

Residents' Representative Service in Nottingham City

Free, confidential and independent support



Advocacy

t: 0115 919 4880

e: residentsrep@ageuknotts.org.uk

www.ageuknotts.org.uk



Residents' Representative Service

What is the Residents' Representative Service?

We offer independent support to residents living in a Nottingham City care home, their relatives and carers. We work in partnership with the people we support and will ensure your voice is heard, wishes are respected and rights are upheld.

What do we offer?

- An independent and confidential service tailored to your needs
- Support and representation
- Someone to provide a listening ear and discuss any concerns with
- Someone independent to speak on your behalf
- Information to enable you to make informed choices and decisions
- Information on other agencies and services that can help and signpost or refer you to them
- Information about GP and community services for residents of care homes
- Support with queries around continuing healthcare funding and representation at assessments

What extra support do we offer?

We are working with local NHS service providers and want to get your views and feelings about services that matter to you. For example:

- GPs
- Chiropodists
- Dentists
- Physiotherapists

Being both independent and impartial we will feed back your views anonymously about where you think services need to be improved or introduced. We would also like to hear about your positive experiences.

Which area does this service cover?

Nottingham City

Who is this service for?

Those living in a Nottingham City care home and their relatives or carers, as well as those who live in a care home that is outside of Nottingham City but who are registered with a Nottingham City GP.


How is this service delivered?

In person via:

- One-to-one sessions
- Group sessions
- Residents and relatives meetings

And remotely via:

- Telephone
- Video call
- Email



“Thank you for all of your help and support... I hope you understand my appreciation during such a difficult and stressful time.”

Where is this service delivered?

In the care home

How much does this service cost?

Free

Contact us

For more information or to access this service, please contact:

t 0115 919 4880 - Please note that this is a voicemail service - leave your details and a member of the team will get back to you as soon as possible.

e residentsrep@ageuknotts.org.uk

For more information on any of our services, please contact us:

Age UK Nottingham & Nottinghamshire

The Lifestyle Centre, 16 - 18 Bridgeway Centre, Nottingham NG2 2JD.

Call 0115 844 0011 or visit us at www.ageuknotts.org.uk

Age UK Nottingham & Nottinghamshire takes a zero-tolerance approach to abuse of any kind.



Everything we do, we do to make a positive difference to everybody that we interact with.

We show integrity and treat each other with respect, kindness, and compassion, celebrating our differences and our diverse community.

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info@ageuknotts.org.uk



www.ageuknotts.org.uk



www.ageuk.org.uk/notts/get-involved/donate/

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Registered office: The Sybil Levin Centre, 577a Nuthall Rd, Nottingham NG8 6AD.

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