  
By donating an unwanted item to one of our shops, you can help generate vital funds to support our work. To find your nearest Age UK shop, visit **[www.ageuk.org.uk](http://www.ageuk.org.uk)** and enter your postcode into the ‘What does Age UK do in your area?’ search function. Alternatively, call us on **0800 169 8787**

**3 Leave a gift in your will**  
Nearly half the money we receive from supporters come from gifts left in wills. To find out more about how you could help in this way, please call the Age UK legacy team on **020 3033 1421** or email **[legacies@ageuk.org.uk](mailto:legacies@ageuk.org.uk)**



**Thank  
you!**

# What should I do now?

For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit [www.ageuk.org.uk/homeandcare](http://www.ageuk.org.uk/homeandcare)

Our publications are also available in large print and audio formats.



The Age UK Group offers a wide range of products and services specially designed for people in later life. For more information, please call **0800 169 18 19**.

If contact details for your local Age UK are not in the box below, call Age UK Advice free on **0800 169 65 65**.

