



Age UK Cambridgeshire &  
Peterborough  
Working for and with Older People

# Our Services

21<sup>st</sup> April 2022

# Our Objective

Our objectives are to help older people to maintain their independence and health and wellbeing, by providing services that meet individual needs.

# Information and Advice



- Free and confidential information and advice line for older people, family and carers
- We can advise on welfare benefits, personal health and disability housing, transport, blue badges, leisure activities
- Advice on the full range of Age UK Cambridgeshire and Peterborough Services
- You can contact us by calling **0300 666 9860** or email [infoandadvice@ageukcap.org.uk](mailto:infoandadvice@ageukcap.org.uk)

# Visiting Support Services for Older People



- Free support for over 65's by way of a phone call, home visit or our Community Hubs
- Help with paperwork and liaising with third parties, organising bills and payments
- Assistance with housing choices, including care homes
- Help to access a variety of services
- Support to access care provision
- Available in East Cambridgeshire, Fenland and Huntingdonshire. Currently piloting a scheme in Peterborough
- For further information please call **01354 776110** or email [vssop@ageukcap.org.uk](mailto:vssop@ageukcap.org.uk)

# Community Wardens



- Providing regular contact (Mon-Friday), either by a personal visit or telephone call
- Aims to avoid hospital admissions and re-admissions by providing appropriate level of intervention enabling people to remain living at home longer
- A way of reducing social isolation and exclusion, tackling loneliness
- Provides a sense of security and wellbeing
- Provides a consistent and responsive point of contact for older people, often giving family peace of mind
- Support people to access other preventative services
- For further information please email [wardens@ageukcap.org.uk](mailto:wardens@ageukcap.org.uk)

# Cambridgeshire Handyperson Service



- For over 65s or those living with a disability
- Free Well Being check and Home Safety Check on aids & adaptations
- Hospital Discharge service to support timely discharge
- Charge for work undertaken, except for grab rails which are free
- Aiming to prevent falls and accidents
- For further information please call **01480 700205** or email [chp@ageukcap.org.uk](mailto:chp@ageukcap.org.uk)

# Home Checks



- Free service for people aged 60 or over living in Peterborough
- Working closely with Adult Social Services Occupational Health Teams to assess a home for aids & adaptations
- Aiming to keep people safe in their own homes
- Referrals are made by a phone call to Adult Social Care on **01733 747474**

# Home Support Service



- Providing support with household tasks for people aged over 60.
- Support with weekly shopping
- Access to other services
- A flexible and reliable service to meet individual needs
- A chargeable service
- For further information please call 01733 557353 or email [homes@ageukcap.org.uk](mailto:homes@ageukcap.org.uk)



# Hospital Support Services



- A free community based, wrap-around service to support safe hospital discharges, home assessment after early discharge and help to prevent hospital admission/re-admission
- Available for people over the age of 60
- Support to settle on day of discharge, fitting grab rails, welfare phone calls and visits, essential food shop, prescription collections
- Support to identify and access longer term services
- Service available 7 days a week including bank holidays
- For further information please call **01354 691896** or email [Hdsupport@ageukcap.org.uk](mailto:Hdsupport@ageukcap.org.uk)

# Day Services



- Our services offer opportunities to socialise and feel secure in a happy and stimulating environment. We have 6 Day Services at different centres across the county.
- Tea or coffee is offered and a hot meal is provided at most of the clubs.
- Games, quizzes, entertainment, speakers and sometimes outings can be a part of our day.
- We may be able to arrange transport or direct you to local services that can help with transport arrangements.
- For further information please refer to our website or email [dayservices@ageukcap.org.uk](mailto:dayservices@ageukcap.org.uk)

# Sharing Time



- A service delivered by our volunteers
- Friendship visits to older people who are isolated and lonely
- “Sharing time” reflects the positive contribution which our service users make to the lives of our volunteers
- For more information, call **01733 554963** or email [sharingtime@ageukcap.org.uk](mailto:sharingtime@ageukcap.org.uk)

# Telephone Befriending



- In addition to Sharing Time we offer a free telephone befriending service
- Receive a regular phone call from your matched volunteer to help reduce loneliness and isolation
- If you would like to receive a friendship phone call contact us **01733 554963** or email [sharingtime@ageukcap.org.uk](mailto:sharingtime@ageukcap.org.uk)

# Friendship Clubs



- We support a number of clubs in and around the Peterborough area, with more clubs being developed and introduced across Cambridgeshire. The clubs are independent and run by volunteers, with Age UK support and guidance.
- The clubs meet once a week and enjoy the company of others, a wide range of activities, day trips
- We have 15 across Cambridgeshire and Peterborough, details on our website
- For further information please call **01733 352213** or email [friendshipclubs@ageukcap.org.uk](mailto:friendshipclubs@ageukcap.org.uk)

## **Feedback we have received from service users**

- ***Thank you for all your help, can you believe I have been awarded the higher rate Attendance Allowance, I only called to enquire about a mobile hairdresser and you advise me I could apply for AA***
- ***I am so happy with my grab rails and don't know how I managed before without them***
- ***You wardens are angels. To hear your cheerful voice is very uplifting and brightens my day***
- ***I really appreciate the reliability of attendance. My worker also does a good job and we have a great relationship. I am very satisfied.***
- ***When you bought me new slippers, I felt like crying. You have made me realise that there are still kind people in the world.***

*"Ageing is not lost youth but a new stage of opportunity and strength."*  
Betty Friedan (1921-2006)





***Thank  
you***

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<http://www.ageuk.org.uk/cambridgeshireandpeterborough>