

Age UK Wakefield District



Who are Age UK Wakefield District?

Age UK Wakefield District is a local independent charity working with and for older people across Wakefield District.

We promote the well-being of all older people and aim to help make later life a fulfilling and enjoyable experience. We also aim to influence the way people think about ageing and the valuable contribution older people make to society.

As a local partner of Age UK, we aspire to work in local partnerships to deliver services appropriate to community needs.

Age UK Wakefield District has a:

- Staff team of 100 who deliver and support services to older people
- Volunteer team of 160+, in more than 200 volunteering roles, who work closely with staff to ensure that all services are effective, professional and friendly
- Board of Trustees who work closely with senior staff to offer support, expertise and guidance in the strategic and business planning of the organisation
- Membership who ensure that Age UK Wakefield District is promoted and supported throughout the District through their ongoing interest and affiliation

For more information see our website www.ageukwd.org.uk

For information about our assessment see www.leafoutcomes.uk

An Overview of our Services

- **Connecting Care++ Service** – Working with a team of professionals across the district providing assessments and addressing the needs of clients. Acts as a gateway (SPOC) into other Age UKWD services. Person Centred LEAF-7 assessment, Edmonton Frailty assessment and Falls assessment allow us to provide emotional and practical support to older people.
- **Information and Advice Service** – Providing independent information advice and support for older people and those who care for them. Examples include benefit checks for working age, retired and disability benefits. We support clients to make benefit application. We provide information and advice on a wide range of issues supported by national fact sheets and information guidance. Deliver national campaigns such as winter warmth.
- **Advocacy Service** – Independent support, enabling people to make the right choices. This includes money management, stabilising debt and personal budgeting. Appeals and tribunals. Independently supporting client with complaints. Supporting clients to make informed choice about family matters, housing and care.
- **Bereavement Service** – Advice and emotional and practical support at home and in groups following bereavement.
- **Staying Independent** – One to One support at times of sudden change or following illness. Supports clients to build confidence, to engage in, or access in social activities

- **Home Shopping Service** – Arranging shopping deliveries direct to client's homes.
- **Living with Dementia** - Providing support and advice.
- **Volunteering** – Providing volunteers across a range of services to support clients.
- **Befriending** – Providing friendly volunteers who visit and have time to listen and talk.
- **Supported Hospital Discharge** – A safe and secure transport service from hospital to home which also supports clients to settle at home and provides interventions or referrals to connecting care.
- **Home Support Service** – Bespoke paid for service to meet the social and domestic needs of clients.
- **Personal care** – A paid for service that assists with low level personal care such as washing and dressing as well as medication prompts.
- **Campaigns** – listening to clients and making changes.
- **Engaging for the future** – developing different ways of improving individual's lives.

Access & Criteria / Referring to us

Referral into any service can be made through the Connecting Care service in the Hubs. Generally the criteria is as follows:

- Over 50 years old for most services (exception Bereavement(18), staying independent & hospital to home (60)
- Registered with a Wakefield CCG GP
- A council tax payer to Wakefield Council

Referring to us:

- Via a PIC

Locations & Opening Hours

Age UK Wakefield District has staff located in both Waterton and Bullenshaw Connecting Care+ Hubs, as well as other support staff and services which are based across the Wakefield district.

The majority of our services operate a Monday to Friday 9am - 5pm service, however the Connecting Care+ Team and the Hospital to Home service operate a 365 day service.

The Connecting Care+ service operates between the following times:

- Monday to Friday 8.30am to 5pm