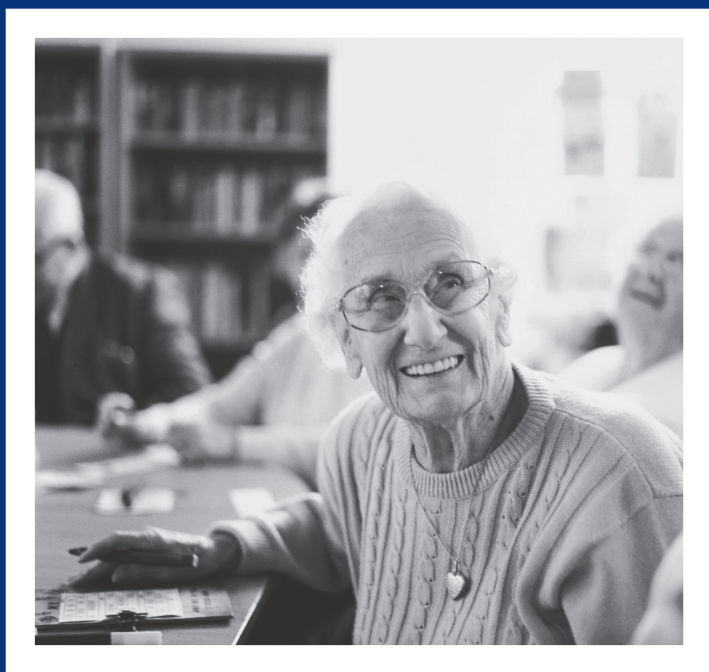


Guide to our Services

APRIL 2009



AGE
Concern

Oxfordshire
City & County

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Age Concern Oxfordshire is an independent local charity and a member of the Age Concern federation.

Age Concern Oxfordshire's mission:

To help older people in Oxfordshire, and their carers, make later life a fulfilling and enjoyable experience.

We achieve this by working with people to ensure that, as they get older:

- their voices are heard
- they are treated with dignity
- they have access to services they want and need
- they have opportunities to which they aspire

Our principles:

- Ageism is unacceptable
- All people have the right to make decisions about their lives
- People less able to help themselves should be offered support
- Diversity is valued in all that we do

At a glance

For all departments call **01235 849400** unless otherwise stated

Business and Social Enterprise Development – developing locally based businesses with a social purpose

The Corner, East Oxford – every Wednesday; good food and great activities

Day Centres and Lunch Clubs – time out and a good meal in comfortable surroundings

Footcare – basic toenail clipping provided by trained Sole Mates

Forums and Panels – share your opinions and influence service providers and policy makers

Information and Advice – providing answers to all sorts of questions

Insurance and other products – face-to-face service with no hard sell or obligation

Community Development – find out what's happening in your area, including exercise and leisure activities

Mental Health – day centres, flexible care and memory clinics to enhance quality of life

Phone Link & Befriending – regular phone chats or home visits by trained volunteers for isolated and housebound older people

Banbury Centre – 5 White Lion Walk, Banbury

Monday to Friday: Information, advice, insurance, phone link, foot-care, computer access, activities, coffee and cakes.

Saturday: Computer access, coffee and cakes.

Welcome

Age Concern Oxfordshire City and County is the largest charity working with older people and their carers in the county.

Every year literally thousands of older people take advantage of our services, and every year this number is growing.

Most people know that our core services are aimed at older, frail and sometimes lonely and isolated people, but we also cater for the widening social, leisure and fitness interests of the active 50+ age group. In addition to lunch clubs, we have venues in Banbury and East Oxford which are especially exciting.

You may be an older person, a carer, a social or health care professional, member of the public or business community, or a potential volunteer. Whatever your reason for reading this guide, we hope you'll find it interesting enough to want to know more about us.

We appreciate the hard work of our staff and volunteers and the support of our partners, funders and donors. The work we do would be impossible without them.

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Information and Advice

Our Information and Advice Helpline can provide answers to all sorts of questions, talk through your situation with you and help you find the information that you need. If we don't have the answers we'll find them out or point you to someone else who can. For example:

Do you want to know more about Attendance Allowance, Pension Credits or Carers Allowance and if you might be entitled to them?

We can explain all about these and other allowances and benefits, and help you to claim them.

Are you a carer who needs to know where you can get help in your caring role?

We have information about what practical and emotional support is available.

Do you know what help Social & Community Services (formerly Social Services) could provide for you, what it costs and how to get it?

Talk to us, we can take you through it all.

Would you like to know about social activities for older people in your area?

Ask us, we have information about all sorts of activities throughout the county.

You can contact the Information & Advice Helpline

- 10am - 4pm Monday - Friday on 01235 849400
 - 10am - 2pm (Cherwell) Monday - Friday on 01295 278040
- please ask for the helpline.**

NHS Continuing Healthcare

Since 2003, we have been providing expert advice and support to older people (and their families) who are going through the long-term care assessment process or wanting to appeal an NHS Continuing Healthcare funding decision. Those who are assessed as eligible will have the full cost of their care and accommodation funded by the NHS. To be considered eligible, you must have sufficiently complex, intense or unpredictable needs and consequently only a relatively small percentage of nursing home residents are eligible for NHS Continuing Healthcare funding. If you would like independent advice about the assessment process, need support with an NHS Continuing Healthcare appeal or are concerned that you or your relative has been unfairly assessed for NHS funding, we can:

- Provide accurate information about NHS Continuing Healthcare and Funded Nursing Care assessment processes in Oxfordshire, including eligibility criteria
- Provide advice and support regarding Oxfordshire's NHS Continuing Healthcare appeal process
- Guide you through an appeal against the decision of the Primary Care Trust or Strategic Health Authority by researching your case, shaping your presentation and attending appeal panels with you or on your behalf.

We also have in depth knowledge of Oxfordshire County Council funding for long term care and its related policies, processes and procedures.

For more information, please call 01235 849400

Moving on

We provide a variety of services to help older people with moving home, moving on from hospital or moving into a care home.

Moving on from Hospital/Moving to a Care Home

We provide information and support to older people to help them to identify a suitable care home that they would like to move to.

We can research care homes that match the needs and preferences of the older person, including details of the rooms that are currently available and provide additional reports and photographs of the care home. We take the time to discuss the options, find answers to questions and gather other information which may be useful for the older person to have when making such an important decision. It is sometimes possible to accompany the older person on a visit to the home to see if they think it's suitable.

This service is currently only available to people who are paying the care home costs themselves – those who have over £23,000 in savings, or a house they will no longer be living in and will therefore not receive any financial support from the local authority to pay for their care home fees.

For more information, please call 01235 849400 and ask for Dan Harbour.

Moving Home / Seamless Relocation

As we get older, the home we live in can become more difficult to manage – financially, practically and socially. Moving to somewhere more manageable can bring with it greater independence and a new lease of life.

We know that moving house can be a daunting prospect, especially if you have lived in your current home for many years. This alone can put people off making the move that could make a significant difference to their lives.

Age Concern Oxfordshire work in partnership with **Seamless Relocation**, who help with everything from choosing an estate agent and finding a new home through to organising removals, utilities and help and support on the day of the move.

We have chosen to work with Seamless Relocation because their values, ethos and way of working are very similar to ours. We have regular joint meetings, receive client feedback forms and have an advisory group that includes older people from within the county.

**For more information contact Seamless Relocation direct on 0208 621 3553
or visit their website: <http://www.seamlessrelocation.com>**

Support Brokerage Service

Age Concern Oxfordshire can provide help and assistance to older people and their families who are looking to find support services and activities to help them stay safe and independent at home.

Initially available in North Oxfordshire, the Brokerage Service is free and available for any older person to use. It is part of a new system of Personalised Budgets, which will eventually be available throughout Oxfordshire.

We can work with you and/or your family to create a plan of the kind of support, help and activities that could make life easier and enable you to enjoy life to the full. This is sometimes called 'support planning'. If you wish we can then approach organisations and agencies on your behalf to arrange any help, negotiate terms and rates, and help with contracts. We can also find out about clubs, social and activity groups in your area. Whatever you would like to do, we'll try to find a way for you to do it. We will provide as much or as little support as you wish, it's your choice.

With their extensive local knowledge our support brokers can help you explore new ideas to make life easier and meet your aspirations.

For more information, please call 01295 278040 and ask for Christine Witcher.

Factsheets

Age Concern has over 60 Factsheets and information sheets giving comprehensive information on a wide range of issues and situations, including:

Money: income tax, council tax, pensions and benefits

Legal Issues: managing someone's estate and powers of Attorney, age discrimination and civil partnerships

Community Care: local authority charging procedures, looking for care homes, hospital discharge, paying for care at home

Housing: moving to more appropriate housing, repairs and adaptations, tenants' rights, raising capital from your home

General: arranging a funeral, telephones, safety and security, disability equipment

Leisure: activities, education, travel and television licences

Contact the Helpline on **01235 849400** or you can download from Age Concern England's website: www.ace.org.uk

Day Services

We provide a range of services targeted at people who may be isolated, frail or unable to get out of their homes without help.

Day Centres offer a day out and a nourishing meal in comfortable surroundings. They are held in a number of venues around the county and Oxford where you can meet friends, old and new, and enjoy a variety of activities. A small charge is made as a contribution towards the costs of transport, refreshments and lunch.

For information on Day Centres call 01865 717615.

Lunch Clubs are similar to Day Centres but for a shorter duration.

Phone Link Service provides lonely, housebound older people with a contact with the outside world on a regular basis. Trained volunteers telephone clients and have a friendly chat.

Befriending Service is similar to the Phone Link but is on a more personal basis where volunteers visit clients at home.

For information on Lunch Clubs, Phone Link and Befriending services call 01235 849400.

Community Development

Age Concern Oxfordshire working alongside communities

Our Development team works with older people, groups and communities, listening to their aspirations and needs and supporting the creation of opportunities to meet those identified needs.

The team use a community development approach to:

- reach out to and **consult** with older people, carers and communities (targeting those most at risk of social isolation)
- develop local & sustainable **activities and opportunities** that will improve the health and wellbeing and the day to day lives of individuals
- improve **access** to services, including information and advice
- strengthen the **voice** of older people with service providers and policymakers to improve services.

The team supports:

Our **Local Links**, a network of volunteers, keeping an eye on older people's interests in their parishes, villages or urban communities, groups or clubs. Local Links act as go-betweens, linking older people and the full range of opportunities available in their community and beyond.

Active Age, which offers a range of activities providing opportunities for people over 50 to stay healthy in mind and body.

Presentations to local groups and clubs

The Community Development team welcomes the opportunity to talk to you about the services, support and social activities offered to people over 50 throughout Oxfordshire, and to hear from you about local needs and aspirations.

Contact 01235 849400 for the South and Vale, 01865 717614 for the City, 01295 278040 for the North and 01295 780045 for the West.

Good places to be!

Age Concern at 5 White Lion Walk, Banbury

Located on an attractive square just off Banbury High Street, we provide information and advice plus a full range of services.

The Information & Advice Centre (downstairs): We offer a warm, friendly welcome and are open for tea, coffee and tasty cakes:

- Monday to Friday - 10.00am to 4.00pm
- Saturdays - 10.00am to 12 noon

Call in to see the range of information on our own and other local services. We have computers with Internet access so you are welcome to come in and 'have a go' at your own pace or ask one of our friendly team for assistance. Practical help with the use of mobile telephones is also available.

The Service Centre (upstairs): Open for Phone Link, Befriending, Footcare, Products & Insurance services.

- Monday to Friday - 10.00am to 2.00pm.

After 2.00pm appointments can be arranged.

For more information on all these services call **01295 278040**.

The Corner, Cowley Road, East Oxford

If you are looking for an interesting day, pop into the Corner at East Oxford Community Centre (on the corner of Princes Street and Cowley Road) between 10am and 2pm on Wednesdays.

Come and enjoy a delicious freshly cooked meal at very reasonable prices. The varied menu includes a monthly roast and Asian meal. On Wednesdays the Corner is a hive of activity with people enjoying tai chi, gentle exercise, information and advice, footcare, computer training, dance and art classes.

You'll find a warm welcome and a real buzz at The Corner.

For more information call 01235 849400.

Mental Health Services

Working closely with the Local Authority and mental health teams, we provide Flexible Care, Day Care Centres and Memory Clinics. Our aim is to promote independence and enhance the quality of life for those people with mental health needs and offer much needed support to their carers.

Flexible Care Service supports older people with mental health needs. Care staff visit clients regularly in their own homes and encourage them to engage in therapeutic activities. This may include chatting over a pot of tea, or going out to a garden centre.

Carers Support Service runs alongside the Flexible Care Service and provides breaks to the carers of older people with mental health problems.

Day Centres are specialist environments for people with mental health needs and provide stimulating and fun activities where clients are respected as individuals and encouraged to develop their interests. A small charge is made as a contribution towards transport, refreshments and lunch.

Memory Clinics provide early psychiatric assessment of symptoms, and Age Concern Oxfordshire's representative is on hand to give timely and appropriate advice, information and support.

For more information contact 01235 849400 or 01865 455816 for Memory Clinics.

Influencing change – having your say and making a difference

Forums and Panels offer an opportunity for older people to:

- share their opinions on subjects that matter to them
- keep up-to-date with existing services and proposed service developments
- work together to inform and influence policy makers, service providers and others

Forums are held in each District Council area, usually twice a year.

The panels of older people in the five districts meet to look in depth at issues raised by the Forums.

The Health and Social Care Panel, as its name implies, is a specialist countywide panel, established to enable the voices of older people to be heard in the health and social care sphere. The Panel, which meets monthly, has over 20 members from all around the county.

For more information on how to get involved call: 01235 849400.

Footcare

Sole Mates is a footcare service provided by trained volunteers. They bathe and refresh tired and aching feet in warm, scented water, trim toenails and finish with a gentle foot massage.

We offer this service in older people's homes, day centres and at special footcare sessions in community venues. Regular treatments are given every 6 to 8 weeks, dependent on individual need.

If you are unable to cut your own nails because of difficulty bending, poor eyesight or problems with dexterity and are not eligible for NHS podiatry treatment, then this service could be for you. There is a fee for each treatment. Contact Sole Mates on **01865 717615**.

Working with minorities

We are committed to working with elders of minority groups especially when they encounter additional barriers to receiving their rights in terms of allowances, benefits, health and social care and housing. We have workers in Oxford City and in Banbury. For more information call 01235 849400.

We are exploring ways of supporting older lesbians, gay men, bisexual and transgender people and have just started a project to support those with dementia in care homes. If you know of anyone in need of support, please contact Bruce on **01865 378078**.

Why not join our team?

– become a member of staff

Age Concern Oxfordshire is the leading voluntary organisation in Oxfordshire working with and for older people and their carers. We employ over 100 paid members of staff and nearly 500 volunteers around the county to achieve our aim of “**making a difference**” for older people.

Salaries – we offer competitive salaries. Our salary scales are incremental and subject to an annual review.

Pension – we offer 10% pension contribution to the Age Concern Pension Scheme subject to a minimum contribution from the member of staff.

Holidays – holiday entitlement is 25 days a year. Entitlement rises to 30 days after 5 years in employment. Staff are also entitled to bank holidays. These allowances are on a pro-rata basis for part-time staff.

Flexible working – we have staff who work part-time and full-time and, where appropriate, job share. We are happy to talk about flexibility in hours.

Equality of opportunity – we are committed to being an equal opportunities employer and Age Concern Oxfordshire welcomes diversity in our workplace.

We value the health and wellbeing of all our staff and offer employees a health care plan and cycle loans scheme.

We have a strong commitment to staff training and development and we have Investors in People and ISO 9001 accreditation.

– become a volunteer

Our services are carried out by a dedicated team of staff and volunteers. If you are looking for something that is interesting, worthwhile and rewarding, here are EIGHT good reasons for becoming an Age Concern Oxfordshire volunteer:

- 1 Meet new friends
- 2 Enjoy different challenges
- 3 Develop skills to enhance your career
- 4 Share your skills and experience
- 5 It's rewarding
- 6 Make good use of your free time
- 7 It keeps you vibrant
- 8 You will make a real difference to the life of an older person.

There are varied opportunities for volunteers all over Oxfordshire from working in our Abingdon and Banbury offices to visiting older people or helping in a Day Centre. Full training and support is given and we reimburse all out-of-pocket expenses. For an informal discussion please contact the Volunteer Co-ordinator on **01235 849400**.

Further information

For further information please visit our website where information on all current vacancies paid and voluntary are listed.

www.ageconcernoxon.org.uk

Charity Shops

Whether you are looking for something a little bit different or an everyday item, you'll find our charity shops are "Aladdin's Caves" of goodies. Our shops are located at:

- St Clement's, Oxford – 01865 722898
- The Broadway, Didcot – 01235 519580
- John Allen Centre, Temple Cowley – 01865 771517

We always welcome good quality items at the shops or come and join us as a volunteer.

Recycling

If you have unwanted mobile phones – we want them! Our recycling partner will collect them from you, or supply you with a pre-paid envelope. The service costs you nothing and you'll be helping the environment and providing us with much needed funds.

For more details contact 01235 849400.

Wills

We advise everyone to have an up-to-date will. If you do not have a will or wish to change it contact your solicitor or contact Age Concern Oxfordshire for more information. Call **01235 849400** and ask for the Helpline.

Legacies

Leaving money to your favourite charity is exempt from tax so may be helpful in reducing Inheritance Tax and ensuring your hard-earned money doesn't go to the state.

In Memoriam

At a time of sadness when you have lost a loved one there is a way of celebrating their life by choosing to make a donation in their memory instead of having flowers at their funeral.

If it is your wish to ask your family and friends to make a donation, just tell the funeral director who will arrange for their gift in lieu of flowers to be sent direct to the charity.

If your memoriam is to Age Concern Oxfordshire you will be making a lasting contribution to older people and their carers in Oxfordshire.

Fundraising

As a local, independent charity Age Concern Oxfordshire is responsible for all its own fundraising. We believe everybody and every penny counts and welcome support from individuals, groups and companies. We have a calendar of events and invite you to come and enjoy yourself and support our fundraising efforts. If you are a member of a club or group you could organise an event such as a quiz, coffee morning or sponsored walk?

Become a Friend or Partner

This is an invitation to individuals and organisations to work with us and be part of our success story. There are any number of ways you can help.

As a Friend you may like to:

- Make a one-off or annual contribution
- Help organise a special event (e.g. golf tournament, concert, ball, art exhibition, whist drive, coffee morning)

As a Partner you may like to:

- Sponsor one of our services or our newsletter
- Host a special event
- Adopt us as your 'Charity of the Year'

WANT TO MAKE A DONATION? THANK YOU!

Simply telephone our Head Office on 01235 849400. All donations, in any currency and however modest, are most welcome and you can now make a donation by credit or debit card. If you pay UK income tax we can claim back the tax you have paid under the Gift Aid Scheme.

Please contact the Finance Team on 01235 849400.

Business and Social Enterprise Development

Age Concern Oxfordshire, City & County understands the need to continue to grow and develop as an organisation and also recognises that in order to maintain the vital services it provides, it will become increasingly necessary to find additional sources of income to maintain a sustainable organisation. The bulk of our income will continue to come from contracts, grants and donations, but to minimise risk some money will have to come from business and social enterprise approaches. (A social enterprise is a business trading in the market for a social purpose.) We will do this when we think it is appropriate in order to help us deliver services that provide benefit to local older people.

Some of our services charge a small fee for usage. One example is our Sole Mates footcare service that provides a nail cutting service to older people across the county.

A newer initiative is the **Age Concern Business Directory**. This service enables Older People to access a list of businesses who have been vetted (customer references, trading standards, supplier references and site visit) and who have agreed to abide by a code of conduct. Primarily available online, the service will also be used by our Helpline and others to provide older people with a trusted source of traders and businesses.

These services are likely to increase in number as Individual Budgets start to be used more widely and pressure on funding grows. We will continue to use whatever approach we feel appropriate in order to continue the work that is so important to older people in Oxfordshire.

Insurance and other products

Face-to-face service with no hard sell

The older we get, the more important it is to find the right services at the right price. Both the service we offer and our products have been designed with the needs of the over 50's in mind. Here at Age Concern Oxfordshire we realise the importance of being able to speak to someone face to face in a local office.

As a result of our committed and friendly staff, last year over 800 older people in Oxfordshire were able to live more fulfilled and active lives, with the knowledge that they had arranged adequate travel insurance through Age Concern. In addition to our friendly face-to-face service, any profits we make go directly to support our charitable activity across Oxfordshire.

- Travel Insurance
- Motor Insurance
- Gas & Electricity
- Legal Services
- Funeral Plans
- Home Insurance
- Motor Breakdown
- Aid Call (Emergency Alarm)
- IFA Service (through the Co-op)
- Charity Flowers Direct

We welcome all enquiries, so please call us on 01235 849400 or 01295 278040 to find out more.

Age Concern Oxfordshire Trading Ltd, a trading company of Age Concern Oxfordshire, City and County the registered charity, is an Appointed Representative of Age Concern Enterprises Limited which is authorised and regulated by the Financial Services Authority for insurance mediation.



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