

## **Explore Age Concern**

At Age Concern, we are here to provide support and opportunities for older people. Since 1976 we have worked across Cardiff and The Vale of Glamorgan to improve the quality of life for people over 60.

The services we provide do a lot for the people who need our help. We:

- Deliver Services and support
- Provide public education and advocacy
- Develop innovation and research
- Encourage partnership and cooperation with public bodies and other voluntary organisations in our area.

### **The Ageing Well Programme - Healthy, Wealthy and Wise**

As Joy, David and Richard get older they all want to stay fit and healthy ...

Our Aging well programme works to promote better health and well being for people over 50 ". As part of the service, we hold events in the community that allow people to access information on health related topics and different activities such as Tai Chi, Line Dancing and It Activities. Recreational activities such as whist drives, cooking classes, day trips, decoupage, tapestry, art and needlework are also available - And there's always an opportunity to learn something new with our educational talks on food, fitness, local history community safety, health topics and local democracy. These events take place in Healthy, Wealthy and Wise in Ely and Llanrumney and also in our Senior Health Shop in Barry which was the first aging well project set up in Wales.

Physical activities are also a major part of the programme with EXTEND classes, Tea Dances, Keep Fit, Swimming, Yoga and Walking. The Aging Well Programme is ideal for people like Joy, David and Richard who want to maintain their fitness levels, whilst keeping a socially active lifestyle.

### **The Ageing Well Programme – The Counselling Service**

Ann is feeling lonely and isolated and wants the opportunity to talk, in confidence, about what's troubling her...The Ageing Well programme also focuses on emotional wellbeing and in Cardiff we provide a counselling service for people aged 50 and over, who are experiencing emotional problems they need to talk about in confidence. The trained counsellors are mostly volunteers who freely give their time and experience. Contacting the counselling services is a straight forward process, but referrals can also be made by a person's doctor, social worker or health visitor. Sessions can take place at home or, if preferred in counselling rooms and are usually held for an hour a week for a period of six weeks.

### **The Engagement Programme**

"Frank's involvement with the Engagement Programme allows him to continue his interest in local issues, and now he's older he welcomes the opportunity to continue to express his opinions, especially on the provision of services for older people.

The Engagement Programme offers a variety of opportunities for Frank and other like minded older people to remain involved or start to become involved in events, and conferences.

The Engagement Programme also produces a quarterly newsletter entitled *Life Times*. *Life Times* covers topics of interest for older people and gives them the opportunity to contribute their opinions by writing articles, sending in letters and suggesting topics and articles for future issues.

As well as the Congress and the newsletter, the programme has been very innovative in encouraging other creative means of engagement, such as a reminiscence theatre project, and a range of focus groups concentrating on specific issues such as transport, health and wellbeing and housing.

The Engagement Programme has allowed Frank the opportunity to express his opinions and influence decision making now that he's retired. He continues to feel a valued member of society".

### **Trading Services**

Audrey wants insurance that is tailored specifically for her needs...She also wants the opportunity to speak to a friendly person, face to face, who can answer any questions she may have about her policy...At Age Concern we've developed a range of products and services specifically with needs of the over 50's in mind. By using this service, Audrey is able to access Home, Travel, and Motor Insurance that takes account of her

situation, a caring gas & electricity scheme...Aid call personal alarms she can use to stay independent.... Funeral plans that give peace of mind., and she can also buy a weekly lottery ticket which is a fun way to raise money for the charity. Of course, any profits made from the trading services go towards funding other projects that are run by Age Concern.

### **The Advocacy Service**

Val needs support to make her views known to the local social services department

Using the Age Concern Advocacy service could be one way of making sure that Val's points of view are heard by the people who need to listen. The Advocacy service emphasises on empowerment by using specially trained staff and volunteers to enable people over 60 to exercise their rights by writing letters, making phone calls, representing their wishes or negotiating with outside agencies, like Val's social services department. You can use the advocacy service from your own home, a care home or during a stay in hospital.

### **The Welfare Rights Service**

With rising costs of living, Bill contacted his local Age Concern to send a welfare rights advisor to his home to assess if he may be entitled to any benefits that could improve his financial situation.

With rising costs, like Bill, you might need some information on what financial support could be available. The Welfare rights service is on offer to all people over 60 in The Vale of Glamorgan and Cardiff Area. A welfare rights advisor will provide advice on benefits, such as pension credit, Council Tax Benefit, and attendance allowance and will also assist with completion of the relevant forms by meeting with you in your home. Millions of pounds worth of benefit go unclaimed every year...why miss out when you could be eligible to improve the quality of your life.

### **Hospital Discharge Service**

Lynne is going in to hospital and wants to know someone will be there to help her once she is discharged...The Hospital Discharge service provides a short term, flexible service for anyone living in Cardiff or The Vale of Glamorgan over the age of sixty, on their return from hospital. A settlement aide can assist you with your shopping, preparing a light meal, collecting prescriptions as well as other day to day tasks in the weeks following your discharge from hospital. On average, they make three or four visits during that time to assist your return to independence. The service is free of charge, but donations are always welcome. The Hospital Discharge service is registered as a domiciliary care agency with the care standards inspectorate for Wales which means that we can assist with personal care.

### **Age Concern Charity Shops**

A visit to the Age Concern charity shop is something that Jean really enjoys...

The Age concern charity shops are an ideal place to buy and donate goods in the local community – An Aladins cave that offers a diverse range of goods to anyone that has the time go in and explore what's on offer. For older people, visiting the shops are also a good way to find out more about what's going on in the local community with regular events held to promote older peoples issues such as crime prevention and health and wellbeing. Furthermore, there is always a friendly face to signpost people to the right department if they have a specific query regarding other services that Age Concern provide within the community. The most important thing to remember is that all the money raised by the Age Concern shops in Caerphilly Road and Whitchurch Road, Cardiff goes straight back into other projects that are run by the charity.

### **The Good Neighbours Scheme**

Marianne is beginning to feel lonely and is unable to get out and visit her friends like she used to. Catching up on the phone is not an option as her hearing has deteriorated...

After several falls in the home, Marianne contacted her local Good Neighbour Scheme to ask for information about Aid Call. The local Co-ordinator arranges a home visit and chats generally with Marianne about her needs. Marianne asks about transport and small practical tasks and it is explained that support of this nature is entirely dependent on the volunteer resource base available in her area. Together they identified that she was quite lonely and isolated and the Co-ordinator suggested that a volunteer could

visit regularly to befriend her and that she could also attend the next local Friendship Club in her community. As time has gone on, Marianne now really appreciates and values the trustworthy and long term support she's found through the Good Neighbour Scheme.

Hopefully this information has given you an insight into the many different services and opportunities that Age Concern has to offer. It is our aim to ensure that we serve and reach every part of the community, so if you think you would benefit from our support or would like to get involved as a volunteer for Age Concern, please get in touch. All of our contact details are detailed in the literature that accompanies this presentation.