

Where to Turn

Useful resources when you need practical help

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For your convenience we have shortened long web addresses, to make them easier to type in. For example, to view or download Age UK's handbook on staying safe, click in the address bar of your web browser and type in **bit.ly/ageUK-safe** including all the punctuation. (You do not need to type in the initial “http://”.)

A PDF of this document with clickable links is available on request from alexs@christchurchbath.org

At Home

Security

- Contacts
 - Police 101
 - Emergency 999 – follow by 55 if you cannot speak/provide information
 - Mobile phones, e.g. Doro, with built-in emergency alarms which can connect to numbers of choice
 - ICE (In Case of Emergency) should be on your mobile phone with no need to enter a code
 - Your local Neighbourhood Watch organiser should know the name of your community police officer
 - www.reportmyloss.com provides an online way to report lost property

- Age UK
 - National – 8am-7pm daily: 0800 678 1174
 - B&NES – 9:30-15:30 (Monday – Friday): 01225 466 135
 - reception@ageukbanes.co.uk
 - Their “Trading” department can sort out personal alarms (not free) – though there are of course other organisations that do this too
 - Money – Information and Advice team offer free advice on money management and scams etc.
 - Age UK handbook: Internet security
<http://bit.ly/AgeUK-internet>

- General Points
 - When going away, do not cancel newspapers within earshot of others in a shop – put it in writing
 - Insist on identification of any unknown visitors
 - Fit door spy hole and chain (remember to take chain off when no visitor outside, so e.g. police can get in)
 - Do not keep cash in obvious places such as in desk or by bed, perhaps choose a book instead – and tell a trusted friend which book!
 - If you wear a personal alarm ensure it is worn at all times, including in the shower (if it is waterproof) and in bed
 - Key Safe is worth considering
 - Keep doors and windows locked when not in the room

Safety

- “We Care & Repair” – Age UK B&NES – make homes safe for older people (e.g. securing handrails, non-slip mat): 0300 323 0700
- Age UK handbook: Staying safe – an excellent free guide <http://bit.ly/ageUK-safe>
- Age UK handbook: Home safety checker <http://bit.ly/ageUK-check>
- The fire and rescue service provide free home fire safety visits, providing advice and sometimes fitting free smoke alarms, if you don't already have one: 0117 926 2061 (from North Somerset or B&NES) or 0800 05 02 999 (from Somerset)
- Make sure you unplug your razor, hair dryer and television when not in use
- Age, disability or illness may entitle you to priority care during a power cut: <http://bit.ly/powerpriority>
- Children. Safeguarding the church community: making our churches safe for children. If you wish to report concerns of abuse call Diocesan Safeguarding Advisor: 01749 685 135 or 01749 685 103

Domestic Help

- Age UK B&NES
 - At Home service (not free) <http://bit.ly/ageUK-athome>
 - Home from Hospital/Home Response service (free) <http://bit.ly/ageUK-homefrom>
 - Winter Warmth service offers older people help with shopping, clearing the snow, walking the dog, and support around the home during the winter months (free): 01225 466135, reception@ageukbanes.co.uk
 - Age UK Handbook: Getting help at home <http://bit.ly/ageUK-homehelp>
- “Helpfulpeeps” – a community site where people share their time, skills and knowledge to help each other for free: www.helpfulpeeps.com
- Genesis Furniture Project – offers low cost furniture and electrical items: 01225 421 111
- There are many independent paid caring agencies available

Finance

- Age UK B&NES: Information and Advice service helps people to find out what benefits they are entitled to, and helps them to apply for those they might not already be receiving (free) <http://bit.ly/ageUK-advice>
- The Citizens Advice Bureau in Bath: 0344 848 7919
- Age UK handbook: Save energy, pay less <http://bit.ly/ageUK-energy>
- Age UK handbook: More money in your pocket <http://bit.ly/ageUK-pocket>

- Age UK handbook: Attendance Allowance
<http://bit.ly/ageUK-attend>
- Age UK handbook: Pension Credit
<http://bit.ly/ageUK-pencredit>
- Age UK handbook: State Pension
<http://bit.ly/ageUK-pension>
- Age UK handbook: Council Tax Support
<http://bit.ly/ageUK-counciltax>
- Age UK handbook: Getting help with debt
<http://bit.ly/ageUK-debt>
- Mental Health & Money Advice: practical advice and support for people experiencing issues with mental health and money:
<https://www.mentalhealthandmoneyadvice.org/en>

Carers' Support

- The Carers' Centre Bath and North East Somerset has some great support services for carers. Their website is www.banescarerscentre.org.uk or 0800 0388 885
- Peggy Dodd Centre – a centre in Bath that supports people with dementia and their carers: 01225 835 520
www.peggy-dodd-centre.org.uk
- Age UK handbook: Advice for Carers: <http://bit.ly/ageUK-carersadv>
- Age UK handbook: Carer's Allowance: <http://bit.ly/ageUK-carersallow>
- Carers' cards – if a carer has an accident or emergency, the card can be used to alert a 24 hour emergency call centre that the person they care for needs help.
<http://bit.ly/carers-card>
- Some care homes can offer respite care either by day or for longer
- Wellbeing Options – A free service for adults (and carers) in need of support to live full and independent lives. They provide information about local activities, clubs, support and care.
<http://wellbeingoptions.co.uk>

Dementia Support

- Age UK B&NES: They have a service that connects with people living with dementia who are in hospital. They can take them home from hospital and carry on supporting them for subsequent weeks, signposting them to relevant services and helping them to settle back in at home. More info:
<http://bit.ly/ageUK-dementia>
- Designability is a Bath-based charity that develops products for people with dementia or disabilities to make home life easier: www.designability.org.uk
- Age UK handbook: Living with early-stage dementia
<http://bit.ly/ageUK-early>
- Age UK handbook: At Home with dementia
<http://bit.ly/ageUK-dementia-home>

Avoiding Scams

- This site gives advice on how to avoid becoming a victim of frauds and scams, like the elderly Bath resident who recently lost thousands to someone who rang posing as a police officer.
<https://takefive-stopfraud.org.uk>
- Two handbooks on avoiding scams:
<http://bit.ly/ageUK-scams> <http://bit.ly/big-scams>
- Otherwise careful and intelligent people can succumb to scams either online or on the telephone, or may be harassed by charities. If you're concerned about someone feeling under pressure to donate to charity you can report a vulnerable person, or reduce the number of charities whose mailing lists you are on, by contacting the Fundraising Preference Service
www.fundraisingpreference.org.uk/
- Nominated Neighbour Scheme
A vulnerable person chooses a trusted neighbour or friend to act as a "Nominated Neighbour". Any unknown callers at the vulnerable person's door will be directed to their "Nominated Neighbour" so that the caller's credentials can be verified. The "Nominated Neighbour" will then accompany the caller to their neighbour's house and stay until the caller finishes their business and leaves. <http://bit.ly/asp-nominated>

Loneliness

- Age UK B&NES: "Befriending" – you can contact the befriending service by emailing befriending@ageukbanes.co.uk or calling 01225 466 135. More info here: <http://bit.ly/ageUK-friend>
- GoodGym Bath run a scheme whereby runners in training are paired with a lonely person who they visit on their run and who thus becomes their "coach"
www.goodgym.org/areas/bath
- "Gadget Busters" – you can get computer help for £3.00 per session
<http://bit.ly/ageUK-clickcafe>
- Rent a room. If you rent a room to a student you do not pay tax nor forfeit a single person council tax reduction
- There are many societies in Bath which welcome members. There is U3A and much else. The Public Library is an amazing source of information
- BEMSCA "Bath Ethnic Minority Senior Citizens": 01225 464 165

Health care

- Mental health – Bath Mind: local charity that works to improve the lives of people suffering from mental health problems: 01225 316199, or for more info: www.bathmind.org.uk
- Age UK B&NES: They offer a wide range of healthy activities – get more info by calling 01225 466 135, email active@ageukbanes.co.uk or visit <http://bit.ly/ageUK-events>
- St John's Foundation "The Bubble" – activities for over 55s. More info: www.stjohnsbath.org.uk/the-bubble

- Lions “Message in a Bottle” – a free bottle in which you keep your basic personal and medical details in a standard location – the fridge – where it can easily be found in an emergency. Available in Health Centres, doctors’ surgeries, Chemists, or request one by emailing miabcenorder@lions.org.uk or phone 0845 833 9502 <http://bit.ly/lionsbath-bottle>
- Age UK handbook: Healthy Living: <http://bit.ly/ageUK-healthy>
- Age UK handbook: Your mind matters: <http://bit.ly/ageUK-mind>
- Bladder & Bowel Service – allows self-referral: <http://bit.ly/bladderbowel>
- Continuing Health Care (CHC) – an allowance paid to people with a “primary healthcare need”; it “is for people who need a lot of help because of their health”. <http://bit.ly/gov-continuing>
- Alcoholics Anonymous (AA): www.alcoholics-anonymous.org.uk or 0800 9177 650
- Beyond Dyslexia: www.beyonddyslexia.org.uk or 07754 722 042
- New Hope – for anyone affected by mental health issues (including careers): call 01225 315 591 or visit <http://bit.ly/hope-guide>
- Handi App – a free mobile app from the RUH giving expert advice on childhood illnesses and how to treat them <http://bit.ly/handiapp>
- DHI – offer services for people who are socially excluded for reasons such as homelessness, alcohol or drug addiction, learning disabilities or emotional difficulties: 01225 334 734
- Off The Record – offers information, support and advice on counselling for young people: 01225 312 481 or 0800 389 5551
- Wessex Healthier Together – give advice on a wide range of mental and physical health concerns for 0-18 year olds: www.what0-18.nhs.uk
- Network Counselling - offers affordable counselling in a welcoming, safe and confidential space where people can be listened to, accepted and understood: network.org.uk
- The Samaritans can listen free if you are really depressed. 24 hour service: 01225 460 888, or 08457 909 090, or Freecall 01225 116 125

“One Foot in Heaven”

- Age UK B&NES
 - Information and Advice service can offer advice on all these issues
 - Trading department sells funeral plans (as do lots of other places of course!)
 - Age UK Handbook: Powers of attorney (which include assent to medical treatment)
<http://bit.ly/ageUK-attorney>
 - Age UK Handbook: Wills and estate planning
<http://bit.ly/ageUK-wills>
 - Age UK handbook: Before you go
<http://bit.ly/ageUK-beforeyougo>

Out and About

Mobility

- Dial-a-ride: 01225 335019
<http://bit.ly/bath-dial-ride>
This is a service for those unable to use public transport; it costs a lot less than a taxi but you must book ahead. Not available evenings and weekends.
Takes wheelchairs
- Free National bus passes are available for the aged 65s and over, or those with disabilities and unable to drive
- BANES “One Stop Shop” in Manvers Street lends wheelchairs and organises “Shop Mobility”. Small per-hour charge
- For free mobility assistance (ramp/buggy) for rail travel ring 0800 197 1329. You do not need to be registered disabled to qualify
- Local community transport schemes:
<http://bit.ly/bath-community-transport>

Food

- 3 food banks in Bath run by the Genesis Trust – more info here:
<https://bath.foodbank.org.uk>
- Genesis also do a nightly soup run:
<http://bit.ly/genesis-food>
- Inexpensive food at church-run Community Cafés can be found at these locations:
 - Christ Church – Julian Road (Fridays 11:00-13:30)
 - Sladesbrook Evangelical – Englishcombe Lane (Fridays 10:30-12:30)
 - St. Michaels Without – Broad Street (Monday–Saturday 10:00–16:00)
 - St. Swithin’s Walcot – The Paragon (Tuesday–Saturday 10:00–15:00, EXCEPT Thursday 12:00 – 15:00)
 - Weston Free Church – Weston High Street, Lansdown Lane (Fridays 9:00–15:00)
 - Sally Ann’s – Green Park (Monday-Friday 10-2, Saturday 10-noon)
 - Manvers St Baptist Church (Monday-Saturday 10-2)
 - St Barnabas – Mount St, Southdown (Wednesdays 9-noon)

Homeless Shelters/Clothes

- The Nest Project provides new and second-hand children's clothes and equipment completely free to anyone who is in need of it. They are based at Unit 9, Brassmill Enterprise Centre, Brassmill Lane, Bath BA1 3JN <http://thenestproject.co.uk>
- Julian House – 01225 354650, www.julianhouse.org.uk
- Christ Church has boxes of second-hand clothes and shoes

Disability/age-related perks

- Disability-related council tax discount: <http://bit.ly/bath-lesstax>
- Benefits (e.g. Attendance Allowance) – speak to Age UK B&NES Information & Advice service or the CAB
- CEA card for disabled people to take a carer for free to the cinema www.ceacard.co.uk
- Free entrance to museums and some theatres for a person pushing another in a wheelchair; it is worth asking. Reserve wheelchair in advance
- Disabled Persons Railcard – gives you and an adult companion one third off most rail fares in the UK. Wearing a hearing aid qualifies as a disability. Costs £20 for a year or £54 for three years. www.disabledpersons-railcard.co.uk
- Senior Railcard – available to anyone aged 60 or over, giving you one third off most rail fares in the UK. Costs £30 for a year. www.senior-railcard.co.uk
- Radar Key – a disabled loo key provides access e.g. at stations, at the Guildhall, and many other locations, without asking a member of staff. Obtainable online, or ask at Age UK or the CAB for advice.
- Slow Shopping offers dedicated times within the week where staff are aware of the needs of their shoppers and allow them time and space to shop. Waitrose and the Southgate Centre participate. www.slowshopping.org.uk

These notes have been compiled by members of Christ Church, Julian Road, Bath, with help from B&NES and UK Bath.

version 1.3

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