

# Let us help

Useful information about the services available through Age UK Notts



Get in touch

**t 0115 844 0011**

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

**[www.ageuknotts.org.uk](http://www.ageuknotts.org.uk)**



# We are Age UK Nottingham & Nottinghamshire

We are part of the national network of around 130 Age UK and Age Cymru charities.

Age UK Nottingham & Nottinghamshire enhances the quality of life and promotes the health & wellbeing of all older people.

We are the largest local independent charity providing a wide range of services for older people from all communities and backgrounds in the city and county.

**Last year we helped over 45,000 older people.  
Can we help you?**

## Disclaimer & Legal information:

This information guide has been prepared by Age UK Nottingham & Nottinghamshire (Age UK Notts) and contains general information about the range of services we offer and how to access them. Nothing in this publication should be construed as giving specific advice and 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 and 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.

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# Our Services....

Are you struggling to enjoy your later life? Are you lonely?  
Would you value advice or assistance to help you connect  
with people in your local community?

The Age UK Notts Health & Wellbeing services can support you to find solutions that will help you to remain independent and get the most out of later life. Whether it's housing, health, finance, loneliness or care needs, we can work with you.

Our staff and volunteers will put your needs, wishes & priorities at the centre of what they do. They will point you to local activities and services or, should you need it, they can work with you to put a plan in place to improve your life.

We can offer various types of support in different areas of the city and county.

- The [Connect](#) team will [support adults 18+](#) living in Mid Nottinghamshire and South Nottinghamshire who feel they have deteriorating independence or health through age, mobility, physical disability, learning disability, Neuro-diverse conditions, long term health conditions or bereavement.
- We can help you combat loneliness by linking you up with a [Companion Service Volunteer](#) or a [Volunteer Telephone Companion](#).
- If you would like to learn to use a computer or tablet, you can now do this through our [Companion service](#).



Day/s



Time



Area



Eligibility



Price



Contact



Email

# Our Services cont.

We can provide access to a range of activities such as:

- Best Foot Forward walks, which are free guided health walks that take place in various areas of the city and county.
- Men in Sheds, which offers older men the opportunity to [make friends](#) over [woodworking](#) activities at a 'shed' in Worksop, Daybrook or Blidworth.
- We can provide details on a whole host of other activities organised by local organisations across the county.

If you would like to use your talent and skills to improve the quality of life of older people, then why not [volunteer](#) with us? There are many ways to get involved; for example, become an at home volunteer in our [Companion Service](#) to help relieve loneliness; supporting older people with dementia at our [specialist day service](#), fundraising for us or helping in our [Charity shop](#) in Sutton in Ashfield.

**We can provide access to Age UK Notts specialist teams who can provide advice, advocacy, housing, and dementia support services.**

If you need help or support for yourself or a loved one, get in touch

**0115 844 0011**

“Until contacting the Connect Team... I felt completely overwhelmed by the tasks required to help care and support my mother... Without support I would not have accomplished so much, so quickly.”



Day/s



Time



Area



Eligibility



Price



Contact




Email

# Advocacy

Age UK Notts can provide independent representation, advocacy and support in care homes and in hospitals.


- In **Hospitals**, our Patients' Representatives provide independent representation, advocacy and support to patients and their carers. This is available in:

 Lings Bar Hospital  
(John Proctor, Castle and Forest Wards)


 Queen's Medical Centre & City Hospitals  
(Health Care of the Older People Wards)

We offer a Worry Catcher Service on the Mental Health Wards for Older People at:

 Highbury Hospital - Cherry and Silver Birch Wards

 Blossomwood (formerly Millbrook Mental Health Unit) - Kingsley, Amber and Orchid Wards.

- In **care homes**, our Residents' Representatives provide independent representation advocacy support to those 18+ living in a care home and their relatives in the following locations:

 Nottingham City care homes and anyone registered with a City GP resident in a county care home.



Varies  
For more info refer to the directory pages at the back of this booklet.



City & County



Free



Day/s



Time



Area



Eligibility



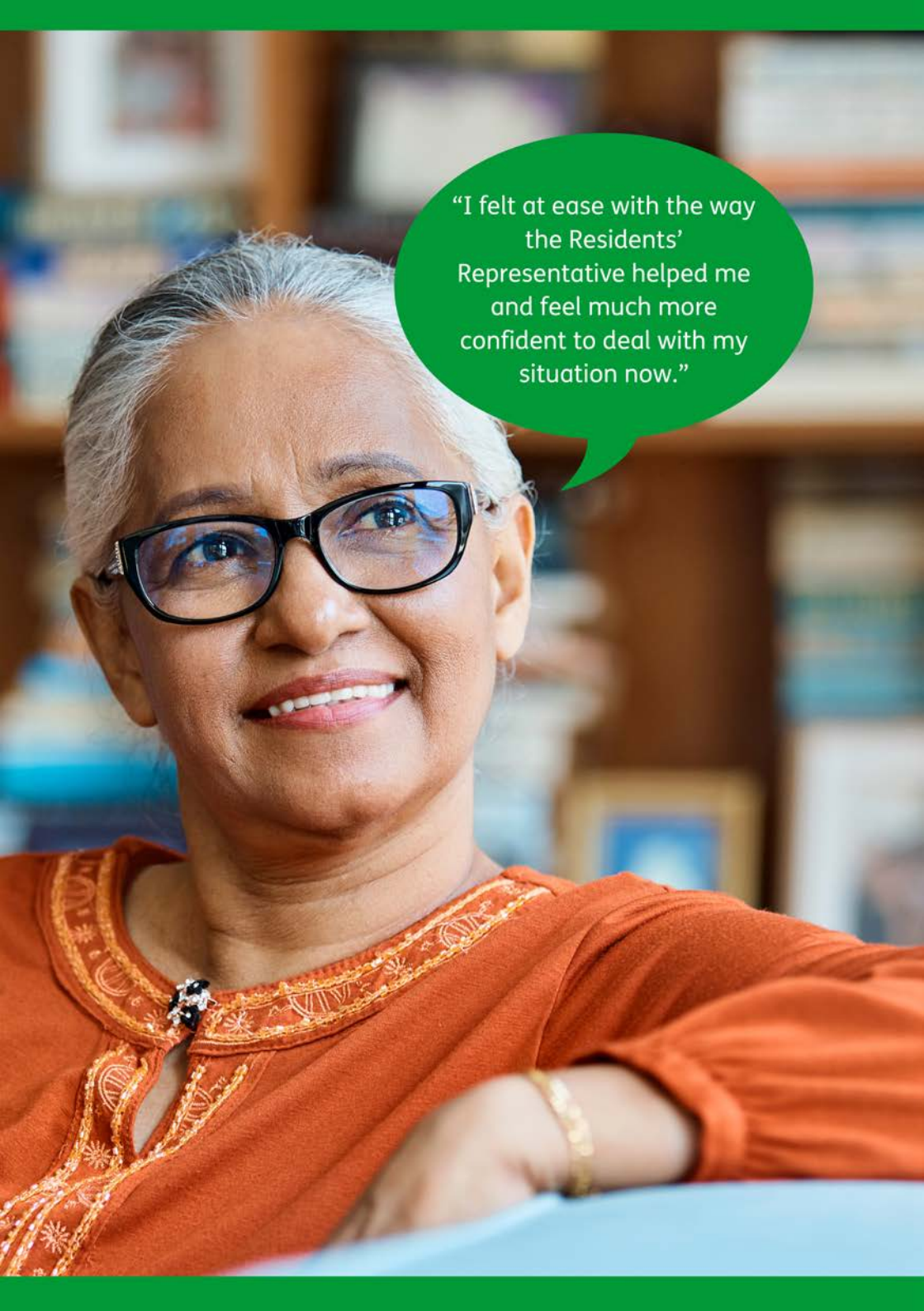
Price



Contact



Email



“I felt at ease with the way  
the Residents’  
Representative helped me  
and feel much more  
confident to deal with my  
situation now.”

# The Age UK Business Directory

A Nottingham based directory providing details of local trusted services, traders and businesses.

The Age UK Business Directory has been running in Nottingham and Nottinghamshire since 2008. It was designed to protect older people from rogue traders by connecting them with local reputable traders and businesses that have been checked by local Age UK staff.



18+



City & County



Free

Many different types of tradespeople and businesses are members of the scheme, including:

- plumbers
- roofers
- joiners
- electricians
- painters and decorators
- tree surgeons
- removals companies
- mobility companies
- domiciliary care professionals
- cleaners
- solicitors
- and many more



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**0115 844 0011**



# Best Foot Forward Walking Groups

Free guided health walks around various areas in Nottingham.

Best Foot Forward walks are led by trained walk leaders, one who leads from the front and the other who follows at the back of the group.

Walks are FREE and everyone is welcome, though we ask that people under the age of 18 are accompanied by an adult.

We have over 10 Walks taking place across the City & County.

Our Gentle Walk & Talks are slower paced and are aimed at people who are wanting to become more mobile and may struggle with long term health conditions, who would like to meet new friends.

We also have a Veterans Camaraderie Walk at Kingsmill Reservoir.

To find a walk near you, visit our events page online and use the search function.



18+



City & County



Free



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**0115 844 0011**

# Companion Service

Our Companion Service can help you become more socially active, whether that's over the phone, in your home or out and about in the community.

We want to make it possible for you to still enjoy your life and to do the things that mean something to you with the support of a carefully chosen volunteer companion. Hopefully, that'll make you feel better, maybe more active and even more involved with your local community.

We aim to make your choices possible wherever it is safe to do so. We'll match you with a trained volunteer who shares your interests or hobbies so you can both enjoy your time together.

- Enjoy a cuppa and a chat at home or on the phone.
- Go out and about, maybe to the theatre, a garden centre, a café or a place of special interest.
- We'll be happy to consider any and all requests and will do our best to help.



Anyone



City & County



Please call for service charges



If you need help or support for yourself or a loved one, get in touch

**0115 844 0011**



“We built up a great relationship over the years and it became more like speaking to a family member.”

# Dementia Support

Could you or a loved one benefit from our Sybil Levin Specialist Dementia Day Service?

Our SPECIAL-Informed day service provides a unique, person-centred approach in the way we work with people with dementia.

To find out more about SPECIAL please see the Contented Dementia Trust brochure on our website.



55+



City & County



Please call for service charges



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**0115 844 0011**



“I cannot believe the difference in Mum, she is so much happier **and she says she can't thank me enough** for finding this wonderful place where everyone is so friendly and welcoming. “

# Housing

Our specialist Safe & Sound team helps adults living across Nottinghamshire to stay safe, warm and independent in their own homes.

Our Safe & Sound team can provide:

- Help with heating problems, boiler replacements and repairs.
- Short term oil filled radiator loan while your heating is restored.
- Free registry onto the Priority Services Register, so that you become a priority in the event of a power cut.
- Free Home Energy Checks including fitting of low cost energy saving devices such as radiator foils, LED lightbulbs and draught excluders.
- Free energy saving advice and information.



50+  
(subject to eligibility criteria)



City & County



Free advice



Day/s



Time



Area



Eligibility



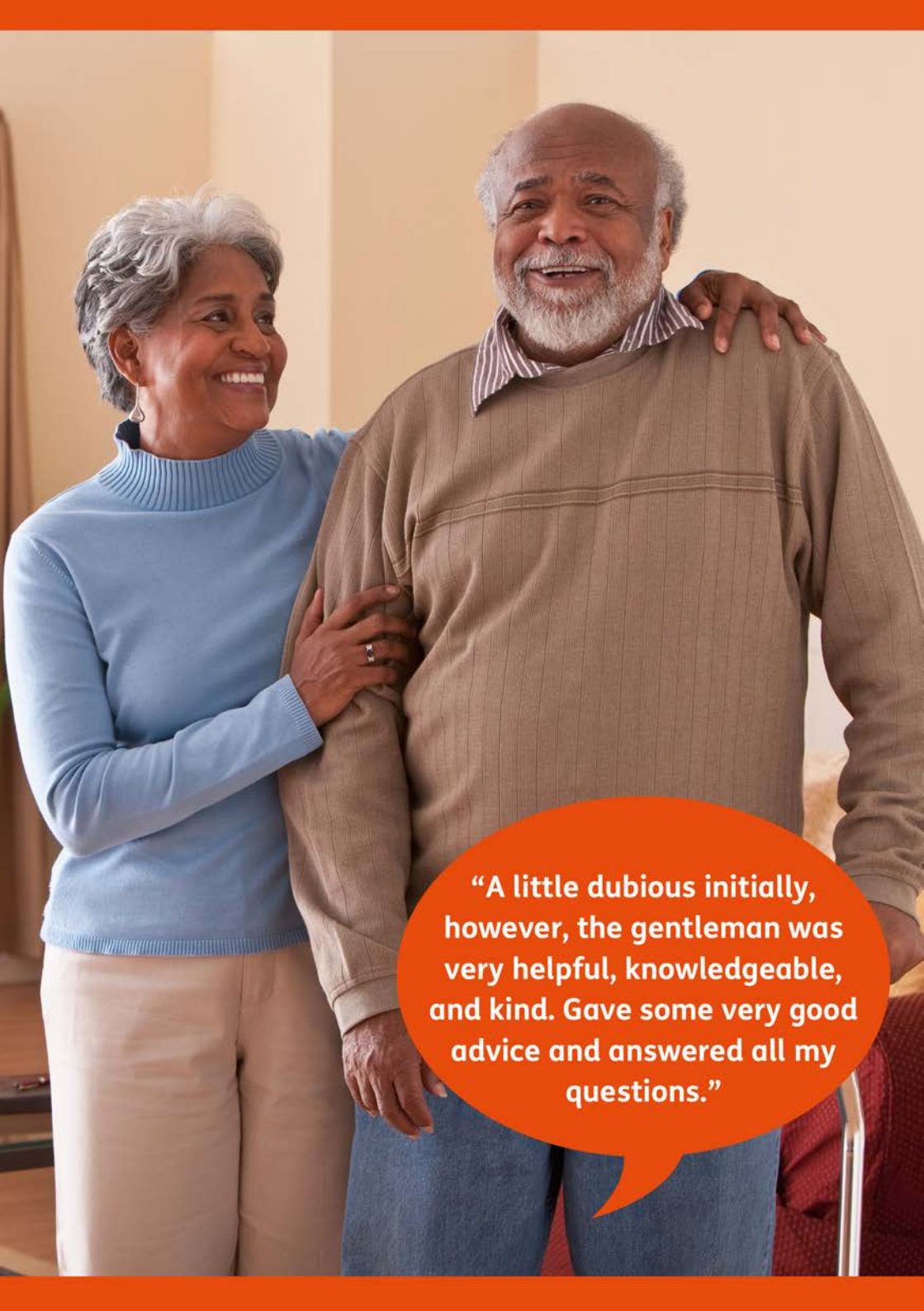
Price



Contact



Email



**“A little dubious initially, however, the gentleman was very helpful, knowledgeable, and kind. Gave some very good advice and answered all my questions.”**

# Information, Signposting and Advice

Would you value some impartial advice and information about an issue affecting you? Are you struggling to cope financially? Do you have a question and need legal advice?

The Age UK Notts Advice team can provide free, independent, confidential, expert advice on a range of issues including benefits, financial matters, and trusted tradespeople. They can also refer you to other agencies that may be able to help.



City & County



Varies



Free

We provide:

- Expert **advice on welfare benefits\***, including checking you are receiving all the money to which you are entitled and **help with making claims**.
- A free initial **legal advice consultation** via a local solicitor on a range of legal matters.
- Information on **health, social care and local services**.
- A free **Age UK Notts Business Directory** with older peoples' needs at its heart. The Business Directory consists of reputable and trustworthy member companies ranging from plumbers to solicitors. All member companies have been checked by our staff to give you peace of mind.
- A **Will writing** service (commencing Autumn 2024) for those who do not have a complicated estate. We provide contact **with other agencies** that can help.

\*for State Pension age clients only





“I want to thank you,  
without talking to the  
advisor we wouldn't have  
known what we were  
entitled to.”

# Scams Awareness

We offer a service that provides help, advice and guidance on how to spot scams, and how we can all keep ourselves safe.

Our Scams Awareness team can provide:

- FREE advice.
- ‘How to protect yourself against scams’, Face to Face, One to One or Group Advice Sessions.
- Can be delivered at home, over the phone or at our hubs.



50+  
(subject to eligibility criteria)



City & County



Free advice



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# Charity Shop

Our **Sutton in Ashfield** shop is a traditional charity shop with a big difference - selling clothes, bags, accessories, books, toys, homewares and all furniture items large & small, but is also a Community Hub. It meets a whole range of needs - the chance to find reliable traders from the Age UK Notts Business Directory, advice and information about issues that matter to them, a Men in Sheds showcase, and even an opportunity to source new and pre-loved mobility living aids from our Advantage Mobility concession.



01623 488201



Tues - Sat: 10am - 4pm  
Mon & Sun: Closed



29 Forest Street  
Sutton in Ashfield,  
Nottingham NG17 1DA



# Directory

Contact our main number (0115 844 0011) if we don't answer please leave a message and we will call you back within a few days or email: [info@ageuknotts.org.uk](mailto:info@ageuknotts.org.uk) so that we can signpost to you the most appropriate service. However, if you know the specific service you need these can be contacted using the following numbers:

## **Advice**

e: [info@ageuknotts.org.uk](mailto:info@ageuknotts.org.uk)

t: 0115 844 0011

## **Advocacy**

### **Patients' Representative Service - Lings Bar Hospital**

e: [patrep-service-lbh@ageuknotts.org.uk](mailto:patrep-service-lbh@ageuknotts.org.uk)

t: 07872 839 627

### **Patients' Representative Service - QMC/City Hospital**

e: [patrep-service-nuh@ageuknotts.org.uk](mailto:patrep-service-nuh@ageuknotts.org.uk)

t: 0115 697 6308

### **Residents' Representative Service - Nottingham City Care Homes**

e: [residentsrep@ageuknotts.org.uk](mailto:residentsrep@ageuknotts.org.uk)

t: 0115 919 4880 (voicemail service)

## **Worry Catcher Service**

e: [lindsey.shepherd@ageuknotts.org.uk](mailto:lindsey.shepherd@ageuknotts.org.uk)

t: 0115 855 3382 or 07872 839 614

# Directory

## **Age UK Notts Business Directory**

e: [info@aubd.co.uk](mailto:info@aubd.co.uk)

t: 0800 011 4643

## **Best Foot Forward Walking Groups**

e: [info@aubd.co.uk](mailto:info@aubd.co.uk)

t: 0115 896 6906

## **Connect**

**Age UK Notts (South and Mid Notts) covering Sherwood, Gedling, Broxtowe, Rushcliffe and Ashfield, Mansfield, Newark**

e: [connect@ageuknotts.org.uk](mailto:connect@ageuknotts.org.uk)

t: 01623 488 217

## **Framework (North Notts)**

e: [connectbassetlaw@frameworkha.org](mailto:connectbassetlaw@frameworkha.org)

t: 01623 675402

## **Companion Service**

e: [companion.service@ageuknotts.org.uk](mailto:companion.service@ageuknotts.org.uk)

t: 0115 8599206

## **Dementia Support**

e: [sybils@ageuknotts.org.uk](mailto:sybils@ageuknotts.org.uk)

t: 0115 978 0011

# Directory

## Men in Sheds

### Blidworth

e: [meninsheds-blidworth@ageuknotts.org.uk](mailto:meninsheds-blidworth@ageuknotts.org.uk)

t: 01623 797 750

### Daybrook

e: [meninsheds-daybrook@ageuknotts.org.uk](mailto:meninsheds-daybrook@ageuknotts.org.uk)

t: 0115 920 8771

### Worksop

e: [meninsheds-worksop@ageuknotts.org.uk](mailto:meninsheds-worksop@ageuknotts.org.uk)

t: 01909 549 078

### Safe & Sound

e: [safeandsound@ageuknotts.org.uk](mailto:safeandsound@ageuknotts.org.uk)

t: 0115 8599209

### Scam Awareness

e: [scamsawareness@ageuknotts.org.uk](mailto:scamsawareness@ageuknotts.org.uk)

t: 0115 855 3388

### Specialist Day Service

e: [sybils@ageuknotts.org.uk](mailto:sybils@ageuknotts.org.uk)

t: 0115 978 0011

If you are looking for information and advice about mobility and daily living aids why not visit or call Advantage Mobility? Their friendly and knowledgeable staff can help you find the right products and Advantage Mobility are great supporters of our charity.

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

t: 0115 697 6409

# Notes



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.

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



0115 844 0011



info@ageuknotts.org.uk



www.ageuknotts.org.uk



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

Follow us on social media:



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