

Improving later life in Northamptonshire

A guide to our services



At Age UK Northamptonshire our goal is to enable older people across the county to love later life.

We believe that your later years can be fulfilling years. Whether you are going through tough times or just want to prepare for a good old age, we're here to help.

Information & Advice

Our Information & Advice team helps older people with significant long-term health conditions and disabilities to claim Attendance Allowance. We can also check to see if you are entitled to other benefits.

The team can provide information about many aspects of later life.

Please contact us for free, confidential and independent information and advice on **0300 303 3929** (charged at local rate) or **01604 611207**.

Money Management Service

Age UK Northamptonshire offers a Money Management Support Service to help older people who are struggling to manage their finances.

We aim to help people become independent and regain control of their finances and we are able to be there as a point of contact

should they need additional support.

There is a charge for this service.

If you could benefit from this support please call us on **01604 611200**

Telephone Befriending

A regular chat with one of our cheerful volunteers can make a real difference.

The world can feel like a lonely place when you are unable to get out and about. A volunteer befriender who has been checked with the Disclosure and Barring Service will ring you up, on a regular basis at a time that suits you both, to have a chat and to see that things are generally well with you.

This service is aimed at older people living in Northamptonshire who feel isolated and are at risk of being lonely. We try to prioritise people who do not have family or friends they feel able to rely on. Please note we are not able to provide this service to people with a diagnosis of dementia.

For more information call **01604 611200**.

There is no charge for this service.

Hospital Discharge & Community Team

This team exists to provide short term support to older people living with long term health conditions. We also support following a stay in hospital, focussing our efforts on those who do not have other networks of support. Our main aims are to work with people to reduce the likelihood of hospital readmission and to enable individuals to regain, in part or in full, independence as far as possible.

There is no charge for this service.

For further information call **01604 611200**.

Home Cleaning Service

Age UK Northamptonshire provides a Home Care service for older people in Northamptonshire offering help with domestic tasks.

The services include:

- General housework
- Internal cleaning of windows
- Laundry
- Light local shopping
- Changing beds
- Ironing

There is a charge for this service.

The scheme employs domestic care workers who are DBS checked and supervised by Age UK Northamptonshire.

Call **01604 611200** to find out more.





Collaborative Care Team

The Collaborative Care Team is a community based service, providing short term, goal based support to clients in their own home to prevent admission to hospital or a care home.

We provide pathways to further support services to enable people to reconnect with their community or to manage their wellbeing more effectively.

This service is available by referral from your GP surgery.

Carers Service

Our Carers Service supports those who care for other people who may be relatives, neighbours or friends. The service benefits carers by offering support and advice.

Carers who register with us can benefit in a number of ways:

- Receive a carer to sit with your loved one, enabling you to take a break
- The chance to talk to someone who understands and who will really listen to you, offering support in your caring role

A tiered charging structure operates for this service.

Call **01604 611200** to find out more about the Carers Service.

Extra Help at the End of Life

Age UK Northamptonshire provides care to people in the last weeks of life, which enables them to remain at home with their loved ones. This service is available by referral from your GP surgery or hospital staff.

There is no charge for this service.

Gardening Service

Our reliable gardeners can help you look after your garden.

We have gardeners in most areas of Northamptonshire who can help you look after your garden. They can help with mowing, weeding and pruning.

For more information call us on **01604 611200**

There is a charge for this service.

Handyperson Scheme

The Handyperson Scheme helps older people to remain independent by assisting with a range of minor household repairs.

We can carry out jobs including:

- Fitting smoke detectors, key safes and hand rails
- Replacing light bulbs, fuses and plugs
- Minor carpentry work
- Fitting curtain poles and tracks

For information call us on **01604 611200**.

There is a charge for this service.

Toenail Cutting Service

Something as simple as cutting your own toenails and looking after your feet can become much harder or sometimes impossible as you get older. Poor foot care can lead to mobility difficulties, poor balance, a loss of confidence and longer term health conditions.

Our service is available in your own home, by appointment only. Please call **01604 611200**.

There is a charge for this service.



Wellbeing Centres

Our day care service is offered at our seven Wellbeing Centres across the county. They provide an all-important day out for older people with opportunities to meet and make new friends, enjoy the company of others, and take part in a variety of activities.

The centres provide a safe and stimulating environment and gives many carers an invaluable period of regular respite. The regular sessions improve quality of life, helping people maintain their independence and continue living in their own homes for as long as possible.

Your day with us will include tea, coffee and refreshments and a freshly prepared two course lunch, as well as a variety of events and activities. Transport may also be available. The range of activities on offer during the day may include exercise, crafts, reminiscence groups, games, bingo and quizzes. Throughout the year we also provide various events and talks, and visits from local performers and entertainers.

There is a charge for this service.

Call **01604 611200** or visit **www.ageuk.org.uk/northamptonshire** to find out more about our Wellbeing Centres.

Wellbeing and Leisure - Activities & Courses

Age UK Northamptonshire runs a wide range of courses, groups and activities that enables and encourages people to make the most of later life, whether by improving their health and wellbeing, making new friends or getting out and about and socialising in their area.

These activities have something for everyone – from art, photography, cards, sports and exercise classes, to trips, lunches and group events. They are constantly changing, so if you would like a full list on the forthcoming events we offer, please call **01604 611 200** or keep up-to-date with courses by visiting **www.ageuk.org.uk/northamptonshire**

Various charges apply.



Kettering General Hospital Support Service

A service to improve older people's experience of being a patient at Kettering General Hospital, especially during busy times.

Our team helps patients with non-clinical tasks, ensuring they get the support they need whilst they are in hospital. We can give practical and emotional support to patients in the A&E Department, Dementia Wards and Discharge Lounge, working in collaboration with other health care professionals.

The service will prevent unnecessary admissions to hospital and also help speed up the discharge process for more vulnerable patients.

For more information on this service call **01604 611200**.

There is no charge for this service.

Northampton General Hospital Support Service

Our team provides practical and emotional support to frail and older patients whilst they are in Northampton General Hospital.

We can help to prevent unnecessary admissions to hospital and also help speed up the discharge process for more vulnerable patients.

We are not able to escort patients to the toilet, supervise patients on behalf of nursing staff or carry out personal care.

For more information on this service call

01604 611200

There is no charge for this service.

Business Directory

The Business Directory service is designed to connect older people with trustworthy traders and businesses. For your peace of mind all businesses are checked and agree to abide by a customer charter. We can put you in touch with businesses including plumbers, builders, electricians, roofers, solicitors, and many more. This service is offered throughout the entire county and is available to anyone of any age.

Access the directory by phone

0800 044 3646 or online

www.aubdnorthamptonshire.co.uk

Volunteers

For more information about becoming a volunteer for Age UK Northamptonshire, call **01604 611 200**.

To find out more about our services and to learn about how we can help you, call us on **01604 611200**.

Lines are open Monday to Friday or visit us at **www.ageuk.org.uk/northamptonshire**



* This call costs 2p per minute plus your phone company's access charge.

How you can help us

Age UK Northamptonshire is a local independent charity that relies on local support for most of its income.

There are many ways that you can support our work:

- Buy our products and services
- Make a donation
- Volunteer
- Hold a fundraising event
- Leave us a legacy

Please get in touch or visit our website for further details. Thank you.



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