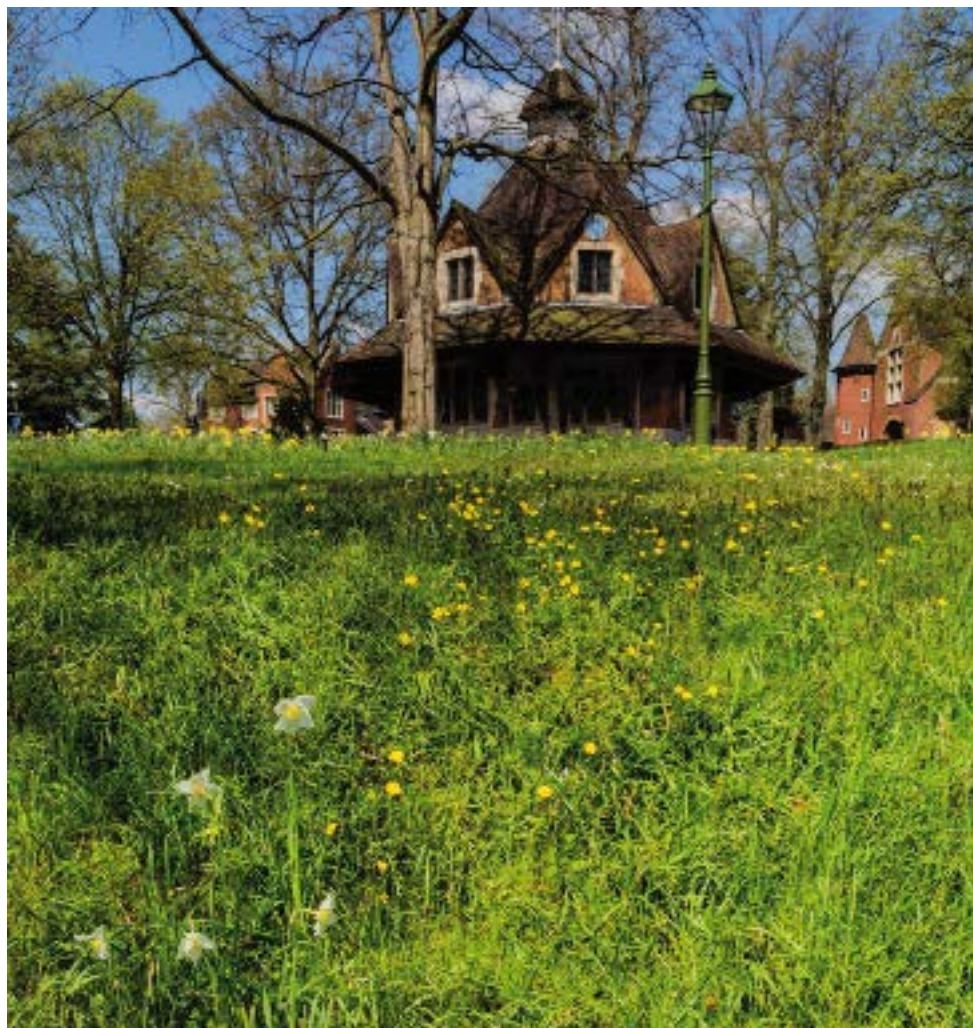


# Quest

THE RESOURCES DIRECTORY FOR OLDER PEOPLE  
2017



# Welcome

**This issue of Quest has been produced by the Central England Quaker Old People's Fund Trust, to provide a single resource of general information related to the varying needs and interests of older people, their families and carers, in the UK.**

While care has been taken to ensure the accuracy of the data provided, the Trust cannot claim the contents to be comprehensive; nor can they be regarded as an endorsement by the Trust of individual services referenced. The Trust is unable to accept responsibility for outcomes resulting from the use of this Directory.

The Trust undertakes to review and update the information regularly throughout the year, but if you become aware of any corrections or amendments, or you have any prospective inclusions or other comments, the Trust would be grateful if you would pass them on to Emma Macpherson at Oak Tree House.

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## Glossary

|                           |  |
|---------------------------|--|
| <b>Supported Housing</b>  | Flats or houses for older people to rent or buy, with an on-site warden/manager for all or part of the day. Some provide shared living areas with communal meals and activities. Also referred to as Sheltered Housing.                              |
| <b>Extra Care Housing</b> | As for Supported Housing, but with in-house care staff, or care packages provided by external organisations. These are often purpose-built and designed for less mobile people; for example with wheelchair access and disabled bathroom facilities. |
| <b>Residential Care</b>   | A Home consisting of single rooms (some offer doubles) providing help with personal care (such as washing, dressing and taking medication) and meals.  |
| <b>Nursing Care</b>       | As for Residential Care, but with on-site nursing staff.   |

## Elderly Accommodation Counsel (EAC)

National Charity to help older people make informed choices about their housing & care needs. Provides an Advice Service and a National Housing/Care directory.

**0800 377 7070 | [www.housingcare.org](http://www.housingcare.org)**

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## Age UK

Factsheets and advice on many topics including accommodations and financial assistance.

**0800 678 1174 | [www.ageuk.org.uk](http://www.ageuk.org.uk)**

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## Care Quality Commission (CQC)

Independent regulator of health and social care. Inspection reports are available on all registered accommodation.

**03000 616161 | [www.cqc.org.uk](http://www.cqc.org.uk)**

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## Independent Age

An information and advice service for older people, their families and carers, focusing on social care, welfare benefits, housing & NHS services.

**0800 319 6789 | [www.independentage.org](http://www.independentage.org)**

## Relatives & Residents Association

Support and information for older people needing, or living in, residential care; and the families and friends left behind.

**020 7359 8136** | [www.relres.org](http://www.relres.org)

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## Contact the Elderly

Arranges Sunday tea parties for people (aged 75+) living alone.

**0800 716543** | [www.contact-the-elderly.org.uk](http://www.contact-the-elderly.org.uk)

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## Disabled Living Foundation

Impartial advice & factsheets about mobility products and disability equipment.

**0300 999 0004** | [www.dlf.org.uk](http://www.dlf.org.uk)

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## Wiltshire Farm Foods

Frozen ready-meals delivered to your door.

**0800 077 3100** | [www.wiltshirefarmfoods.com](http://www.wiltshirefarmfoods.com)

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## Aid-Call Personal Alarms

24 hour personal alarm service managed by Age UK.

**0800 011 3846**  
[www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms/](http://www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms/)

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## Saga SOS

24 hour personal alarm service managed by Saga.

**0800 068 5059**  
[www.saga.co.uk/care//Care-Services/SOS-Alarms-Service](http://www.saga.co.uk/care//Care-Services/SOS-Alarms-Service)

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## Royal Voluntary Service

Volunteers supporting older people at home and in the local community. Ask for local branch.

**0845 608 0122** | [www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)

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## Carers UK

Support and information to help improve the lives of carers in the UK. Also campaigns for the changes that make a real difference for carers.

**0808 808 7777** | [www.carersuk.org](http://www.carersuk.org)

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## Glossary

|                                      |   |
|--------------------------------------|---|
| <b>Pension Credit</b>                | Income related benefit for pensioners. There are two types: Guarantee Credit (current qualifying age is increasing to 66) and Savings Credit (for those over 65 who have made some financial provision for retirement). |
| <b>Housing Benefit</b>               | Means tested assistance with paying rent for those on a low income, with savings below £16,000.   |
| <b>Council Tax Reduction</b>         | Up to 100% assistance with paying council tax, dependent on circumstances, income & savings.  |
| <b>Attendance Allowance</b>          | Two levels of payment to help with costs of personal care, dependent on need, for those over 65.  |
| <b>Personal Independence Payment</b> | Regular assessments and weekly payments to help with extra costs of long term ill-health or disability for those aged 16-64 (formerly DLA).   |

|                             |   |
|-----------------------------|---|
| <b>Funeral Payments</b>     | Assistance with the basic costs of a funeral, of a relative or close friend, if you are on a low income or certain benefits. You must apply within 3 months of the funeral date.                |
| <b>Carers' Allowance</b>    | Payment to those who spend at least 35 hours a week caring for someone in receipt of AA or DLA or PIP.  |
| <b>Winter Fuel Payment</b>  | Payments range between £100 and £300. Paid automatically if you receive State Pension but dependent on circumstances.   |
| <b>Cold Weather Payment</b> | Payments should be automatic to those on certain benefits if the average temperature falls to freezing or below for 7 consecutive days, in your postcode area, between 1 November and 31 March. |

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## Citizens Advice Bureau

Free, confidential, impartial and independent advice on finance and legal issues.

**03444 111444 | [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)**

## Age UK

Information & factsheets on income, benefits and pensions.

**0800 169 6565 | [www.ageuk.org.uk](http://www.ageuk.org.uk)**

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## National Debtline

Free, confidential and independent advice on dealing with debt problems.

**0808 808 4000 | [www.nationaldebtline.org](http://www.nationaldebtline.org)**

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## Civil Legal Advice

Free, confidential legal advice for those on low incomes, benefits or legal aid.

**0345 345 4 345 | [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice)**

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## Pensions Advisory Service

Provides free information and guidance on any aspect of occupational, personal, stakeholder and state pensions.

**0300 123 1047 | [www.pensionsadvisoryservice.org.uk](http://www.pensionsadvisoryservice.org.uk)**

# Health

## RNIB

Support and information for blind and partially sighted people.

**0303 123 9999 | [www.rnib.org.uk](http://www.rnib.org.uk)**

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## Thomas Pocklington Trust

A national charity dedicated to delivering positive change to people with sight loss.

**020 8995 0880 | [www.pocklington-trust.org.uk](http://www.pocklington-trust.org.uk)**

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## Action on Hearing Loss

Advice & support for any aspects of deafness, hearing loss or tinnitus.

**0808 808 0123 | [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)**

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## Alzheimer's Society

Information and advice about every aspect of living with dementia – for patients and carers.

**0300 222 1122 | [www.alzheimers.org.uk](http://www.alzheimers.org.uk)**

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## Dementia UK

Advice for carers and people with dementia. Providers of Admiral Nursing Direct.

**0845 257 9406 | [www.dementiauk.org](http://www.dementiauk.org)**

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## Mind

Advice & support for those experiencing mental health problems.

**0300 123 3393 | [www.mind.org.uk](http://www.mind.org.uk)**

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## Arthritis Care

A campaigning charity offering advice and support to arthritis sufferers.

**0808 800 4050 | [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)**

## The National Osteoporosis Society

Charity dedicated to improving diagnosis, prevention and treatment of osteoporosis.

**0845 450 0230 | [www.nos.org.uk](http://www.nos.org.uk)**

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## Macmillan Cancer Support

Support, information and advice for those affected by cancer.

**0808 808 00 00 | [www.macmillan.org.uk](http://www.macmillan.org.uk)**

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## Stroke Association

Support and information for stroke patients, their families and carers.

**0303 3033 100 | [www.stroke.org.uk](http://www.stroke.org.uk)**

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## Expert Patients Programme

Self-management courses to help people manage long-term health problems.

**0800 988 5550 | [www.selfmanagementuk.org](http://www.selfmanagementuk.org)**

## Multiple Sclerosis Society

Offers a freephone helpline and one to one support to those affected by MS, in their local communities.

**0808 800 8000 | [www.mssociety.org.uk](http://www.mssociety.org.uk)**

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## Leisure & Travel

### Disability Rights UK (RADAR)

Provides information on holidays & leisure activities for disabled people. Also manages the National Key Scheme (NKS) for 7,000 locked public toilets in the UK.

**0300 555 1525 | [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)**

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### Saga

Information on holidays in the UK and abroad; travel insurance and car hire.

**0800 092 9083 | [www.saga.co.uk](http://www.saga.co.uk)**

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### Ramblers Association

Promoting walking for health for all ages. Provides information on local groups.

**020 7339 8500 | [www.ramblers.org.uk](http://www.ramblers.org.uk)**



## Keep Fit Association

Information on local exercise classes.

**01403 266 000 | [www.keepfit.org.uk](http://www.keepfit.org.uk)**

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## National Rail Enquiries

Information regarding all aspects of rail travel in the UK, and the Senior Railcard.

**08457 48 49 50 | [www.nationalrail.co.uk](http://www.nationalrail.co.uk)**

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## Traveline

Information for all UK bus, train, coach, ferry or underground travel.

**0871 200 22 33 | [www.traveline.info](http://www.traveline.info)**

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## Traintaxi

The UK guide to taxis serving all train, tram, metro and underground stations.

**08457 48 49 50 | [www.traintaxi.co.uk](http://www.traintaxi.co.uk)**

# End of Life

## Hospice UK

Advice about UK hospice/palliative care and online directory of hospices & palliative care providers in the UK.

**020 7520 8200 | [www.hospiceuk.org](http://www.hospiceuk.org)**

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## Natural Death Centre

Charity providing information and support on all types of funeral choices, especially 'green' burials. Directory of Natural Burial Grounds in the UK.

**01962 712690 | [www.naturaldeath.org.uk](http://www.naturaldeath.org.uk)**

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## National Association of Funeral Directors

Advice on arranging a funeral and finding a funeral director.

**0845 230 1343 | [www.nafd.org.uk](http://www.nafd.org.uk)**

## Cruse Bereavement Care

Information and support for bereaved people and help in coping with their loss.

**0844 477 9400** | [www.cruse.org.uk](http://www.cruse.org.uk)

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## Bereavement Advice Centre

Practical information and advice on what to do when someone dies.

**0800 634 9494** | [www.bereavementadvice.org](http://www.bereavementadvice.org)

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## Compassion in Dying

Campaigning for choice, access and control in end-of-life care. Advice on patient rights and living wills/advance decisions.

**0800 999 2434** | [www.compassionindying.org.uk](http://www.compassionindying.org.uk)

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## Funeral Planning Authority

Independent information on registered providers of pre-paid funeral plans in the UK.

**0845 601 9619** | [www.funeralplanningauthority.co.uk](http://www.funeralplanningauthority.co.uk)

## Deceased Estates Helpline (HMRC)

Advice and information on Income Tax and Capital Gains Tax on deceased persons' estates.

**0300 200 3300**  
[www.gov.uk/government/organisations/hm-revenue-customs/contact/bereavement-and-deceased-estate](http://www.gov.uk/government/organisations/hm-revenue-customs/contact/bereavement-and-deceased-estate)

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## Probate/Inheritance Tax Helpline (HMRC)

Information on probate and obligations to HMRC following a death.

**0300 123 1072**  
[www.gov.uk/government/organisations/hm-revenue-customs/contact/probate-and-inheritance-tax-enquiries](http://www.gov.uk/government/organisations/hm-revenue-customs/contact/probate-and-inheritance-tax-enquiries)

## Quaker Housing Trust

National information and advice about Quaker housing projects, loans and grants.

0207 663 1036 | [www.qht.org.uk](http://www.qht.org.uk)

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## Talking Friends

Charity run by Quakers, to provide visually impaired Friends/ Attenders with access to Quaker periodicals and books at low cost.

0121 476 0217 | [www.talkingfriends.org.uk](http://www.talkingfriends.org.uk)

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## Residential and Sheltered Accommodation with a Quaker Ethos

**Leicester Quaker Housing** Leicestershire  
0115 9233 128 | [www.leicesterquakerhousing.co.uk](http://www.leicesterquakerhousing.co.uk)

**Oak Tree House** West Midlands  
0121 472 1286 | [www.oaktreehouse.org.uk](http://www.oaktreehouse.org.uk)

**Reigate Quaker Housing** Surrey  
01737 242101 | [www.reigatequakerhousing.co.uk](http://www.reigatequakerhousing.co.uk)

**Sewell House** North Somerset  
01934 843746 | [www.sewellhouse.org.uk](http://www.sewellhouse.org.uk)

**Swarthmore Quaker Care Home** Buckinghamshire  
01735 885663 | [www.swarthmorecarehome.org.uk](http://www.swarthmorecarehome.org.uk)

**Harbour House Residential Care Home** Dorset  
01308 423277 | [www.westbayhousing.co.uk](http://www.westbayhousing.co.uk)

**Yoakley Care** Kent  
01843 223652 | [www.yoakleycare.co.uk](http://www.yoakleycare.co.uk)

**Westdale Quaker Housing Association** Notts  
0115 9233 128 | [www.westdalecarehome.org.uk](http://www.westdalecarehome.org.uk)

**Woodlands Quaker Home** West Midlands  
01902 341 203 | [www.woodlandsquakerhome.org](http://www.woodlandsquakerhome.org)

**Worthing Friends Housing Association** W. Sussex  
01903 239 753 | [www.worthingquakers.org.uk/pendle.htm](http://www.worthingquakers.org.uk/pendle.htm)

**Ravensworth Lodge** Yorkshire  
01723 362 361 | [www.ravensworth.org.uk](http://www.ravensworth.org.uk)

## Miscellaneous

### The Cinnamon Trust

A charity dedicated to helping older people keep and look after their pets.

**01736 757 900 | [www.cinnamon.org.uk](http://www.cinnamon.org.uk)**

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### The Silver Line

Confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

**0800 4 70 80 90 | [www.thesilverline.org.uk](http://www.thesilverline.org.uk)**

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### Breezie

Breezie is a service that makes using a tablet computer simple, easy and intuitive for older people. Breezie is endorsed by Age UK.

**0800 917 7588 | [www.breezie.com](http://www.breezie.com)**

## West Midlands Area

### Age Concern Birmingham

Information and advice regarding all aspects of life for older people.

**0121 296 2443 | [www.ageconcernbirmingham.org.uk](http://www.ageconcernbirmingham.org.uk)**

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### Focus Birmingham

Support, information and advice for those with visual impairments.

**0121 478 5200 | [www.focusbirmingham.org.uk](http://www.focusbirmingham.org.uk)**

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### Birmingham Talking Newspaper Association

Providing free news and information to the visually impaired community in the Birmingham area. Provides information about other talking newspapers in the West Midlands.

**0300 330 1404 | [www.btna.org.uk](http://www.btna.org.uk)**



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