



# Guide to Services

Your guide to the support available in  
Leicester, Leicestershire & Rutland



# We are

# Age UK Leicester Shire & Rutland

Welcome to Age UK Leicester Shire & Rutland's Guide to Services detailing all the services we offer to help & support people later in life. We offer a wide variety of over 30 services supporting older people, carers, people living with dementia, learning disabilities, mental health issues & their families.

We are part of the Age UK family which has around 125 local Age UKs but we are an independent charity, meaning that we need to raise all our own funds to keep our services running across Leicester, Leicestershire & Rutland.



Our mission is to promote the wellbeing of every person later in life by helping to make life fulfilling & enjoyable. We support this by providing you with a choice of high-quality services offered by our trusted brand.

Please take a look through this booklet but if you can't find what you are looking for please contact us:



**0116 299 2233**



**[enquiries@ageukleics.org.uk](mailto:enquiries@ageukleics.org.uk)**



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## How you can help



# Dementia & memory services



“It’s good to talk to  
someone who  
listens &  
understands.”

# Dementia Support

## Pre & post diagnosis dementia support

### What does this service offer?

Our service offers information, advice & support for people living with dementia & their carers.

### This support includes:

- personalised one-to-one support
- post diagnostic information sessions
- benefits advice
- memory cafés & social groups
- carer support & information

For some people, receiving a diagnosis of dementia can be a difficult time. Others may be relieved that they now have an explanation for the difficulties they have been experiencing. Understanding more about the condition, knowing what support is out there & planning ahead can help people to live well with dementia. Our trained Dementia Support Workers are here to provide support to people with any type of dementia & their carers.



**18+ years**



**Free**



**City & County**

**For more information please contact us on:**



**0116 223 7363**



**dementia.support@ageukleics.org.uk**

# Memory Cafes & Social Groups

## Fun & welcoming groups in the community

### What does this service offer?

Relaxing, social groups to meet others affected by dementia & memory concerns. Take part in fun activities, reminisce, enjoy a cuppa & receive support from our team.



Each month, we have a number of memory cafes & social groups on offer across Leicester & Leicestershire for those living with dementia & their carers to attend.

We also have some bespoke groups, set up in response to local need including:

- Chai & Nashto South Asian Social Group
- Young Onset Activity & Carers' Group
- KumbuKumbu Music & Memories Group
- The Great Outdoors Group
- Memories in Sheds
- Bright Sparks Group



**18+ years**



**Free**



**City & County**

To find out more & stay up to date with our programme of groups, please get in touch or visit our website.

**For more information please contact us on:**



**0116 223 7363**



**dementia.support@ageukleics.org.uk**

# Memory Advice

## For people experiencing memory difficulties

### What does this service offer?

The Memory Advice Service provides tailored information & support to those who are worried about their memory, their families & carers.

People can often feel worried or concerned if they fear their memory is not as good as it used to be but experiencing memory problems or forgetfulness can be a normal part of ageing.

Our trained Memory Advisors offer information about some of the common causes of memory loss related to ageing & various health conditions.

### We offer information regarding:

- simple memory strategies to keep people safe, well & independent
- support that can be accessed by your GP, health, social care & other local services
- technology & memory aids that can make life a little easier at home & help keep people safe.



**18+ years**



**Free**



**City & County**

**For more information please contact us on:**



**0116 223 7363**



**[memory.advice@ageukleics.org.uk](mailto:memory.advice@ageukleics.org.uk)**

# Rutland Dementia Support

## Information, advice & emotional support

### What does this service offer?

Our Dementia Support Service in Rutland supports people who are awaiting or living with an early diagnosis of dementia & their carers.



Supporting people to live well, maintain their independence, & make the most of the support that is available in their local community.

### The service offers:

- personalised information & advice
- information about the diagnostic process & diagnosis
- emotional support

The service also offers access to a diverse range of group activities & support, including memory cafés, lunch clubs, outdoor & therapeutic activities.

### How to access this service

We work in partnership with the Admiral Nurse team to refer to this service. Please contact the team direct via the contact details below.



**18+ years**



**Free**



**Rutland**

**For more information please contact us on:**



**01572 720959**



**[admiralnurse@rutland.gov.uk](mailto:admiralnurse@rutland.gov.uk)**



# Help at home



"Mum enjoys & looks forward to the visits every week"

# Business Directory

## Find local trusted traders

### What does this service offer?

The Age UK Leicester, Leicestershire & Rutland Business Directory makes it easy to find trustworthy traders.



Our handypersons & gardeners can help with most tasks but if you have a large project or need a specialist professional such as a plumber, electrician or builder you can find a trustworthy trader in the Age UK Business Directory.

Traders are checked to ensure they are insured, qualified & reference checked. All our trader members are committed to our customer charter enabling you to receive a good quality service at a competitive price.

To find a local trusted trader visit [www.aubdleicestershire.co.uk](http://www.aubdleicestershire.co.uk)

Alternatively, call our freephone telephone: 0800 599 9435



**Charges apply**



**City, County & Rutland**

**For more information please contact us on:**



**0800 599 9435**



**info@aubd.co.uk**

# Companionship

## Friendship & support

### What does this service offer?

Our friendly companions offer company, social connection & the support to enable you to do the things you enjoy.

Spending regular time with a companion can help boost self-esteem, regain confidence & promote independence, whilst providing the opportunity to get out & about to pursue interests, hobbies or just have a chat over coffee.

### With flexible support you can enjoy:

- socialising & connecting with others
- having someone to talk to & share experiences with
- staying active & getting out of the house
- pursuing hobbies & interests
- attending appointments or events

All our companions are hand-picked & matched, so that friendships can be formed around shared interests & experiences, making time together enjoyable & something to look forward to.



**18+ years**



**Charges apply**



**City, County & Rutland**

**For more information please contact us on:**



**0116 299 2266**



**homecare@ageukleics.org.uk**

# Deep Clean

## Intensive clean & declutter

### What does this service offer?

Our specialist Deep Clean Service offers a more in-depth clean than our regular domestic cleaning. We can declutter, organise & thoroughly cleanse your home.



Whether you need a spring clean or more intensive support to transform the space and make it more usable, our service is flexible & can include:

- the removal of rubbish & unwanted items
- carpet cleaning & shampooing
- decluttering & rearranging items to maximise the space
- disinfecting, cleansing & refreshing
- support with hoarding

We will visit your home to understand your requirements & provide you with a quote. If a large amount of work is to be undertaken, we will work with you to provide a cost tailored to your budget.

For more information or a quote please contact us using the details below.



**18+ years**



**Charges apply**



**City, County & Rutland**

**For more information please contact us on:**



**0116 299 2266**



**homecare@ageukleics.org.uk**

# Domestic Help

## Support with cleaning & housekeeping tasks

### What does this service offer?

Our team of award-winning workers can provide all the support & assistance you need, tailoring the package of care to support you or your loved one.

### Our flexible service offers support with any domestic duties including:

- cleaning & laundry
- shopping
- meal preparation
- hoovering & dusting
- changing bed covers
- ironing

We can offer support to meet your needs throughout the day or evening and we have a diverse and multi-skilled Home Care Team so you feel comfortable and at ease with the person providing your care.

We offer a quality service which is CQC registered as Good & our friendly Home Care Workers have undergone enhanced DBS checks & full training.



**18+ years**



**Charges apply**



**City, County & Rutland**

**For more information please contact us on:**



**0116 299 2266**



**homecare@ageukleics.org.uk**

# Footcare

## Nail cutting & support for healthy feet

### What does this service offer?

Nail cutting & foot soaking will leave your feet feeling softer & more comfortable.



Our trained, professional staff are ready to welcome you into a private room for your treatment at one of our Leicester city venues. Home visits are offered in the city & surrounding suburbs.

### Each treatment takes 20-30 minutes & includes:

- a relaxing hand or foot soak
- a nail trim & file
- soothing hand or foot cream to moisturise & prevent skin dryness or itchiness

A longer appointment for both hand & feet treatment is available.



**18+ years**



**Charges apply**



**City & County**

**For more information please contact us on:**



**0116 299 2266**



**homecare@ageukleics.org.uk**

# Gardening

## Help with garden maintenance

### What does this service offer?

Our experienced gardeners complete a variety of jobs to a high standard allowing you to enjoy your garden all year round.

### We offer a flexible service to meet your needs including:

- cutting the grass
- trimming hedges
- painting or creosoting garden furniture & fences
- pruning & weeding
- tidying flower beds, paths & drives
- painting & re-felting sheds
- fitting or repairing garden gates

To discuss your gardening needs or a quote, please contact our friendly team.



**18+ years**



**Charges apply**



**City, County & Rutland**

**For more information please contact us on:**



**0116 299 2266**



**homecare@ageukleics.org.uk**

# Handyperson

## Professional help with jobs in the home

### What does this service offer?

Our Handyperson Service offers help with most household repairs & maintenance work, big & small.

### We can help with a wide range of jobs including:

- putting up shelves or curtain rails
- installing handrails
- repairing fences
- fitting key safes
- painting & decorating
- hanging & adjusting doors

Whilst we can't offer an emergency call-out service, our response is speedy using skilled, DBS checked & experienced handypersons.

We can offer support with most household repairs however we can't complete any tasks over 3 metres high or that require a professional specialist such as electrical, gas or plumbing work.



**18+ years**



**Charges apply**



**City, County &  
Rutland**

**For more information please contact us on:**



**0116 299 2266**



**handyman@ageukleics.org.uk**



# Home Care

**Support with domestic tasks, personal care & more**

## **What does this service offer?**

Our team of award-winning workers can provide all the support & assistance you need, tailoring the package of care to support you or your loved one.

## **Tasks we can help you with include:**

- domestic tasks including cleaning, laundry, shopping & meal preparation
- personal care including washing, toileting & medication prompting
- respite care to give carers a break
- getting out & about to appointments, cafés & places of your choice
- personal assistants can provide support with bill paying & correspondence, pension collection, shopping & organising your home.

We can offer support to meet your needs throughout the day or evening & we have a diverse & multi-skilled Home Care Team so you feel comfortable & at ease with the person providing your care. We provide a quality service which is CQC registered as Good & our friendly Home Care Workers have undergone enhanced DBS checks & full training.



**18+ years**



**Charges apply**



**City, County & Rutland**

**For more information please contact us on:**



**0116 299 2266**



**homecare@ageukleics.org.uk**

# House Clearance

## Professional full or partial house clearance

### What does this service offer?

We offer a professional clearance service across Leicester, Leicestershire & Rutland to clear your home of unwanted items.

If you are looking to clear your home, or following a bereavement or move to residential care you need to clear a house ready for sale, our trained removals workers can collect items of furniture you no longer want. We can clear or partially-clear houses, outbuildings or sheds.

In addition, we also offer repairs, painting & decorating, gardening & deep cleans, leaving the property ready for sale or moving into.

Saleable items will be donated to our charity shops & for non-saleable items, we will responsibly dispose of these at local refuse amenity sites.

For more information or a quote, please contact us using the details below.

Please contact your local Age UK Leicester Shire & Rutland charity shop if you want to donate smaller quantities of larger items.



**Charges apply**



**City, County & Rutland**

**For more information please contact us on:**



**07540 413806**



**[clearance@ageukleics.org.uk](mailto:clearance@ageukleics.org.uk)**

# Personal Assistants

**Flexible & reliable support, tailored to you**

## What does this service offer?

Our Personal Assistant Service offers flexibility to complete the tasks you need. From domestic cleaning & household management, to shopping & trips out, our Personal Assistants provide a complete home support service tailored to you.

### This includes:

- support with bill paying & correspondence
- pension collection
- domestic tasks, shopping & organising your home
- help to access your local community
- access social & leisure activities that you enjoy

We can offer support to meet your needs throughout the day or evening & we have a diverse & multi-skilled Home Care Team so you feel comfortable & at ease with the person providing your care.

We provide a quality service which is CQC registered as Good & our friendly Personal Assistants have undergone enhanced DBS checks & full training.



**18+ years**



**Charges apply**



**City, County & Rutland**

**For more information please contact us on:**



**0116 299 2266**



**homecare@ageukleics.org.uk**

# Warm & Wise

## Advice & support to stay warm at home

### What does this service offer?

Our Warm & Wise Service offers a free home energy assessment providing information, advice & free energy saving products to help you reduce your energy bills.



### We can:

- provide in-depth energy advice that is tailored to your home
- supply & fit free energy saving products (eligibility criteria applies)
- support with tariff switching to a new energy provider
- support with Priority Services registration
- explain the benefits of smart meter installation
- provide help & advice on home improvement grants, for example getting money off loft/cavity wall insulation
- provide simple practical tips & support to increase your home's energy efficiency



**50+ years**



**Free**



**City, County & Rutland**

**For more information please contact us on:**




**0116 261 4604**



**warmandwise@ageukleics.org.uk**

# Information & advice



"Thanks to your support my life has changed for the better."

# Benefits Advice

## Benefits checks & advice to maximise your income

### What does this service offer?

We can help to identify any benefit entitlements, support with applying & speak with relevant agencies on your behalf.

Welfare benefits can be complex to understand but our trained staff can advise on the full range of benefits available to older people.

### This includes but is not restricted to:

- Attendance Allowance
- Carers Allowance
- Pension Credit
- Personal Independence Payment
- Housing Benefit
- Council Tax reduction
- Universal Credit

We can also offer help with issues such as gas & electricity bills as well as a range of issues affecting later life including care at home, housing & more.



**50+ years**



**Free**



**City & County**

**For more information please contact us on:**



**0116 299 2278** (Mon-Thurs 9am - 1pm)



**info@ageukleics.org.uk**

# Information & Advice

## Free, independent & confidential

### What does this service offer?

Our trained advisors provide free, independent & confidential information & advice on a range of topics relating to later life.

### We can help you with:

- welfare benefits
- housing & property
- money matters (not financial advice)
- residential care
- health & care needs
- accessing services & support
- family & personal matters
- Priority Services Registration (page 43)

Our team of experienced & knowledgeable staff can provide you with information & advice & tell you about sources of help local to you.

If you need a greater level of support, they can get involved to help resolve an issue on your behalf & they can help you with form filling.

Family & carers are welcome to call for advice relating to a friend or relative.



**50+ years**



**Free**



**City, County & Rutland**

**For more information please contact us on:**



**0116 299 2278** (Mon-Thurs 9am - 1pm)



**info@ageukleics.org.uk**

# Last Orders Project

## Support & information related to responsible drinking

### What does this service offer?

The Last Orders Project works in partnership with Turning Point to raise awareness of responsible drinking & provide extra support to individuals in their recovery.



We deliver workshops & interactive sessions in the community to discuss alcohol use & promote wellbeing.

As well as one-to-one support, we deliver free monthly coffee mornings. These are held in various locations for people who are referred to the Last Orders Project. The coffee mornings enable individuals to come together over tea or coffee & receive peer support.

We will always listen, guide & support in a professional, non-judgmental way & can link individuals, their carers & families to other support services where necessary.



**50+ years**



**Free**



**City, County &  
Rutland**

**For more information please contact us on:**



**07738 820978**



**lastorders@ageukleics.org.uk**



# Menopause Awareness Raising Service

## Let's start talking about the menopause

### What does this service offer?

Raising awareness & understanding of the menopause and how individuals can be supported by health & social care professionals as well as local employers & community groups.

### This includes:

- developing & supporting a network of Menopause Champions across Leicester, Leicestershire & Rutland
- providing support to become a Menopause Friendly Organisation
- signposting individuals to peer support networks to share their experiences of the menopause
- campaigning for greater menopause awareness through online campaigns, webinars & the provision of toolkits



To book a dynamic awareness raising session for your organisation that empowers discussions around the menopause or to find out more about our work, including how to become a Menopause Champion, visit our website [www.menopauseaware.org.uk](http://www.menopauseaware.org.uk)



**Free**



**City, County & Rutland**

**For more information please contact us on:**



**0116 261 4605**



**[menopauseaware@ageukleics.org.uk](mailto:menopauseaware@ageukleics.org.uk)**

# Moving Forward With Confidence

## Post-pandemic support service

### What does this service offer?

This service can help you to get life back on track through the provision of personally tailored information, advice & befriending support.



### We provide:

- befriending – a once weekly visit or phone call
- support to achieve goals important to you, such as regaining the confidence to go out or attend religious services or social groups
- a free benefits check to make sure you are receiving all the income & any benefits you may be entitled to
- information & advice on matters affecting you in later life, such as care, housing, bereavement or caring for a loved one
- support to access our other services such as free energy advice & energy-saving products & dementia support
- support with form filling & ongoing benefit applications



**50+ years**



**Free**



**City & County**

**Befriending**

0116 204 6441

**Information & Advice**

0116 222 0544

**For more information please contact us on:**




**See above**



**[info@ageukleics.org.uk](mailto:info@ageukleics.org.uk)**

# Support for carers



"Knowing there is a service out there & a number to call if I need help is a real boost. Your help has enabled me to carry on caring."

# Home Respite

## Caring for a loved one at home

### What does this service offer?

We provide experienced & qualified carers to stay at home with the person you care for whilst you go out for an hour, an afternoon, a day or longer.



Our carers are experienced in supporting people with a wide variety of needs including people living with dementia, mental health issues, learning disabilities & frailty. Carers can provide personal care & will ensure your loved one is safe, comfortable & well looked after.

We can offer support to meet your needs throughout the day or evening & we have a diverse & multi-skilled Home Care Team so you feel comfortable & at ease with the person providing your care.

We provide a quality service which is CQC registered as Good & our friendly Care Workers have undergone enhanced DBS checks & full training.



**18+ years**



**Charges apply**



**City, County & Rutland**

**For more information please contact us on:**



**0116 299 2266**



**[homecare@ageukleics.org.uk](mailto:homecare@ageukleics.org.uk)**

# Leicester Carers Support Service

## For informal, family carers

### What does this service offer?

Free & confidential information & support for all carers aged 18+ if they or the person they look after live in Leicester city.

### Support includes:

- tailored one-to-one support
- information to help people in their caring role
- help to access adult social care, provide details of carers' rights & benefits & future & emergency planning
- access to carers cafés, support groups & outreach sessions
- carer learning & wellbeing sessions
- help to access carer breaks
- walk-in city centre Carers Hub

Carers registered with the service will receive a Carers Passport which helps to identify you as a carer with a caring responsibility & is recognised across Leicester, Leicestershire & Rutland, particularly within health & social care settings.



**18+ years**



**Free**



**City**

**For more information please contact us on:**



**0116 222 0538**



**carers@ageukleics.org.uk**

# Rutland Carers Support Group

## Monthly peer support

### What does this service offer?

A group offering people who are caring for an older person the opportunity to meet & support each other.



Rutland Carers Support is a monthly social group offering a variety of speakers & outings which we hope will cater for all tastes.

Providing a morning away from caring responsibilities, we try to steer away from specific issues around caring. However, members always have the opportunity to share life & its ups & downs over a cup of tea.

The group meets on the last Wednesday of the month at 10.30am, in the community room at St. John & St. Anne's, South Street in Oakham (almost next door to Oakham Fire Station).



**50+ years**



**Free**



**Rutland**

**For more information please contact us on:**



**07738 820910**



**rutlandcarers@ageukleics.org.uk**

# Support in the community, activities & clubs



“We are like a family, everyone is so friendly. It’s such a nice atmosphere.”

# Accessible Transport

## Door-to-door transport for older people

### What does this service offer?

We provide wheelchair accessible minibus services to small groups using our specially adapted fleet.



Delivering a safe & comfortable journey throughout the City & County areas, we can transport people in wheelchairs & those with limited mobility. All accessible minibuses are fitted with a tail lift & easy access step.

Our fleet of wheelchair accessible minibuses are based mainly in the city area but we can cover the county & Rutland. We have a range of 8 or 16 seater minibuses.

Door-to-door transport is available provided by trained & insured drivers.

For more information or a quote, please contact us using the details below.



**Charges apply**



**City & County**

**For more information please contact us on:**



**0116 222 0561**



**[transport@ageukleics.org.uk](mailto:transport@ageukleics.org.uk)**



# Befriending

## Companionship through phone calls & home visits

### What does this service offer?

A volunteer Befriender will make a weekly telephone call or social visit to you at home providing you with company & friendship.

A volunteer Befriender offers friendly conversation, a listening ear & social connection to help combat the effects of loneliness & isolation.

All of our volunteer Befrienders undergo a DBS check, reference check & are matched with older people with shared interests.

### Leicester city & Leicestershire

0116 204 6441

[befriending@ageukleics.org.uk](mailto:befriending@ageukleics.org.uk)

### Rutland

0116 204 5117

[rutlandbefriending@ageukleics.org.uk](mailto:rutlandbefriending@ageukleics.org.uk)



**50+ years**



**Free**



**City, County & Rutland**

**For more information please contact us on:**



**See above**



**See above**

# Birstall Bathing Service

## Accessible & assisted bathing

### What does this service offer?

Our assisted Bathing Service has everything needed for a relaxing bath & the facilities to make bathing easier for people with mobility & care needs.



Our trained Care Assistants offer support in a manner which maintains dignity & respect, in an environment which is safe & welcoming.

The service is available by appointment only at St. James Day Centre, Birstall from 10am-2.45pm, every Monday & Tuesday.



**18+ years**



**Charges apply**



**County**

**For more information please contact us on:**



**0116 267 7023**



**daycare@ageukleics.org.uk**

# Community Resource Centres

## Clarence House

### What does this service offer?

Clarence House is our largest community resource centre situated in the heart of Leicester city, offering a range of daytime activities, clubs & The Bradbury Centre information & carers hub.

Clarence House is open to the public & free to visit. Come along or visit our website to find out what activities you can enjoy.

### Other facilities & services available:

- Seasons Café open weekdays 8.30am-3.30pm to all ages
- The Bradbury Centre information & carers hub
- Day Clubs offering day time care, activities & friendship for people with care needs (page 38)
- Leicester Carers Support Service (page 29)
- Footcare nail cutting service (page 14)
- Charity shop open 9am - 3.30pm
- Room hire is available for any occasion

**Opening hours:** Monday - Friday  
8.30am - 4pm



**Clarence House**  
**46 Humberstone**  
**Gate**  
**Leicester**  
**LE1 3PJ**

**For more information please contact us on:**



**0116 299 2233**



**enquiries@ageukleics.org.uk**

# Community Resource Centres

## Earl Shilton

### What does this service offer?

The Earl Shilton Centre is situated on Kings Walk, offering a range of daytime activities, clubs & events.

Aimed at people aged over 50, Earl Shilton is open to the public & free to visit. Come along or visit our website to find out what activities you can enjoy.

### Other facilities & services available:

- Lunch Club on selected weekdays (page 39)
- Day Clubs offering day time care, activities & friendship for people with dementia & care needs (page 38)
- Room hire is available for events



**Earl Shilton Centre**  
**Kings Walk**  
**Earl Shilton**  
**LE9 7NL**

**Opening hours:** Monday - Thursday  
8.30am - 5pm  
Friday  
8.30am - 4.30pm

**For more information please contact us on:**



**01455 847666**



**earlshilton@ageukleics.org.uk**

# Community Resource Centres

## Gloucester House

### What does this service offer?

Gloucester House is situated in the heart of Melton Mowbray offering a range of daytime activities, clubs & events.

Aimed at people aged over 50 it is open to the public & free to visit.

Come along or visit our website to find out what activities you can enjoy.

### Other facilities & services available:

- Lunch Club selected weekdays (page 39)
- Day Clubs offering day time care, activities & friendship for people with dementia, learning disabilities & care needs (page 38)
- Room hire is available for events

**Opening hours:** Monday - Friday  
8.30am - 4.30pm



**Gloucester House**  
**3 Norman Way**  
**Melton Mowbray**  
**LE13 1JE**

**For more information please contact us on:**



**01664 410253**



**gloucesterhouse@ageukleics.org.uk**

# Day Clubs

## Daytime care, activities & friendship

### What does this service offer?

Our Day Clubs offer a warm & welcoming 'home from home' where you can enjoy a hot lunch & a range of activities throughout the day.

Our specialist Day Clubs support people's individual needs & abilities including people living with dementia, mobility & personal care needs, mental health & learning disabilities.

Day Club venues are located in Birstall, Braunstone, Coalville, Earl Shilton, Leicester city & Melton Mowbray.

Door-to-door transport is available for some centres provided by trained minibus drivers, delivering a safe & comfortable journey.

We are a trusted, experienced CQC registered supplier providing trained & DBS-checked care staff.

Come along to a free Taster Day so you can experience first-hand the kind of things you can do & discover all we have to offer.



**18+ years**



**Charges apply**



**City & County**

**For more information please contact us on:**



**0116 222 0558**



**daycare@ageukleics.org.uk**

# Lunch Clubs

## Food & friendship

### What does this service offer?

A wholesome freshly cooked lunch amongst good company, in a warm & friendly environment.

### Available at:

#### Earl Shilton Centre

Every Monday, Wednesday & Friday

12pm - 1pm

Kings Walk, Earl Shilton LE9 7NL

To find out the lunchtime menu & book your place please call 01455 847666 before 11am on the day.

#### Gloucester House

Every 2nd Thursday of the month

11:30am - 1pm

Gloucester House, 3 Norman Way, Melton Mowbray LE13 1JE

To find out the lunchtime menu & book your place please call 01664 410253.



**50+ years**



**Charges apply**



**County**

**For more information please contact us on:**



**See above**



**enquiries@ageukleics.org.uk**

# Men & Women in Sheds

## Charnwood Shed

### What does this service offer?

Our Charnwood Shed offers social connection & friendship whilst enjoying practical activity including woodwork, metal work or pottery.



Our Charnwood Shed is just a larger version of the typical garden shed, furnished with work benches & equipment for making, mending & restoring. Whether proficient in woodwork or a beginner, come along to one of our sessions. Please call the Shed for details of the sessions available.



**Unit 9, Oaks Industrial Estate,  
Festival Drive,  
Loughborough,  
Leicestershire  
LE11 5XN**



**50+ years**



**Charges apply**

**For more information please contact us on:**



**01509 211603**



**charnwoodshed@ageukleics.org.uk**




# Men & Women in Sheds

## Rutland Shed

### What does this service offer?

Our Rutland Shed offers social connection & friendship whilst enjoying practical activity with woodwork.

Our Rutland Shed is just a larger version of the typical garden shed, furnished with work benches & equipment for making, mending & restoring. Whether proficient in woodwork or a beginner, come along to one of our sessions. Please call the Shed for details of the sessions available.

 **Unit 2A, Oakham Enterprise Park,  
Ashwell,  
Oakham  
LE15 7TU**



**50+ years**



**Charges apply**

**For more information please contact us on:**



**01572 720319**



**rutlandshed@ageukleics.org.uk**

# Neighbourhood Mental Health Café

**Drop in support for times when you're struggling to cope**

## What does this service offer?

If you are experiencing mental health issues, Age UK Leicester Shire & Rutland offers a twice weekly drop-in where you can discuss your concerns & access additional support.



Set in the heart of Measham, the Neighbourhood Mental Health Café is a safe place to go where you will be listened to & supported.

Our trained Mental Health Workers offer coping techniques, practical support & can access additional mental health support, if required.

### Sessions are available:

Tuesdays (4pm-7pm)

Fridays (1pm-4pm)

### Address:

Age UK Measham  
40 High Street  
Measham  
Swadlincote  
DE12 7HZ



**18+ years**



**Free**



**County**

**For more information please contact us on:**



**07731 019489**



**[nmhcafe@ageukleics.org.uk](mailto:nmhcafe@ageukleics.org.uk)**

# Priority Services Register

## Extra help & support during a power cut

### What does this service offer?

Although power cuts do not happen very frequently, when they do they can be inconvenient or even cause major problems, especially if you rely upon electricity for things like medical equipment. For this reason energy companies, including gas & electricity companies, & network suppliers who deliver the power, work together to care for older & disabled customers who may need some extra support. It is quick and totally free to join the PSR.

### Benefits of registering on the PSR

National Grid will:

- Provide a dedicated & direct number you can call during a power cut
- Agree a password with you before they visit, so you know you can trust the person at the door
- Provide special help through trusted partners such as British Red Cross
- Keep you updated on any planned interruptions to your power supply
- Stay in touch with you during an unplanned power cut, including advice on how long it will last & reconnect your power supply



**18+ years**



**Free**



**City, County & Rutland**

**For more information please contact us on:**



**0116 261 4604**



**warmandwise@ageukleics.org.uk**

# Our Shops

**If you're looking to bag a bargain, donate your preloved items or access information on our services, visit one of our 26 charity shops located throughout Leicester, Leicestershire & Rutland.**

Get that great feeling from knowing you are shopping sustainably, reducing landfill & supporting a great local cause. Our charity shops offer great second-hand goods from clothes & shoes, to bric-a-brac & bikes - we have it all! Drop into your local Age UK Leicester Shire & Rutland shop to see what's in store today.



## Shop online

Visit our newly relaunched eBay store to discover and shop a host of new and preloved items. Search 'ageukleics' or scan the QR Code.

## Make your donations go further with Gift Aid

If you are a UK taxpayer by signing up to Gift Aid we can make 25% more from your donations – at no extra cost to you!

**To find your local shop or sign up to Gift Aid, visit our website or give us a call on 0116 299 2233.**



# Products & Services

## Quality products at competitive prices

We are working with Age Co to offer a range of quality products & services to help you or your loved one live confidently, independently & safely including:

- Personal Alarms
- Homelifts
- Stairlifts
- Bathing Solutions
- Legal Services
- Incontinence Products

Age Co is 100% owned by Age UK & profits from the sale of products and services are given to the charity to help fund our vital work supporting older people in need.



★ ★ ★ ★ ★

“Easy to set up and use. This has given all the family peace of mind knowing that our mum can get help so easily if she needs it”

Age Co Personal Alarm customer – Trustpilot Jan 2024

Age Co Personal Alarms  
provided by Taking Care



Owned by Age UK

To find out more visit our website,  
scan the QR code or give us a call on  
0116 299 2233.



# How you can help

## Make a difference to older people across Leicester, Leicestershire & Rutland!

We would love you to get involved in making a positive difference to the lives of local older people & there are lots of ways you can help.

Whether you want to give your time by volunteering, take part in a fundraising event or simply donate to our shops, your help would be much appreciated.

### Make a financial donation



Make a financial donation or leave a legacy, just go online or give us a call on 0116 299 2233 for more information.

### Donate to our shops



Give your pre-loved items to your local Age UK Leicester Shire & Rutland shop or via our House Clearance Service.

### Volunteer with us



We have over 20 different opportunities for you to enjoy & support your local community. For more information call 0116 299 2256.

### Fundraise



Whether it's alone, as part of a group or as a corporate team, get in touch & start a new fundraiser today.

### Shop



Shop sustainably & support one of our 25 local Age UK Leicester Shire & Rutland charity shops.

**To find out more about how you can get involved visit our website.**



# Compliments and Complaints

We welcome your feedback about the things you think we do well & where improvements could be made.

If you would like to give us some feedback or you would like a full copy of our Complaints Procedure you can contact us via email [contact@ageukleics.org.uk](mailto:contact@ageukleics.org.uk), by telephone 0116 299 2233 or in writing at Lansdowne House, 113 Princess Road East, Leicester LE1 7LA.

## Safeguarding Adults

If you have any concerns about an adult with care & support needs being abused or neglected, including yourself, contact Adult Social Care Services in the area you live/they live:

Leicester: 0116 454 1004

Leicestershire: 0116 305 0004

Rutland: 01572 758 341

## Disclaimer & Legal Information

This information guide has been prepared by Age UK Leicester Shire & Rutland (AULS&R) & contains general information about the range of services we offer & how to access them. Nothing in this publication should be construed as giving specific advice & it should not be relied on as a basis for any decision or action. We do not accept any liability arising from its use. Every effort has been made to ensure that all information is as up to date & accurate as possible. However, please be aware that certain areas are subject to change from time to time. It's always a good idea to check that you have the latest version of this publication.

Age UK Leicester Shire & Rutland is a charitable company limited by guarantee & registered in England & Wales (registered charity number 1146649 & registered company number 7844309).

Age UK Leicester Shire & Rutland (charity number 1146649) wholly controls five subsidiary companies, and an unincorporated subsidiary. The subsidiary companies are:

Age UK Leicester Shire & Rutland Extra Care Limited (company number 3603957), Age UK Leicester Shire & Rutland Home Help Limited (charity number: 1086862, company number: 3768527),

Age UK Leicester Shire & Rutland Transport & Trading Limited (company number 4102409),

Age UK Leicester Shire & Rutland Contract Care Limited (company number 5407521),

Age UK Leicester Shire & Rutland Insurance Services Limited (company number 2914993)

Age UK Leicester Shire & Rutland – Measham (charity number 1094246)

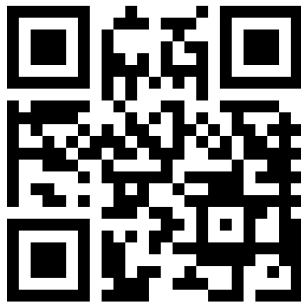
The registered office for all companies is: Lansdowne House, 113 Princess Road East, Leicester, LE1 7LA.



**0116 299 2233**

**enquiries@ageukleics.org.uk**

**www.ageukleics.org.uk**



Follow us on social media



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