

# Welcome...

How often do you hear younger people say, “I can’t wait till I retire”, and older people say, “I’ve so much to do now; how did I ever find time to work?” Retirement brings wealth; not necessarily financial wealth, but wealth of time: time to pursue a hobby; join a club or become a volunteer; see more of the grandchildren; travel; or simply relax in the garden.

But while retirement brings new opportunities, we also need to think about issues such as where we want to live, health, money and well-being, as well as the needs of people we love and care for – all the things that will enable us to enjoy a happy retirement.

This booklet is designed to give you ideas about how to manage your own care and that of those you love. It covers all sorts of services to do with living independently in your own home – not just the county council’s services but those of a wide range of organisations.

Wherever possible we have included telephone numbers as well as website addresses, but if you don’t have Internet access at home, why not visit your local library and use the computer there? If you don’t know how to use a computer, a member of staff will help you find what you are looking for. Or you could learn to use a computer yourself through the council’s Adult Learning Service, call Enrolment **0845 351 0646**.

I hope you find this booklet useful – and that it will help you and yours lead long and happy lives.



**John Jackson**  
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Oxfordshire County Council



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The views expressed in this publication are not based on medical or social research but are the opinions or views of experienced social and health care professionals.

**Please note:** while we have made every attempt to ensure that the information contained in this publication is correct, Oxfordshire County Council cannot be held liable for errors or omissions. Likewise, we hope this publication will prove useful, but the council cannot accept responsibility for any consequences proceeding from the use of information contained within it.

# 1. Help in the Home



A well-kept home and garden can be a pride and joy and make a huge difference to how we feel about ourselves – especially if we can't get out much.

Keeping on top of things and ensuring the smooth running of the household can be more difficult when you get older, but there are organisations and services that can help.

Find help in this section with home maintenance, shopping, meals, unwanted furniture and junk mail.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<p><b>DELIVERED MEALS</b></p> <p>Oxfordshire County Council arranges subsidised frozen meals for people who meet its eligibility criteria. Small freezers and regenerators are available for hire.</p> <p>The provider, FlowFood, can also provide meals for private payers.</p>	<p>Anyone can buy from Flowfood or other delivered meals companies.</p> <p>For meals subsidised by the county council, people need to meet its eligibility criteria.</p>	<ul style="list-style-type: none"> <li>FlowFood Tel 0845 606 3924 Email sales@flowfood.co.uk www.flowfood.co.uk</li> <li>Oxfordshire County Council Access Team Tel 0845 050 7666 Email access@oxfordshire.gov.uk www.oxfordshire.gov.uk</li> </ul>
<p><b>SHOPPING SERVICES</b></p> <p>Oxfordshire County Council arranges a subsidised shopping service for people who meet its eligibility criteria.</p> <p>The service is provided through Montclair Home Shopping with Care, which will pack food into cupboards and fridge if desired. Drivers are CRB checked.</p>	<p>Montclair also provides a shopping service to private payers. Anyone can purchase this service from Montclair.</p> <p>For shopping subsidised by the county council, people need to meet its eligibility criteria.</p>	<ul style="list-style-type: none"> <li>Montclair Home Shopping with Care Tel 01235 511881 Email paula@montclairhomeshopping.com www.montclairhomeshopping.com</li> <li>Oxfordshire County Council Access Team Tel 0845 050 7666 Email access@oxfordshire.gov.uk</li> </ul>
<p><b>SUPERMARKET DELIVERY SERVICES</b></p> <p>Most major supermarkets offer online shopping services. Most also offer shopping by phone.</p>	<p>Anyone.</p>	<ul style="list-style-type: none"> <li>www.sainsburys.co.uk</li> <li>www.tesco.com</li> <li>www.ocado.com</li> </ul> <p>Ask at your local supermarket or check your local telephone directory listings.</p>
<p><b>SHOPMOBILITY</b></p> <p>Wheelchairs and scooters can be borrowed for shopping and leisure activities free of charge.</p>	<p>Anyone – you don't need a Blue Badge.</p>	<ul style="list-style-type: none"> <li>Banbury Tel 01295 252722 (Mon-Sat)</li> <li>Bicester Tel 01869 320132 (Mon-Sat)</li> <li>Oxford Tel 01865 248737 (Mon-Sat)</li> <li>Witney Tel 01993 864787 (Mon-Sat)</li> </ul>
<p><b>NOTES</b></p>		



"I hate housework. You make the beds, you wash the dishes and six months later you have to start all over again."

**Comedienne Joan Rivers on housework.**

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>BULKY ITEM DISPOSAL</b> Your district council will collect and dispose of bulky furniture and appliances.	Anyone. Concessions for older people may be available.	<ul style="list-style-type: none"> <li>Cherwell Tel 01295 227001</li> <li>Oxford City Tel 01865 252900</li> <li>South Oxfordshire Tel 01491 823416</li> <li>Vale of White Horse Tel 01235 520202</li> </ul> Or visit your council's website
<b>EMMAUS OXFORD</b> The charity, Emmaus, will collect working fridges/freezers and other useable furniture from your home. Items are then refurbished by homeless people and sold on to the public.	Furniture available to all; and at reduced prices to those on benefits.	<ul style="list-style-type: none"> <li>Tel 01865 763698 Open 9.30-12.30 Monday to Friday</li> <li>Email furniture@emmausoxford.org</li> <li>www.emmausoxford.org</li> </ul>
<b>FREecycle</b> Web-based service. Members give away unwanted items that would otherwise go to landfill. Several groups exist in Oxfordshire.	Anyone with computer access.	<ul style="list-style-type: none"> <li>www.uk.freecycle.org</li> </ul>
<b>TELEPHONE PREFERENCE SERVICE</b> Free service which prevents organisations from cold-calling your phone number with sales and marketing calls.	Anyone.	<ul style="list-style-type: none"> <li>Register online or by phone: Tel 0845 070 0707</li> <li>www.tpsoline.org.uk</li> </ul>
<b>MAILING PREFERENCE SERVICE</b> Free service which prevents unsolicited marketing material from being sent to you.	Anyone.	<ul style="list-style-type: none"> <li>Register online or by phone: Tel 0845 703 4599</li> <li>www.mpsonline.org.uk</li> </ul>
<b>OXFORDSHIRE COUNTY COUNCIL MINOR ADAPTATIONS</b> Minor adaptations carried out by Medequip to the value of £800 max, such as banister rails, grab rails, half-steps etc.	Owner-occupiers.	<ul style="list-style-type: none"> <li>Access Team</li> <li>Tel 0845 050 7666 Email access@oxfordshire.gov.uk</li> </ul>
<b>NOTES</b>		



“There is no need to do any housework at all. After the first four years the dirt doesn't get any worse.”

**Actor and writer  
Quentin Crisp's opinion  
on housework.**

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>DISTRICT COUNCIL SMALL REPAIRS AND ADAPTATIONS</b>		
Minor repairs and adaptations, such as grab rails or half-steps, but no gardening or decorating, electricals (except plugs and bulbs etc) or first-floor work. £15 per hour plus cost of materials but discounts may be available.	Older people; younger disabled people.	<ul style="list-style-type: none"> <li>• Cherwell Tel 0844 8330310</li> <li>• Oxford City Tel 0800 227676</li> <li>• West Oxfordshire Tel 01993 86100</li> </ul>
<b>ANCHOR SMALL REPAIRS</b>		
As above, but for South Oxfordshire and Vale of White Horse.	Older people; younger disabled people.	<ul style="list-style-type: none"> <li>• Tel 01491 823889</li> <li>• Tel 01491 823895</li> <li>Email <a href="mailto:stayingput.southoxfordshire@anchor.org.uk">stayingput.southoxfordshire@anchor.org.uk</a></li> <li><a href="http://www.stayingput.org.uk">www.stayingput.org.uk</a></li> </ul>
<b>ANCHOR STAYING PUT</b>		
Project manages in South Oxfordshire and Vale of White Horse: extensions, installations, rewiring, windows. Project management fees: 10% on private work, 15% on work funded by Disabled Facilities Grant.	Older people; younger eligible disabled people.	<ul style="list-style-type: none"> <li>• Tel 01491 823888</li> <li>Email <a href="mailto:stayingput.southoxfordshire@anchor.org.uk">stayingput.southoxfordshire@anchor.org.uk</a></li> <li><a href="http://www.stayingput.org.uk">www.stayingput.org.uk</a></li> </ul>
<b>DISABLED FACILITIES GRANT</b>		
District council, means-tested grant of up to £30,000 for adaptations to and facilities in your house.	Owners and tenants in respect of themselves or a disabled person living at the premises.	<ul style="list-style-type: none"> <li>• Contact the Access Team at Oxfordshire County Council</li> <li>Tel 0845 050 7666 Email <a href="mailto:access@oxfordshire.gov.uk">access@oxfordshire.gov.uk</a></li> </ul>
<b>VAT</b>		
VAT Exemption for Alterations and Equipment.	Chronically sick or disabled.	<ul style="list-style-type: none"> <li>• HM Revenue and Customs Charities Helpline</li> <li>Tel 0845 302 0203</li> <li><a href="http://www.hmrc.gov.uk">www.hmrc.gov.uk</a>, and search for 'VAT reliefs for disabled people'.</li> </ul>
<b>NOTES</b>		

## 2. Personal Care



Personal independence and quality of life are two of the most cherished aspects of our lives, but after a spell in hospital, or a reduction in physical or mental abilities can result in some people needing help to wash, dress, feed themselves etc.

Just how much help a person needs varies according to the degree of disability. In this section we list some of the services on offer.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>OXFORDSHIRE COUNTY COUNCIL HOME SUPPORT</b>		
Assistance at home with washing, dressing, eating, going to the toilet, etc.	People who meet the council's eligibility criteria.	<ul style="list-style-type: none"> <li>Oxfordshire County Council Access Team Tel 0845 050 7666 Email access@oxfordshire.gov.uk www.oxfordshire.gov.uk</li> </ul>
<b>OTHER HOME SUPPORT PROVIDERS</b>		
The Care Quality Commission Inspection (CQC) keeps a database of care providers complete with its own inspection ratings.	Anyone.	<ul style="list-style-type: none"> <li>CQC Tel 0845 015 0120 or (Newcastle) 0191 233 3323 Email enquiries@cqc.org.uk www.cqc.org.uk</li> </ul>
<b>PERSONAL ASSISTANTS</b>		
Thousands of people employ a personal assistant to live with them either full or part-time.  If you receive home support from the council, you may be able to use Direct Payments to pay towards your own choice of personal assistant.	Anyone.	<ul style="list-style-type: none"> <li>Check out agencies on the web or in the phone book.</li> <li>Speak to your care manager if you already receive care from Oxfordshire County Council.</li> </ul>
<b>OXFORDSHIRE CONTINENCE ADVISORY SERVICE</b>		
Advice from clinics that deal with continence. For those who are house-bound and cannot attend a clinic, the service is provided by the local district nursing team, contactable through your GP surgery.	Professionals, patients and carers.	<ul style="list-style-type: none"> <li><b>WITNEY COMMUNITY HOSPITAL</b> Tel 01993 209434 www.oxfordshirepct.nhs.uk</li> </ul>
<b>NOTES</b>		



“I feel the capacity to care is the thing which gives life its deepest significance.”

**Pablo Casals**  
Spanish Cellist and Conductor

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>DAY CENTRE SERVICES</b>		
Oxfordshire County Council day centres have special baths with hoists, offer hairdressing, podiatry and therapies.	For some services you may need to be assessed for eligibility.	<ul style="list-style-type: none"> <li>Oxfordshire County Council Access Team Tel 0845 050 7666 Email access@oxfordshire.gov.uk</li> </ul>
<b>NHS PODIATRY</b>		
Podiatry is available from centres across the county, dependent on the seriousness of the condition.	Free for diabetes sufferers, people with ingrown toenails or foot problems caused by anomalies in walking.	<ul style="list-style-type: none"> <li>Contact head office at St Barnabus Clinic Tel 01865 311312 Or your GP.</li> </ul>
<b>SOLEMATES</b>		
Nail-cutting and footcare service provided by trained volunteers from Age Concern Oxfordshire. A charge is made for the service.	People over 65 who can't cut their nails. If you are eligible for NHS Podiatry or are diabetic, the service may not be available.	<ul style="list-style-type: none"> <li>Age Concern Tel 01865 717615 Email clockhouse@ageconcernoxon.org.uk www.ageconcernoxon.org.uk</li> </ul>
<b>NOTES</b>		

### 3. Safety



Fortunately, the number of older people affected by crime, fire or other sorts of hazard is relatively small.

Still, it does no harm to take a few precautions – and most people know now that smoke detectors are real life-savers.

One still under-recognised hazard is falling over. But the consequence of falling and breaking an arm or hip or leg can mean loss of independence.

Please see our item on the Oxfordshire Falls Prevention Service for contact details.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>OXFORDSHIRE FALLS PREVENTION SERVICE</b> Help and advice for older people to help them avoid falls and to regain confidence if they have experienced a fall.	People over 60, who have had a fall or are nervous about falling.	<ul style="list-style-type: none"> <li>Tel 01993 209556</li> <li>Email <a href="mailto:jayne.treleaven@oxfordshirepct.nhs.uk">jayne.treleaven@oxfordshirepct.nhs.uk</a></li> </ul>
<b>MESSAGE IN A BOTTLE</b> Scheme whereby people store a plastic container containing brief medical history in their fridge. Stickers are supplied for front door to alert emergency staff.	Anyone, especially those living alone or taking medication.	<ul style="list-style-type: none"> <li>Your GP</li> <li>Lion Maddy Radburn Lions Club County Coordinator for message in a bottle Oxfordshire Tel 01993 772241 Email <a href="mailto:maddy@johnradburn.org.uk">maddy@johnradburn.org.uk</a></li> </ul>
<b>SAFEGUARDING ADULTS PROTECTION BOARD</b> Help if you or any other adult you know is suffering abuse, neglect, exploitation or mistreatment.	Anyone.	<ul style="list-style-type: none"> <li>Oxfordshire County Council Access Team Tel 0845 050 7666 Email <a href="mailto:access@oxfordshire.gov.uk">access@oxfordshire.gov.uk</a> If a crime is being committed and immediate help is required, dial 999 and ask for Police.</li> </ul>
<b>EMERGENCY DUTY TEAM (OXFORDSHIRE COUNTY COUNCIL)</b> Out of hours service for social care emergencies involving adults.	Anyone.	<ul style="list-style-type: none"> <li>Freephone 0800 833408 (outside office hours).</li> <li>Otherwise call the Oxfordshire County Council Access Team Tel 0845 050 7666</li> </ul>
<b>SMOKE ALARM CHECK/INSTALLATION</b> Free smoke alarm checks; free installation of new alarms; free fire plan.	Anyone.	<ul style="list-style-type: none"> <li>Community Fire Safety Helpline Freephone 08000 325999 Email <a href="mailto:fire.service@oxfordshire.gov.uk">fire.service@oxfordshire.gov.uk</a> <a href="http://www.oxfordshire.gov.uk">www.oxfordshire.gov.uk</a></li> </ul>
<b>NOTES</b>		



### 24/7 alarm services

If you live alone and are worried about falling, then a 24/7 alarm service may be for you.

Alarms come in all shapes and sizes but all have one thing in common, a 24-hour response centre: someone ready to answer your call for help and either offer advice or send assistance.

Organisations providing such services include Oxfordshire County Council, Help the Aged, Age Concern, housing associations and private sector providers.

Shop around to find the service and price that suits you.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>SECURING YOUR PROPERTY</b>		
Your local Crime Reduction Advisor can check and advise on home security. Assistance with the cost of improving security is available in Oxford City.	Anyone, especially vulnerable groups and older people.	<ul style="list-style-type: none"> <li>Contact your local Crime Reduction Officer www.thamesvalley.police.uk Tel 0845 8505 505</li> </ul>
<b>ROGUE TRADERS</b>		
Consumer advice and investigation of complaints against traders and/or services.	Anyone.	<ul style="list-style-type: none"> <li>Oxfordshire Trading Standards Tel 0845 051 0845 Email trading.standards@oxfordshire.gov.uk</li> </ul>
<b>TRADING STANDARDS APPROVED TRADERS</b>		
<p>Did you know that Oxfordshire County Council Trading Standards has a "Buy With Confidence" Approved Trader" scheme providing details of reliable local traders to carry out work around your home and garden? This brings together a list of gardeners, plumbers, builders and other types of 'home improvement' businesses, from all over Oxfordshire.</p> <p>These traders have been individually checked for trustworthiness and compliance with consumer protection laws. They display the Buy With Confidence sign and although we cannot guarantee that nothing will ever go wrong, if you have a problem with a member of the scheme, they must deal with your complaint in a fair manner.</p>	Anyone	<ul style="list-style-type: none"> <li>For details of traders you can trust phone 0845 051 0845 (press option one or two) and we will send you the list or Email trading.standards@oxfordshire.gov.uk</li> </ul>
<b>CALLER ID</b>		
View callers' numbers on your telephone before you answer.	Check with your service provider.	<ul style="list-style-type: none"> <li>Contact your telephone service provider.</li> </ul>
<b>NOTES</b>		

## 4. Money Management



Whether you are on a tight budget or have plenty in the pot, it's always good to know how you can make your money go further in retirement.

In this section we've compiled a list of services and their contact details to help you do just that, from getting a rebate on your TV licence to finding out about the Fuel Allowance.

### Did you know?

Banknotes evolved from receipts given by goldsmiths for the deposit of jewels, bullion and coins. The receipts were used both for withdrawing deposits and as evidence of ability to pay.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>WARM FRONT</b> Provides grants for energy efficient insulation and heating.	People over 60 claiming benefits.	<ul style="list-style-type: none"> <li>• Warm Front Freephone 0800 316 2805 <a href="http://www.warmfront.co.uk">www.warmfront.co.uk</a></li> <li>• <a href="http://www.heatproject.co.uk">www.heatproject.co.uk</a> Freephone 0800 0934 050</li> <li>• <a href="http://www.cocoonyourhome.co.uk">www.cocoonyourhome.co.uk</a> Freephone 0800 080 48777</li> </ul>
<b>CONSUMER FOCUS</b> Independent gas and electricity watchdog providing free, impartial advice and price comparisons for energy suppliers. It also assists with complaints.	Anyone.	<ul style="list-style-type: none"> <li>• Tel 08459 06 07 08 <a href="http://www.consumerfocus.org.uk">www.consumerfocus.org.uk</a> Email <a href="mailto:contact@consumerfocus.org.uk">contact@consumerfocus.org.uk</a></li> </ul>
<b>PROMPT PAYMENT DISCOUNT</b> Some energy companies offer a prompt payment discount for their services.	Anyone who pays their bills promptly.	<ul style="list-style-type: none"> <li>• Contact your energy supplier.</li> </ul>
<b>UNITED SUSTAINABLE ENERGY AGENCY</b> Energy advice service which assists consumers in conserving power and becoming more energy efficient.	Anyone.	<ul style="list-style-type: none"> <li>• Freephone 0800 512 012 Email <a href="mailto:usea@usea.org.uk">usea@usea.org.uk</a> <a href="http://www.usea.org.uk">www.usea.org.uk</a></li> </ul>
<b>WINTER FUEL PAYMENT</b> Annual payment from The Pension Service of up to £250 individually (liable to change on a yearly basis). People over 80 may be entitled to an additional payment.	People over 60, exact amount depends on circumstances.	<ul style="list-style-type: none"> <li>• Winter Fuel Payment Helpline Tel 08459 15 15 15 Textphone 0845 601 5613 <a href="http://www.thepensionservice.gov.uk">www.thepensionservice.gov.uk</a></li> </ul>
<b>DISCOUNTED OR FREE TV LICENCE</b>	Free licence for people over 75, 50% discount for registered blind or severely sight impaired.	<ul style="list-style-type: none"> <li>• Tel 0844 800 6790 <a href="http://www.tvlicensing.co.uk">www.tvlicensing.co.uk</a></li> </ul>
<b>LOW COST TELEPHONE SERVICE</b> A cheap telephone service which allows all calls in, but only emergency services for dialling out.	Anyone.	<ul style="list-style-type: none"> <li>• Contact your telephone service provider.</li> </ul>
<b>NOTES</b>		



**Benefits**

It is believed that People across the UK are missing out on millions of pounds worth of benefits and tax credits.

- **Pensions Service**  
Tel 0800 991234  
www.dwp.gov.uk  
Advice on all types of benefits as well as help with making and pursuing claims.
- **Age Concern Oxfordshire**  
Tel (01235) 849400  
Benefits advice and help with filling in forms.
- **Carers UK**  
Tel 0808 808 7777  
www.carersuk.org  
Information about benefits.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<p><b>CHEAPER INTERNATIONAL CALLS</b></p> <p>You may get cheaper calls via: phone companies specialising in cheaper international rates; calls using a computer (some Voice over Internet Protocol services can be cheaper than landline services); pre-paid calling cards from shops or the internet, whereby calls are made by dialling an access number and then typing in a unique PIN number.</p> <p>The national information service Consumer Direct can advise on the legality of a scheme, or contact Ofcom.</p>	Anyone.	<ul style="list-style-type: none"> <li>• Check internet search engines or customer service departments for details.</li> <li>• Ofcom Enquiry Line Tel 020 7981 3040 www.ofcom.org.uk</li> </ul>
<p><b>COMMUNITY LEGAL ADVICE</b></p> <p>Funded by the Legal Services Commission and delivered by independent advice agencies and solicitors.</p>	People on benefits or low incomes (means-tested service).	<ul style="list-style-type: none"> <li>• For free specialist Legal Advice Tel 0845 345 4 3450</li> </ul>
<p><b>FREE WILL-WRITING</b></p> <p>Some charities, eg Help the Aged, offer a free service for simpler wills. Although you are not obliged to leave a donation for the charity in your will, it is normally expected that a small donation equal to the cost of the will writing would be appreciated.</p>	Anyone.	<ul style="list-style-type: none"> <li>• Contact charities direct to ensure that you are eligible.</li> </ul>
<p><b>PENSIONS ADVICE</b></p> <p>The Pensions Advisory Service is an independent organisation offering clear and confidential pensions advice. Other organisations, such as Age Concern, also offer a service. A list is available from Citizens Advice Bureaux.</p>	Anyone.	<ul style="list-style-type: none"> <li>• Pensions Advisory Service Tel 0845 601 2923 www.pensionsadvisoryservice.org.uk</li> <li>• Age Concern Oxfordshire Tel 01235 849400 www.ageconcernoxon.org.uk</li> <li>• Citizens Advice Bureaux www.adviceguide.org.uk</li> </ul>



**Benefits (cont)**

- The Social Fund  
Tel 0845 6088580  
www.adviceguide.org.uk  
Crisis loans, budgeting loans, community care grants, funeral payments and winter fuel payments.
- Online benefits advisor  
www.benefitsadvisor.direct.gov.uk  
Answer 12 questions online to find out what benefits are available to you.
- Benefits Enquiry Line  
Tel 0800 88 2200

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>PENSION TRACING SERVICE</b>		
If you think you have an old pension but are not sure of the details, the Pension Tracing Service can help by tracing it for you for free.	Anyone.	<ul style="list-style-type: none"> <li>• Pension Service Tel 0845 6002 537 www.thepensionservice.gov.uk</li> </ul>
<b>DEBT-MANAGEMENT</b>		
If you have debt problems, seek independent, confidential advice immediately.	Citizens Advice: Anyone. National Debtline: Anyone. Community Legal Advice: people on benefits or low incomes.	<ul style="list-style-type: none"> <li>• Citizens Advice Bureaux www.adviceguide.org.uk Oxford 0870 220 0608 Banbury 0844 848 7922 Witney 01993 705691 Adingdon 01235 521894</li> <li>• National Debtline Freephone 0808 808 4000</li> <li>• Community Legal Advice Tel 0845 345 4345 www.communitylegaladvice.org.uk.</li> </ul>
<b>MONEY-MANAGEMENT</b>		
Oxfordshire County Council offers a money-management service.	Service-users with mental health issues, including dementia, without an appropriate person to help them; people with learning disabilities without an appropriate person to help them.	<ul style="list-style-type: none"> <li>• Oxfordshire County Council Access Team Tel 0845 050 7666 Email access@oxfordshire.gov.uk</li> </ul>
<b>PDSA (PEOPLES' DISPENSARY FOR SICK ANIMALS)</b>		
Free veterinary care for pet owners who cannot afford vet fees.	Pet owners living within catchment area of a PDSA PetAid hospital or practice, who are in receipt of Housing or Council Tax Benefit.	<ul style="list-style-type: none"> <li>• PDSA Tel 0800 917 2509 www.pdsa.org.uk</li> </ul>
<b>CINNAMON TRUST</b>		
Care for pets of older people struggling to look after their pet, either by fostering the pet or by caring for them at the person's home.	Any older person and also the terminally ill.	<ul style="list-style-type: none"> <li>• Cinnamon Trust Tel 01736 757900 Email admin@cinnamon.org.uk www.cinnamon.org.uk</li> </ul>
<b>FREE PASSPORT</b>		
A free 10-year passport from the Identity and Passport Service.	UK nationals born on or before 2 September 1929.	<ul style="list-style-type: none"> <li>• Passport Adviceline Tel 0300 222 0000 www.ips.gov.uk Application forms available from post offices.</li> </ul>

## 5. Transport



At 16 you can marry, at 18 you can drink, at 21 you get the key of the door – and at 60 you get a free bus pass.

While riding on the buses all day long may quickly lose its appeal, free and discounted public transport is certainly a boon.

This section details some of the options available.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>BLUE BADGE SCHEME</b>		
Parking concessions for people with severe mobility problems. Valid elsewhere in the European Union.	People with particular disabilities or those who are in receipt of certain disability-related benefits.	<ul style="list-style-type: none"> <li>Oxfordshire County Council Access Team Tel 0845 050 7666 <a href="http://www.oxfordshire.gov.uk">www.oxfordshire.gov.uk</a></li> </ul>
<b>BUS PASSES</b>		
Free, off-peak travel on local buses anywhere in England. Passes are provided by district councils.	People over 60 and eligible disabled people.	<ul style="list-style-type: none"> <li>Contact your district council, or see your council's website for information online.</li> <li>Department for Transport: <a href="http://www.dft.gov.uk">www.dft.gov.uk</a></li> </ul>
<b>NATIONAL TRANSPORT TOKENS</b>		
Can be used on national buses, trains and with participating taxi companies. Provided free by district councils.	People over 60, eligible disabled people and the carers of disabled people who require assistance.	<ul style="list-style-type: none"> <li>Contact your district council, or see your council's website for information online. Tel 01254 680180 <a href="http://www.transport-tokens.co.uk">www.transport-tokens.co.uk</a></li> </ul>
<b>ROUTESIXTY</b>		
Half-price fares on most National Express services.	People over 60.	<ul style="list-style-type: none"> <li>Tel 08717 818 181 <a href="http://www.nationalexpress.com">www.nationalexpress.com</a></li> </ul>
<b>RAILCARDS</b>		
A £24 Senior Railcard entitles you to 1/3 off standard and first-class train journeys. An £18 Disabled Persons Railcard entitles you and a person travelling with you, to 1/3 off most standard and first-class train journeys.	People over 60. People with disabilities.	<ul style="list-style-type: none"> <li><a href="http://www.railcard.co.uk">www.railcard.co.uk</a></li> <li>National Rail Enquiries Tel 08457 48 49 50 Textphone 0845 60 50 600 <a href="http://www.nationalrail.co.uk">www.nationalrail.co.uk</a></li> </ul>
<b>FREE CAR TAX (VEHICLE EXCISE DUTY EXEMPTION)</b>		
Apply for a free disc at the Post Office, taking your Vehicle Registration Certificate or Vehicle Licence Application, as well as taking your MOT and insurance details.	You must be claiming the higher rate Mobility Component of the Disability Living Allowance (DLA), or the War Pensioner's Mobility Supplement (WDP).	<ul style="list-style-type: none"> <li>DLA: Disability Living Allowance Unit Tel 0845 712 3456 Textphone 0845 722 44 33 <a href="http://www.oxfordshire.gov.uk">www.oxfordshire.gov.uk</a></li> <li>WDP: Service Personnel and Veterans Agency Tel 0800 169 2277 Textphone 0800 169 3458</li> </ul>



Bicycles became popular in the early 1930s when they finally became affordable to working people. But the origins go back to the early 19th century. One early bicycle was the speedy Penny Farthing. The bigger the front wheel, the further you could travel with each turn of the pedals – until you fell off, of course.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>DIAL-A-RIDE</b> Door-to-door service for people who cannot access ordinary public transport due to infirmity, and are living in the Cherwell district.	Concessionary bus pass holders travel free. Cannot be used for hospital or day centre visits.	<ul style="list-style-type: none"> <li>Banbury Tel 01295 263777 – 0900 till 1200 (Mon-Fri)</li> <li>Bicester Tel 01869 320132 – 0900 till 1630 (Mon-Fri)</li> <li>Kidlington Tel 01865 374442 – 0900 till 1630 (Mon-Fri)</li> </ul>
<b>OCTABUS DIAL-A-RIDE AND REDIBUS</b> Similar service as above, Octabus serves Oxford City, Vale of White Horse and West Oxfordshire districts. Redibus operates in South Oxfordshire.	As above.	<ul style="list-style-type: none"> <li>Walters Limousines Tel 01865 876176</li> <li>Redibus Tel 0118 931 0000</li> </ul>
<b>RED CROSS TRANSPORT SCHEME</b> A car service for transport to hospitals or day centres, and a disabled person’s vehicle for groups.	People who are unable to use public transport.	<ul style="list-style-type: none"> <li>Tel 01235 552 673 www.redcross.org.uk</li> </ul>
<b>DIRECTORY OF COMMUNITY TRANSPORT IN OXFORDSHIRE</b> A comprehensive guide to alternative forms of transport for those who have difficulties using public transport and don’t have a car.	Anyone can request a directory and advice can be given on eligibility for various forms of transport.	<ul style="list-style-type: none"> <li>Oxfordshire Rural Community Council Tel 01865 883 488 www.oxonrcc.org.uk</li> </ul>
<b>NOTES</b>		

## 6. Leisure and Learning



How often do you hear working people sigh: “If only I could retire, I would do this, that or the other” – and retired people say, “I’m so busy now, I don’t know how I ever found time to work.”

For some people retirement is a joy, for others it is less easy; perhaps they have become a carer or they themselves need some level of care.

Whatever one’s circumstances, keeping up social and intellectual activities can help people remain fitter and healthier for longer.

In this section, we set out ways for people to seek fun, relaxation and fulfilment.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>LIBRARIES</b> Books, DVDs, music CDs, books in large print and in different languages, audio books and language courses, magazines and newspapers, and reading groups. Fast free internet access on site. Home and mobile library services. Ask us for anything – whether it’s for personal interest or study, we can help.	Anyone. It is free to join and books are free to borrow. DVDs, CDs and audio books may be hired but please check with staff as exemptions do apply.  These services are free of charge for people who are housebound, visually impaired, are deaf or have a hearing impairment, dyslexic or have a disability that prevents them from using printed material.	<ul style="list-style-type: none"> <li>Oxfordshire Libraries Answers Direct Tel 0845 600 3119 <a href="http://www.pensionsadvisoryservice.org.uk">www.pensionsadvisoryservice.org.uk</a></li> <li>Age Concern Oxfordshire Tel 01235 849400 <a href="http://www.ageconcernoxon.org.uk">www.ageconcernoxon.org.uk</a></li> <li>Citizens Advice Bureaux</li> </ul>
<b>OXFORDSHIRE COUNTY COUNCIL CLUBS AND SOCIETIES DATABASE</b> Oxfordshire County Council has an online database of more than 2000 clubs and societies around Oxfordshire.	Anyone.	<ul style="list-style-type: none"> <li><a href="http://www.oxfordshire.gov.uk">www.oxfordshire.gov.uk</a> – type in ‘clubs and societies’ or ask at your local library.</li> </ul>
<b>DAY CENTRES</b> Oxfordshire County Council has eight day centres and part-funds many others. Age Concern also runs a large number of day centres. Activities include crafts and games, entertainment, computer rooms and hot lunches.	Anyone can refer themselves or be referred by a GP or social worker, but some services are only available to assessed individuals.	<ul style="list-style-type: none"> <li>Oxfordshire County Council Access Team Tel 0845 050 7666 Email <a href="mailto:access@oxfordshire.gov.uk">access@oxfordshire.gov.uk</a></li> <li>Age Concern Tel 01235 849400 <a href="http://www.ageconcernoxon.org.uk">www.ageconcernoxon.org.uk</a></li> </ul>
<b>TELEPHONE BEFRIENDING</b> Age Concern offers a free telephone befriending service, using trained volunteers.	People aged 60+ who are housebound and isolated but have no acute mental health needs.	<ul style="list-style-type: none"> <li>Age Concern Tel 01235 849400 <a href="http://www.ageconcernoxon.org.uk">www.ageconcernoxon.org.uk</a></li> </ul>
<b>PENPALS</b> Many organisations cater for people looking for penpals.	Anyone.	<ul style="list-style-type: none"> <li>Check newspapers, internet search engines, overseas friends.</li> </ul>
<b>NOTES</b>		



“The secret of being miserable is to have the leisure to bother about whether you are happy or not. The cure is occupation.”

**George Bernard Shaw**

Irish playwright, literary critic and essayist

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>EMAIL</b>		
Keep in touch, even with people thousands of miles away. Free web-based email providers include Windows Live Hotmail and Google Mail.	Anyone.	<ul style="list-style-type: none"> <li>• <a href="http://www.hotmail.com">www.hotmail.com</a></li> <li>• <a href="http://www.googlemail.com">www.googlemail.com</a></li> </ul>
<b>LOCAL &amp; FAMILY HISTORY</b>		
A wide range of resources to help you trace your family tree or research the area in which you live.	<p>Anyone.</p> <p>Anyone, but ID will be required. Please contact before visiting.</p>	<ul style="list-style-type: none"> <li>• Oxfordshire Studies, Central Library, Oxford Tel 01865 815509 Email <a href="mailto:oxfordshire.studies@oxfordshire.gov.uk">oxfordshire.studies@oxfordshire.gov.uk</a></li> <li>• Oxfordshire Record Office, St Luke's Church, Cowley Tel 01865 398200 Email <a href="mailto:archives@oxfordshire.gov.uk">archives@oxfordshire.gov.uk</a></li> <li>• See <a href="http://www.oxfordshire.gov.uk">www.oxfordshire.gov.uk</a> (public website)</li> </ul>
<b>OXFORDSHIRE LANGUAGE SERVICE</b>		
Oxfordshire Language Service provides a professional and reliable translation service. We translate leaflets, passports, birth certificates, prospectuses and many other documents. There is a charge for the service.	Anyone.	<ul style="list-style-type: none"> <li>• Tel 01865 323003 Email <a href="mailto:language@oxfordshire.gov.uk">language@oxfordshire.gov.uk</a></li> </ul>
<b>NOTES</b>		



Adult learning classes are a fantastic way of finding a new interest in life - and a great way to make new friends.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>OXFORDSHIRE COUNTY COUNCIL</b>		
Oxfordshire County Council offers hundreds of courses at its many centres across the county.	Anyone.	<ul style="list-style-type: none"> <li>Oxfordshire County Council Tel 0845 3510646 <a href="http://www.oxfordshire.gov.uk/adultlearning">www.oxfordshire.gov.uk/adultlearning</a></li> </ul>
<b>COLLEGES AND UNIVERSITIES</b>		
Life-long learning providers.	Anyone.	<ul style="list-style-type: none"> <li>Abingdon &amp; Witney College Tel 01235 555 585/01993 703 464 <a href="http://www.abingdon-witney.ac.uk">www.abingdon-witney.ac.uk</a></li> <li>Oxford &amp; Cherwell Valley College Tel 01865 550550 <a href="http://www.ocvc.ac.uk">www.ocvc.ac.uk</a></li> <li>Oxford Brookes Tel 01865 484848 <a href="http://www.brookes.ac.uk">www.brookes.ac.uk</a></li> <li>Oxford University Department for Continuing Education Rewley House, 1 Wellington Sq, Oxford OX1 2JA Tel 01865 270360 <a href="http://www.conted.ox.ac.uk">www.conted.ox.ac.uk</a></li> <li>Ruskin College Tel 01865 554331 <a href="http://www.ruskin.ac.uk">www.ruskin.ac.uk</a></li> <li>The Open University PO Box 197, Milton Keynes MK7 6BJ Tel 0845 300 60 90 <a href="http://www.open.ac.uk">www.open.ac.uk</a></li> <li>University of the Third Age Old Municipal Building, 19 East Street, Bromley BRI 1QE Tel 020 8466 6139 <a href="http://www.u3a.org.uk">www.u3a.org.uk</a></li> </ul>
	Learning co-operatives run by and for older people.	
<b>NOTES</b>		

## 8. Special Equipment



And in the end, it's not the years in your life that count. It's the life in your years..”

**Abraham Lincoln**  
16th President of the  
United States

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>TELECARE/TELEMEDICINE SENSORS</b>		
Sensors assuage the concerns of both carers and lone individuals. Linked to a 24-hour response centre they detect smoke, whether the front door is open, if someone has fallen, if they have taken their medicine and any health deterioration. Purchasable privately but Oxfordshire County Council also offers a service to those eligible.	Anyone can purchase telecare privately. Eligibility criteria apply for county council telecare.	<ul style="list-style-type: none"> <li>• Telecare Services Association Tel 01625 520320 <a href="http://www.telecare.org.uk">www.telecare.org.uk</a></li> <li>• Oxfordshire County Council Access Team Tel 0845 050 7666 Email <a href="mailto:access@oxfordshire.gov.uk">access@oxfordshire.gov.uk</a> <a href="http://www.oxfordshire.gov.uk">www.oxfordshire.gov.uk</a></li> </ul>
<b>DISABILITY EQUIPMENT REGISTER</b>		
Database of specialist equipment which is either for sale or wanted.	Disabled people and their families.	<ul style="list-style-type: none"> <li>• Disability Equipment Register Tel 01454 318818 <a href="http://www.disabilityequipment.org.uk">www.disabilityequipment.org.uk</a></li> </ul>
<b>VAT EXEMPTION ON EQUIPMENT PURCHASE</b>		
Exemption on equipment designed or specially adapted for use by a disabled person.	Eligible disabled people.	<ul style="list-style-type: none"> <li>• HM Revenue and Customs National Advice Service Tel 0845 010 9000 Textphone 0845 000 0200 <a href="http://www.hmrc.gov.uk">www.hmrc.gov.uk</a></li> </ul>
<b>WHEELCHAIR SERVICE</b>		
Free wheelchairs.	People referred by medical/ clinical professional.	<ul style="list-style-type: none"> <li>• Wheelchair Service Tel 01865 227273</li> </ul>
<b>RED CROSS MEDICAL LOANS SERVICE</b>		
Short loans of wheelchairs, commodes, bath seats, crutches, walking frames, walking sticks etc.	Anyone suffering from short-term mobility problems.	<ul style="list-style-type: none"> <li>• Red Cross Tel 01235 552660 <a href="http://www.redcross.org.uk">www.redcross.org.uk</a></li> </ul>
<b>ROYAL NATIONAL INSTITUTE FOR THE DEAF – SHOP</b>		
Products include listening devices, telephones, amplifiers, hearing loops, textphones. Your telephone provider may also be able to help.	Anyone.	<ul style="list-style-type: none"> <li>• Royal National Institute for the Deaf Tel 0808 808 0123 Textphone 0808 808 900 <a href="http://www.rnid.org.uk">www.rnid.org.uk</a></li> </ul>
<b>OXFORD DISABILITY DIRECTORY</b>		
Xxxxx Xxxxxx.	Disabled people and their families.	<ul style="list-style-type: none"> <li>• Lynne Hooper Tel 0865 249811 <a href="http://www.oxeyes.org.uk">www.oxeyes.org.uk</a></li> </ul>



“Never before in history has innovation offered promise of so much to so many in so short a time.”

**Bill Gates**  
 Founder of Microsoft

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<p><b>LIBRARIES</b></p> <p>Audio books, music CDs, sub-titled DVDs, large print books.</p> <p>We can bring the library to you. We can deliver books to people who find it difficult to leave their own home.</p>	<p>These services are free of charge for people who are housebound, visually impaired, are deaf or have a hearing impairment, dyslexic or have a disability that prevents them from using printed material.</p>	<ul style="list-style-type: none"> <li>Tel 0845 600 3119</li> <li>Email: <a href="mailto:libraryanswersdirect@oxfordshire.gov.uk">libraryanswersdirect@oxfordshire.gov.uk</a></li> </ul>
<p><b>GUIDEPOSTS TRUST INDEPENDENT LIVING CENTRE</b></p> <ul style="list-style-type: none"> <li>• Free impartial advice and assessment by qualified Occupational Therapists.</li> <li>• Equipment for independent living to enable people to make informed choices about products for easier living.</li> <li>• Showroom for Kitchen, Bedroom, Bathroom and Living room.</li> <li>• Information line – Advice on Blue badge, transport, local suppliers lists and much more.</li> </ul>	<p>All adults resident in Oxfordshire.</p>	<p>Tel 01993 89985 Email <a href="mailto:ilc@guidepoststrust.org.uk">ilc@guidepoststrust.org.uk</a>  <a href="http://www.guidepostsilc.org.uk">www.guidepostsilc.org.uk</a></p>
<p><b>NOTES</b></p>		

## 9. Fitness and Health



People become less active as they get older – but the health benefits are still there to be reaped. Staying younger longer, sleeping better, reducing the risk of heart attack to name just a few.

Keeping fit doesn't have to mean pounding a treadmill or pumping iron in a sweaty gym. People can improve their fitness just by including some extra activity into their daily routine. Some people even buy a dog and let it take them for walks!

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<p><b>HEALTH WALKS</b></p> <p>Short but brisk, purposeful walks with starting points across the county.</p> <p>General information about Health Walks in Oxfordshire.</p>	<p>Anyone – but particularly intended to encourage people who don't normally get much exercise.</p>	<ul style="list-style-type: none"> <li>• Brian Conroy, Community Development Officer, Oxfordshire County Council Tel 01993 704007 or 01865 323091</li> <li>• Walking the Way to Health Tel 0300 0602287 www.whi.org.uk</li> </ul>
<p><b>GENTLE EXERCISE</b></p> <p>Exercise using chairs for support.</p> <p>A directory of gentle exercise classes is available from the County Exercise Co-ordinator.</p> <p>There is a small charge for classes.</p>	<p>Any adult who wants to do very low impact exercise, but particularly older people.</p>	<ul style="list-style-type: none"> <li>• County Exercise Co-ordinator Tel 01993 209556 Email shirley.wong@oxfordshirepct.nhs.uk</li> </ul>
<p><b>GREEN GYMS</b></p> <p>Scheme that inspires people to improve their health and the environment at the same time, by working outside, doing practical environmental activities.</p>	<p>Anyone.</p>	<ul style="list-style-type: none"> <li>• BTCV Tel 01296 330 033 Email oxfordshire@btcv.org.uk www.btcv.org.uk</li> </ul>
<p><b>HEALTH PROMOTION ADVICE</b></p> <p>Oxfordshire Primary Care Trust offers health promotion advice on a wide range of topics.</p>	<p>Anyone.</p>	<ul style="list-style-type: none"> <li>• www.oxfordshirepct.nhs.uk Click on 'Your Health', then 'Health Promotion'.</li> </ul>
<p><b>NOTES</b></p>		

## 10. If You are ill



“It's no longer a question of staying healthy. It's a question of finding a sickness you like.”

**Jackie Mason**

American actor and comedian

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>NHS DIRECT</b> Nationwide medical advice line, offering support and assistance 24/7 on all medical issues.	Anyone.	<ul style="list-style-type: none"> <li>Tel 0845 4647</li> <li>www.nhsdirect.nhs.uk</li> </ul>
<b>OUT OF HOURS MEDICAL CARE</b> Urgent medical care when your normal family doctor's surgery is closed.	People with conditions that cannot wait until the next working day.	<ul style="list-style-type: none"> <li>Tel 0845 345 8995 (Doctor/Dentist)</li> <li>Tel 01865 234800 (Eye Emergencies)</li> <li>www.oxfordshirepct.nhs.uk</li> </ul>
<b>BENEFITS MANAGEMENT WHILE IN HOSPITAL</b> If you are receiving benefits, these may be reduced if you are in hospital for an extended period. You should inform your district council upon entering and leaving hospital, so your needs can be reassessed.	Inpatients remaining in hospital for long periods.	<ul style="list-style-type: none"> <li>Contact your local district council, or see your council's website for information online.</li> </ul>
<b>COUNCIL TAX WHILE IN HOSPITAL</b> Being an inpatient for an extended period can mean your house is eligible for an Unoccupied Property Exemption from Council Tax.	Inpatients remaining in hospital for long periods.	<ul style="list-style-type: none"> <li>Contact your local district council, or see your council's website for information online.</li> </ul>
<b>FINANCIAL MANAGEMENT WHILE IN HOSPITAL</b> The county council can make sure that your bills are paid and your finances are managed whilst you are in hospital.	Inpatients remaining in hospital for long periods.	<ul style="list-style-type: none"> <li>Ask to speak to an in-house hospital social worker.</li> </ul>
<b>HOUSE-SITTING SERVICE</b> Some organisations offer free house-sitters during your stay in hospital, who will clean and maintain your property.	Inpatients remaining in hospital for long periods.	<ul style="list-style-type: none"> <li>Ask to speak to an in-house hospital care manager.</li> </ul>
<b>NOTES</b>		



“The mind that is wise mourns less for what age takes away; than what it leaves behind.”

**William Wordsworth**  
Poet and Poet Laureate  
1770-1850

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>LEAVING HOSPITAL ADVICE</b>		
Oxfordshire County Council has hospital-based care managers who can help with planning care on discharge.	Inpatients about to leave hospital.	<ul style="list-style-type: none"> <li>Ask to speak to an in-house hospital care manager.</li> </ul>
<b>HOME FROM HOSPITAL SCHEME</b>		
Red Cross scheme providing free short-term care and support to recently discharged people who require assistance at home.	Anyone recently discharged from hospital who requires substantial assistance.	<ul style="list-style-type: none"> <li>Tel 01865 760555 or Tel 077380 24275</li> <li>Email <a href="mailto:hfhoxon@redcross.org.uk">hfhoxon@redcross.org.uk</a></li> </ul>
<b>MOVING ON FROM HOSPITAL SERVICE</b>		
A free service by Age Concern assisting patients looking for a privately-funded care home.	Anyone who is funding their own care.	<ul style="list-style-type: none"> <li>Age Concern Oxfordshire</li> <li>Tel 01235 849400</li> </ul>
<b>INTERMEDIATE CARE</b>		
Up to six weeks of support and rehabilitation, to bridge the gap between hospital and home, jointly funded by the county council and the Primary Care Trust.	Anyone discharged from hospital who requires substantial assistance.	<ul style="list-style-type: none"> <li>Speak to your hospital consultant, social worker or senior sister.</li> </ul>
<b>SECTION 117 AFTERCARE</b>		
If, on discharge, you need support for any mental illness, you may qualify for Section 117 Aftercare; full care home funding is possible.	Psychiatric patients who were detained and admitted under Section 3 of the Mental Health Act 1983.	<ul style="list-style-type: none"> <li>Contact the Oxfordshire and Buckinghamshire Mental Health NHS Foundation Trust</li> <li>Tel 01865 741717 <a href="http://www.oxfordshirepct.nhs.uk">www.oxfordshirepct.nhs.uk</a></li> </ul>
<b>CONTINUING NHS CARE</b>		
Free healthcare provided for as long as there are eligible needs.	People suffering from illnesses or disabilities, according to a very strict criteria.	<ul style="list-style-type: none"> <li>Speak to your hospital consultant.</li> </ul>
<b>CARE HOMES</b>		
See the Oxfordshire Care Services Directory 2008 for information about local care homes. The Care Quality Commission Inspection website inspects reports on care homes across the country.	Anyone. Funding is available from Oxfordshire County Council for those eligible. Council support in choosing and arranging a placement is also available.	<ul style="list-style-type: none"> <li>Oxfordshire County Council Access Team</li> <li>Tel 0845 050 7666 Email <a href="mailto:access@oxfordshire.gov.uk">access@oxfordshire.gov.uk</a></li> <li><a href="http://www.oxfordshire.gov.uk">www.oxfordshire.gov.uk</a></li> <li>Care Quality Commission Inspection</li> <li>Tel 0845 015 0120 or 0191 233 3323 <a href="http://www.cqc.org.uk">www.cqc.org.uk</a></li> </ul>

## 11. Looking After Someone Else



Every day people across the country become carers for the first time – providing unpaid help by looking after an ill, frail or disabled family member, friend or partner. They are indispensable.

But being a carer can be stressful and tiring and involve juggling other responsibilities paid employment, for instance.

This section contains information about services and organisations available to help. If you have access to the Internet check out the Carers UK website, [www.carersuk.org](http://www.carersuk.org). Remember, your public library can assist with internet access.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>CARERS CENTRES</b>		
Oxfordshire has three carers centres, offering assistance and advice.	All carers.	<ul style="list-style-type: none"> <li>• North and West Tel 01295 264545</li> <li>• Oxford City Tel 01865 205192</li> <li>• South and Vale Tel 01235 510212</li> </ul>
<b>CARERS WEBSITES</b>		
Websites offering advice and assistance to carers.	Anyone.	<ul style="list-style-type: none"> <li>• <a href="http://www.oxoncarers.org.uk">www.oxoncarers.org.uk</a></li> <li>• Tel 0808 808 7777 <a href="http://www.carersuk.org">www.carersuk.org</a></li> </ul>
<b>DEMENTIA WEB</b>		
Advice and information to people with dementia and their carers.	Anyone.	<ul style="list-style-type: none"> <li>• Tel 0845 1204048</li> <li><a href="http://www.dementiaweb.org.uk">www.dementiaweb.org.uk</a></li> </ul>
<b>ALZHEIMERS SOCIETY</b>		
Advice and information to people alzheimers and their carers.	Anyone.	<ul style="list-style-type: none"> <li>• Tel 118 959 6482</li> <li><a href="http://www.alzheimers.org">www.alzheimers.org</a></li> </ul>
<b>CARERS FORUM</b>		
Oxfordshire organisation comprising volunteers, carers and ex-carers who promote carers' interests, support their needs and ensure their views are heard by voluntary, professional and statutory organisations.	Anyone.	<ul style="list-style-type: none"> <li>• Tel 01235 547180</li> </ul>
<b>CARERS ASSESSMENT</b>		
Carers have a right to request a Carers Assessment from Oxfordshire County Council in respect of support in their role as carers.	All carers.	<ul style="list-style-type: none"> <li>• If the person you are caring for already has a Care Manager, ask them for a Carers Assessment, otherwise contact Oxfordshire County Council Access Team Tel 0845 050 7666 Email <a href="mailto:access@oxfordshire.gov.uk">access@oxfordshire.gov.uk</a></li> </ul>
<b>RELIEF TO CARERS</b>		
A trained care assistant from Oxfordshire County Council will provide personal care and support to the cared-for person.	Eligibility criteria apply.	<ul style="list-style-type: none"> <li>• Oxfordshire County Council Access Team Tel 0845 050 7666 Email <a href="mailto:access@oxfordshire.gov.uk">access@oxfordshire.gov.uk</a></li> </ul>



### Respite care

Looking after another person can be stressful no matter how much you love them. Respite care, whereby carers take a break knowing that the cared-for person can be being properly looked after, can help.

Carers can take a break in caring when the person they care for either:

- goes into short term residential care eg. care home, hospital or supported hospital
- goes into a day centres or similar outside activity
- has someone who comes to the house to be with the cared-for person – domiciliary care.

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<b>DEPENDENT CHILDREN</b> If a person has recently died, leaving behind dependent children or a widow(er), they may be eligible for a Death Pension Benefit.	Dependent children or widowed parents.	<ul style="list-style-type: none"> <li>• Oxfordshire County Council Access Team Tel 0845 050 7666 or</li> <li>• Department for Work and Pensions Tel 0800 055 6688</li> </ul>
<b>POWER OF ATTORNEY</b> There are two types of Power of Attorney; Enduring (EPA) and Lasting (LPA). Although different, both grant legal authority to a named person to act on your behalf.	Anyone.	<ul style="list-style-type: none"> <li>• Contact your solicitor, or consult Oxfordshire County Council Access Team Tel 0845 050 7666</li> <li>• Or do it yourself for free: <a href="http://www.dementiaweb.org.uk">www.dementiaweb.org.uk</a> for advice and forms.</li> </ul>
<b>HOSPICES</b> There are three hospices in Oxfordshire giving specialist palliative care to those unlikely to recover from their conditions.	Terminally ill people referred by GPs or consultants.	<ul style="list-style-type: none"> <li>• Sue Ryder Care Centre Tel 01491 641384</li> <li>• Sir Michael Sobell House Tel 01865 225860</li> <li>• Katherine House Tel 01295 811866</li> </ul>
<b>NOTES</b>		



**Respite care (cont)**

Find out more from:

- Your family doctor
- Oxfordshire County Council's Access Team,  
Tel 0845 050 7666  
Email  
access@oxfordshire.gov.uk
- Carers centres:  
North and West  
Tel 01295 264545  
Oxford City  
Tel 01865 205192  
South and Vale  
Tel 01235 510212
- Dementia web  
Tel 0845 1204048  
www.dementiaweb.org.uk

SERVICE	WHO IS ELIGIBLE?	CONTACT DETAILS
<p><b>REGISTRATION OF DEATH</b></p> <p>A death must normally be registered at a Register Office within five days.</p> <p>Oxfordshire County Council's Registration Service produces a Bereavement Guide offering advice on such things as arranging a funeral and winding up an estate.</p>	<p>Anyone.</p>	<ul style="list-style-type: none"> <li>• Oxfordshire County Council Registration Service Tel 0845 129 5900</li> </ul>
<p><b>COPING WITH BEREAVEMENT</b></p>	<p>Anyone suffering with bereavement issues.</p>	<ul style="list-style-type: none"> <li>• Cruse Bereavement Care Tel 0844 477 9400 Email helpline@cruse.org.uk or info@cruse.org.uk www.crusebereavementcare.org.uk</li> <li>• Oxfordshire Carers Centres: North and West Tel 01295 264545 Oxford City Tel 01865 205192 South and Vale Tel 01235 510212</li> <li>• The Samaritans Tel 08457 909090</li> </ul>

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<p><b>COPING WITH BEREAVEMENT</b></p> <p>Dealing with someone's passing can be an extremely traumatic experience. Emotional support is available from a range of organisations.</p> <p>Cruse Bereavement Care has branches in the Oxfordshire area.</p>	<p>Anyone suffering with bereavement issues.</p>	<ul style="list-style-type: none"> <li>• Cruse Bereavement Care Tel 0844 477 9400 Email helpline@cruse.org.uk or info@cruse.org.uk www.crusebereavementcare.org.uk</li> <li>• Oxfordshire Carers Centres: North and West Tel 01295 264545 Oxford City Tel 01865 205192 South and Vale Tel 01235 510212</li> <li>• The Samaritans Tel 08457 909090</li> </ul>

NOTES		

## Carers Forum

In 1992 a group of Oxfordshire carers, determined to promote carers' rights, banded together and formed the Oxfordshire Carers Forum.

Today the forum, which is chiefly funded by Oxfordshire County Council, continues to flourish, with more than 1,000 members across the county.

The voice of carers in Oxfordshire, it lobbies locally to get a better deal for carers, young as well as old, and is heavily involved in the development of local services.

Each month the trustees and volunteers gather to discuss what they can do on behalf of carers. They also raise awareness among professionals and individuals about carers' rights and assistance available, as well as raising funds to help sustain the forum's work.

The organisation is a registered charity and its offices, currently in Witney, are open five days a week to carers for looking information and advice.

Martin Avis, the current Executive Manager and himself a carer, said: "It's well worth people joining. We are the main independent voice for carers in Oxfordshire, and we lobby non-politically for all of the needs of carers to be given fair representation in local government."

Martin sees three main aims for the forum in the future: establish proper respite arrangements for all carers; make sure all carers have access to appropriate financial support; and identify all carers who require assistance, since people often do not categorise themselves as carers.

Any carer or ex-carer can participate in the forum, and an annual contribution of £5 will make you a fully fledged voting member. For more info call the Carers Forum on 01235 547180 or email [admin@oxoncarersforum.org.uk](mailto:admin@oxoncarersforum.org.uk)

### Who is a carer?

Many people do not realise they are a carer. A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without it. Three in five people will become carers at some point during their lives. The term carer should not be confused with a home-support worker, who is someone who receives payment for looking after another person.

## We are Transforming Adult Social Care in Oxfordshire

Transforming Adult Social Care is a major, national change programme for Adult Social Care, aimed at improving support for adults to the benefit of individuals and our local community. Oxfordshire County Council is introducing the changes in stages across the county over the next two years.

### What does that mean?

It means that the current way of working will be replaced with a community-based support system to provide support to adults, which focuses on individuals' needs: well-being, health, independence and improved quality of life.

An important change is that all adults who need social care will be given their own, personal budget and appropriate assistance with deciding how to spend the budget. This offers increased choice and control for individuals, and promotes independence.

### And what is Self Directed Support?

Self Directed Support is the process by which a person has choice and control over the support that they need to go about their daily lives; the personal budget is the process of delivering the funds to the person.

Self directed support puts what is important to you at the centre of all decision making. By planning your own support, you will be able to say exactly what is important to you, what you want help with and how, and live your life as independently as your situation allows.

Self directed is being introduced in Oxfordshire in stages. This means that some people in the county will be planning their other support themselves and receive a personal

budget before others. We have chosen this staged approach to allow for a learning period and for adjustments to the new way of working. This way we can be confident that when self directed support becomes the only way to receive social care, the system works well.

To find out whether you live within the boundary of this first stage, please ring 0845 050 7666.

# Volunteering

Spare time on your hands? Use your skills and experience to unlock opportunities for other people and, at the same time, give yourself a real sense of achievement and an opportunity to make new friends.

## Case Study 1: Day Centres

Susan had worked for the NHS for over 40 years before she retired.

She said: "After only a week, I nearly had a nervous breakdown. I just needed something to do."

Walking into Bicester and passing the county council's social care resource centre, she decided to use her time by volunteering.

Today, Susan helps to manage the IT suite by teaching computer skills and has never looked back.

She said: "It's enjoyable, it keeps my brain active and I've made new friends. Plus I've regained my sanity from it!"

Susan's advice to would-be volunteers: "Find a niche in something you enjoy."

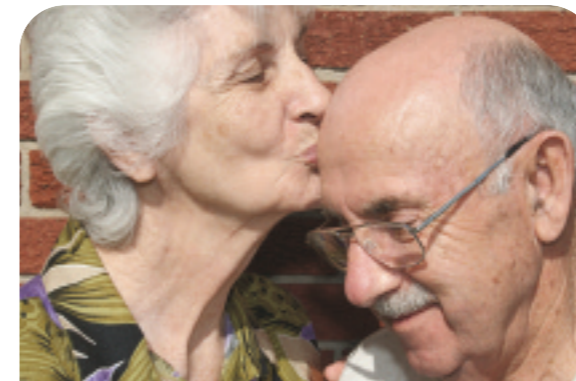
## Case Study 2: The Chilterns Society

Peter has been volunteering with The Chilterns Society for no fewer than 30 years, cutting back hedges and nettles, improving access and opening up bridleways.

Peter said: "After completing a particularly large or difficult piece of work, I really get a great sense of satisfaction from it."

Peter had always been interested in the countryside, and previously fundraised for the Scouts and helped raise money for boat-building. Today he continues to help improve rights of way across the Chilterns for horses and walkers alike.

His advice: "Get involved in whatever interests you. If you are already involved in clubs and societies, people will always be asking you to join others."



## Fact File

- Women are significantly more likely to volunteer than men
- Volunteers come from all ethnic backgrounds
- People in the South East and the West Midlands are more likely to volunteer than people in other regions
- Two-fifths of the population volunteers regularly
- Volunteering in the UK in terms of person hours and money raised is worth £38.9 billion

## Where to try

- OCVA (Oxfordshire Community and Voluntary Action)  
Tel 01865 251946  
[www.oxnet.org.uk](http://www.oxnet.org.uk)
- Oxfordshire County Council  
Tel 01865 792422  
[www.oxfordshire.gov.uk](http://www.oxfordshire.gov.uk)
- Age Concern  
Tel 01235 849400  
[www.ageconcernoxon.org.uk](http://www.ageconcernoxon.org.uk)
- Red Cross  
Tel 0845 054 7111  
[www.redcross.org.uk](http://www.redcross.org.uk)
- The Experience Corps  
Tel 020 7836 6001  
[www.experiencecorps.co.uk](http://www.experiencecorps.co.uk)
- Retired and Senior Volunteer Programme (RSVP)  
Tel 0207 643 1385  
[www.csv-rsvp.org.uk](http://www.csv-rsvp.org.uk)
- do-it.org.uk  
Tel 020 7250 5700  
[www.do-it.org.uk](http://www.do-it.org.uk)

# Services from Oxfordshire County Council

Many of the services in this publication are available to everyone regardless of their circumstances. These are provided by a range of organisations, including Oxfordshire County Council.



However, some county council social care services are only available to people in the greatest need of them.

To find out if you or someone you care for is eligible for these services, please ring the council's Access Team on 0845 050 7666 and ask for an assessment.

A member of staff will talk with you about your particular care needs, such as whether you need help with bathing or getting dressed, whether you can manage your own shopping or cooking, or whether there is any equipment or adaptations that might be useful to you.

You may then be offered services. Some services are free, but there is a charge for others. If there is, you can either pay the full amount or you can ask for a means test (financial assessment) to see if you can have the service either free or at a reduced rate.

## Direct Payments

Direct Payments puts you in the driving seat. Instead of the council simply allocating you a care worker at an allocated time, you can choose your care provider – perhaps a friend or neighbour – and decide when and how you will receive that care.

For further information please read the section on 'Transforming Adult Social Care in Oxfordshire' on page 51.

# Making the most of the future

Why not go back over the sections and make a list of all the services you want to follow up?

TOPIC	SERVICE	ACTION
HELP IN THE HOME		
PERSONAL CARE		
SAFETY MATTERS		
MONEY MANAGEMENT		
OUT AND ABOUT		
TRANSPORT		
SPECIALIST EQUIPMENT AND HOUSING ADAPTATIONS		
KEEPING FIT AND HEALTHY		
WHEN YOU ARE ILL		
LOOKING AFTER SOMEONE ELSE		

To give feedback, to check if this is the most up to date version or to request alternative formats of this document contact:

**The Access Team**  
**Oxfordshire County Council**  
**New Road**  
**Oxford**  
**OX1 1ND**

Tel **0845 050 7666** or  
**0800 833408** (out of hours emergency number)  
Fax **01865 783111**  
Email **[access@oxfordshire.gov.uk](mailto:access@oxfordshire.gov.uk)**