



July 2007

Key Points:

- Replaces previous version dated July 2006

Finding help at home

The information in this factsheet is aimed at people aged 60 and over.

As Scottish law differs from English law, Scottish readers should contact:

Age Concern Scotland at Causewayside House, 160 Causewayside, Edinburgh EH9 1PR, tel: 0845 125 9732 (lo-call rate) website: www.ageconcernscotland.org.uk.

Contact details for the national Age Concern offices for Wales and Northern Ireland are:

Age Concern Cymru, Ty John Pathy, Units 13/14 Neptune Court, Vanguard Way, Cardiff CF24 5PJ, tel: 029 2043 1555 (national call rate), website: www.accymru.org.uk;

Age Concern Northern Ireland, 3 Lower Crescent, Belfast BT7 1NR, tel: 028 9032 5055 (national call rate) Monday to Friday 10am – 12pm and 2pm - 4pm, website: www.ageconcernni.org.

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1. Using this factsheet

This factsheet gives an overview of the kind of help that may be available to enable you to remain in your own home and live as comfortably as you can.

It concentrates mainly on sources of practical assistance; a further Age Concern Factsheet 18, *A brief guide to money benefits*, is available which sets out possible sources of financial assistance.

The local authority social services department is the main state provider of services in the home, particularly if help is required with the cost of the service. When arranged by the local authority such services are often referred to as domiciliary, non-residential or community care services. If you do not qualify for assistance from the local authority, or would prefer not to deal with it, similar services may be available through private agencies or local voluntary organisations.

In some parts of England the local authority may provide social services through a 'care trust' that also provides health services on behalf of the NHS.

1.1 How to find out more

Your local Age Concern may be able to tell you about sources of assistance in your area, including any services which it runs itself. The range of activities undertaken by local Age Concerns varies according to the size, resources and traditions of each group but may include day centres, advocacy, volunteer visitors, befriending, or practical help such as a handyman or gardening scheme.

The address and telephone number of your local Age Concern should be listed in the telephone directory or can be obtained by calling the Age Concern Information Line on 0800 00 99 66 (free call) or by writing to Age Concern FREEPOST (SWB 30375), Ashburton, Devon TQ13 7ZZ.

Age Concern produces a range of other factsheets, some of which cover subjects raised here in greater detail. A selection of these is given at the back of this factsheet. Section 6 provides details of other organisations that may be able to provide further information, advice or support.

You can find the telephone number of your social services department through the Town Hall, or in the telephone directory under the name of your local authority (County; Metropolitan or London Borough; or, in some areas, a Unitary Authority).

In some areas further assistance with obtaining help may be available from 'Care Direct' telephone helplines supported by help desks run by social services.

2. Local authority social services departments

If you are having difficulty coping at home, you should get in touch with your local authority social services department, or your family doctor (GP), to see if they can give you some advice or support.

The first step towards getting help from social services is to ask that the authority carry out a care (or needs) assessment. This is the process by which the social services department finds out about the sort of help and support you may need.

The local authority is obliged to carry out an assessment of your needs if you appear to be someone who might need the type of assistance it can provide.

The local authority must publish information about how to ask for an assessment, the form that the assessment will take and the different types of help that are available from the local authority. This information should be contained in the authority's *Better care, higher standards* charter.

Each local authority sets 'eligibility criteria' that are used to decide who qualifies for services provided or arranged by the authority. They should publish information about these criteria. Your needs are assessed against the eligibility criteria and if they meet the criteria for a particular service, social services must provide it.

If you have a carer (someone who helps look after you), your carer should, with your permission, be involved in your assessment. Under the *Carers and Disabled Children Act 2000*, carers have the right to an assessment of their own needs, even if the person cared for does not want one. A carer in this context is someone who provides - or intends to provide - 'substantial and regular' care, under the *Carers (Recognition and Services) Act 1995*.

It does not include those who provide care on a professional basis. Contact Carers UK for more information - see Section 10 of this factsheet.

If you are not satisfied with the assessment or are unhappy with the decision reached, you can make a complaint through the local authority's complaints procedure.

Each authority must have a designated complaints officer who can provide you with further information about the complaints procedure.

As well as using different eligibility criteria, individual local authorities can also adopt different ways of delivering services. The authority can provide services directly using its own staff or may arrange for services to be provided by another organisation such as a charity or a private agency. They do this by making a contract with the organisation for the service. Local authorities can also make Direct Payments, whereby service users are provided with funds to purchase care themselves. Direct Payments are explained further in Section 2.5.

2.1 Equipment and adaptations

There is a wide range of disability equipment available to help people who have difficulty carrying out particular tasks. Adaptations are changes made to your home to enable you to live independently. These could include alterations to the building such as widening a door for a wheelchair or the installation of equipment such as stair or grab rails, handles in the toilet or bathroom, or a ramp to the front or back door. You can request that the local authority arrange an assessment by an occupational therapist to help identify how your needs could best be met. Smaller items of equipment should be provided free of charge but you have to contribute towards the cost of larger items or adaptations. Some aids may be available on loan from the British Red Cross, your local Age Concern, the Women's Royal Voluntary Service (WRVS) or other organisations.

There is a charity called the Disabled Living Foundation which can provide further information about different types of equipment (see Section 10).

2.2 Alarm systems

Some older people who live alone or who cannot get out appreciate the security of knowing that they can contact someone in an emergency. Many different kinds of personal alarm schemes are available. It is worth checking whether the local authority offers any assistance with arranging and paying for an alarm system. A factsheet on alarm systems can be obtained from the Disabled Living Foundation (see Section 10).

2.3 Day care

Day care is care provided outside the home in a day centre or other establishment. The type of care offered can range from a chance to meet other people, to share activities and a meal, to specialist care, for instance for people with dementia. Ask what is available in your area. If social services run the day centre, or subsidise it financially, you might have to be assessed as needing the service under the local authority's eligibility criteria to be able to attend. Other organisations, such as local Age Concerns, may run day centres which are open to all older people. If you feel that there is a need for a particular kind of care, ask whether it might be arranged.

2.4 Personal care

Personal care is help with tasks such as getting up and dressing, washing and bathing and getting ready for bed. The local authority is the main provider of personal care, employing care workers directly or commissioning services from private agencies and voluntary organisations.

There is a benefit called Attendance Allowance that is paid to people over 65 who need certain levels of personal care. A similar benefit called Disability Living Allowance is available for the under 65s. See Age Concern Factsheet 34, *Attendance Allowance and Disability Living Allowance* for more details of these benefits.

2.5 Home help and domestic assistance

You might also benefit from help with domestic tasks such as housework, shopping and cleaning. In many areas local authorities have reduced or discontinued domestic help in order to direct resources towards personal care. Ask what is available in your area.

Some local Age Concerns provide help with domestic tasks. Other local voluntary agencies may also offer this type of assistance. You may also be able to purchase help at home from a private agency or employ someone directly yourself. See Section 6.

2.6 Direct Payments

A Direct Payment is money given to an individual to arrange the community care services that they have been assessed as needing, instead of the local authority providing or arranging the services itself. Local authorities are required to offer Direct Payments to older people who meet certain criteria. To be eligible for Direct Payments you must be able to manage the payment, alone or with assistance. You cannot be forced to use Direct Payments if you would rather the authority arranged or provided your services.

Some services, such as permanent places in care homes, are excluded from Direct Payments. Directs Payment can only be used to meet the person's needs as assessed under the local authority's eligibility criteria.

Ask your local authority for further information about its Direct Payments scheme. See Section 6 for information about finding care workers.

In some areas pilot schemes are running for 'Individual Budgets', which are intended to offer people needing social care more control over the care and support they receive. The results of these pilot projects are expected in 2008.

2.7 Laundry

Some social services departments provide a laundry service for people with incontinence, or who cannot manage their laundry for other reasons. Ask if such a service is available in your area.

2.8 Meals at home

Individual local authorities will have their own arrangements for providing meals at home. In some areas the scheme will be run by the local Age Concern or Women's Royal Voluntary Service (WRVS) organisation on the authority's behalf. Many offer meals for people with special diets.

Some provide a freezer for people at home, and then deliver frozen meals so that people can heat their own, using a microwave or steamer (which may also be supplied) when they wish. Meals may be offered any number of days per week. What is available to you will depend on your needs and on the policy of the local authority.

2.9 Respite care

Respite care usually consists of extra services provided for a limited period of time to allow the cared-for person, or their carer, to have a break from their usual routine. It may take the form of increased support in the home or of a stay in a care home. It could be for a night, or a day, or a longer period such as a week or two weeks. If your carer needs a break they can ask social services for a carer's assessment. Vouchers may be available from the local authority to assist with the cost of care needed while the carer has a break. Further information for and about carers is available from Carers UK.

3. Family doctor and community health services

Your family doctor (GP) should be able to put you in touch with community health services. If necessary, arrangements can usually be made for you to be seen at home.

Services which may be available include:

- district nurse or health visitor;
- chiropodist;
- continence advisor;
- physiotherapist;
- community psychiatric nurse;
- hospice at home or Macmillan nurse;
- intermediate care.

NHS Direct is a telephone advice and information service staffed by experienced nurses. It provides advice and information about health, illnesses, and health services. NHS Direct is available throughout England by calling 0845 46 47 (lo-call rate) or at its website: www.nhsdirect.nhs.uk.

Locally there should be a Patient Advice and Liaison Service (PALS) to provide support and information about health services to patients, carers and families in the area.

Intermediate care services are provided for limited periods, usually of no more than six weeks, to prevent people from having to go into hospital, or having to stay in hospital unnecessarily. The service might be provided at home or in a care home.

Specialist nursing or care at home for people with a terminal illness may be available through Macmillan nurses provided by Cancer Relief, Marie Curie Foundation nurses or from a local hospice. Ask your doctor if there is local support of this kind.

4. Bereavement

Cruse Bereavement Care is a national charity which runs a counselling service for all bereaved people throughout the UK, offering understanding, advice and information - see Section 10.

5. Sharing your home

You may be living alone in a property that is bigger than you need or can easily manage but not want to move. One solution might be to have someone come and live with you.

Before doing anything else, you should consider what you hope to get from someone living with you. You may just want the security of knowing that there is someone else in the house, or want someone to provide help with domestic tasks. It is important that both parties are clear about the nature of any arrangement from the outset. If you require a high level of domestic help or personal care, this may be more appropriately provided by a professional care worker. See Section 6 below.

In some parts of the country there are schemes called Home Share that arrange for a younger person to live with an older person (see Section 10).

The exact terms of these schemes vary but may involve the older person providing accommodation in return for the younger person agreeing to provide an agreed amount of domestic help. If you want to find someone directly, the suggestions made in Section 6.2 below can also be applied to finding a suitable person.

6. Finding a care worker

You can find a care worker through an agency or by employing someone directly. Remember that if the local authority has assessed you as needing services it has a responsibility to ensure that those services are available to you. This means providing or arranging services for you if necessary.

6.1 Employment agencies

Agencies that provide nurses or care workers who carry out personal care tasks have to be registered with the Commission for Social Care Inspection (see Section 10). Agencies are regularly inspected by the Commission to ensure that they comply with national minimum standards for this type of care provider, including requirements to provide detailed information about their services and to have written contracts with users. CSCI can provide lists of agencies in your area.

It is important to be clear about the type of help that you need in order to establish whether a particular agency and its staff can meet your needs. A local authority needs assessment can be useful for this, even if you do not want the authority to arrange your services.

Discuss with the agency how your needs can best be met. For example, depending upon the level of care you need, it may not be possible for one person to provide it all. A planned rota of workers can help to minimise disruption and provide continuity.

Further information: Local agencies are listed in the Yellow Pages of the telephone directory under 'Employment Agencies and Consultants' or 'Nurses' Agencies and Care Agencies'.

6.2 Employing a care worker yourself

You can employ a care worker (or other help) directly rather than go through an agency. This can be complicated and it is important to be clear about what you are taking on, particularly in relation to any contract of employment and possible financial commitments such as National Insurance contributions.

Local organisations may be able to help you find a suitable person or you might consider advertising in newspapers or magazines.

Your local reference library may be able to suggest suitable publications. If you advertise for a care worker it is advisable to use a box number and also to take up references. You should carefully consider the duties you require of a companion and write a job description so that there is no misunderstanding by either party about what is expected of them.

The National Centre for Independent Living (see Section 10) produces a range of information on employing care workers.

7. Repairs or improvements to your home

There may be a scheme in your area providing practical assistance with minor repairs and improvements to your home.

Your local Age Concern group or local Home Improvement Agency (where applicable) may be able to tell you about local organisations which give practical help with gardening or decorating.

If you are a private tenant your landlord is responsible for some repairs by law. Seek further advice from a local agency such as a Citizens Advice Bureau or housing advice centre if you are concerned that your landlord is failing to meet his responsibilities.

Assistance with repairs and improvements may be available from the local authority. Assistance of this kind is discretionary meaning that the council does not have to provide it to particular individuals. Age Concern Factsheet 13, *Older home owners: financial help with repairs and adaptations*, explains further about these grants.

8. Money benefits

It may be possible to claim benefits to assist with living costs or the cost of care in particular. Some benefits are means tested such as Pension Credit, Housing Benefit and Council Tax Benefit. There are some social security benefits designed to assist with the costs of disability.

The disability benefits Attendance Allowance and Disability Living Allowance are not means tested but applicants have to meet eligibility criteria relating to their condition. Factsheet 18, *A brief guide to money benefits*, gives further details of these sources of financial assistance.

9. Charges for local authority services

Each local authority has the power to charge for the home care services which it provides and virtually all do so. When setting their charging policies, authorities have to respect certain minimum requirements set out in guidance issued by the Government. See Age Concern's Factsheet 46, *Paying for care and support at home*, for further information.

10. Useful organisations

You may not be able to find the help you would like in your area. We list here some other organisations where you may be able to obtain help or advice. We are not able to list all the available sources of help in this factsheet, but we hope that these suggestions will help you to find the help that you need.

Alzheimer's Society, Devon House, 58 St Katharine's Way, London E1W 1JX. Helpline: 0845 300 0336 (lo-call rate), website: www.alzheimers.org.uk. Provides information about all types of dementia and supports people, their families and carers. The Society also produces a range of factsheets.

Arthritis Care, 18 Stephenson Way, London NW1 2HD, tel: 020 7380 6500, helpline tel: 0808 800 4050 (free call), website: www.arthritiscare.org.uk. Advice and information by trained counsellors, some of whom have arthritis. Over 400 branches, for people with arthritis and their families.

Assist UK, Redbank House, 4 St Chad's Street, Cheetham, Manchester M8 8QA, tel: 0870 770 2866 (national call rate), textphone: 0870 770 5813 (national call rate), website: www.assist-uk.org. Has information about Disabled Living Centres throughout the UK and is the national voice for disabled/independent living centres.

British Red Cross Society, 44 Moorfields, London EC2Y 9AL, tel: 0870 170 7000 (national call rate), textphone: 020 7562 2050, website: www.redcross.org.uk. Services mainly provided by volunteers and available from local centres including transport and escort, medical loan, emergency response, fire victims support, domiciliary care, Home from Hospital schemes and first aid. Copies of the catalogue of aids to buy, The Ability Mail Order, available by telephoning 0870 739 7391 (national call rate).

British Telecom - For a free copy of *Communication Solutions (Products & Service Information aimed at customers suffering a disability)* dial 0800 919 591 (free call) to contact the BT Age and Disability Adviser.

Carers UK, 32–36 Loman Street, Southwark, London SE1 0EE, tel: 0808 808 7777 (free call), website: www.carersonline.org.uk. General help and advice for all carers.

Charity Search, 25 Portview Road, Avonmouth, Bristol BS11 9LD or FREEPOST (BS6610), Avonmouth, Bristol BS11 9TW, tel: 0117 982 4060. A charity providing free advice for older people, to link them with established charities which may be able to help with funds. Does not itself give grants to individuals.

Commission for Social Care Inspection (CSCI), 33 Greycoat Street, London SW1P 2QF, helpline: 0845 015 0120 (lo-call rate), website: www.csci.org.uk. CSCI is responsible for registering and inspecting care services in England. If you contact the helpline, it will be able to give contact details of the office responsible for homes in your area.

Continence Foundation (The), 307 Hatton Square, 16 Baldwins Gardens, London EC1N 7RJ, tel: 020 7404 6875, helpline tel: 0845 345 0165 (lo-call rate), website: www.continence-foundation.org.uk. Can provide general information and advice to enquiries by letter. Information and advice for those affected by incontinence and their carers. Can also refer enquirers to local specialist continence nurses. Postal enquiries to Continence Foundation address.

Counsel & Care, Twyman House, 16 Bonny Street, London NW1 9PG, tel: 0845 300 7585 (lo-call rate), website: www.counselandcare.org.uk. A charity which provides advice for older people, their families and professionals on community care and other issues.

Crossroads Caring for Carers, 10 Regent Place, Rugby, Warwickshire CV21 2PN, tel: 0845 450 0350 (lo-call rate), website: www.crossroads.org.uk. Has approximately 150 schemes in the UK which aim to relieve carers. To find out if there is a scheme in your area, contact the central office in Rugby.

Cruse Bereavement Care, Cruse House, PO Box 800, Richmond, Surrey TW9 1RG, helpline tel: 0844 477 9400 (lo-call rate), website: www.cruse.org.uk. A counselling and advice service for those bereaved by death throughout the UK. Gives advice, information and practical support, in addition to personal and confidential help backed by a wide range of publications and leaflets, which are described in a free leaflet obtainable from Cruse.

CSV Volunteer Partners, CSV Volunteering Partners, 237 Pentonville Road, London N1 9NJ, head office tel: 020 7278 6601, website: www.csv.org.uk. CSV is a national organisation that places full-time volunteers with individuals to help them manage their social, practical, work and personal care needs. CSV volunteers need accommodation, food, a weekly allowance and travel expenses and for the standard package there is an annual retainer of £2,520. These costs are usually met by the local health authority. Each volunteer is supervised regularly by a third party (usually a member of CSV staff, a social worker or similar) who ensures that everything runs smoothly. If you are interested in arranging for a CSV full time volunteer, please contact CSV on 01223 728 460.

Diabetes UK, MacLeod House, 10 Parkway, London NW1 7AA, Careline: 0845 120 2960 (lo-call rate), website: www.diabetes.org.uk. Help for people with diabetes and their families; branches across the UK.

Disabled Living Foundation, 380-384 Harrow Road, London W9 2HU, helpline tel: 0845 130 9177 (lo-call rate), textphone: 020 7432 8009, website: www.dlf.org.uk. Runs an equipment demonstration centre, provides information about equipment for daily living and specialist advice service on clothing. Details of a variety of information sheets are also available.

Elderly Accommodation Counsel, 3rd Floor, 89 Albert Embankment, London SE1 7TP, tel: 020 7820 1343, website: www.housingcare.org. A registered charity which maintains a nationwide database of all forms of accommodation for older people - sheltered housing for sale and rent, close care schemes and care homes. It also gives guidance, advice and detailed information to help enquirers choose the accommodation most suited to their needs.

foundations - National co-ordinating body for home improvement agencies (HIAs), Bleaklow House, Howard Town Mill, Glossop, Derbyshire SK13 8HT, tel: 01457 891909, website: www.foundations.uk.com. Home improvement agencies offer independent advice, information, support and practical assistance to older owner occupiers, amongst others, to repair and adapt their homes. To find out if there is an agency in your area contact the above address.

Funder Finder, 65 Raglan Road, Leeds LS2 9DZ, tel: 0113 243 3008. Develops and distributes software to help individuals and not-for-profit organisations in the UK identify charitable trusts that might give them money. They also produce general information on aspects of funding and fundraising which can be accessed online at: www.funderfinder.org.uk, here you will find a section on Support for Individuals.

Home Share UK, enquiries tel: 07764 469 350, website: www.homeshare.org.

Hospice Information, Help the Hospices, Hospice House, 34-44 Britannia Street, London WC1X 9JG and St Christopher's Hospice, 51-59 Lawrie Park Road, London SE26 6DZ, tel: 0870 903 3903 (national call rate), website: www.hospiceinformation.info. A joint venture between St Christopher's Hospice and Help the Hospices. It offers an enquiry service on UK and international hospice and palliative care to the public and professionals and its publications include UK and International Directories of Hospice and Palliative Care services. The UK Directory is available free of charge from the Help the Hospices address, on receipt of a large (9"x11") envelope with £1.09 stamps.

MENCAP, Royal Society for Mentally Handicapped Children and Adults, 4 Swan Courtyard, Coventry Road, Birmingham B26 1BU, tel: 0121 707 7877, helpline: 0808 808 1111 (free call), website: www.mencap.org.uk or www.askmencap.info. National parent organisation working with people with a learning disability, their families and carers. Residential services, training and employment services, information and support and leisure facilities through the national federation of Gateway Clubs. Provides holiday grants for people with learning disabilities.

MIND (National Association for Mental Health), Granta House, 15-19 Broadway, London E15 4BQ, tel: 020 8519 2122, Mind/Infoline: 0845 766 0163 (lo-call rate), website: www.mind.org.uk. Offers support for people in mental distress and their families. Provides details of local associations which provide services such as counselling projects, self-help support groups, drop in centres and other services. Legal advice also available – contact main number for more information.

National Centre for Independent Living, 4th Floor, Hampton House, 20 Albert Embankment, London SE1 7TJ, tel: 020 7587 1663, website: www.ncil.org.uk. An organisation run by and for disabled people. It provides a wide range of publications relating to direct payments and personal assistance, plus a bi-monthly newsletter (free to disabled individuals - £15 subscription payment for organisations who wish to subscribe) *Independently*. It also offers training and consultancy on direct payments and personal assistance, and also works on campaigns and policy work.

Parkinson's Disease Society, 215 Vauxhall Bridge Road, London SW1V 1EJ, tel: 020 7931 8080, helpline tel: 0808 800 0303 (free call), website: www.parkinsons.org.uk. Helps people with Parkinson's Disease and their relatives with problems arising from this disease; collects and disseminates information on the disease; encourages and provides funds for research.

Patients Association, PO Box 935, Harrow, Middlesex HA1 3YJ, general admin line tel: 020 8423 9111, helpline tel: 0845 608 4455 (lo-call rate), website: www.patients-association.com. Gives advice to patients and carers on patients' rights, complaints procedures and access to health services or appropriate self-help groups.

Research Institute for Consumer Affairs (RICA), 30 Angel Gate, City Road, London EC1V 2PT, tel: 020 7427 2460, website: www.ricability.org.uk. Has various publications on equipment suitable for older people.

Royal Association for Disability and Rehabilitation (RADAR), 12 City Forum, 250 City Road, London EC1V 8AF, tel: 020 7250 3222, textphone: 020 7250 4119, website: www.radar.org.uk. Advice and information on access, housing, holidays, mobility, education, employment benefits and social service provision.

Royal National Institute for the Blind (RNIB), PO Box 173, Orton, Southgate, Peterborough PE2 6WS, helpline tel: 0845 766 99 99 (lo-call rate), minicom: 0845 758 5691 (lo-call rate), shop by phone: 0845 7023 153 (lo-call rate), website: www.rnib.org.uk. Contact the RNIB for information and advice about sight problems.

Royal National Institute for Deaf and Hard of Hearing People (RNID), 19-23 Featherstone Street, London EC1Y 8SL, helpline tel: 0808 808 0123 (free call), textphone: 0808 808 9000 (free call), tinnitus helpline tel: 0808 808 6666 (free call), textphone: 0808 808 0007 (free call), website: www.rnid.org.uk. RNID is the largest charity working to change the world for the UK's 9 million deaf and hard of hearing people. We do this with the help of our members, by campaigning and lobbying, raising awareness of deafness and hearing loss, providing services and through social, medical and technical research.

Tourism for All UK (formerly Holiday Care), c/o Vitalise, Shap Road Industrial Estate, Kendal, Cumbria LA9 6NZ. For information or to order publications tel: information 0845 124 9971 (lo-call rate). TFA Reservations line tel: 0845 124 973 (lo-call rate), website: www.tourismforall.org.uk. UK's central source of holiday and travel information for disabled people and their carers. Can help with information on accessible accommodation, visitor attractions, transport, activity holidays for people with children with disabilities, respite care establishments, sources of holiday funding and accessible overseas destinations.

Stroke Association, Stroke House, 240 City Road, London EC1V 2PR, tel: 020 7566 0300 (switchboard), information line tel: 0845 30 33 100 (lo-call rate), website: www.stroke.org.uk. Provides an information service and has some community services in different parts of England and Wales. Can also refer enquirers to stroke clubs throughout England and Wales.

United Kingdom Home Care Association (UKHCA), Group House, Second Floor, 52 Sutton Court Road, Sutton, Surrey SM1 4SL, tel: 020 8288 5291, website: www.ukhca.co.uk. An association of providers of care at home, with a code of practice and leaflet 'Choosing care in your home'. A free list of homecare providers is available from www.ukhca.co.uk/memberlist.aspx or by telephoning: 020 8288 5291.

Women's Royal Voluntary Service (WRVS), Garden House, Milton Hill, Steventon, Abingdon, Oxfordshire OX13 6AD, tel: 01235 442900, website: www.wrvs.org.uk. A nationwide network of community services, consisting of 95,000 volunteers, including men.

11. Further information from Age Concern

The following factsheets may be of use:

Factsheet 2	<i>Buying retirement housing</i>
Factsheet 5	<i>Dental care</i>
Factsheet 8	<i>Looking for rented housing</i>
Factsheet 13	<i>Older home owners: financial help with repairs and adaptations</i>
Factsheet 18	<i>A brief guide to money benefits</i>
Factsheet 20	<i>Continuing NHS health care, NHS funded registered nursing care and intermediate care</i>
Factsheet 23	<i>Help with continence</i>
Factsheet 24	<i>Direct payments from social services</i>
Factsheet 29	<i>Finding care home accommodation</i>
Factsheet 32	<i>Disability and ageing: your rights to social services</i>
Factsheet 34	<i>Attendance Allowance and Disability Living Allowance</i>
Factsheet 37	<i>Hospital discharge arrangements</i>
Factsheet 41	<i>Local authority assessment for community care services</i>
Factsheet 42	<i>Disability equipment and how to get it</i>
Factsheet 46	<i>Paying for care and support at home</i>

The Carer's Handbook: what to do and who to turn to by Marina Lewycka. Price £6.99. Details of other Carer's Handbook publications (such as: *Caring for someone with dementia*, or *Caring for someone who has had a stroke*) available from Age Concern Books.

Age Concern England's annual publication *Your Rights: to money benefits* by Sally West. Price £5.99, gives detailed information about pensions, benefits and other kinds of financial help available.

All books available by telephone orderline. Lines are open 9am to 7pm Monday to Friday, 10am to 5pm Saturday and Sunday: **0870 44 22 120** (national call rate), or visit our **website: www.ageconcern.org.uk/bookshop** (secure online bookshop).

If ordering by post, please send a cheque or money order, payable to Age Concern England, for the appropriate amount plus p&p to Age Concern Books, Units 5 & 6, Industrial Estate, Brecon, Powys LD3 8LA.

(Postage and packing: mainland UK and Northern Ireland: £1.99 for the first book, 75p for each additional book up to a maximum of £7.50). Free on orders over £250. For customers ordering from outside the mainland UK & NI: credit card payments only; please telephone the hotline for international postage rates or **email:** sales@ageconcernbooks.org.uk).

If you would like

- to find your nearest Age Concern
- any additional factsheets mentioned (up to a maximum of 5 will be sent free of charge)
- a full list of factsheets and/or a book catalogue
- to receive this information in large print

phone 0800 00 99 66 (free call) or write to Age Concern FREEPOST (SWB 30375), Ashburton, Devon TQ13 7ZZ. For people with hearing loss who have access to a textphone, calls can be made by Typetalk, which relays conversations between text and voice via an operator.

Age Concern factsheets and other information materials can be downloaded free from our website at: www.ageconcern.org.uk. To receive a free e-mail notification when new and updated factsheets are published, please either contact the Factsheet Subscription Service on tel: 020 8765 7200 by email: factsheet.subscriptions@ace.org.uk, or sign up on-line.

Age Concern provides factsheets free to older people, their families and people who work with them.

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