Information in this guide relates to services available across Cheshire East.

Whilst we have tried to include services and agencies from across this area, it has not been possible to refer to every single activity, which may be available in Cheshire East. We hope that you will let us know if you come across something that you think should be included. We can then make amendments and improvements to any future issues of this guide.

We have made strenuous efforts to check the accuracy and correctness of the information included, especially the contact numbers and addresses. To the best of our belief, the information included is correct at the time of going to press. Do let us know if there are any errors or you have problems contacting any of the services listed, and we will endeavour to find more up-to-date information for you.
Introduction

Welcome to the latest issue of Age UK Cheshire East's Guide to Older People's services. We have now reached a milestone in Cheshire East with just about half the population being over the age of 50.

As a charity, we have never been busier trying to meet this rising demand. Our range of services has expanded and we are now operating in more towns and villages than ever before. Age UK Cheshire East’s Big Lottery funded Information and Advice service has helped over 20,000 people, claiming around £4.5m in additional benefits for those who were not aware they were eligible. Our Help at Home service now expanded into Congleton provides practical support with cleaning, shopping, midday meal preparation and befriending, helping many to stay independent in their own homes for longer.

The leisure and learning activities we provide, all of which are detailed at greater length in the relevant sections of this guide, continue to be vital to the health and wellbeing of those who live in Cheshire East.

As we get older, many of us increasingly rely on local services to help us continue to live active and fulfilled lives, to carry on working, take up volunteering, fulfil our caring roles and stay in touch with family and friends. For those of us who need extra care and support, local services are vital to help keep our independence. We believe that older people need access to reliable, up-to-date information to help them make informed choices, which is why we’ve produced this guide. As a "Where to Go for What You Want" guide, this booklet covers a wide range of services, in alphabetical order, from “Adapting your Home” to “Wills”. Most of the organisations listed in the guide have their contact details printed directly alongside. If you can’t find the contact details you need, check the address list at the back. We also run a specialised Information & Advice Service for older people and if you need to speak to one of our Information & Advice Officers directly, their details are in this booklet under Advice Centres.

We recognize the need for information to be available to anyone who may find it useful and, therefore, this guide is available free of charge. However, because all of Age UK Cheshire East’s services are only possible because of the generous financial contributions of our supporters, we welcome donations towards the work of our charity. Every penny given goes into supporting the services that we provide for older people locally in Cheshire East.

We hope you find this guide useful. Please let us know if you have any suggestions for future issues.

With best wishes

Madelyn Bridge
Chief Executive, Age UK Cheshire East,
October 2013

Age UK Cheshire East – your local charity – working hard to improve later life for the people of Cheshire East
Adapting your Home

If you are living at home, and have severe difficulty moving about the house, then it is possible that certain adaptations might be made to your home to help you. This could include the installation of stair rails, ramps or even structural alterations, such as the widening of doors to accommodate a wheelchair.

Some items of equipment may be provided free, or arrangements may be made for an Occupational Therapist to visit you at home to identify what is needed; you may be referred to appropriate suppliers of equipment. You might also be given an appointment for the Independent Living Centre in Handforth, to view and try out aids and equipment.

A needs-based financial assessment is completed to determine your contribution towards the cost of the work. Grants may be available to help with the cost, and Cheshire East Council may be able to make a Disabled Facilities Grant through Social Services, following a ‘Chronically Sick and Disabled Persons Act’ assessment.

For advice contact:
Age UK Cheshire East on
☎ 01625 612958
for a free copy of Factsheet 13: Funding repairs, improvements and adaptations.

Social Services Access Team on
☎ 03001 235010

Referral and Advice
at the Dean Row Independent Living Centre, Ringstead Road, Wilmslow on
☎ 03001 235010
Option 3 for Occupational Therapy
Option 4 for Independent Living Centre
fax: 01625 374951

Repairs or improvements to your home
A non-profit-making agency called Care and Repair provides advice and assistance to older and disabled people relating to any repairs or improvements needed in your home. A similar service operates within the areas of Crewe and Nantwich, called Anchor Staying Put.

Care and Repair
Westfields, Middlewich Road,
Sandbach CW11 1HZ
☎ 03001 235017
fax: 01270 529889
email: careandrepair@cheshireeast.gov.uk

Anchor Staying Put Crewe and Nantwich
Municipal Buildings, Earle Street,
Crewe CW1 2BJ
☎ 01270 537422
email: stayingput.crew@anchor.org.uk
Advice Centres

Age UK Cheshire East Information and Advice Service

Information and Advice Service for people aged 50+, their relatives and carers, who live in Cheshire East. The service is free, impartial and confidential and can help with issues such as welfare benefits, community care, housing, life-long learning or leisure opportunities. Weekly Outreach Information and Advice Sessions are held in Community venues throughout Cheshire East area please call the number below for current details.

Supporting You
This service provides information and advice to those 55+ in their own home. The service is operated jointly by Age UK Cheshire East and Age UK Cheshire. For more information or to book a visit, contact the Age UK office nearest to your home.

Age UK Cheshire East Information and Advice Centre
New Horizons Centre, Henderson Street, Macclesfield SK11 6RA
☎ 01625 612958
10am to 4pm Monday to Friday
email: enquiries@ageukcheshireeast.org
website: www.ageukcheshireeast.org

Age UK Cheshire
314 Chester Road, Hartford, Northwich CW8 2AB
☎ 01606 884440
9am to 1pm Monday to Friday
2pm to 4pm Monday, Tuesday, Wednesday and Friday
email: admin@ageconcerncheshire.org.uk
website: www.ageconcerncheshire.org.uk

Citizens Advice Bureau (CAB)

You can also contact CAB for their free and confidential service. Appointments are not always necessary but it is sometimes difficult to speak to advisers, especially at the beginning of the week or at other busy times. Some sessions are available by appointment only. There is a debt counselling service, and staff who are trained in welfare rights. Citizens Advice also runs a special service at the courts, to help people who, through debt, are likely to be evicted from their homes.

Cheshire East Citizens Advice Bureau North
Sunderland Street, Macclesfield SK11 6JF
Local Advice number: ☎ 01625 426303
including appointments
Assessment and Advice number:
☎ 01625 432847
including appointments (24hours/day)
Assessment and Advice from a mobile:
☎ 03003 300650
and be prepared to supply a local landline number e.g 01625-123456 to indicate your location.
Administration number:
☎ 01625 432847
Fax: 01625 503108
email: advice@cecab-north.org.uk
website: www.cecab-north.org.uk
www.adviceguide.org.uk

CAB Knutsford
St John’s Wood Millennium Community Centre, Longridge
10am to 12.30pm Monday, Wednesday and Friday
☎ 01565 651310 - Appointments are available 1pm and 3pm on Wednesdays
CAB Poynton
Civic Centre, Poynton
Drop in Sessions: 9.30am to 12.30pm and Wednesdays; 11.00 am to 12.30 pm Thursdays
Book an appointment: ☎ 01625 872238

CAB Wilmslow
Riverside Housing Association office, 35 Appleton Walk, Colshaw
drop-in only, 10am to 1pm Thursdays

CAB Congleton
Dean House, Chapel Street, Congleton CW12 4AB
9.30pm to 12.30pm Tuesday, Wednesday, Thursday and Friday
☎ 01260 279581

CAB Crewe
50 Victoria Street, Crewe CW1 2JE
9.30am to 12.30pm Monday to Thursday
☎ 01270 303003

CAB Nantwich
The Gables, Beam Street, Nantwich CW5 5NF
9.45am to 12.45pm Monday to Thursday
☎ 01270 303004

Cheshire Advice Partnership
This is a project run by Age UK, Citizens Advice Bureau and Shelter, funded by the BIG lottery Fund. The project aims to coordinate access to advice services across Cheshire East, and improve referrals between advice agencies so that people get the advice they need quickly and easily. An Adviceline has been set up so that you only need one number to get in touch with the right advice agency.
☎ 08445 766111 9.30am to 3.30pm

Cancer Aid and Listening Line
Is open 365 days a year, to provide comprehensive information about services available to people (and their families) with cancer or other life-threatening illnesses. The line is open from 9 am to 4pm on Monday to Friday, and from 7.30 to 10.30pm at weekends and on bank holidays.
☎ 08451 232329
website: canceraid.co.uk

Cheshire Carers Centre
This service provides information and advice to carers of any age throughout East and West Cheshire. The centre supports carers in a number of ways, including assistance with Welfare Benefit form-filling and access to care support services. The Centre also manages a fund which can provide non means-tested grants to carers of up to £300, and can issue vouchers for relaxation services (value up to £30). The local Carers Centres are at:

Macclesfield
Room 3, Kendal House, Kendal Road, Macclesfield SK11 8XA.
10am to 1pm and 2pm to 4pm Tuesday, Wednesday and Friday
☎ 01625 616686
email: eastcheshire@cheshirecarerscentre.org.uk
website: www.carers.org/cheshire

Northwich
146 London Road, CW9 5HH.
10am and 4pm Tuesday to Friday
☎ 01606 828151
email: advice@cheshirecarerscentre.org.uk

Drop-In services for Cheshire Carers
Available in Macclesfield, Poynton, Alsager and Crewe. For more information, or for initial contact, use the free phone helpline: ☎️ 08000 850307 10am to 4pm open Monday to Friday

Disability Information Bureau

These offices provide information and support for people with disabilities and can help with wheelchair hire, IT assessments and support, benefit advice and claims, and disability awareness training.

**Macclesfield and District**

Pierce Street, Macclesfield SK11 6ER
9.30am to 5pm on Monday to Friday
☎️ 01625 501759
fax: 01625 869685

**Congleton**

Municipal Offices, Market Square,
Congleton CW12 1EX
10am to 4pm Monday and Tuesday,
Thursday and Friday
☎️ 01260 295725

The Patient Advice and Liaison Service (PALS)

This is an advice service for patients within Cheshire East that can help with concerns about any aspect of your treatment within the NHS. They can help you make a complaint, and will assist you with accessing other services.

**East Cheshire NHS Trust**

Macclesfield District General Hospital,
Victoria Road, Macclesfield SK10 3BL
☎️ 01625 421000 main switchboard or email: ecn-tr.CustomerCareService@nhs.net
fax: 01625 661704
email: customercare.service@echeshire-tr.nwest.nhs.uk

**Mid-Cheshire NHS Trust**

Leighton Hospital, Middlewich Road,
Crewe CW1 4QJ
9am to 5pm Monday to Friday
☎️ 01270 612410
email: customercareteam@mcht.nhs.uk

**Samaritans**

The Samaritans offer one-to-one support through a 24-hour, 7-days a week telephone helpline for people in distress.

**Local Samaritans services are at:**

2 Boden Street, Macclesfield SK11 6LL
☎️ 01625 426000

2 Hall O’Shaw Street, Crewe CW1 4AE
☎️ 01270 216666
email: jo@samaritans.org.uk

**Saneline**

A telephone helpline for people affected by mental illness, is available from 6pm to 11pm every day of the year:
☎️ 08457 678000

**Cheshire East Council Information:**

Cheshire East Council has a number of Information Centres or Information Points, which are listed in the address section of this guide. Many are located within local libraries. Advice staff will help by giving information and by signposting you to appropriate agencies.

**Cheshire East Council Information:**

☎️ 03001 235500

A-Z guide to services
Advocacy

Some people, perhaps through mental confusion or disability, find it difficult to make or voice decisions about choices in their lives. Advocacy aims to provide independent help to those who cannot easily make their own views known about decisions that affect their everyday lives. Age UK Cheshire runs an Advocacy Scheme for older people. The scheme operates across the whole East Cheshire area for people who are over 65, who have a mental health / mental capacity issue, and are without effective friends or relatives to represent them.

Those living under the restrictions of the Mental Capacity Acts of 2005 and 2007 have a legal right to an advocate and Age UK Cheshire operates two statutory advocacy services called IMCA and IMHA to help and support people in these situations. Both these services can be accessed using the details below.

Contact the Advocacy Manager:
Age UK Cheshire
314 Chester Road, Hartford,
Northwich CW8 2AB
☎ 01606 305004
fax 01606 881667
email: advocacy@ageconcerncheshire.org.uk
website: www.ageconcerncheshire.org.uk

East Cheshire Advocacy

This is an advocacy service for people over 14 years of age living in East Cheshire with learning disabilities. Citizen advocates are volunteers who provide support on a one-to-one basis, enabling people with learning disabilities to have a voice.

81 Park Lane, Macclesfield SK11 6TX
☎ 01625 429922
e-mail: admin@ecadvocacy.co.uk
website: www.ecadvocacy.co.uk

Independent Advocacy (Cheshire)

This is a voluntary organisation that promotes and supports Citizen Advocacy for adults with learning disabilities. Service is for all vulnerable adults with a learning difficulty in Cheshire

8 Theatre Court, London Road,
Northwich CW9 5HB
☎ 07909 231043
email: nick.barber@independent-advocacy.org.uk
website: www.independent-advocacy.org.uk

Cheshire Centre for Independent Living

This service provides information on a wide range of subjects of interest and concern to disabled people, their carers, family and friends.

CCIL
Oakwood Lane, Barnton, Northwich CW8 4HE
☎ 01606 872760
email: office@cheshirecil.org
website: www.cheshirecil.org.uk

A similar service is available at:
Unit 12, Brierly Business Centre, Mirion Street, Crewe CW1 2AZ
☎ 01270 0127 500 / 660
email: creweoffice@cheshirecil.org
Aids for living

Mentoring

A mentoring service is available throughout Cheshire for people 65+ who are finding it difficult to keep on top of their paperwork and maintain full control of their finances. The service can help with organising the payment of bills, switching providers of utilities, insurance claims and renewals, setting up filing systems and putting paperwork in order. It can also assist if there are difficulties organising household accounts following a bereavement, or with moving or disposing of a client’s property.

Contact the Mentoring Service at:
AgeUK Cheshire
314 Chester Road, Hartford,
Northwich CW8 2AB
☎ 01606 881660
fax: 01606 881667
email: mentoring@ageconcerncheshire.org.uk
website: www.ageconcerncheshire.org.uk

Equipment to help your daily life

There is a wide range of equipment now available to assist people and their carers who experience difficulty with ordinary, everyday tasks. The aids available include such items as bath seats, commodes, special tin openers, and walking sticks.

Factsheets are available free from Age UK Cheshire East which explains in more detail the help which is available. Ask for:

• Factsheet 6: Finding help at home
• Factsheet 41: Local authority assessment for community care services
• Factsheet 42: Disability equipment and how to get it

Additional useful information is included in this Guide in the section headed Disability

Obtaining Equipment

Equipment designed to help with nursing someone at home (e.g. hoists, bed pans, commodes, incontinence sheets) can be provided following an assessment by a Health Visitor or District Nurse, or through your Doctor, or during hospital discharge.

Equipment which may help someone manage better at home, such as walking sticks, tin openers, grab-rails etc, can be obtained from Social Services.

The Response and Advice Team
Redesmere Centre, Redesmere Road,
Handforth SK9 3RX
☎ 03001 235010
Option 3 for Occupational Therapy,
Option 4 for Independendant Living Centre
email: eastirotteam@cheshireeast.gov.uk
In some cases, Community Occupational Therapists may need to visit. For such services contact your local Social Services office. They have a duty to assess anyone who may have difficulty in undertaking daily living activities, and also to assess their carers’ needs.

**Cheshire East Social Services:**
📞 0300 123 5010

**Wheelchairs**

If you have been advised to obtain a wheelchair to assist you, you may choose to take a voucher instead, to the value of the NHS wheelchair, which you can then spend privately. The voucher can be used at certain dealers only, and the wheelchair must meet the prescription details; the voucher cannot count toward a powered wheelchair or scooter.

**Wheelchair Assessment Centre**
NHS Trust West Park, Victoria Road
Macclesfield, Cheshire SK10 3BL
📞 01625 661064 / 423721

**Wheelchair Services** at Leighton Hospital, Crewe, make available equipment on long-term loan referral only. You need a referral from your GP, consultant or therapist to obtain a wheelchair through this service.

The opening times are from 8.30am to 4.30pm on Monday to Friday:
📞 01270 612348

**Purchase of Equipment**

The Disabled Living Foundation operates a helpline, offering advice and information on a range of equipment, from bath seats and wheelchairs to jar openers and tap turners.

10am to 4pm Monday to Friday
📞 08451 309177
Text phone: 02074 328009
email: info@dlf.org.uk

websites: www.dlf.org.uk or www.livingmadeeasy.org.uk

**The Independent Living Centre**
Redesmere Centre, Redesmere Road, Handforth SK9 3RX
📞 0300 123 5010
Option 3 for Occupational Therapy
Option 4 for Independent Living Centre
website: www.independentliving.co.uk

**The Independent Living Centre**
5 Hartford Business Centre, Chester Road,
Hartford CW8 2AB
9.30am to 4.30pm Mondays to Fridays
📞 01606 881980

**The Helpful Hand**
6 Chester Road, Macclesfield SK11 8DG
9am to 5pm Monday to Thursday; 9am to 4pm Fridays and 9am to 12.30pm Saturdays
📞 01625 424438
fax: 01625 617857
email: enquiries@thehelpfulhand.fsnet.co.uk
website: www.thehelpfulhand.co.uk

Some general equipment is sold through most supermarket Pharmacy departments or via mail order catalogues

**Express Mobility**
12 Chestergate, Macclesfield SK11 6BA
9.30am to 5.30pm Monday to Saturday
📞 01625 427558
website: expresshearingandmobility.co.uk

**Hire of equipment**

The British Red Cross provides a Medical Loan Service, through which some items of equipment, such as wheelchairs, commodes and backrests, can be borrowed for a limited period.

**Cheshire Red Cross**
Memorial House, Northwich Road,
Knutsford WA16 0AW
Adaptations
From Energy and Telecommunications companies. Your Gas and Electricity supplier can provide some special adaptations and appliances, with easy-to-use switches, controls and doors. Lists of energy suppliers are available from Age UK Cheshire East and Age UK Cheshire.

British Telecom produces a range of communication equipment specifically designed to help older or disabled people.

Alarms
24 hour Monitoring Service
Cheshire Peaks and Plains Housing Trust
This social landlord operates an alarm system for any older person living on their own, whether in council, rented, or private accommodation. The Trustlink service offers a range of options to suit the individual, including the Lifeline, telecare monitors and alarms, carer support, and a Home Alone scheme.

The system links through the telephone landline to a Community Support Service centre, which is staffed 24-hours a day. A pendant, or 'panic button', worn around the neck or on the wrist, can be pressed at anytime, anywhere in the house or garden, to summon help in an emergency. There is a weekly service charge, to cover the costs of the 24-hour monitoring service. The backup service includes replacing of batteries for the alarm, and a monthly visit to ensure that all is well.

For more information or to arrange a demonstration, contact:
Cheshire Peaks and Plains Trust:
☎ 08000 121311 (freephone)

Congleton, Plus Dane Group
including a telecare service:
☎ 08001 692988
email: enquiries@neighbourhoodinvestor.com
website: www.plusdanegroup.co.uk

Crewe and Nantwich, Wulvern Housing
run a similar scheme called Active 4 Age
Wulvern House, Electra Way, Crewe CW1 6GW
☎ 01270 503669
website: www.wulvern.org.uk

Age UK’s Personal Alarm Service
This service provides emergency response within or around the home. Leaflets about the service, the charges and payments options, are available from:
Age UK Cheshire East: ☎ 01625 612958 or
Age UK Cheshire: ☎ 01606 884440

For further details (or to arrange a demonstration), contact:
Personal Alarm Service
website: www.ageuk.org.uk/alarminfo
Bereavement

There are a number of arrangements to be made and decisions to be taken when somebody dies, which may be confusing, distressing and difficult to deal with at the time. There are trained staff available within the DWP service to help you with form-filling, or to offer support to people who have recently suffered bereavement. Help is available by phone or at the Job Centres Plus or through local Pensions Surgeries; in some cases home visits can be arranged.

The Social Fund may give grants for those arranging a funeral should there be insufficient funds to meet the costs. This payment is available if the person is receiving a means tested benefit, such as Pension Credit, Universal Credit, Income Support, Council Tax or Housing Benefit, or is the partner of someone receiving such benefits. In the longer term the Funeral Payment may be recoverable from the estate of the person who has died.

Age UK Cheshire East can supply Factsheets which cover some of the issues and procedures involved.

- **Factsheet 14:** Dealing with an estate
- **Factsheet 27:** Planning for a funeral

Further help is available from a number of statutory and voluntary organisations, which are there to support people through the grieving process. Many churches have groups of bereavement visitors who will visit on request.

**Cruse**

This is a national organisation providing information and bereavement support.

**Cruse**

Central Hall, Oldham Street, Manchester M1 1JT
10am to 1pm Monday to Friday
☎ 0161 236 8103
National Helpline: ☎ 08444 779400 (calls charged at national rate)
website: [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)

**The Macclesfield Bereavement Support Group**

The **Macclesfield Bereavement Support Group** runs a counselling service offering support to individuals following bereavement. Contact the answer phone for the service at any time; messages are picked up and responded to daily, and a trained bereavement volunteer will be allocated to you, to meet you in your home or at a venue of your choice, to talk through your concerns. The scheme cannot respond as an emergency service.

Answer phone: ☎ 01625 439333
Blindness and Visual Impairment

People with poor or limited vision can become registered as blind, severely sight impaired, or partially sighted. This is done by approaching your GP, or going to your local Social Services office, from where you will be referred to an Eye Specialist for registration.

Opticians make a charge for National Health Service sight tests. You are exempt from those charges if you are: aged 60 years and over; registered blind or partially sighted; diagnosed diabetic; a glaucoma sufferer or close relative of one; prescribed complex lenses. If you or your partner receive income support or guaranteed pension credit, you are entitled to a free NHS sight test and a voucher towards the cost of glasses or contact lenses. You can obtain exact details from your Optician. If you have to pay for health costs, but are on a low income and have savings under £16,000, you may be able to get help with the cost of sight tests, glasses and lenses.

Help with Health Costs
Newcastle ☏ 0845 610 1112
Ask for claim form HC1. Large print versions of forms are available.

People with visual impairment can also apply for a benefit called Attendance Allowance, (or Disabled Living Allowance if under 65 years) which is for people who need help with every day care and living tasks.

Macclesfield Eye Society
FFor more advice and information on visual impairment, The Eye Society organises Thursday afternoon support meetings in Macclesfield, and monthly socials in Macclesfield, Congleton, Poynton and Wilmslow; also, some outings are arranged during the summer. A visiting scheme operates in Macclesfield, Poynton, Wilmslow and Congleton; and a Hospital Desk, manned by volunteers, is open each Wednesday morning at the Low Vision Clinic at Macclesfield Hospital. The Society can refer people for the Macclesfield edition of the Talking Newspaper.

Macclesfield Eye Society
15 Queen Victoria St, Macclesfield SK11 6LP
Tuesday to Friday, 9am to 1.30pm
☎ 01625 422602
website: macclesfieldeyesociety.org.uk

IRIS Vision Resource Centre
A resource and information centre for people in the Crewe area. A range of equipment is available to purchase from the centre, and IRIS staff can also assess for low vision aids, some of which are available free of charge. IRIS organises some activities, such as a weekly social group and a monthly book group.

IRIS Vision Resource Centre
14 Chapel Street, Crewe, CW2 7DQ
☎ 01270 250316
email: info@iriscentre.org.uk
website: www.iriscentre.org.uk

Talking Newspapers
A number of talking newspapers are produced each week, in areas across Cheshire East, with local news and features. Tapes are currently sent out to hundreds of subscribers by post. You can contact your local Talking Newspaper directly, to join their lists, or speak to Social Services to become a recipient; you do not need to be registered blind, as the service is
for anyone with sight problems.

For Social Services in the Cheshire East:
☎️ 03001 235010

To contact the Talking Newspaper in your area directly:

Wilmslow ☎️ 01625 526121
Macclesfield ☎️ 01625 435283
Congleton town ☎️ 01260 274834
Sandbach ☎️ 01606 833408
Crewe & Nantwich ☎️ 01270 668049

For national newspapers and weekly, fortnightly and monthly magazines

Talking Newspaper Association of the United Kingdom
National Recording Centre, Heathfield, East Sussex TN21 8DB
☎️ 01435 866102

Housebound Service / Books on Wheels service

This service is for anyone who has difficulty getting out of the house to a library. Normal or large print books are available, and books are delivered fortnightly to your home. The service is available across Cheshire East. Contact the Library nearest to you for more details of your local service; phone numbers for libraries are at the end of this Guide.

Social Services Services can provide information and support for people with a visual impairment, and can refer people to their VIP services (for Visually Impaired People). For details of these services and possible referrals, contact

Cheshire East Social Services:
☎️ 03001 235010

Rehabilitation Service for the Visually Impaired

Social Services run this service and will visit after a referral or registration, to carry out an assessment of needs, and arrange for the provision of services and equipment, some of which can be provided free of charge. Equipment available includes templates for writing and talking watches; other help includes advice on lighting, and mobility training. Registration as being blind entitles people 50% off the TV licence, and an additional tax allowance; it is now possible to buy specially adapted monitors which receive television sound only and do not require a TV licence. In some areas travel concessions may be available.

Royal National Institute for the Blind (RNIB)
Helpline: ☎️ 03031 239999
email: helpline@rnib.org.uk
website: www.rnib.org.uk
RNIB Talking Books service: ☎️ 03031 239999

Other services which may be of interest are included in this guide on the pages headed Disability.
Carer Support

If you are caring for someone at home who is unable to look after themselves (because, for instance, they have had a stroke, or are mentally confused, or frail because of their age), then it is important not to forget your own needs. You may feel tired, isolated and possibly angry and unappreciated. You are entitled to support for yourself.

Emergencies such as falls

On a day-to-day basis, if your relative or the person you are caring for has a fall and cannot get up, it may be best not to try and lift them on your own. Ring the ambulance service on 999; they will come and help you, even if your relative is not hurt.

Care assessments

For longer-term support, contact the Access Team at Social Services to arrange for a Social Worker to visit to discuss and plan possible care options, such as help with washing and dressing, or at meal times. Firstly, a care assessment will be carried out to determine what level of care is needed; then a financial assessment will determine what contribution, if any, will be paid by or for the person needing care.

Cheshire East Social Services Access: ☎️ 03001 235010

Under the ‘Carers (Recognition and Services) Act 1995’, carers are also entitled to request their own separate assessment of their needs before the final care plan is decided; it is important for carers to exercise this right. It is also important to request a written copy of the care plan from the social worker for your future reference. Further information for carers is available on the local authority website: www.cheshireeast.gov.uk; or phone Cheshire East Council: ☎️ 03001 235010

The care arranged will be charged for by Social Services according to the financial means of the person needing the care. For more detailed information on charging procedures.

Age UK Cheshire East: ☎️ 01625 612958 or Age UK Cheshire: ☎️ 01606 881660

You may also contact these numbers for a range of free factsheets about what help is available, how charges are worked out, and on other financial issues, or for lists of private home-care agencies.

Carer’s Allowance

If you are caring for someone, or someone is caring for you, the carer may be entitled to a payment known as the Carer’s Allowance (previously called the Invalid Care Allowance). This depends upon the person being cared for being in receipt of Attendance Allowance, or the middle or higher rate of Disability Living Allowance. The carer must be over 16, and be looking after the person for at least 35 hours a week; the carer should not be in full time education or be earning more than a specified amount per week after certain deductions such as Income Tax. National Insurance contributions will normally be credited. Applicants may be awarded an ‘underlying entitlement’ to Carer’s Allowance, rather than the benefit, if they are already in receipt of a state pension or other overlapping benefit.
For further details see Age UK

• Factsheet 55: Carer’s Allowance

**Respite Care and Home Based Support**

To enable you to have a break, such as a holiday away or a rest at home, respite care can be arranged for the person you are looking after, as part of their care package. This may be at one of the centres run by Social Services in the district, such as Hollins View in Macclesfield, or Mountview in Congleton; Bexton Court in Knutsford is for people with dementia. Emergency, occasional or regular short stays can be arranged, usually as part of an on-going care plan designed to enable a person to remain in their own home.

Short-term respite care is also available within the private sector.

**The Respite Association** This is a registered charity which may be able to provide funding for bought-in care, to enable the regular carer to have a break. This could be for the odd half-day, or for a week’s holiday. You will need to give some idea of your financial situation.

**The Respite Association**

102 High Road, Moulton, nr Spalding, Lincolnshire PE12 6PD.
☎ 01406 701944
email: help@respiteassociation.org
website: www.respiteassociation.org

**Age UK Cheshire East Day Care Groups**

These charity-run day care groups for older people with memory problems or who are physically frail provide carers with a much needed break once-a-week.

**Care Services Manager, Age UK Cheshire East**
☎ 01625 612958

For Age UK Cheshire (excluding the former Macclesfield Borough Council area and Congleton town): ☎ 01606 884440

**The British Red Cross Care in the Home Service**

This service supports people on a short-term basis in a crisis or because of illness, or after discharge from hospital or short-term residential care. Trained and caring volunteers can respond quickly to provide support and practical help, enabling people to manage in their own home. The volunteers can also relieve carers who would welcome a few hours break.

The Knutsford premises accommodate The Bradbury Centre, providing day care for older and disabled people, and run a carers’ programme.

**British Red Cross for Cheshire**

Memorial House, Northwich Road, Knutsford WA16 0AW
☎ 01565 650201
fax 01565 633885
email: wsmith@redcross.org.uk

**British Red Cross for Crewe**

Care in the Home Service, (CITHS Leighton), Leighton Hospital, Middlewich Road, Crewe CW1 4QL
☎ 01270 255141 ext 2789
Crossroads Care

This local charity provides a range of support for carers and those they care for, improving the lives of carers by giving them time to be themselves and have a break from their caring responsibilities. Crossroads Care has schemes in most parts of England and Wales, providing a range of services to meet local needs. Crossroads Care operates across the whole of Cheshire East, and employs paid, trained Carer Support Workers who provide practical support to carers of all ages. Crossroads Care services include:

- Short breaks for carers in the home
- Sitting while a carer goes out
- Assistance with daily activities
- Regular evaluation of care
- Overnight care
- A young carers’ project
- Help with holiday breaks
- Help with personal care

Crossroads Care Cheshire East
Overton House, West Street,
Congleton CW12 1JY
☎ 01260 292850
fax 01260 292851
email: help@crossroadsce.org.uk
website: www.crossroadsce.org.uk

East Cheshire Hospice

This hospice is a registered charity, providing respite care, day care facilities, and other therapeutic treatments for terminally ill people.

East Cheshire Hospice
Millbank Drive, Macclesfield SK10 3DR
☎ 01625 610364
fax 01625 612611
email: admin@echospice.org.uk
website: eastcheshirehospice.org.uk

St Luke’s (Cheshire) Hospice

This hospice is a registered charity, providing support, respite, day care facilities, and other therapeutic treatments for people with cancer and other life limiting illness, their families and carers. Bereavement support and counselling is also available for losses due to illness.

The Alsager and District Outreach service (only) offers volunteer home visiting, which extends to clients with early stage dementia

St Luke’s (Cheshire) Hospice
Grosvenor House, Queensway,
Winsford CW7 1BH
☎ 01606 551246 between 9am and 5pm
website: www.stlukes-hospice.co.uk

UKHCA
(Home Care Association Ltd)

A national association through which you can obtain lists of up-to-date, quality assured homecare providers.

UKHCA
Group House, 2nd floor, 52 Sutton Court Road, Sutton, Surrey SM1 4SL
☎ 02082 885291
fax 02082 885290
email: helpline@ukhca.co.uk
website: www.ukhca.co.uk

Macmillan Nurses

Provide nursing care for people with cancer. The Macmillan Cancer Relief charity not only has its own nurses and doctors and cancer
care centres, but also has an information service; grants can be paid to those with cancer, and you can be put in touch with other professionals such as dieticians and social workers.

**Macmillan Nurses**
89 Albert Embankment, London SE1 7UQ
📞 02078 407840
Macmillan Cancer Line: 08088 080000
website: www.macmillan.org.uk

**Marie Curie Nursing Services**
This service is available for people with terminal illness who require nursing at home. The service is complementary to NHS provision, and provides home-based palliative care for patients and support for their carers. Requests for services should be made through the GP or Hospital where you are being treated.

**Marie Curie**
89 Albert Embankment, London SE1 7TP
📞 08007 16146
email: supporter.services@mariecurie.org.uk
website: www.mariecurie.org.uk

**Holidays - Tourism for All**
This national registered charity provides information for people with disabilities and older people, in relation to accessible accommodation and other services for tourists. Some information about holidays for carers and/or people who need care is available through the Disability Information Bureau.

**Tourism for All UK**
7A Pixel Mill, 44 Appleby Road, Kendal, Cumbria LA9 6ES

**Disability Information Bureau**
Pierce Street, Macclesfield SK11 6ER
📞 01625 501759 or Congleton: 📞 01260 295725
email: info@maccdib.fsnet.co.uk

**Vitalise**
An agency specialising in holidays for people who need additional care, with or without their normal carer, is (previously The Winged Fellowship). They have holiday centres in various parts of the country and can sometimes help with funding of breaks.

**Vitalise**
📞 08451 249971
email: info@vitalise.org.uk
website: www.vitalise.org.uk

Information is available from Age UK Cheshire East about holidays and travel, including details of various organisations which might help you to arrange a holiday privately. Ask for:

- **Factsheet 26:** Public transport and concessions

**Support Groups**
Looking after someone at home is an exhausting task. Carers can feel isolated and out of touch with people to talk to about their experiences and problems. Joining a support group may be a good way of finding help and sharing experiences, ideas and information with people who are, or who have been, in a similar situation.
There are a number of local organisations offering support of various kinds, including information, meetings or Help-lines, which operate within specialist areas or for specific groups of people – such as those with Parkinson’s disease. Your local Age UK should be able to put you in touch with an appropriate contact.

**The Alzheimer’s Society**

This charity offers information, advice and emotional support to help people with dementia, and their families and friends. The Society operates across East Cheshire, including Congleton. There are Dementia Cafés at a number of venues in the district, for carers and people affected by dementia to meet up; no formal diagnosis is necessary.

**The Alzheimer’s Society - East Cheshire**

Springbank Centre, Victoria Road, Macclesfield SK10 3LS
☎ 01625 503302; fax: 01625 613704
website: www.alzheimers.org.uk

**The Alzheimer’s Society - Crewe and Nantwich**

EG4 Electra House, Electra Way, Crewe Business Park, Crewe CW1 6GL
☎ 01270 501901
email: southcheshire@alzheimers.org.uk

**The National Dementia Helpline**

Available Monday to Friday 9am to 5pm Saturday & Sunday 10am to 4pm
☎ 08453 000336
email: helpline@alzheimers.org.uk
website: www.alzheimers.org.uk

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**Carers UK**

This national organisation encourages carers to recognise their own needs, and offers information and advice.

**Carers UK**

20 Great Dover Street, London SE1 4LX
Helpline: Wednesday and Thursday from 10am to 12noon and 2pm to 4 pm
☎ 08088 087777
For further information contact Carers UK on☎ 02073 784999; fax 02073 789781
e-mail: advice@carersuk.org.uk
website: www.carersuk.org.uk

**The Stroke Association**

This group can assist through its Information, Advice and Support Service. Contact the North West office for up-to-date details of stroke clubs in Cheshire East. See also information in this guide in the section headed Stroke.

**The Stroke Association**

Macclesfield District General Hospital
☎ 01625 612044
fax: 01625 616324
National helpline: ☎ 03033 033100, or North West Regional Office: 6th Floor, St James House, Pendleton Way, Salford, Manchester M6 5FW
☎ 01617 458222
e-mail: northwest@stroke.org.uk
website: www.stroke.org.uk

**Cheshire Carers Centre**

The centre provides information and advice to carers of any age throughout Cheshire. The Centre can support carers through providing
Carers’ Packs of useful information, assistance with Welfare Benefit form-filling, and access to care support services. The Centre also manages a fund which can provide non means-tested grants to carers, of up to £300. Cheshire Carers run drop-in facilities for carers, in Macclesfield on Wednesdays and Fridays between 1 pm and 4 pm, each week; and in Congleton at the library, on the first Tuesday of each month; and in the Jubilee Hall in Knutsford on the third Thursday of the month.

Cheshire Carers Centre
146 London Road, Northwich CW9 5HH.
☎ 01606 828151
email: advice@cheshirecarerscentre.org.uk
website: www.carers.org/cheshire
Helpline: ☎ 08000 850307 Monday to Friday 10am to 4pm

Macclesfield Outreach
Carers Retreat, Waters Green House,
Waters Green, Sunderland Street,
Macclesfield SK11 6LF
☎ 01625 616686
email: advice@cheshirecarerscentre.org.uk

Counsel and Care
A charity called providing guidelines, advice and information, for vulnerable older people and their carers on a range of issues. This includes community care, hospital discharge, and continuing health care.

Counsel and Care
Lower Ground Floor, Twyman House,
16 Bonny Street, London NW1 9PG
☎ 02072 418555
Helpline: ☎ 08453 007585
open Monday to Friday 10am to 4pm; Wednesday 10am to 1pm

Age UK produces a series of handbooks, written specially for carers, families and friends of older people. These include a range of information and checklists to help you work through issues you might be facing, and deal with care for someone with sight problems, hearing loss, arthritis, heart problems, cancer, dementia etc. Age UK Cheshire East can provide lists of all the titles available.
**Charity Shops**

**Age UK Cheshire East** has five charity shops: selling good quality second-hand clothing, household goods, books, toys, etc, at very reasonable prices. The shops are open between 9.30 am and 4.30 pm from Monday to Saturday. All profits are used to support Age UK Cheshire East's work for local older people. Donations and volunteers are welcome.

**The Congleton Hub**  
Charity shop, café, projects and services  
Centenary Place, off Foundry Bank  
☎️ 01260 273610

**Macclesfield**  
8 Market Place,  
☎️ 01625 500026

**Knutsford**  
90 King Street,  
☎️ 01565 654283

**Poynton**  
76 Park Lane,  
☎️ 01625 876160

**Alderley Edge**  
27 London Road,  
☎️ 01625 584234

**Furniture Warehouse**  
Macclesfield,  
☎️ 01625 440776

**Age UK Cheshire** has charity shops selling good quality second-hand clothing, household goods, books, toys, etc. All profits are used to support Age UK Cheshire's work for local older people.

43 Wheelock Street, Middlewich CW10 9AB  
☎️ 01606 837047

143 Nantwich Road, Crewe, CW1 2AZ  
☎️ 01270 258919

Sandbach, Bold Street  
☎️ 01270 753115

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**Chemists**

A list of chemists or community pharmacies in your area can be obtained from the Yellow Pages of telephone directories, or from NHS 111 (24-hour service; calls are free from landlines and mobile phones); or on the website NHS Choices: [www.nhs.uk](http://www.nhs.uk)

Pharmacies are normally open during shop hours, and are rota’d for opening late in the evenings and on Sundays and bank holidays. Details of the rota may be seen on the door of your local pharmacy. Medicines supplied on prescription are free to women and men aged 60 and over. Many pharmacists provide a free collection and delivery service of prescription medicines for people who are unable to get to the Chemists, and some will provide all medication in prepared blister packs for easy dispensing and monitoring.

Should such a need arise, complaints against pharmacists (or doctors, dentists or opticians within the NHS) should be made as soon as possible after an incident, in the first instance to the service provider. The Patient Advice and Liaison Service (PALS) can advise if you wish to make a formal complaint – for the Eastern Cheshire Clinical Commissioning Group area phone ☎️ 0800 132996 or email complaints.nhseasterncheshireccg@nhs.net and for the South Cheshire Clinical Commissioning Group area ☎️ 01270 275390 or email complaints.nhssouthcheshireccg@nhs.net

Healthwatch Cheshire East is the new independent consumer champion created to gather and represent the views of the public. The aim is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within Cheshire East. ☎️ 03300 882843 or visit [www.healthwatchcheshireeast.co.uk](http://www.healthwatchcheshireeast.co.uk)
Clubs - Lunch, Social and Retirement Activities

In most areas there are Social Clubs run for, and by, older people, as well as clubs and societies which welcome people of all ages. Clubs for older people are often held in church or village halls and may run on one evening, afternoon or morning each week through most of the year. Simple refreshments are provided. There are also some luncheon clubs, run by WRVS or local volunteers or churches. Information about clubs and other activities may be obtained from Council Information Centres or through Libraries, or from your local Age UK. Further information is listed on the pages in this guide entitled Leisure activities.

Macclesfield Live at Home Scheme

This is a charity which runs a voluntary befriending and home visiting service for people in Macclesfield who may feel lonely or isolated; it also provides a telephone link support service, and organises a social group each month plus a weekly friendship/lunch club.

Macclesfield Live at Home Scheme
Black Road Community Centre, Black Road, Macclesfield SK11 7LF
☎ 01625 612410
email: macclah@btconnect.com

The Bridgend Centre

This Drop-in Centre in Bollington offers the opportunity to socialise in a very informal atmosphere. The Centre is open from Monday to Thursday, from 10am to 4.30pm. There are a variety of activities on offer, including handicrafts, creative writing, walks and reminiscence sessions; there is a gardening club, a recycling shop, and computer sessions with internet access (shop and computer suite open Saturdays 10am to 1.00pm).

The Bridgend Centre
104 Palmerston Street, Bollington SK10 5PW
☎ 01625 576311
e-mail: info@bridgendcentre.org.uk

Wilmslow Guild

The Guild runs a wide programme of courses and classes, and hosts a monthly meeting of a Social Group, which meets on Wednesday afternoons from September to May, for discussions, outings or sessions with speakers.

The Principal, Wilmslow Guild,
1 Bourne Street, Wilmslow SK9 5HD
☎ 01625 523903
website: www.wilmslowguild.wikidot.com

Activity in Retirement

With a membership of around 1,000 retirees Activity in Retirement operates in Macclesfield and District, co-ordinating a wide variety of activities, from walking and outings and holidays, to scrabble, chess and bowls.

☎ 01625 572646

Your local Age UK will have information about clubs and societies which might be of interest to older people, and can provide you with contact details.

Age UK Cheshire East: ☎ 01625 612958
Age UK Cheshire: ☎ 01606 881660

Age UK Cheshire also runs two Phone-link Schemes, as well as a number of Tea and Coffee clubs in and around Congleton and Crewe and Nantwich. Phone-link is a scheme that enables older people who may not be able to get out to stay in touch and
have a chat with the office based staff on a regular basis.
☎ 01270 219489 for more information.

**Middlewich Good Neighbours**

This is a good neighbour scheme, using a timebank model, where members share their skill and time throughout life, to support one another. Activities that members can receive support with or offer to help with include; driving, companionship, light housework and gardening.

**Volunteer Coordinator**
☎ 07943 883229 / 883228
website: www.middlewichgoodneighbours.org.uk

If you have received a service with which you are not satisfied, it may be that you may choose to complain. You are certainly within your rights to register a complaint. Indeed statutory agencies such as Social Services and the Health Authority ask for feedback so that they can monitor and improve the services they are providing. For the same reason, it is also important and helpful to tell an agency when the service you have received has been good. You can request information about the complaints procedure directly from the organisation involved. The normal expectation is that you first pursue the complaint at the local level, directly with the service provider. But, if you do not then receive a satisfactory response from the person with whom you are dealing in the first instance, there are several further levels to which you can take the complaint.

**Social Services**

In Social Services, the initial complaint can usually be resolved by the Social Work staff locally, or at your local District offices, where someone not directly involved can be asked to look into the problem. If you are still not happy, the matter can be referred to:

**Solutions Team**
Floor 4, Nicholas Street, Chester, CH1 2NP
☎ 01244 973 280
email: socialcarecomplaints@cheshirewestandchester.gov.uk
website: www.cheshireeast.gov.uk

If you wish to make a formal complaint, please contact the above office for further guidance. If you have exhausted these
channels and are still not satisfied, you can contact:

**The Local Government Ombudsman,**  
PO Box 4771, Coventry CV4 0EH.  
☎ 08456 021983 or 03000 610614  
Advice Line open Monday to Friday 8.30am to 5pm  
fax: 02476 820001  
email: advice@lgo.org.uk  
website: [www.lgo.org.uk](http://www.lgo.org.uk)

You can also contact your local councillor at any time to comment on or complain about any service provided by Cheshire East Council. Lists of names and contact details are available at Council Information Centres.

**Health Services**

The Customer Care Team, based in local hospitals, are there to assist you with immediate concerns about your care in hospital. PALS will listen to your concerns and try to help you overcome your problem.

**Macclesfield Hospital, Customer Care Team**  
☎ 01625 661449  
Free-phone service: 08001 613997  
Textphone: 08001 663723  
email: ecn-tr.customercareservice@nhs.net

**Leighton Hospital, Customer Care Team**  
Middlewich Road, Crewe CW1 4QJ  
☎ 01270 612410  
email: customercareteam@mcht.nhs.uk

**Healthwatch Advocacy**

This is the Healthwatch Independent Complaints Advocacy Service. HWICA can offer free and confidential advice about making a complaint relating to a service provided by the NHS. HWICA can:

- provide you with information about who to complain to and how to go about it
- support and help in drafting letters
- represent you or attend meetings with you

For information, contact your regional **HWICA:**  
☎ 03004 568350  
freephone: 0808 8010 389  
website: [www.carersfederation.co.uk/hwica](http://www.carersfederation.co.uk/hwica)

A leaflet explaining the role of the Health Service Ombudsman is available from **The Health Service Ombudsman for England, Millbank Tower, Millbank, London SW1P 4QP.**

If you need help or assistance in making a complaint, contact **Age UK,** or any other independent organisation with which you have had contact, such as the CAB. Complaints where you feel you have not had satisfaction can go to the Ombudsman once you have tried other avenues first.

**Parliamentary and Health Service Ombudsman for England**  
Millbank Tower, Millbank, London SW1P 4QP  
☎ 03450 154033 helpline  
email: phso.enquiries@ombudsman.org.uk  
website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Complaints against **pharmacists, opticians, dentists and GP surgeries** should be made as soon as possible after the incident, direct to the service provider (in the first instance).

The Patient Advice and Liaison Service (PALS) can advise if you wish to make a formal complaint – for the **Eastern Cheshire Clinical Commissioning Group** area phone  
☎ 08001 32996  
or email: complaints.nhseasterncheshireccg@nhs.net
and for the South Cheshire Clinical Commissioning Group area phone ☏ 01270 275390
or email: complaints.nhssouthcheshireccg@nhs.net

Healthwatch Cheshire East is the new independent consumer champion created to gather and represent the views of the public. The aim of Healthwatch Cheshire East is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within Cheshire East.
☎ 0330 088 2843 or visit www.healthwatchcheshireeast.co.uk

Housing and Care

If you need to make a complaint about a Care Home (providing residential or nursing care), or a care service provider, the Care Quality Commission is the agency to assist.

CQC (National Correspondence)
Citygate, Gallowgate,
Newcastle upon Tyne N39 5AU
Helpline: 03000 616161
email: enquiries@cqc.org.uk
website: www.cqc.org.uk

You can also contact the Age UK Cheshire East Confidential Telephone Line with comments about care homes:
☎ 01625 661982 available between 11am and 1pm Tuesdays to Friday or as an answer phone after 6pm.
or write via Age UK Cheshire East, New Horizons Centre, Henderson Street, Macclesfield SK11 6RA marking your letter Confidential - Care Home Comments.

If you are a tenant of a Housing Association property, and wish to complain, ask first about the landlord’s complaints procedure, which you should follow. If you are not satisfied with the response or the problem is not resolved.

Independent Housing Ombudsman Scheme
81 Aldwych, London WC2B 4HN
☎ 03011 13000
fax: 02078 311942
email: info@housing-ombudsman.org.uk
website: www.housing-ombudsman.org.uk

Private tenants on Housing Benefit with concerns about the level of their rent can contact:

Valuation Office Agency (VOA)
Housing Allowances Network,
Wycliffe House, Green Lane, Durham
DH1 3UW
☎ 08450 264696
website: www.voa.gov.uk
or contact the Rent Assessment Committee in the north:
☎ 08451 002614
website: www.rpts.gov.uk

Shelter

The Charity produces a number of guides on housing issues, covering topics such as housing rights, housing benefits, private tenants’ rights, tenancy agreements etc. They also run a free telephone help and advice line.

Shelter
88 Old Street, London EC1V 9HU
☎ 08088 004444 or ☏ 08445 152000
Both lines open 8am to 8pm each weekday and 8am to 5pm at weekends
website: www.shelter.org.uk
Council Services - Environmental Health and Community Services

Cheshire East Council is responsible for most public services, and welcomes comments or complaints. You may wish to speak to a local Councillor for your area, or approach the Council direct, if you have concerns about issues such as:

- community planning, community safety, housing and council tax benefits
- pest control, including squirrels and ants; falls whilst out and about; refuse collections, street cleaning and recycling schemes
- housing issues, including money advice and debt counselling
- leisure centres, parks and amenities, cemeteries etc

With regard to any of these concerns, or to make any comments, suggestions or complaints, contact Cheshire East Council. Comments in person can be made at any Customer Services Centre, or on Let Us Know forms available at these centres

Write to:
Let Us Know, Customer Relations Team,
Westfields, Middlewich Road,
Sandbach CW12 1HZ
☎ 03001 235038
website: www.cheshireeast.gov.uk (where there is an online form)
email: letusknow@cheshireeast.gov.uk

Noise and neighbours

You may have concerns about excessive noise, or harassment, or similar issues. There are both formal, legal ways of tackling such concerns, as well as informal ways. Age UK can provide you with information about this, in copies of

- Factsheet 9: Anti-social behaviour in housing

Goods and services

For any complaints about goods you have bought or services you have received, in the first instance, contact Consumer Direct North West: ☎ 08454 040506. Staff will advise you on all consumer matters and will refer complex enquiries, urgent enquiries and those requiring further action to Cheshire East Trading Standards.

Cheshire Trading Standards
Westfields, Middlewich Road,
Sandbach CW12 1HZ
websites: www.consumerdirect.gov.uk or www.cheshireeast.gov.uk/tradingstandards

Alternatively the Citizen’s Advice Bureau may be able to help you.

For any type of complaint, a further option is to make contact with local Councillors or your local Member of Parliament or Member of the European Parliament – see the section in this guide on MPs and Voting for contact details.
Confusion, Forgetfulness

Alzheimer’s disease and other types of dementia

There are numerous reasons why a person may be forgetful and confused, and it is important to go to your GP as soon as you are concerned about changes in behaviour, as problems due to stress, depression or an infection can be treated. Being confused is not a normal part of growing older, and if necessary, the GP will refer the individual to specialist Memory Clinics at Macclesfield District General Hospital which are led by Consultant Psychiatrists and members of the Older Peoples Team including Community Psychiatric Nurses and therapists. It may be that the person has a type of dementia which requires further multi-disciplinary assessment at Jocelyn Solly House, on the Assessment Ward.

Community Care Services

This service supports people with any type of dementia and their families to enable someone to be cared for at home for as long as possible. A social worker from Social Services will carry out a detailed assessment of the needs of the individual and carer(s) and create a care plan to co-ordinate the appropriate services. Under the provision of the ‘Carers (Recognition and Services) Act’, carers should request their own assessment before the care plan is finalised. It is also important to request a written copy of the care plan from the Social Worker. Residential care and short stays can be arranged in residential and nursing homes. A list of homes can be obtained from your local Social Services office or from Age UK.

The Alzheimer’s Society

The Charity provides support for anyone concerned about someone experiencing memory loss or dementia. Dementia Support Workers can meet you at the Springbank Centre, or visit you at home, or at any other venue, to discuss the problems you are experiencing. They provide advice, information, and have a library of books, videos and factsheets covering a wide range of topics relating to any type of dementia. Alzheimer’s disease is the most common, but not the only type of dementia. There is also a carers and relatives information group and Caring and Coping courses to help new carers understand more about dementia, learn the best way to deal with various situations, and look after themselves.

Dementia Support Workers - Macclesfield
Springbank Centre, Victoria Road, Macclesfield, SK10 3LS
☎ 01625 503302
fax: 01625 613704
e-mail: east-cheshire@alzheimers.org.uk
website: www.alzheimers.org.uk/eastcheshire

Dementia Support Workers - Crewe and Nantwich
EG4 Electra House, Electra Way, Crewe Business Park, Crewe CW1 6GL
☎ 01270 501901
e-mail: southcheshire@alzheimers.org.uk

Alzheimer’s National Helpline:
☎ 03002 221122
Lines open from 8.30 am to 6.30 pm Monday to Friday, and calls are charged at local call rates. The Helpline is staffed by trained advisers, including specialists in welfare.
benefits, medical and scientific issues.

Those affected by memory loss or confusion may be entitled to **Personal Independence Payment** or **Attendance Allowance**; see section entitled **Money and Benefits** and contact **Age UK** for more information.

**Age UK Day Services**

**Age UK Cheshire East** provides day care for people with memory problems, in Congleton, Macclesfield, Mobberley, Poynton and Wilmslow. Each Day Care is run by trained volunteers, supported by **Age UK Cheshire East** staff, and provides a caring and stimulating environment for those attending, while giving some valuable time to carers who can take a break from caring. Referral for day care can be made directly to:

**Care Services Manager**
**Age UK Cheshire East**
New Horizons Centre, Henderson Street,
Macclesfield SK11 6RA
☎ 01625 612958
fax: 01625 511582

**Age UK Cheshire** volunteers, supported by Age UK Cheshire staff, and provides a caring and stimulating environment for those attending, while giving some valuable time to carers who can take a break from caring. See the section entitled **Day Centres** for further information.

Referral for day care can be made directly to:
**Care Services Manager**
**Age UK Cheshire**
☎ 01270 219484
email: melanie.houghton@ageukcheshire.org.uk

Lists of the names and addresses of Councillors for Cheshire East, and the committees they are on, can be obtained from Council Information Centres and the CAB. Many councillors hold regular local surgeries or access sessions; details are available in local libraries and information centres. Councillors within the Unitary Authority, Cheshire East, are concerned with all local government matters, from planning applications to schools, from transport to refuse collections.

Local Members of Parliament and Members of the European Parliament hold regular surgeries for their constituents. Look for details in the local newspapers. You can contact your local MP through the local constituency party, or write to them at the **House of Commons, London SW1A 0AA**.

**Voting:** If you are unable to get to a Polling Station because you are disabled or housebound, provided you are on the Electoral Register, you can obtain a postal or proxy vote form from the Electoral Registration Office at your local Council offices.

**Cheshire East Council**
Westfields, Middlewich Road,
Sandbach CW12 1HZ
(Once your application has been approved, it is valid indefinitely)

If, through illness or because you are away on holiday, you are unable to get to your local polling station for the next election, you can also apply to the Electoral Registration Office to vote by post or proxy. This form has to be returned at least a week before the election date.
Counselling & Telephone Help Lines

The Samaritans

The Samaritans offer a confidential 24-hour service open to anyone feeling distress or despair, however large or small your concern. For local services:

- **Crewe:** ☎ 01270 216666
  or call in at 2 Hall O’Shaw Street, Crewe CW1 4AE. Usual office hours open to receive callers: 10am to 9.30pm

- **Macclesfield:** ☎ 01625 426000
  Call in at the office at 2 Boden Street, Macclesfield SK11 6LL between 9am and 9pm, where someone is available to help you most days.

If your local telephone number is engaged, call the national number: ☎ 08457 909090 (local rates apply). If you prefer to write about how you are feeling, you can send your letter to the Samaritans:

**Chris**

PO Box 9090, Stirling FK8 2SA
email: jo@samaritans.org

Mood Swings Network

If you have a problem with depression or mood disorders, you can call the Regional Information Line of the Mood Swings Network. The Network can supply leaflets and information, and co-ordinates self-help and support groups.

**The Mood Swings Network**

23 New Mount Street, Manchester M4 4DE
The National Helpline: 01618 323736
open 10.30am to 4.30pm Monday to Friday
email: support@moodswings.org.uk
website: www.moodswings.org.uk

MDF Bipolar Organisation

This is a national user-led organisation working to enable people with bipolar disorder to take control of their own lives. The organisation produces fact sheets and a quarterly journal; it offers employment advice and a 24-hour Legal Advice Line, and other services, and can put you in touch with local support groups on request.

Bipolar UK

11 Belgrave Road, London SW1V 1RB
☎ 0207 931 6480
website: www.bipolaruk.org.uk

For enquiries about self help groups in the North West, (none currently in Cheshire), ring the NW office in Manchester:

☎ 08454 349970
email: groupdevelopment@mdf.org.uk

Saneline

This is a telephone helpline providing information and support to people with a mental illness, and to carers and
information about mental illness, for yourself, a member of your family, or a friend, you can talk to trained volunteers on the line.

Saneline

☎ 0845 767 8000 lines open 6pm to 11pm
e-mail: sanemail@sane.org.uk
website: www.sane.org.uk

Relate

If you are having problems with your marriage or a relationship, you may wish to talk things over with someone from Cheshire and Merseyside Relate. Relate provides a confidential counselling service, but there may be a delay before you can be seen.

Relate in Macclesfield
Water Green Medical Centre, Sunderland Street, Macclesfield SK11 6JL
☎ 03003 305793
website: www.relate-cheshire-merseyside.org.uk

Counselling may also be available through your local GP practice. Many GP practices now provide such a service, which is free. Alternatively, you can obtain a list of private counsellors by contacting:

The British Association for Counselling and Psychotherapy
15 St John’s Business Park, Lutterworth, Leicestershire LE17 4HB
General enquiries: ☎ 01455 883316
fax: 01455 550243
mincom: 0870 443 5162
email: bacp@bacp.co.uk
website: www.bacp.co.uk

Day care can offer a welcome break for older people living at home who are unable to get out on their own, or who might be lonely and glad of company. Centres provide a hot midday meal and organise various activities, and will arrange transport to and from home.
Day care is also a way for carers to have some respite time for themselves.

Age UK Cheshire East runs six day care groups, one for people who are physically frail, in Poynton, and five for people with memory problems, in Congleton, Macclesfield, Mobberley, Poynton and Wilmslow. Each Day Care is run by trained volunteers, supported by Age UK Cheshire East staff, and provides a caring and stimulating environment for those attending, while giving some valuable time to carers who can take a break from caring.

Care Services Co-ordinator
Age UK Cheshire East
New Horizons Centre, Henderson Street, Macclesfield SK11 6RA
☎ 01625 612958
fax: 01625 511582

Age UK Cheshire runs two day centres in Chester and Ellesmere Por. Each Day Care is run by trained volunteers, supported by Age UK Cheshire staff, and provides a caring and stimulating environment for those attending, while giving some valuable time to carers who can take a break from caring.

Day Centre Co-ordinators
Age UK Cheshire
☎ 01270 219484
British Red Cross

The charity currently operates a day care service at the Bradbury Centre in Knutsford, on Monday, Wednesday and Thursday from 10 am to 4 pm. This is for people aged 18 and over, with a physical disability and/or long-term health problems. Referral is normally following a Social Services assessment.

☎ 01565 682301

Community Support Centres

There are a number of centres run by Social Services in Cheshire East. These offer short stays to provide respite care, rehabilitation, assessment, emergency places and also day care.

The centres are at:
Bexton Court, Knutsford
Hollins View, Macclesfield
Mountview, Congleton
Lincoln House, Crewe

There are also day facilities at the Redesmere Centre in Handforth, Heatherbrae in Congleton, and the Mayfield Centre in Macclesfield, every Monday to Friday between 9.30am and 4.30pm, providing care for those identified as being in need of these specialist services.

Some Day Care is also provided by Social Services in a variety of settings, including day centres, residential homes, community centres and church halls. Rural Day Care is arranged in some of the outlying villages in the former Congleton and Crewe and Nantwich districts, often in church and village halls, and making use of the Rural Rider bus service.

Cheshire East Council Information Line
for re-direction to appropriate services for further details:
☎ 03001 235500
website: www.cheshireeast.gov.uk
If you have a problem with your hearing, you should consult your Doctor, who may refer you to a Community Audiology Department or a consultant. Audiology clinics are held at Macclesfield District General Hospital, West Park Branch; Congleton War Memorial Hospital; Handforth Clinic; Wilmslow Clinic; Poynton Clinic; Bollington Medical Centre, and Knutsford Clinic. If necessary, the clinic will arrange to provide you with a hearing aid, and will also deal with any future problems. Batteries and repairs for NHS hearing aids are free, and replacement batteries can be issued by post.

If you need help with your daily life because of a hearing problem, contact your local Social Services department. From there you will probably be referred on to the Deafness Support Network (see below). The Society is contracted by Cheshire East Council to provide a range of services and equipment for those with hearing problems, including counselling, advice and information, interpreting services, and assessment for equipment to help with everyday living.

**Cheshire Deafness Support Network**

144 London Road, Northwich CW9 5HH
☎ 01606 47831 for all initial enquiries
minicom: 01606 350823

Deafness Support Network supports a social group which meets at the Disability Information Bureau at Pierce Street in Macclesfield each Wednesday from 3pm to 5pm. From time to time courses in Sign Language are run by the Network, on a supply and demand basis. The Deafness Support Network has an advice and support service and can help individuals get benefits and concessions such as rail travel and assistance with telephone costs; it has a training service; and a technical service, offering advice on a wide variety of equipment, from flashing doorbells to telephone amplifiers – which may be made available free to eligible clients. It is hoped to have a Macclesfield-based service from 2010, next to the Disability Information Bureau.

**Signed Church Services**

There are signed church services at the New Life Church in Danesford Community Centre. Each week, the Sunday morning service at 10.30am involves British Sign Language trained signers, who are also available during the after-church coffee time. The church also has a loop system and laser pen facility.

**New Life Church**

Danesford Community Centre, West Road, Congleton CW12 4EY
☎ 01260 297961
email: mail@nlchurch.org.uk

**Cheshire Interpreting Service**

This service is for people using British Sign Language, that can be accessed via the Deafness Support Network.

**Deafness Support Network**

☎ 01606 47831 or 08082082440
Text phone: 01606 350823
or after hours: 01606 330362
fax: 01606 49456
email: communications@dsnonline.co.uk
website: www.dsonline.co.uk

The Interpreting Service is based in Warrington and can be requested for free via statutory agencies such as social services, hospitals etc.
Dentists

Action on Hearing Loss (formerly RNID)
19-23 Featherstone Street, London EC1Y 8SL
Their helpline is available during office hours: 
☎ 08088 080123
website: www.actiononhearingloss.org.uk
Action on Hearing Loss can put you in touch with regional and local branches where they operate.

Hearing Dogs for Deaf People trains and provides dogs to help hearing-impaired people with listening tasks.
☎ 01844 348100
e-mail: info@hearing-dogs.org.uk
website: www.hearingdogs.org.uk

British Telecom produces a range of special services for people with a hearing problem. For details of the equipment and services available, call BT free on:
☎ 150 or 08008 00150 voice or
text phone: 8002 43123
website: www.bt.com

There is also a special BT service for people who find it hard to use a conventional phone book, enabling them to use a free directory enquiries line. If you think you might be eligible, request an application form, which will need a counter-signature from a GP or similar. The user receives a PIN number to use each time they contact directory enquiries, and free use of the ring-back 1471 service.
☎ 08005 870195

Lists of dentists in your area are available on request from NHS Direct: ☎ 111, or from the Community Dental Services Helpline: ☎ 01270 275678. They will provide a list of dentists who offer NHS or private care, and can also provide details of dentists who carry out home visits, should you be unable to get out. You will only be charged for the treatment you receive, not for the visit itself. You can also find names and addresses of Dentists in Yellow Pages, or by visiting the website: www.nhs.uk - select ‘Find services in your area’, then ‘Dentists’ and enter your postcode to search.

The government fixes charges for dental treatment under the National Health Service, including check ups, and your dentist should display the charges. You may ask for a treatment plan, which explains what treatment is recommended and the likely cost. If you or your partner are in receipt of income support or guaranteed pension credit, you are entitled to free NHS dental treatment. You may also be entitled to help with dental treatment costs if you are on a low income, and have savings below £16,000. Contact the Advice Line, Help with Health Costs in Newcastle: ☎ 0300 330 1343 and ask for claim form HC1. Forms are also available from benefit offices, dentists, hospitals, opticians and pharmacists, or ask at your local Age UK office. You will then be issued with a certificate for full or partial entitlement to help with costs, which you should show to the dentist’s practice. You do not need to wait till you require treatment before you apply.

If you are not registered with a dentist, and need emergency dental care, or treatment by appointment, or lists of local NHS dentists accepting new patients you can use the Dental helpline.
Dental Helpline
Alsager Primary Care Centre,
Sandbach Road South, Alsager
☎ 01270 275678 or 08003 289865 between 8.30am to 4.30pm Monday to Friday

An emergency dental service at weekends and on Bank Holidays is provided on a first-come/first-served basis at one of three centres:

- Macclesfield (Weston Clinic)
  ☎ 01625 669039
  10 am to 12noon and 2pm to 4pm
- Nantwich (Church View Primary Care Centre)
  ☎ 01270 611044
  10am to 12noon and 2pm to 4pm
- Northwich (Victoria Infirmary)
  ☎ 01606 564150
  10am to 12noon only

For serious emergencies - that is, oral or facial trauma such as a fall resulting in broken teeth, or uncontrolled bleeding or swelling, you should go to the Accident and Emergency Department at your nearest Hospital with appropriate facilities.

If you have any queries, or if you might require treatment but are unable to attend a normal clinic due to illness or disability, or are a dental phobic, please contact the Community Dental Service within Central and Eastern Cheshire, initially via their Helpline:
☎ 01270 275678

Any complaints against dentists should be made initially to the Dentist involved. If that is not possible or the matter is unresolved, you should send details in writing (preferably within thirteen weeks of the incident) to the Cheshire Health Agency.

Age UK has a factsheet giving guidance on finding a dentist and paying for care etc.

- **Factsheet 5**: Dental care – NHS and private treatment

Age UK Cheshire East
☎ 01625 612958

Age UK Cheshire
☎ 01606 884440
Disability Support

Support for People with specific conditions

As people become older, there is more chance of any disability they have becoming a problem, for a number of reasons. If you think you need additional help, contact your local Social Services office; they can arrange for an assessment to be carried out in your home. This is a provision within the ‘Chronically Sick and Disabled Person’s Act 1970’, and the ‘Disabled Person’s Act 1986’, through which you are entitled to be assessed for services to meet your needs.

Cheshire East Social Services Access Team
☎️ 01625 374700 or freephone: 03001 235010

The assessment will enable you, and any carer, to discuss what help is appropriate and available, and will ensure that a care plan is worked out. A financial assessment will also be made, to determine whether you are eligible for financial assistance. Through this process you will also gain access to the blue badge scheme, and be registered as disabled, if appropriate.

In some cases, you may wish to ask for a list of private care agencies, which is available through Social Services or from Age UK.

Equipment and services

Please also see information on the page in this guide headed Aids for Living.

A free factsheet is available on request from Age UK:
- Factsheet 42: Disability equipment and how to get it

The Independent Living Centre

The centre has a range of equipment which could assist you with mobility, bathing, dressing etc that can be viewed and tried out by appointment. This is a joint Social Services and NHS facility.

The Independent Living Centre
Redesmere Centre, Redesmere Road, off Spath Lane, Handforth SK9 3RX.
Appointment or advice: ☎️ 01625 374080

Wheelchair Services

Providing equipment on long-term loan, Wheelchair Services can give information and advice. You would need a referral from your GP, Occupational Therapist or Physiotherapist to obtain a NHS wheelchair. If preferred, it is possible to request a voucher equivalent in value to the NHS provision, which can be used to help with the private purchase of a more expensive chair of your own choice.

Wheelchair Service
Sanders Square, Macclesfield
☎️ 01625 420627

Wheelchairs and mobility vehicles, plus a wide range of other equipment, can be viewed, bought or hired from special equipment shops where some items can be for hired for the day, or for longer periods, on payment of a deposit.

The Helpful Hand
6 Chester Road, Macclesfield SK11 8DG
Open on weekdays and during Saturday mornings
☎️ 01625 424438
fax: 01625 617857
email: enquiries@thehelpfulhand.fsnet.co.uk
website: www.thehelpfulhand.co.uk
The British Red Cross operates a Medical Loan Service, through which some items of equipment, such as wheelchairs, commodes and backrests, can be borrowed for periods of up to 6 weeks.

Cheshire Red Cross
Memorial House, Northwich Road, Knutsford WA16 0AW
☎ 01565 682327
The service is open 2pm to 4pm Monday and Friday, and 9.30am to 11.30am Tuesday to Thursday.
website: www.redcross.org.uk

There are similar British Red Cross Medical Loan Service Centres at:-

Crewe ☎ 01270 214957
Mondays only 7 to 8pm

Haslington ☎ 01270 581221
Wednesdays only 7 to 8pm

Listening Books
This is an audio-book library service directed at people whose disability means they have problems holding a book or reading in the normal way. It is a postal service available on subscription (charges are from £20 per annum for an individual).

Listening Books
12 Lant Street, London SE1 1QH
☎ 02074 079417
email: info@listening-books.org.uk
website: www.listening-books.org.uk

BT has a special service for people who find it hard to use a conventional phone book, enabling them to use a free directory enquiries line. If you think you might be eligible, request an application form, which will need a counter-signature from a GP or similar. The user receives a PIN number to use each time they contact directory enquiries, and free use of the ring-back 1471 service.
☎ 0800 587 0195

Computer support
The IT Can Help Network can offer free assistance to disabled people experiencing difficulties with computer technology. An IT volunteer will assist either via the internet or by visiting clients in their own homes.

IT Can Help Network
☎ 0800 269545 telephone and text phone
email: enquiries@abilitynet.org.uk
website: www.itcanhelp.org.uk

Disability issues and information

Cheshire Centre for Independent Living (CCIL) This user-led organisation, provides a range of support services, driven by the needs and aspirations of disabled people. The aim of CCIL is to empower disabled people to direct their own care and to promote greater independence, choice and control over their lives.

Cheshire Centre for Independent Living
Sensation House, Denton Drive, Northwich CW9 7LU
☎ 08453 402777
email: office@cheshirecil.org
website: www.cheshirecil.org
Disability Information Bureau (DIB)

The DIB in Macclesfield is open each weekday between 10.30 am and 3 pm, to provide information and advice on issues such as disability discrimination, housing, transport, benefits, visual impairment, mobility, access issues and leisure activities. This service is open to people with disabilities, or their families or carers; it can also be used by professionals and small businesses. Personal callers are welcome.

Disability Information Bureau - Macclesfield
Pierce Street, Macclesfield SK11 6ER
☎ 01625 501759
fax: 01625 869685
email: info@maccdib.org.uk
website: www.maccdib.org.uk

Disability Information Bureau - Congleton
Municipal Offices, Market Square, Congleton CW12 1EX
☎ 01260 295725

Open Monday and Tuesday, Thursday and Friday from 10 am – 1 pm, offering wheelchair hire, IT assessments and support, benefit advice and claims, and disability awareness training.

RADAR (Royal Association of Disability and Rehabilitation)

RADAR
12 City Forum, 250 City Road, London EC1V 8AF
☎ 02072 503222
fax: 02072 500212
mincom: 0207 250 4119

Radar keys can also be bought locally through Cheshire East Information Points.

Travel

Blue Badge / Disabled Persons Car Badge
To obtain or renew a badge you need to apply online
www.cheshireeast.gov.uk/social_care_and_health/disabilities/blue-badge_scheme/applying_for_a_blue_badge

You will need to provide two passport photos, and the card will cost you £10. The card you obtain is a European Parking Card for People with Disabilities, which gives you on-street parking rights and may allow concessionary parking in local authority or private car parks; you are advised to check any car parks you hope to use. The badge can be used in 18 countries within the European Union. Arrangements vary with regard to parking for disabled people in other countries outside the European Union; some countries have desks at the airport from which you can get permits; or you may need to apply in good time to the Embassy for the country where you wish to travel. Information from the Department for Transport about reciprocal arrangements and the Blue Badge scheme is on their website.

You can also apply by telephone
☎ 03001 235020

Department for Transport
website: www.dft.gov.uk/bluebadge

Support and Self-help Groups

There are a number of groups in the area which organise social activities for people with disabilities, or work on their behalf, and there are support groups concerned with issues arising from specific medical conditions. These groups vary in their activities, but can provide information, arrange meetings, campaign,
and offer moral and (in some instances) practical support.

For more information about support for those affected by Alzheimer’s Disease, see pages in this booklet entitled Confusion.

**Arthritis Care**
Offering information to people with arthritis, to help them improve their care and levels of knowledge.

**Arthritis Care**
18 Stephenson Way, London NW1 2HD
☎ 08088 004050 free phone helpline open from 10am to 4pm, Monday to Friday
Alternatively, contact their London information office: ☏ 02073 806577
email: info@arthritiscare.org.uk
website: www.arthritiscare.org.uk

**Arthritis Research**
This charity publishes leaflets on a number of topics and can give general advice on caring for someone with arthritis.

**Arthritis Research**
Copem an House, St Mary’s Court, St Mary’s Gate, Chesterfield S41 7TD
☎ 01246 558033 or 03007 90041
fax: 01246 558007
email: enquiries@arthritisresearch.org.uk
website: www.arthritiscare.org.uk

**Back Care**
Back Pain sufferers can contact this organisation for information and advice. The charity funds research and is involved in educating people about back care issues. It has a publications list (some items are chargeable) and can put you in touch with local branches where available.

**Back Care**
16 Elm Tree Road, Teddington TW11 8ST
office: ☏ 02089 775474
helpline: 08451 302704
fax: 02089 435318
email: info@backcare.org.uk
website: www.backcare.org.uk

**Macclesfield Cancer Help Centre**
Those affected by cancer may benefit from contact with the Macclesfield Cancer Help Centre. The Group offers telephone support, arranges some social events, and has regular meetings. The service may also benefit carers and families, and can signpost you to other appropriate agencies.

☎ 07981 899526
website: www.macclesfieldcancerhelp.com

**CALL**, the Cancer Aid and Listening Line is open 365 days a year, to provide comprehensive information about services available to people with cancer and their families.
☎ 08451 232329 lines Monday to Friday 9am to 4pm, and on Saturdays and Sundays from 7.30pm to 10.30pm
email: listeningline@canceraid.co.uk
website: www.canceraid.co.uk

**Cancer Research UK**
The UK’s leading charity dedicated to cancer research. The Cancer Information Nurses can be contacted from 9am to 5pm Monday to Friday:
☎ 08088 004040
website: www.cancerresearchuk.org
Diabetes UK

A charity that funds research and offers information and help to people living with diabetes.

Diabetes UK
Central Office, Macleod House,
10 Parkway, London NW1 7AA
☎ 02074 241000
fax: 02074 241001
text line: 02074 241031
Careline (which has access to interpreting services): ☎ 08451 202960
e-mail: info@diabetes.org.uk
website: www.diabetes.org.uk

British Cardiac Patients Association

People who are due to have heart by-pass surgery might like to make contact with the British Cardiac Patients Association. Members can arrange to visit you and provide you with information and support.

British Cardiac Patients Association
The national helpline: ☎ 01223 846845
Open Monday to Saturday between 9am and 7pm
e-mail: admin@BCPA.co.uk
website: www.bcpa.co.uk

British Heart Foundation

The British Heart Foundation provides support and information for people living with heart conditions, as well as details of how to maintain a healthy heart.

British Heart Foundation
Greater London House, 180 Hampstead

Road London NW1 7AW
Heart Information and Helpline:
☎ 03003 303311
lines open Monday to Friday 9am – 6pm
text line: 18001 020 7554 0000
website: www.bhf.org.uk

Coping with your Disability

Should you be experiencing problems coping with your disability and feel you need to talk this through with someone, then counselling may be available through your local GP practice. Many GP practices now provide such a service, which is free, though there is often a waiting list. Some Age UKs are able to provide free counselling services at times: please ask. Alternatively, you can obtain a list of private counsellors on-line, or by sending a s.a.e. to the address below.

British Association for Counselling and Psychotherapy
BACP House, 15 St John’s Business Park,
Lutterworth LE17 4HB
☎ 01455 883300
Fax: 01455 550243
Minicom: 01455 550307
Text line: 01455 560606
website: www.bacp.co.uk

Depression Alliance

This organisation offers a network of self help groups and a pen friend scheme, in addition to carrying out research into depression. A number of publications are available.

Depression Alliance
Information Pack request line:
☎ 08451 232320
e-mail: information@depressionalliance.com
website: www.depressionalliance.org
**Leukaemia & Lymphoma Research**

Older people may be badly affected by Leukaemia and this charity helps by raising money for research, and can also provide you with information on request.

**Leukaemia & Lymphoma Research**  
39/40 Eagle Street, London WC1R 4TH  
☎ 02075 042200  
email: info@beatbloodcancers.org.uk  
website: www.beatbloodcancers.org.uk  
(The local group is primarily concerned with fundraising: ☎ 01625 619122)

The **Macmillan Cancer Support Helpline** can be contacted on ☎ 08088 080000. Their website: www.macmillan.org.uk features a number of discussion boards for people to share experiences, support and ideas.

**Action for ME**

For those with or an interest in Myalgic Encephalomyelitis this group can offer information about ME and how it might affect you, plus contact details of groups near you.

You can get support, through the enquiry line: ☎ 08451 232380  
Write to: Action for ME, PO Box 2778, Bristol BS1 9DJ  
email: admin@actionforme.org.uk  
website: www.actionforme.org.uk

**The Multiple Sclerosis (MS) Society**

This charity is dedicated to supporting people of all ages whose life is affected by MS. The Society’s helpline can provide you with general information about ME and how it can affect people, and provide you with support. The local branch is run by people with direct experience of MS, to provide social activities, self-help, drop-in support and welfare advice:

**The Multiple Sclerosis (MS) Society**  
East Cheshire Branch: ☎ 01625 430933

**Head Office**, MS National Centre, 372 Edgware Road, London NW2 6ND  
☎ 02084 380700 with a national free phone helpline: ☎ 08088 008000  
website: www.mssociety.org.uk

**Mind**

Mind is the leading mental health charity in England and Wales. In addition to campaigning, they can also provide information and support regarding mental health issues. Macclesfield Mind provides a drop-in facility, social support, benefit, housing and employment advice for people of any age who are mental health service-users.

**Macclesfield Mind**  
3 Duke Street, Macclesfield SK11 6UR  
☎ 01625 500644  
email: jayne.maccmind@btinternet.com

**Mind Infoline**  
☎ 08457 660163  
website: www.mind.org.uk

**Mood Swings Network**

If you experience depression or mood disorders, you can call the Regional Information Line of the Mood Swings Network. The Network can supply leaflets and information, and co-ordinates self-help and support groups.

**Mood Swings Network**  
23 New Mount Street, Manchester M4 4DE
The Motor Neurone Disease (MND) Association

This organisation works on behalf of people living with MND, and their families or carers. They produce a number of publications on related issues, from specific aspects of the disease to treatment advice and research developments. There is a local support group and a national helpline open seven days a week, through which you can obtain information, advice and support.

The Motor Neurone Disease (MND) Association Cheshire Support Group:
☎ 08453 751833
website: www.mndcheshire.org

Head Office:
PO Box 246, Northampton NN1 2PR
National Helpline:☎ 08457 626262
(local rates apply)
email: enquiries@mndassociation.org
website: www.mndassociation.org

Parkinson’s UK

The Macclesfield and District branch of Parkinsons UK meets monthly at the Methodist Church, Westminster Road, Macclesfield SK10 1BX on Tuesday at 7.15 pm. For Crewe and district please refer to the website.

Parkinson’s UK – Macclesfield Crewe and District branch

General information Gill Carberry
☎ 08442 253654
email: gcarberry@parkinsons.org.uk
Support Worker Susan Hughes
☎ 08442 253756

Parkinson’s UK - Head Office
215 Vauxhall Bridge Road, London, SW1V 1EJ
Freephone National helpline:
☎ 08088 000303
date: hello@parkinsons.org.uk
website: www.parkinsons.org.uk

Relate

Relate is the UK’s largest provider of relationship counselling. To find out the location of your nearest branch of Relate, for general information on their services, or to arrange an appointment, use the contact details below to get in touch.

Contact:
Relate
☎ 03001 001234
website: www.relate.org.uk
email: enquiries@relate-cheshire-merseyside.org.uk

Reynaud’s & Scleroderma Association

The Association endeavours to help people living with these or related conditions. The aims of the association are to promote better communication between doctors and patients; to put patients in touch with each other in order to exchange ideas and information; and to raise funds for research and welfare. Quarterly newsletters, related publications, and information packs are all available.
Reynaud’s & Scleroderma Association
112 Crewe Road, Alsager ST7 2JA
☎ 08009 172494
e-mail: info@raynauds.org.uk
website: www.raynauds.org.uk

Terrance Higgins Trust
This charity has a wide range of publications and information on HIV, AIDS and sexual health.
☎ 08451 221200 Monday to Friday 10am to 10pm, Saturday and Sunday 12noon to 6pm
e-mail: info@tht.org.uk
website: www.tht.org.uk

For contact details of the following organisations please refer to the relevant page of this directory

Samaritans          Page 28
SaneLine            Page 28/29
The Stroke Association Page 76

There is further information which might assist you in this guide in the section on Carer Support.

Age UK Cheshire East runs a Help at Home Service for people over 50. Trained home helpers can take on most household cleaning jobs, plus tasks such as shopping, light meal preparation, assistance with bills and appointments, arranging outings and activities.

Help at Home

Help at Home Service Manager
Age UK Cheshire East
New Horizons Centre, Henderson Street, Macclesfield SK11 6RA
☎ 01625 612958
Monday to Friday 10am to 4pm

Age UK Cheshire East has also put together a list of private Domestic Cleaning Agencies which provide services within East Cheshire. Please note that Age UK Cheshire East cannot specifically recommend any agencies.

A list of private domestic cleaning agencies operating within the former Congleton and Crewe and Nantwich Council areas is available from Age UK Cheshire, although no agencies can be specifically recommended:
☎ 01606 884440
Age UK Cheshire East operates a Learning Centre, specifically for people aged over 50, at its New Horizons Centre. Through the Centre, people can be introduced to the many opportunities there are for Lifelong Learning. Beginner sessions in computing, the internet and related topics are provided with the support of older volunteers, so that people can build up their computer skills at their own pace. The Centre also provides a wide range of other learning opportunities including on-line courses and the application of technology to photography, crafts, family history and other hobbies. There is also an Outreach Project to assist people in their own homes – especially people with disabilities – and to deliver classes through community locations.

**Age UK Cheshire East**
**New Horizons Centre, Henderson Street, Macclesfield SK11 6RA**
☎ 01625 612958
email: enquiries@ageukcheshireeast.org

Age UK Cheshire
Learning Centre, Unit 11A, Chester Road, Northwich CW8 2AB
☎ 08456 182858

**Healthy Lifestyles**
Age UK Cheshire East runs a project that provides a range of physical, social and creative activities for older people. These include Yoga, Tai Chi, arts and crafts, book and discussion groups, and others. Some sessions take place in the Charity’s Health and Wellbeing Centre on the corner of Elizabeth Street and Crossall Street, Macclesfield above the Men in Sheds project. Other sessions run in local venues such as sheltered accommodation, church or village halls, etc.

Contact:
**Healthy Lifestyles Manager**
Age UK Cheshire East
☎ 01625 440776
email: enquiries@ageukcheshireeast.org

**Learn Direct**

A free telephone help line is available which can give you details of courses available, and will put you in touch with local colleges and centres where the course you want is being delivered.

**Learn Direct**
1 Colton Square, Leicester LE1 1QH
☎ 08001 01901
7 days a week from 8am to 9pm, Saturday and Sunday 10am to 6pm
email: enquiries@learndirect.co.uk
website: www.learndirect.co.uk

**Colleges**

Many Adult Education classes are provided by Macclesfield College and South Cheshire College; these run mainly during the autumn and spring terms, though some carry on into the summer. Details of courses for the year are available in August/September in the local press and in libraries. Some exercise courses are specifically for people over 50. As well as evening classes, there is a programme of daytime classes at various locations around the Borough and in Congleton. In Macclesfield, you can arrange at the college to be accompanied for the duration of the course by a volunteer if you have mobility problems, or are nervous about attending a course alone; courses are free for the volunteer. Contact the College at any time during the
year to ask for further information or to arrange this

Macclesfield College of Further Education
Adult Education Office
Park Lane, Macclesfield SK11 8LF
☎️ 01625 410002
e-mail: info@macclesfield.ac.uk
website: www.macclesfield.ac.uk

South Cheshire College
Dane Bank Avenue, Crewe CW2 8AB
☎️ 01270 654654
fax 01270 651515
e-mail: info@s-cheshire.ac.uk

Wilmslow Guild
The Wilmslow Guild is an independent centre for adult education, running a wide variety of courses, classes and clubs. Subjects covered vary from term to term, but include languages, literature and history, the arts and science, yoga and exercise. There are Social, Theatre and Music groups which arrange trips to concerts and plays; there are photographic and ornithological societies; and a programme of talks and one-off events.

Wilmslow Guild
1 Bourne Street, Wilmslow SK9 5HD
☎️ 01625 523903
website: www.wilmslowguild.wikidot.com

The Workers Educational Association (WEA)
This organisation runs programmes of classes throughout the region, through a variety of venues such as schools, community centres and similar outlets. Course topics are very varied, and might include creative writing or drawing and painting, yoga and languages. Local secretaries can be contacted using the details below.

WEA
The Cotton Exchange Building, Suite 405-409, Old Hall Street, Liverpool L3 9JR
☎️ 01512 435340
fax: 01512 435359
e-mail: northwest@wea.org.uk
website: www.nw.wea.org.uk

University of the Third Age (U3A)
This is a long established learning co-operative that enables members to share many educational, creative and leisure activities. The 'third age' roughly applies to those people whose full time employment and parental responsibilities are over and the University is a collective of people devoted to learning. No qualifications are required, and none are given. Members organise their own programmes of activities by drawing on the skills of each other. Subjects range from art appreciation and TV studies, through astrology and computer studies, to chess and walking holidays (U3A).

Contact:
Current U3A Groups in Cheshire include:
Macclesfield Rural U3A - ☎️ 01625 431821
website: www.macclesfieldu3a.org.uk
Congleton & District U3A - ☎️ 01260 255514
website: www.congletonu3a.org.uk
Knutsford & District U3A - ☎️ 01565 873762
website: www.knutsfordu3a.org.uk
Crewe & Nantwich U3A - ☎️ 01270 567289
website: www.creweanantwich-u3a.org.uk
Marple U3A - 0161 427 7387
website: www.marpleu3a.org.uk

Poynton U3A - 01625 879256
website: www.poyntonu3a.org.uk

U3A Head Office
19 East Street, Bromley, Kent, BR1 1QE
02084 666139
email: enquiries@u3a.org.uk
website: www.u3a.org.uk

The Association of British Correspondence Colleges (ABCC)

This umbrella organisation can provide you with information about colleges offering a wide range of courses available through distance learning.

The National Extension College
Michael Young Centre, Purbeck Road, Cambridge CB2 8HN
01223 400200
freephone advice line: 08003 892839
email: info@nec.ac.uk
website: www.nec.ac.uk

National Institute of Adult Continuing Education (NIACE)

NIACE works to increase the numbers of adults in formal and informal learning, and promotes increased learning opportunities for older people. Annual awards are given.

NIACE
21 De Monfort Street, Leicester LE1 7GE
01162 044200
email: enquiries@niace.org.uk
website: www.niace.org.uk

The Open University

Studying with the OU can be an inspiring, challenging and rewarding experience. The OU offers a range of short courses in a variety of subjects, as well as a degree programme. There are special support services to help people develop their study skills, and for people with additional support needs.

Open University in the North West
351 Altrincham Road, Sharston, Manchester M22 4UN
01619 987272
This is a distance learning provider, offering a wide range of courses, including drawing, painting, photography, creative writing, textiles, print making, graphic design, and illustration. The College allocates each student a tutor appropriate to their subject and needs.

The Open College of the Arts
The Michael Young Arts Centre, Redbrook Business Park, Wilthorpe Road, Barnsley S75 1JN
fax: 01619 453356
email: north-west@open.ac.uk
website: www.open.ac.uk

Podiatry Service - Central and Eastern Cheshire Clinical Commissioning Group
This foot care/chiropody service aims to prevent or cure foot problems where possible, and to help people to look after the health of their feet.

To be eligible for this service, you must have an underlying medical condition, such as diabetes, vascular disease, chronic asthma or emphysema etc. Forms on which to apply (which give more details of qualifying conditions) are available via your GP or local Health Centre. If your application is approved, you then request an assessment at which your treatment will be arranged according to a priority system. Treatment is carried out by a state registered Chiropodist or Chiropody Assistant and is provided free at the local clinic. Home Visits are provided if anyone is housebound, and transport may be provided to the local clinic.

Cheshire Living Well, Dying Well Partnership
Is a partnership of organisations who want to improve health and wellbeing by encouraging us to talk with loved ones and to make plans for the future. The partnership provides community talks, workshops and literature to support the public, volunteers and professionals.

Cheshire Living Well, Dying Well Programme
fax: 01606 551246
email: publichealth@slukes-hospice.co.uk
website: www.easterncheshireccg.nhs.uk

The Nail Care Service
A foot care Service involving a basic toenail cutting service for people over the age of 18 who are unable to manage this task, and who do not receive podiatry services from the NHS. Some people with certain medical conditions may not be eligible. It is hoped to make the service available at local centres (where five weekly appointments will be offered at a cost of £6 per visit). Home visits are available (charged at £10 per visit). There is a one-off charge of £12.50 for a personal set of nail cutting equipment.
Funerals and Funeral Plans

The Nail Care Service
☎ 0800 612 5869
website: www.thenailcareservice

As many people do not qualify for the NHS chiropody service, Age UK Cheshire East / Age UK Cheshire can provide details of local private chiropody services, some of which can offer home visits.
☎ 01625 612958
☎ 01606 884440

You can get advice and help in arranging a funeral from a funeral director, addresses of which are in the Yellow Pages. It is advised that you obtain quotes and details of services provided from the various firms before you choose. Many Funeral Directors provide pre-payment plans to cover costs. Look for members of the National Association of Funeral Directors, who must comply with a set Code of Practice.

If those responsible for arranging the funeral receive a qualifying benefit or entitlement (e.g. income support, pension credit, council or housing benefit) they are eligible to apply for financial help from the Social Fund, part of the social security system. Any Funeral Payment made may be recoverable from the estate of the person who has died.

Factsheets are available from Age UK which include information about funeral arrangements, financial matters, pre-payment for funerals, organ donation and other aspects, and give information on dealing with someone’s estate:

- Factsheet 27: Planning for a funeral
- Factsheet 14: Dealing with an estate

Age UK Funeral Plan

Many people are concerned about leaving their belongings in disarray after their death. With an Age UK Funeral Plan, not only will you be able to choose the funeral you want and make a contribution to its costs, but you will have the lasting peace of mind of knowing that the arrangements are in safe hands.

Contact:
Age UK Cheshire East: ☎ 01625 612958
Age UK Cheshire: ☎ 01606 884440
**Emergency Assistance** is a new scheme introduced by Cheshire East Council following the changes to the Social Fund by the Department for Work and Pensions (DWP) from April 2013. Following the abolition of Community Care Grants and Crisis Loans, the Council has developed this policy to provide support for the most vulnerable facing immediate short-term needs in an emergency or as a consequence of a disaster, to prevent a serious risk to the health and safety of themselves or their family.

Low cost items may be purchased from Furniture Schemes listed later in this section.

The Council is able (at a charge) to remove large items, provided you either agree to get these on to the pavement outside your home, or request in writing on forms from Cheshire East Council that the items are removed from inside your premises. The current charge for three items is £37.00. Payment is made by card or by calling at the Town Hall in Macclesfield only, and there is a reduced fee for people on Housing or Council Tax Benefit. The normal wait is 10 working days for collection.

**Contact** ☏ 0300 1235011

Goods can be donated via internet websites such as Free Cycle; buyers collect.

**Website:** [www.uk.freecycle.org](http://www.uk.freecycle.org)

The following is a list of local agencies able to take donations of goods – though schemes do not take gas appliances, and only some can take and check electrical goods; schemes can only accept upholstered goods and mattresses meeting fire retardant regulations (post 1988). Schemes are voluntary and may not be able to respond immediately.
welcome anything you have to spare

A little time or a donation of clothes or money can help us improve the lives of thousands of older people in Cheshire East.

To find out more about volunteering, fundraising or donating, read this section or pull it out and give it to someone you know who would like to help us.

Tel: 01625 612958
Email: enquiries@ageukcheshireeast.org  website: www.ageukcheshireeast.org
Registered Charity No. 1090161
A Gift of Time
Volunteering for Age UK Cheshire East

Our aim is to look after the health and well-being of older people in Cheshire East to ensure they can all have an enjoyable and fulfilled later life.

In pursuit of our aim, we operate 21 separate services and to deliver these in the most efficient way possible we need the skills and commitment of around 260 volunteers.

Volunteering opportunities available include:
1. Administrators/office assistants
2. Artists
3. Book Group Organisers
4. Companions/befrienders
5. Councillors
6. Craft Class Leaders
7. DIYers, Gardeners, Model-makers
8. Fundraising Event Organisers
9. Games Clubs Organisers
10. Gentle Exercise Trainers
11. Information Advisers
12. IT Mentors
13. Lunch Club Cooks, Drivers or Befrienders
14. Sales people
15. Singers/Musicians
16. Trip organisers
17. Van Drivers
18. Walk leaders
19. Web designers/editors

The above list is not exhaustive, if you have a skill or the time to share with older people we would be happy to hear what you can offer. Call us on the number below to discuss any of our volunteering opportunities in more detail.

Take the next step
Simply complete a volunteer expression of interest form which you can download from our website at www.ageukcheshireeast.org or by telephoning 01625 612958 between 10am and 4pm weekdays.

furniture, clothes, bric-a-brac . . . . . .
and cups of tea

Recycle, Re-use, Reward and Revive

Age UK Cheshire East has a number of locations that help our communities to recycle their good quality but unwanted clothes, bric-a-brac and furniture. We also have a thriving community café where we aim to rekindle old friendships and revive tired shoppers. The support of the bargain hunters who visit our shops means that we can provide services that protect the health, wealth and wellbeing of local people well into later life.

By dining at our café, donating to, or shopping at one of our stores, you are ensuring that Cheshire East continues to be a great place in which to grow old.

Find our shops and café at:

Alderley Edge Charity Shop
27 London Road
01625 584234

Congleton Charity Dept Store and Community Café
Congleton Hub, Centenary Place, off Foundry Bank CW12 1EH
01260 273610

Furniture Warehouse
Macclesfield
01625 440776

Knutsford Vintage Shop
90 king Street, Knutsford
01565 654283

Macclesfield Charity Shop
8 Marketplace SK10 1EX
01625 500026

Poynton Charity Shop
76 Park Lane, SK12 1RE
01625 876160
We Make a Little Money Go a Long Way

Donate regularly and we’ll be there if you need us.

By giving a regular donation you will not only help us maintain the services we offer today (for example just £3 helps us provide an hour of domestic cleaning for an older person living alone), but it will also help us plan for the future needs of a growing population of older people.

Simply complete parts one and two of the form opposite, send part one to your bank/building society and return part two to us.

Part One: To be sent to your bank/building society

STANDING ORDER REQUEST

To:                                                              Bank/Building Society
Account Number:                               Sort Code: - - - - - -
Account in the name of:                                                                       
I/we would like to set up a standing order payable to Age UK Cheshire East
for the Amount of £ starting from / / until further notice.
to be paid every:  Week  Month  Year  until further notice.

Age UK Cheshire East is the working name for Age Concern Cheshire East
RBS, Park Green, Macclesfield. Account Number: 10060069 Sort Code: 16-32-32
Please quote payee name as reference. Registered Charity Number: 1090161

Part Two: To be completed and returned to:

Age UK Cheshire East
Head Office, Henderson Street, Macclesfield Cheshire SK11 6RA

GIFT AID DECLARATION

If you are a UK tax payer you can add 25% to the value of all your gifts to Age UK Cheshire East by signing the declaration below.

I want Age UK Cheshire East to treat all donations I have made since April 2000 and will make in the future as Gift Aid.

Title: Initial(s): Surname: Address: Post Code: Signature: Date: /

Registered Charity Number: 1090161
Thank You

Giving locally will help locally

We believe that health & wellbeing, knowledge and practical support are the key elements of a fulfilling and enjoyable later life and so we aim offer a range of services that improve older people's experience in these areas.

Age UK Cheshire East is a local independent charity working to provide the services that support older people or those who care for them. We face exceptional demand on a daily basis and as Cheshire East is ageing more quickly than the national average, the need for our work can only increase. By supporting us in any way you can, you will be ensuring that our services are there for all our tomorrows.

Part One

STANDING ORDER REQUEST

To be sent to your bank/building society

Part Two

GIFT AID DECLARATION

To be completed and returned to:

Age UK Cheshire East
Head Office, New Horizons Centre,
Henderson Street, Macclesfield Cheshire SK11 6RA
Please ask at Age UK Cheshire East if you need names of ‘a man with a van’ able to help with removing or disposing of unwanted items.

**Age UK Cheshire East**

Age UK Cheshire East has a Furniture Warehouse, Macclesfield, which can help with house clearances or collecting individual items suitable for refurbishment and reselling.

📞 01625 440776

**The British Heart Foundation**

They will collect good quality, unwanted furniture and electrical goods.

**The British Heart Foundation Furniture and Electrical Store in East Cheshire**

13-14 Victoria Centre, Crewe CW1 2PU
📞 08444 125000
There is a store also in Sale.

**Christian Concern in Crewe**

This is a furniture recycling group who accept furniture donations, normally collected free of charge by local projects and sold on to people on low incomes

Christian Concern in Crewe
St Paul’s Centre, Hightown, Crewe CW1 3BY
📞 01270 586186

**Furnaround**

This is a scheme operating specifically in Macclesfield town and surrounding areas, which can collect furniture and pass it on to people in need.

Furnaround
Contact Jerry Daly: 📞 07775 941809

**The Copperdale Trust**

They are able to collect and donate furniture within the Macclesfield District to help people in need, when they have sufficient resources.

The Copperdale Trust
Solway Road, Wythenshawe M22 9XR
📞 01614 371363
fax: 01614 371363
email: copperdale_trust@hotmail.com

**The Wythenshawe Development Trust**

This trust will do full house clearances including clothes and is part of the Cheshire furniture re-cycling network.

The Wythenshawe Development Trust
📞 07968 756655
fax: 01625 537835
email: andrew.davis93@ntlworld.com

**The Tree of Life**

Based at St Mark’s URC Church in Wythenshawe this group welcomes donations of clothes, furniture and/or electrical equipment (which is checked and re-labelled before reselling).

Wythenshawe Community Shop
Oatlands Road, Woodhouse Park, Wythenshawe M22 1AH
📞 01614 370835
📞 01614 377623
email: tree-of-life01@hotmail.co.uk
website: www.treeoflifecentre.org.uk

**The Wesley Project**

This project operates in the Fallowfield area of Manchester, but is able to pick up from Wilmslow, Macclesfield, and Knutsford by
Choose the GP surgery that you want to register with and check it covers the area where you live.

You can find a GP near you on NHS Choices. Contact the GP surgery and ask to register with them. They will usually ask you to complete a form called a GMS1, giving details such as:

- your name and address
- your date of birth
- your NHS number (if you know it)
- other information, such as the name and address of your previous GP

Some GP surgeries will also ask to see proof of your identity, for example:

- photo identity, such as your passport or driving licence
- proof of your address, such as a recent utility bill (gas, electricity, water or phone bill, but not a mobile phone bill) or council tax bill

The GP surgery will send the GMS1 to the local Clinical Commissioning Group (CCG), who will write to you confirming that you’re registered with the surgery. Your medical records will be transferred to the new surgery.

Sometimes, you may not be able to register with a GP surgery, for example if:

- You live outside the area that the surgery covers.
- The surgery is not accepting new patients.
  You will need to register with another GP surgery in your area instead.
If you are over the age of 75 and you have not needed to see a member of the practice team for over a year, you can request a consultation to discuss your general health or any health concerns you may have. If, for medical reasons you would find it difficult to get to the practice, you should be offered a home visit.

You can request informal sight of your medical records during a GP consultation. Formal requests are made under the provision of the Data Protection Act, through the Practice Manager at your GP’s surgery. You do not need to give a reason for your request. In some circumstances, not all records will be made available (for instance, if the health professional believes the information may be detrimental to your mental or physical well being), and there will be a charge.

Should you have any complaints about medical services, these should to be made within 12 months of the incident. It is important to begin the complaints procedure as soon as possible, therefore, normally within the year – though there is some flexibility; if your complaint is received beyond that time, and there is a good reason why your complaint is delayed, it may still be investigated by the relevant NHS service.

If your complaint is about a GP, dentist, optometrist or pharmacy, in the first instance you should contact the Practice Manager, who will investigate your concerns under the NHS Complaints procedures.

**The Patient Advice and Liaison Service (PALS)** can advise if you wish to make a formal complaint – for the Eastern Cheshire Clinical Commissioning Group phone 0800 132996,

e-mail: complaints.nhseasterncheshireccg@nhs.net

and for the South Cheshire Clinical Commissioning Group phone 01270 275390 or e-mail complaints.nhssouthcheshireccg@nhs.net

Healthwatch Cheshire East is the new independent consumer champion created to gather and represent the views of the public. The aim of Healthwatch Cheshire East is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within Cheshire East.

03300 882 843

or visit www.healthwatchcheshireeast.co.uk

**NHS Direct**

This Helpline is open 24 hours a day and can offer advice if you are feeling unwell. Someone will discuss health concerns for you or your family, and can direct you to local health services near to you, or relevant self-help and support groups.

**NHS Direct**

111 (calls charged at local rate)

website: www.nhs.uk

**Age UK** has a factsheet available on request, which deals with services provided by GPs or by referral from them:

- **Factsheet 44**: Local NHS services
It is important for older people to be able to keep warm during the winter as there can be a risk of hypothermia, when the body temperature drops below a healthy level. You might be at risk if you are in a very cold room for too long, or are outside in the cold, especially when it is windy. Britain has a higher death rate amongst older people in the winter than in the summer, which is thought to be partly due to people becoming too cold.

A booklet called Keep Warm, Keep Well, which includes information about keeping warm and cutting the costs of heating, can also be obtained free from Age UK Cheshire East and Age UK Cheshire.

**Winter Fuel Payments**

The Government currently makes these payments to older people to help with the cost of keeping warm in winter. To qualify, you must have reached the minimum pension age or over during the qualifying week, and normally resident in the UK during that week. If you receive a state pension or other UK benefit (other than Housing Benefit, Council Tax Benefit or Child Benefit), then the Winter Fuel Payments should be made automatically, and you will not have to claim. Otherwise, if you have reached the minimum pension age or over and think you may qualify; you will need to make a claim. In households where there is a person aged 80 or over in the qualifying week, there is a higher Winter Fuel Payment. For more information, or to find out if you might be eligible and need to make a claim, contact Age UK Cheshire East / Age UK Cheshire, or the Department of Works & Pensions, Post Offices, Citizens Advice Bureau and similar outlets for a leaflet.

**Further information is available on the website:** [www.direct.gov.uk/winterfuel](http://www.direct.gov.uk/winterfuel)

**Helpline:** 08459 151515

**Text phone:** 08456 015613

(calls charged at local rates)

**Green Deal**

Green Deal is the new energy efficiency programme that will start to operate from October 2012. Green Deal providers will offer households long term loans (up to 25 years) to pay for energy efficiency measures.

There is no upfront cost and the payments will be recouped through a charge being made on the energy bill. The level of the loan will be limited so that the repayment of the loan is no greater than the savings on the energy bill that will come from installing the measures. This is known as the ‘Golden Rule’.

**Priority Service Register**

If you are of pensionable age or living alone or disabled, you can apply to join the Priority Service Register organised by your energy suppliers. Their contact details will be on your bill. This entitles you to free safety checks on your appliances and their fitting, to a password scheme to verify energy staff calling at your address, to quarterly meter readings, and to having your meter moved if this is difficult for you to reach or read. There are also special controls available to make appliances easier for you to use, and other benefits.

**Energy suppliers**

Suppliers will try to help you if you have fuel debts or bills that you cannot pay. It is
important to contact them as soon as you know that you are in difficulty. Once contacted they will not disconnect older people during the winter months and they will try to help you organise a system to help pay off your fuel debt. A debt counsellor at your local Citizen’s Advice Bureau ☏ 01625 426303 or see list of contact details at the end of this Guide) can help to sort out your bills.

Competition in the energy industry now means that your gas and electricity can be supplied by a number of different companies. It is important not to sign anything until you have compared prices, terms and conditions from a number of companies.

If you have complaints about energy providers, contact Consumer Direct, the trading standards watchdog:
☎ 08454 040506

Age UK produces information with advice about changing energy providers, grants and benefits, safety and suppliers:

• Factsheet 1: Help with heating costs
• Information guide 27: Winter wrapped up

Contact:
Age UK Cheshire East
☎ 01625 612958

Age UK Cheshire
☎ 01606 881661

There are several major commercial organisations offering special holidays for older people, and most travel agents will access information for you. Age UK Information & Advice Centres keep on file some information about holidays for those with additional needs. It can also supply an

• Factsheet 1: Planning a holiday.

The Holiday Care Service

This is a registered charity offering free advice about holidays for disabled and older people. This includes details of companies and voluntary organisations who run holidays for disabled people; accommodation where care is provided; transport; and possible sources of financial help.

Tourism For All
7a Pixell Mill, 44 Appleby Road, Kendal, Cumbria LA9 6ES
☎ 08451 249971
email: info@tourismforall.org.uk
website: www.tourismforall.org.uk

Contact details of other organisations that can help with travel and holidays can be found on the relevant page of this booklet:

Vitalise See page 17
Royal Association for Disability and Rehabilitation (RADAR) See page 36

Disabled travellers

To obtain a Blue Badge / Disabled Persons Car Badge, you should apply to Cheshire East Council, Disabled Car Badge department for appropriate forms, or ask at Age UK offices.
House Maintenance

For many older people on a low income, finding money to keep the home in a good state of repair can present a serious problem.

**Care and Repair**

Care and Repair are home improvement agencies that operate in both Macclesfield and Congleton, through which advice is available about all types of work – from minor repairs to full renovations. Their Handyman scheme can help with small jobs such as minor plumbing work, security measures, and modest alterations, though this does not include electrical work, decorating or gardening. Care and Repair can also give advice and help with seeking grants to pay for work undertaken.

**Westfields, Middlewich Road, Sandbach, CW11 1HZ**

☎ 03001 235017  
Fax: 012370 529889  
website: [www.cheshireeast.gov.uk/careandrepair](http://www.cheshireeast.gov.uk/careandrepair)

**Anchor Staying Put**

Within the former borough of Crewe and Nantwich, Anchor Staying Put is a home improvement agency for the local area.

**Anchor Staying Put**  
Municipal Buildings, Earle Street, Crewe CW1 2BJ  
☎ 01270 537422  
email: stayingput.crewe@anchor.org.uk

**Disabled Facilities Grants**

If you are disabled, and have been assessed by Social Services under the terms of the ‘Chronically Sick and Disabled Persons Act 1970’, there are mandatory Disabled Facilities Grants available from Cheshire East Council. These are means-tested grants, intended to help people live independently in their own homes, by - for example - funding adaptations in bathrooms, and improving access. The maximum amount available is £30,000. The Council will consult with Social Services to decide what adaptations are ‘necessary and appropriate’. Grants may need to be repaid under certain circumstances.

**Safe and Warm Assistance**

Typical improvement work covered by this Council programme could include roofing repairs, windows, electrics, central heating, damp proofing, bathrooms and kitchens etc. Safe & Warm Assistance of up to £10,000 can be paid to any applicant who is receiving a qualifying benefit (such as Income Support or Council Tax Benefit etc), or, if you are over 60 or disabled and not in receipt of a qualifying benefit. You will be asked to complete a means test to determine if you qualify.

The loan can be repaid in two ways, The first option is an interest-free monthly repayment and the other is to enter into an equity share so you do not pay back the loan until your house is sold or it is transferred to another person.

**Private Sector Housing Team**

**Cheshire East Council**  
Westfields, Middlewich Road, Sandbach CW11 1HZ  
☎ 03001 235017 (select option 4, then option 2)  
website: [www.cheshireeast.gov.uk](http://www.cheshireeast.gov.uk), or through any of the Council Information Centres.

The Emergency Assistance scheme is
Equity Release and Home Loans

Another option to think about, to help raise income or capital to use for renovation or repair, is the possibility of releasing funds tied up in a property you have, via an Equity Release scheme. This should be done, however, only after seeking professional advice from an independent financial advisor. Your bank will also be able to give further advice on loans etc.

Age UK in your area can send you a free copy of Factsheet 65: Equity Release.

Age UK Cheshire East ☏ 01625 612958
Age UK Cheshire ☏ 01606 884440

Cheshire Trading Standards

If you are consulting and selecting builders, plumbers or other tradesmen to work in your home, it is important to get several quotations from different firms. You may wish to check the professional status and registration of any workman you wish to employ. Addresses of tradesmen and building firms can be found in the Yellow Pages, but those chosen through personal recommendation from family and friends may be the best to use. Cheshire Trading Standards produce up-to-date lists of tradesmen in various categories who have provided references from previous clients and are committed to working for a fair price.

Cheshire Trading Standards ☏ 01260 375500
email: tradingstandards@cheshireeast.gov.uk

The Consumers Association (publishers of WHICH magazine) publishes a useful book called Getting Work Done on Your House, which can be ordered from local bookshops.

Higher personal allowance rates apply to people aged 65+ and 75+. Non-taxpayers can receive any interest due from bank, building society and savings accounts without any tax deductions. To register for this benefit, complete and return form R85 obtainable from your bank, building society or local tax office, or on-line.

Working Tax Credits may be paid to people over 50 who return to work, and who receive Pension Credit or are on a low income.

Her Majesty’s Revenue & Customs (HMRC) Helpline ☏ 0845 300 0627
National advice line ☏ 0845 300 3900 (local rate calls)
website: www.hmrc.gov.uk

Tax Aid

If you need free and independent advice to help with personal tax problems, but are unable to afford a tax adviser or an accountant, you can contact Tax Aid in London for telephone help. Complex problems may need to be dealt with via a meeting with yourself; appointments can be available in Manchester.

Tax Aid ☏ 08451 203779 Monday to Thursday 10am and 12noon. between 10am and 12noon.

Tax Help

Tax Help is a charity set up to assist older people on low incomes who need help with tax forms or with resolving other tax problems. Tax Help volunteers can arrange to see you at the offices of Age UK Cheshire East in Macclesfield, or can visit you at home, by

Income Tax

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Incontinence

Many more people have problems with bladder and bowel control than is generally realised, but being incontinent is not a necessary part of ageing. If you are concerned about this or any other health issue, do not hesitate to visit your doctor or practice nurse; in some cases incontinence can be due to infection and can be cured, and you will be advised how best to manage any difficulties you may have. (Please note that an assistive laundry service is not now available.)

There is also a lot you can do to help yourself have better bladder and bowel control. Age UK has a free Factsheet 23: Help with continence. Your Health Visitor or District Nurse will be able to give help and advice. Some chemists sell continence products, and some items are available via disability equipment providers.

The East Cheshire Trust has a Continence Advisory Service, based in Nantwich and serving the whole of central and eastern Cheshire:
☎ 01706 694760 For queries about home delivery of prescribed continence supplies:
☎ 01270 275411

For further information about incontinence issues, or to speak to a counselling helpline:

The Bladder and Bowel Foundation
☎ 01536 533255 or 08707 703246
fax: 01536 533240
website:
www.bladderandbowelfoundation.org.uk
Legal Advice

Age UK Cheshire East and Age UK Cheshire
Cheshire provide one of a number of
Information and Advice Services accredited by
the Legal Services Commission, and may be
able to help you with some matters which are
related to the law. Not all legal matters
require you to involve and pay for a solicitor’s
assistance.

Should you find that a solicitor is needed, Age
UK Information and Advice Offices hold lists of
solicitors and other accredited Information
and Advice services in the district – but are
not able to recommend any service providers.
These lists include service providers who are
accredited by the Legal Services Commission,
and give full contact details for solicitors and
the areas of work in which they specialise. You
access these lists and further information
on-line: www.gov.uk or by phone:
☎️ 08453 454345

CAB (Citizens Advice) legal
help franchise

If you are unsure as to whether you need
legal advice, you can contact the CAB (Citizens
Advice), which holds free legal advice
sessions. The CAB in Macclesfield Borough has
a legal help franchise. Legal Aid may be
available to those on low income, depending
on the type of legal problem you have.

CAB - Macclesfield District
(Cheshire East CAB North)
Sunderland House, Sunderland Street,
Macclesfield
☎️ 01625 426303 for advise
fax: 01625 503108

CAB - Alsager
Christian Ministry Centre, 5 Lawton Road,
Alsager, Cheshire ST7 2AA
☎️ 0844 111 444 Service operated from
Congleton and Nantwich offices.

CAB - Congleton
Dean House, Chapel Street, Congleton,
Cheshire
☎️ 01260 279581
or 08456 010271 or 08441 11444

CAB - Crewe
50 Victoria Street, Crewe, Cheshire CW1 2JE
☎️ 01270 303003
An Advice Line operates from Congleton
and Nantwich offices: ☎️ 08456 010271

CAB - Middlewich
The Wych Centre, Civic Way, Middlewich,
Cheshire
☎️ 01270 303003 (Service operated from
Congleton and Nantwich offices)

CAB - Nantwich
The Gables, Beam Street, Nantwich,
Cheshire CW5 5NF
☎️ 01270 303004
email for all of the above offices:
advice@cecab.org.uk
website: www.cecab.org.uk

Enlisting the help of a solicitor

Solicitors work in a wide variety of areas, from
house conveyance to family law, from
medical or clinical negligence to personal
injury cases. A solicitor can also help with a
number of financial issues, and, for example,
will make the necessary arrangements
concerning Power of Attorney for an
individual to take over the financial or welfare
responsibilities of another person. A Power of
Attorney enables someone to organise the
financial affairs of another person according to their wishes, and/or to make decisions about a person's care and welfare.

If someone wishes to pass on responsibilities in these areas, it will be necessary to arrange for a **Lasting Power of Attorney** to be set up, for registration with the Office of the Public Guardian / Court of Protection. You can obtain an application form and further details from:

**Office of the Public Guardian**  
PO Box 16185 Birmingham B2 2WH  
☎ 03004 560300  
email: customerservices@publicguardian.gsi.gov.uk  

People with wishes expressed via the older system of Enduring Power of Attorney may also need a solicitor's advice, though correctly completed and dated EPA forms can still be registered.

In cases where someone is judged to be mentally incapable of managing their own financial affairs or personal welfare decisions, without having established this provision, then another person will need to apply direct, or ask a solicitor to apply, to the **Court of Protection / Office of the Public Guardianship** to take on a Deputy role.

Age UK has free fact sheets on these matters; ask for:

- **Factsheet 22**: Arranging for others to make decisions about your finances or welfare
- **Factsheet 43**: Getting legal advice

The latter will help you decide which agency can best help you with your problem.

Should the need arise, complaints against Solicitors, including complaints about charges, can be made through an independent agency **Legal Ombudsman**  
P O Box 6806, Wolverhampton, WV1 WJ  
☎ 0300 555 0333  
website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
Leisure

A wide range of activities and events take place at various venues and at different times across Cheshire East. Information about one-off events and some on-going activities can be obtained from libraries and Council Information Centres, or sometimes appears in local papers. See the address list at the end of this booklet for library details. Whether your interest is in travel or conservation, walking or antiques, playing bridge or belonging to an amateur theatre group, there are groups across the district in which you could get involved.

**Age UK Cheshire East Activities for older people**

The Charity provides computer learning and a Healthy Lifestyles service for people aged over 50. Through the its Learning Centres in Macclesfield and Congleton, you can be introduced to computers and the internet and the many benefits they offer - from communicating with family and friends who live away, pursuing hobbies such as music or gardening, writing letters and managing finances. The Centres have special equipment to help people with disabilities such as visual impairment or whose movements may be restricted by arthritis. Mobile outreach learning sessions are also available, through local venues and in people’s own homes.

The Healthy Lifestyles Project provides a range of physical, social and creative activities for older people. These include gentle exercise, arts and crafts, day trips, healthy walks, and others. Some sessions take place at the Age UK Cheshire East, Health & Wellbeing Centre Macclesfield; The Hub at Congleton and others can be provided in local venues such as sheltered accommodation, church rooms, village halls etc. For further information:

**Age UK Cheshire East**

☎ 01625 612958
website: [www.ageukcheshireeast.org](http://www.ageukcheshireeast.org)

Age UK Cheshire’s **Get Active and Lifelong Learning Projects** provide a range of learning, physical, social, and creative activities for older people. These include Yoga, T’ai Chi, Pilates, walking groups, golf, aqua aerobics and other gentle exercise. Age UK Cheshire also has a list of local social clubs and meeting groups offering entertainment and activities for older people in the former Crewe and Nantwich and Congleton Boroughs. For further information:

**Age UK Cheshire East**

☎ 01625 612958
website: [www.ageukcheshireeast.org](http://www.ageukcheshireeast.org)

**Men in Sheds**

Age UK Cheshire East runs a **Men in Sheds** project from its Health & Wellbeing Centre Crossall Street, Macclesfield, and The Hub at Congleton, where older men can meet to learn or share skills and experiences or just put the world to rights over a cup of tea. Activities will include woodwork, furniture restoration and other practical projects, as well as socialising and spending quality time together.

Age UK Cheshire have a number of **Men in Sheds** projects around the west of the county.

For more information on Shed projects in your area, contact your nearest Age UK Office:

**Age UK Cheshire East**  ☎ 01625 612958
**Age UK Cheshire**  ☎ 08456 182858
Exercise and Sport

Contact your local Leisure Centre, some of which have special classes or activities for older users:

- Alsager, Hassall Road  01270 529501
- Bollington, Heath Road  01625 574774
- Congleton, Worrall Street  01260 529502
- Crewe  01270 685586
- Holmes Chapel, Selkirk Drive  01477 689553
- Knutsford, Westfield Drive  01565 653321
- Macclesfield, Priory Lane  01625 615602
- Middlewich, King Edward St  01606 832193
- Poynton, Yew Tree Lane  01625 876442
- Sandbach, Middlewich Rd  01270 375344
- Wilmslow, Station Road  01625 533789

Most Leisure Centres with pools run some swimming sessions for adults only or older people; contact your local leisure centre for details. Some activities for older people are available at reduced cost. People on low incomes or over the age of 60 can also apply for a Council Options Card, which qualifies the user for concessionary charges for activities, where 40% discounts apply.

Special exercise classes for older people are run at some Leisure Centres and Community Centres across East Cheshire. Contact your local centre for more information.

Volunteering

Many people choose volunteering as an activity that gives them social contact, the opportunity to learn new skills, and enables them to become actively and usefully involved in their community. Local Age UK services are always looking for volunteers to help with its wide range of activities, including the Charity Shops, the Day Care groups, Computer Learning, Healthy Lifestyles, Information and Advice, and fundraising.

Age UK Cheshire East
Henderson Street, Macclesfield SK11 6RA  01625 612958

Age UK Cheshire
314 Chester Road, Hartford, Northwich CW8 2AB  01606 884440

Community and Voluntary Services Cheshire East (CVSCE)

If you are interested in becoming a volunteer with another organisation CVSCE may be able to help find you a volunteering opportunity in your area, as they have contacts with over 100 different agencies locally where volunteers are involved, and information relevant to the whole of Cheshire East.

Community and Voluntary Services Cheshire East
  01270 211545
website: www.do-it.org; you can search by postcode or type of activity.

REACH

This is a national recruitment organisation, able to find volunteering placements for those with professional or similar experience, such as finance or management. REACH records requests for volunteers and matches them with suitable people in that locality.

REACH
89 Albert Embankment, London SE1 7TP  02075 826543; fax: 02075 822423
email: mail@reachskills.org.uk
website: www.reachskills.org.uk

This is a national recruitment organisation, able to find volunteering placements for those with professional or similar experience, such as finance or management. REACH records requests for volunteers and matches them with suitable people in that locality.

Libraries

Council, and is included at the end of this Guide. Most of the libraries are accessible to people in wheelchairs. Each carries a selection of books in large print, books on cassette and CDs, and DVDs – most of which have subtitles. People who are blind or partially sighted are exempt from some library charges. Several libraries in East Cheshire have special facilities which are designed to help those with visual impairments and special needs. Phone your local library to check what is available, or go to the Cheshire East Council website, which lists facilities available at each of its libraries: www.cheshireeast.gov.uk/libraries

Mobile Libraries

There are Mobile Libraries which take books for all ages into the rural areas of Cheshire East. They provide a fortnightly service. The mobile library van parks at specific places for people to come on board, to change and select books, talking books, videos and DVDs. The van has a tail lift for wheelchairs. Please contact either your local library or the Cheshire East Information Line: 03001 235500 for details of routes.

There is the Housebound Service / Books on Wheels service for anyone living within the Wilmslow, Alderley Edge and Handforth areas, or in Knutsford, Macclesfield, Congleton or Crewe, who has difficulty getting out of the house to a library. Books are delivered by volunteers fortnightly to your home. For more information contact the Library nearest to you.

Cheshire East Libraries offer a book loan service to community rooms in some care homes and day care centres, and all libraries can lend out reminiscence boxes with materials on specific themes, supplied from a central collection.

Cheshire East Council Information Points, and Customer Service Points within local Libraries, can provide information, assistance and guidance to members of the public, about health and welfare, local facilities, tourism etc.

Further information about library services can be obtained from the Area Librarians:

Cheshire East Library HO: 03001 235500

There is an Equality and Inclusion Team working to improve access to all services and opportunities

website: www.cheshireeast.gov.uk/communityandliving/equalityandinclusion
email: equalityandinclusion@cheshireeast.gov.uk

W4B

A small charity called W4B can arrange to provide free radio or television sets for people in need who are bedridden, housebound, disabled or elderly, to help deal with isolation. Equipment is guaranteed and is covered by a maintenance agreement. Application forms and further information is available:

W4B
159A High Street, Hornchurch, Essex RM11 3YB
free phone: 08000 182137
fax: 01708 621101
Long-term Care

Moving into Care

Older people who have reached the stage where, for a variety of reasons, they are no longer able to look after themselves in their own home, might choose to move into a Care Home. Such a move may be necessary if the older person is in need of nursing care. Many care homes are privately run, whilst some are run by independent trusts, on a not-for-profit basis. Social Services are responsible for assessing the needs of people who may need this level of care.

Alternatives to Moving into Care

Through an assessment, it may be decided that it would be appropriate and possible for you to continue living in your own home, provided you were supported through such services as home care, community meals, visits to Day Care, respite arrangements etc. If so, then Social Services can arrange a care package. It may be that you are entitled to financial support to pay for help at home. Age UK can advise you as to possible benefits, and can supply

- Factsheet 46: Paying for care and support at home.

If you prefer to arrange your own services, you can elect to receive direct payment of monies which would have been spent by the local authority on your behalf. Age UK Cheshire’s Direct Payments service provides information and ongoing support to anyone in Cheshire East over the age of 65 who is interested in Direct Payments: 📞 01606 881660. More details are in

- Factsheet 24: Self-directed support: direct payments, personal budgets and individual budgets

available from Age UK, or on-line: www.ageuk.org.uk

It is important that any carer involved should also request and receive an assessment of their needs during this process, to which they are entitled under the Carers Act. You should request a written copy of any care plan from the Social Worker.

Assessments of Care Needs and Financial Status

Part of the assessment is to determine how much, if anything, an individual can and should contribute to the cost of care provided. The financial assessment takes into account the finances of the person needing care, though this does not include savings belonging to a spouse. The second aspect of the assessment is to decide which type of care or care home may be most suitable for you. Individuals have the right to express their choice in determining which home or type of home they would prefer, a decision which may be influenced by factors such as having family nearby, or the facilities and standards within the home.

The first point of contact should be with the Access Team at Social Services, who will be able to arrange for an assessment to be carried out, to determine what the best care option is, taking into consideration the needs of the individual and their carer(s). Whatever your financial circumstances, and even if your care will be wholly self-funded, it is important to request that Social Services carry out a care assessment before any definite decisions are made.

Social Services 📞 01625 374700
At the start of each financial year the Local Authority will set out maximum amounts (referred to as the council’s ‘usual costs’) that it will pay for particular types of care. If the fees at your chosen home are above this level, it may be possible to arrange a top-up on the amount Social Services are paying through a third party contribution. Usually, this means that a close family member or a spouse will make up the difference so that their relative can live in the home of their choice. The local authority should not request a top-up payment, unless you choose to enter or remain in a more expensive home, when care appropriate for your assessed needs is available elsewhere at the council’s usual costs.

NHS Funded Care in Care Homes

Should you or your relative need to move out of Hospital into care, then an assessment of the situation should be made by a Hospital Social Worker (though different procedures apply when leaving private hospital care). The assessment is made to ensure that proper arrangements are in place before you are discharged. Health Trusts and Social Services work together to determine your longer-term care needs, and to decide if you will require any nursing care as part of your care requirements. That nursing care is funded by the NHS. This means that your nursing care can be free to you within a care home, even though you may have to pay for personal care and accommodation costs. NHS funded care is defined as the work which done by a registered nurse, to plan, provide or supervise your nursing care, and the extent of this type of care needed will be decided during your assessment. Following assessment, nursing care is paid for directly (in almost every instance) to your care home.

Continuing NHS Health Care

Eligibility for continuing (full) NHS health care is based on medical need, and the assessment carried out will compare your need to the eligibility criteria of your Clinical Commissioning Group (CCG). If you meet the criteria for continuing NHS health care, your whole package of care becomes the responsibility of, and is funded by, the NHS, managed by a health professional. This care may be provided in a hospital, nursing home, hospice, or your own home. Even if your nursing care is provided at home, your health and personal care costs will be the responsibility of the NHS.

Lists of Care Homes and Care Home Standards

Lists of registered Care Homes can be obtained from Age UK Cheshire East, Age UK Cheshire or Social Services, or from the Care Quality Commission (see below). It is advisable to discuss with a social worker your needs and the various alternatives for meeting them, and to visit several homes before making a final decision as to which option will suit you best.

The Care Quality Commission (CQC) is the independent regulator of all health and adult social care in England. It inspects all health and adult social care services in England, whether they are provided by the NHS, local authorities, private companies or voluntary organisations. It also seeks to protect the interests of people whose rights are restricted under the Mental Health Act. CQC makes sure that essential common standards of quality are met everywhere care is provided, from...
hospitals to private care homes, and works towards their improvement. It promotes the rights and interests of people who use services and has a wide range of enforcement powers to take action on their behalf if services are unacceptably poor.

**CQC, National Correspondence**  
PO Box 1258, Newcastle upon Tyne NE99 5AU  
📞 03000 616161  
email: enquiries@cqc.org.uk  
website: www.cqc.org.uk

**Factsheets and Other Information**

Age UK has a range of information about funding and benefits, nursing care and assessments, which is freely available on request.

There are several factsheets which you may find useful, including:

- **29**: Finding care home accommodation  
- **10**: Paying for permanent residential care  
- **38**: Treatment of property in the means test for permanent care home provision  
- **39**: Paying for care in a care home if you have a partner  
- **40**: Deprivation of assets in the means test for care home provision  
- **58**: Paying for temporary care in a care home  
- **20**: NHS continuing healthcare and NHS funded nursing care  
- **37**: Hospital discharge arrangements

If you wish to eliminate unwanted mail you may wish to register with the Mailing Preference Service. Companies have an obligation to check with service if they wish to send you unsolicited mail.

**Mailing Preference Service**  
DMA House, 70 Margaret Street,  
London W1W 8SS  
📞 08450 700707  
website: www.mpsonline.org.uk
Meals

The Community Meals Service

The Community Meals Service for older housebound people provides a hot, reasonably priced, midday meal delivered directly to your home, as part of a care package, to people referred via Social Services. Meals can be provided seven days a week in most parts of the district.

Community Meals Services
☎ 01606 869625

Alternatively, Social Services can arrange for frozen meals to be delivered weekly, providing you have facilities to store and reheat them. You will be provided with a printed menu listing the choices of meals and desserts available. Meals have been nutritionally balanced, and include vegetarian and diabetic options.

If you prefer to make your own private arrangements direct with the company supplying Community Meals (without a Social Services referral).

Apetito:
☎ 01606 869625

Wiltshire Farm Foods

website: www.apetito.co.uk

This is a company who produce an illustrated booklet about their meals. They will send you a price list and can provide food heaters and small freezers if required. Payment can be made either by direct/credit card, or by cash or cheque on delivery.

Wiltshire Farm Foods
☎ 01606 738845 (Crewe)
website: www.wiltshirefarmfoods.com

Lunch Clubs

Across the district, there are a number of Lunch Clubs providing a hot midday meal for older people who want to enjoy food in the company of others. Transport may be available to help get people to the clubs. The cost of the meal varies from club to club, but the charges would cover the cost of the meal, transport if provided, and the use of accommodation. Volunteers prepare the meals. Lunch Clubs operate in Knutsford and Pickmere, Alderley Edge and Handforth. A Friendship Club, including lunch, runs in Macclesfield. Several local churches also run Lunch Clubs / Friendship groups which may be open to people who are not members of the church. Contact Age UK Cheshire East or Age UK Cheshire’s Information & Advice Service for further details.

See also the section entitled Clubs – Lunch, Social and Retirement for further information.
Money

Age UK has several factsheets dealing with financial matters. These include:

- 48: Pension credit
- 56: Guide to benefits for people under state pension age
- 15: Income tax
- 65: Equity release
- 34: Attendance Allowance
- 55: Carer’s Allowance
- 17: Housing Benefit and Council Tax Benefit
- 21: Council Tax
- 49: The Social Fund and other sources of financial help
- 75: Debt management
- 87: Personal Independence Payment
- 88: Universal Credit

For details of the above, or to discuss your financial situation in confidence, contact:

Age UK Cheshire East 📞 01625 612958
Age UK Cheshire 📞 01606 884440

Age UK can arrange an appointment to check whether you are receiving all the Welfare Benefits to which you are entitled. Contact Information & Advice services at Age UK Cheshire East or Age UK Cheshire for assistance.

If you have a problem because you have insufficient money and have outstanding bills to pay, it is important that you get help as soon as possible, before your debts get out of control. Contact the Citizen’s Advice Bureau and ask for an appointment with their debt counsellor. (See end of A-Z for list of CAB locally.) The CAB Welfare Rights Officer can assist you generally with benefits checks and completion of forms, or specifically with matters arising from debts.

Alternatively, the Department of Works & Pensions has advisors who will discuss your financial situation and possible benefit entitlements. They can arrange to see you at a Surgery near to your home, or visit you in your home if preferred. If you think you may be entitled to any benefit, apply straight away to the Department of Works & Pensions who will send you the necessary forms:

📞 08456 060265 (local rate) or freephone 08009 91234

Money advice is available through Peaks & Plains Housing Trust who has a Money Adviser to help with benefits checks and debt advice. Help is available by appointment, or at regular surgeries, and home visits are possible.

Peaks & Plains Housing Trust
Ropewalks, Newton Street,
Macclesfield SK11 6QJ
📞 08000 121311
email: trust@peaksplains.org
website: www.peaksplains.org

Cheshire East Council has a Money Adviser service within its Housing Department:
📞 03001 235017

Should you need such assistance, another person (such as a member of the family) can be nominated as an Appointee to collect your benefits if you are unable to do this yourself. Such an agent has no power to act on your behalf, however, with regard to making any financial decisions. Forms on which to apply to use an agent are available from the
Department of Works & Pensions. Most benefits, including the state retirement pension, can now be paid directly into a bank or buildingsociety. Arrangements can also be made for an official agency, such as Social Services, to act as a permanent agent to administer and collect your benefits. They would be referred to as a Personal Acting Body, able to assist in this way if you were, for instance, in a care home.

**Age UK Cheshire Mentoring Service**

If you are aged 65 or over, and have difficulties with managing day to day tasks such as paying household bills, setting up direct debits, transferring utility suppliers, organising your finances, or dealing with insurance renewals, then the Age UK Cheshire Mentoring Service may be able to help through its team of volunteers. All volunteers have undergone enhanced police checks and are able to carry out home visits across the county. The service is free, confidential and personal to the client. Contact your local Age UK office for more information or to request a referral.

*Age UK Cheshire East* 📞 01625 612958
*Age UK Cheshire* 📞 01606 305020

**DWP Benefits**

Older people are entitled to the State Retirement Pension and the Christmas Bonus as a matter of course. The information below relates to other benefits for which older people may be eligible.

**Pension Credit**

Pension Credit rewards people with modest savings and/or second pensions, and enables more people to receive additional benefits that follow on. There are two components in the Pension Credit – the guarantee credit, and the savings credit. Guarantee credit is currently paid to people who have reached the minimum state pension age or are older, and is a contribution to a guaranteed level of income. Savings credit is currently available to those aged 65 or over, and is an additional reward above any existing pension for those who have made modest provision for their retirement.
Ages when Pension Credits may be paid will alter as adjustments are made to the state retirement age. Further information is available from the Pension Service, or on the website: www.dwp.gov.uk

**Attendance Allowance**

Attendance Allowance (AA) is available if you are 65 or over and are either in need of help and assistance from another person for any reason, or are finding difficulty in managing to look after yourself. There are two levels of payment. The higher rate applies if you need care during both the day and night. The lower rate applies if you need help during the day or during the night. This allowance is tax free, and is not means tested; people with any amount of savings and income can make a claim; and the award is made indefinitely. You need to show that you have had difficulties and/or have had a need for help and assistance over a period of at least six months before the allowance is paid. You do not need to be receiving help and assistance, or have anyone attending to you; recipients may well live alone. Anyone applying who is terminally ill will be entitled to receive payments that can be made immediately.

**Carer’s Allowance**

If you are caring for someone, or someone is caring for you, the carer may be entitled to the Carer’s Allowance. This depends upon the person being cared for being in receipt of Attendance Allowance, or the middle or higher rate of Disability Living Allowance. The carer must be over 16, and looking after the person for at least 35 hours a week; the carer should not be in full time work or education, though they can earn up to a certain amount per week.

National Insurance contributions will normally be credited. Entitlement to Carers Allowance may be granted, even if no payments are actually made. More information is available from the Department of Works & Pensions or Age UK Cheshire East

**Personal Independence Payment**

Personal Independence Payment (PIP) is a new benefit for adults who make a claim before the age of 65 and because of long-term illness or disability:

- need help with daily living activities; or
- need help getting around; or
- need help with both of these.

PIP does not depend on National Insurance contributions, is not affected by your other income or savings, and is paid on top of most other benefits or pensions. It is payable whether you are working or not, and it is not taxable.

**There are two parts to PIP:**

- the ‘daily living component’
- and the ‘mobility component’.

Both components have a ‘standard rate’ and an ‘enhanced rate’. The components can be claimed separately or together.

If you qualify for PIP you also qualify for a £10 Christmas bonus.

You can automatically qualify for a ‘blue badge’ parking permit if you score 8 points or more under Activity 12 ‘moving around’

If you are awarded 8 points or more under Activity 12 ‘moving around’ or Activity 7 ‘communicating verbally’ you can automatically qualify for a concessionary travel pass.
You can apply for a contract-hire or hire-purchase car, powered wheelchair or mobility scooter through the Motability Scheme if you are awarded the enhanced mobility component of PIP.

You can get an exemption from road tax (Vehicle Excise Duty) if you receive the enhanced mobility component of PIP, or a 50 per cent discount if you receive the standard mobility component of PIP.

Motability Operations
City Gate House, 22 Southwark Bridge Road, London SE1 9HB
☎ 08454 564566
website: www.motability.co.uk

The Social Fund
The Social Fund (sometimes also known as the regulated Social Fund) is a scheme to help people with expenses that are difficult to meet from a low income.


Other Benefits
Help with NHS costs, such as dental treatment, glasses, sight tests and hospital visits are available to people on benefits or a low income. If you or your partner receives Income Support, or the guaranteed part of Pension Credit, you are automatically entitled to help with health costs. If you have to pay health charges, you may still qualify for some help through the NHS Low Income scheme, provided you are on a low income and/or have savings below £16,000. For more information about how to claim, please contact the Health Cost advice line: ☎ 03003 301345 To claim, you will need to complete Form HC1, available from your local Job Centre Plus or NHS Hospitals, or contact the order line: ☎ 08456 101112 email: nhsforms@spsl.uk.com

If you need help to pay your rent or housing costs, you can apply for Housing Benefit, which can be paid in respect of private, housing association or local authority accommodation. Contact Cheshire East Council for a form. You may be entitled to a partial contribution or to the maximum Housing Benefit, which is 100% of your rent. Housing Benefit is means tested, and will be paid if you receive the Guaranteed Pension Credit or you are on a low income with savings below £16,000. If you have savings of between £10,000 and £16,000 this will affect the amount of benefit you receive. If you are in receipt of Housing Benefit, you are also automatically entitled to Supporting People funding for some additional community services and support, to enable you to remain in your own home.

The Supporting People programme offers vulnerable people the opportunity to improve their quality of life, by providing services for greater independence. This is through initiatives such as sheltered housing; help with budgeting; developing social and life skills; understanding and managing a tenancy and accessing other services. You can contact the Supporting People scheme through the local Council.

Plus Dane
☎ 01625 378219
website: www.cheshireeastsp.org.uk

You may also be able to claim Council Tax Benefit if you are responsible for the paying
the Council Tax bill and have a low income, with no more than £16,000 in savings. A Second Adult Rebate is available if you are responsible for paying the bill and live with one or more people on a low income. If you have been recently widowed and now live alone, you should apply immediately to the Council for the 25% single occupancy discount. This discount also applies if you are living with someone who has ‘severe mental incapacity’, for example dementia.

The Winter Fuel Allowance is a one-off payment currently made to each household within England and Wales occupied by someone over pension age. Payments are normally made automatically each year. If you have not received such a payment before, you may wish to contact the Department of Work and Pensions: ☎ 08459 151515. If two or more people of appropriate ages live within the same house then equal payments are made to each person. Additional amounts may be paid in households with someone over 80 years.

There are other ways of creating additional income, such as using your home as capital. Age UK has information on this subject, including

- Factsheet 65: Equity Release

Age UK publishes a book, ‘Equity Release made easy’.

There are several charities and trust funds which can be approached if you are in need and have found that no help is available from statutory agencies. If you or your family have had connections with, for example, employment or professional organisations, trade unions, the armed forces, or a particular religion or profession, there may be a charity that can help.

**Charity Search**

This is a free service for UK residents over 50 years of age in genuine financial need, to assist with finding help.

**The Administrator, Charity Search**

Freepost BS 6610, Avonmouth, Bristol BS11 9TW
☎ 0117 982 4060
(9am – 3pm, Monday to Thursday)
email: info@charitysearch.org.uk

Age UK Cheshire East Information & Advice Centre holds information about some trust funds, including:

- **Aid for the Aged in Distress** offers financial relief to the frail and elderly (over age 65) who might fall through the safety net of state benefits. Grants may be for equipment or living costs, holidays or clothing etc; there is a simple application form available & responses are made as quickly as possible. Contact:
  
  18 Hand Court, High Holborn, London WC1V 6JF
  ☎ 08708 031950
  fax: 08708 032128
  website: www.aftaid.org.uk

- **Independent Age** is a charity which provides lifelong support to older people on very low incomes, through information and advice, practical help and emergency financial aid. Contact and support is accessed through a network of staff and volunteers across the UK and the Republic of Ireland. Contact:
  
  Independent Age head office
  6 Avonmore Road, London W14 8RL
  ☎ 08452 621863
or phone the local Area Manager
☎ 01625 521381
website: www.independentage.org.uk

The Home Improvement Trust can help with low cost home improvements or adaptations, for people over 60, or disabled people of any age, through advice on grants available and on equity release products.
freephone ☎
fax: 01159 349501
website: www.houseproud.org.uk
e-mail: info@hitrust.org

The Elizabeth Finn Trust can provide financial assistance to people on very low income or in need, or to their families, because of age, infirmity, social isolation etc. Further details are available from their helpline:
☎ 0800 413220
The national office is in London:
☎ 0208 8 349 200
fax: 0208 8 349 299
e-mail: enquiries@elizabethfinn.org.uk
website: www.elizabethfinn.org.uk

Turn2Us is an organisation that exists to help people access the money available to them – through benefits, grants and other financial help. It can direct you to charitable funds, either through its website or its helpline; the free and confidential helpline is open from 8 am to 8 pm Monday to Friday
☎ 08088 022000
website: www.turn2us.org.uk

In Macclesfield and Wilmslow there are small local trust funds which can be approached for modest assistance:

Relief in Sickness (incorporating the Mabel Grimshaw Trust) applies in Macclesfield. Contact: ☎ 01625 572418

The Alderley Edge Institute Trust covers Alderley, Warford and Chorley, and may be contacted through the administrator
☎ 01625 582325

The Lindow Workhouse Trust and the Wilmslow Aid Trust apply to the Wilmslow area. Contact the Lindow Workhouse through the Parish Church office:
☎ 01625 520309
or apply to the Chairman of the Wilmslow Aid Trust:
☎ 01625 524974

The Amos Johnson Trust was set up to benefit those aged over 60 in Wilmslow, and can help with small grants in some instances (not for payment of statutory bills or car expenses such as road tax or insurance):
☎ 01614 957394

Applications to trusts may need to be supported by someone such as a Doctor or Social Worker, and approaches to all these trusts can be made through Age UK Cheshire East.

In Congleton, there is a Credit Union in operation for anyone who lives or works in the town (CW12 postcodes only). This is a financial co-operative which provides savings and/or loan facilities. Contact the Treasurer:
☎ 07504 184902

Cheshire East Council is supporting the establishment of two new credit union schemes. There is a Macclesfield branch, based at the United Reform Church. Plus a Congleton’s branch, based at the Plus Dane Housing offices on Worrall Street. These are not-for-profit community savings and loan co-operatives owned by members, which aim to provide accessible savings services (including
Christmas schemes) for people who may not be able to access traditional banking services; to offer accessible alternatives to loan finance from legal lenders who charge significantly higher amounts of interest; and to undermine the activities of illegal loan sharks. In the first instance, contact Cheshire East Council: ☏ 03001 235500

A District Nurse may visit you if you are unable to get to your Health Centre or your GP. District Nurses offer assessments for (and in some cases provision of) services such as: giving injections and medication, dressing wounds, and arranging nursing care for the acutely or terminally ill, including night nursing. District Nurses will provide advice and information about general health matters and services available. They can also do assessments for home loan equipment, such as bath aids and commodes, special beds and mattresses, and arrange supplies of equipment such as incontinence pads and clothing.

A specialist nursing service is available at the Hospital for people who are learning to manage a stoma, or for people who have had operations such as a colostomy or ileostomy. They also have information regarding counselling which can be available for related issues.

Colorectal and Stoma Care Nursing Team ☏ 01625 661598
Ring the Stoma Clinic for appointments, reviews and other guidance; appointments can be Monday - Friday at a time to suit you.

If you have any comments or complaints to make about nursing services received in your home, you should contact:

South Cheshire & Vale Royal NHS
Bevan House, Barony Rouad, Nantwich, Cheshire. CW5 5RD

Universal House, ERF Way, off Pochin Way, Middlewich CW10 0QJ ☏ 01270 275303
e-mail: comments@cecpct.nhs.uk

The Macmillan Nurse Service provides free nursing help and advice for people living at
home and coping with cancer, and supports both families and carers. Contact your GP or District Nurse, or speak to your Consultant or other hospital staff for referral to this service. For the local service:

**Macclesfield District General Hospital**

☎ 01625 663128  
Monday to Friday 9am to 4.30pm  
Macmillan Cancer Relief has a series of useful leaflets, which you can apply for direct, from the national office:

☎ 02078 407840  
fax: 02078 407841  
89 Albert Embankment, London SE1 7UQ  
website: www.macmillan.org.uk

**Marie Curie Nursing Services.** This service can be available for people with terminal illness who require nursing at home. The service is complementary to NHS provision, and provides home-based palliative care for patients and support for their carers. Requests for services should be made through the GP or Hospital where you are being treated.

**Marie Curie Direct**

89 Albert Embankment, London SE1 7TP  
☎ 08006 344520 9am to 10.30pm  
☎ 02075 997777  
website: www.mariecurie.org.uk

If you have a relative suffering from mental health problems, such as depression or dementia, with your agreement, your GP can arrange for a **Community Psychiatric Nurse** to visit you at home for help and support.

There are a number of private Nursing Agencies which can provide nursing care in your own home. Full 24-hour nursing cover, or live-in care, can be available if necessary. It is advisable to contact several agencies, as their range of services and charges can vary. Information about such agencies is available in the Yellow Pages telephone directory, listed as Nurses’ Agencies and Care. Or search online: [www.homecare.co.uk](http://www.homecare.co.uk)

**UKHCA (Home Care Association Ltd)** is a national association through which you can obtain lists of up-to-date, quality-assured homecare providers.

**UKHCA**

Group House, 52 Sutton Court Road, Sutton, Surrey SM1 4SL  
☎ 02086 618188  
fax: 02082 885290  
email: enquires@ukhca.co.uk  
website: [www.ukhca.co.uk](http://www.ukhca.co.uk)
**Pets**

Names and addresses of vets can be found in the Yellow Pages; nearly all practices will treat household pets. However charges can vary considerably. Vets’ practices may also be a good source of information on related services such as dog walkers.

The RSPCA may be able to help towards the cost of vet bills for older people who are on low incomes and in need of financial help, and may be able to find a home for a pet if an older person is no longer able to look after it.

**RSPCA Advice line:** 📞 03001 234555  
National 24-hour emergency animal cruelty helpline: 📞 03001 234999  
website: [www.rspca.org.uk](http://www.rspca.org.uk)

**RSPCA Local Offices:**  
**Macclesfield, SE Cheshire & Buxton branch:** 📞 01625 669620  
**Crewe, Nantwich and Districts branch:** 📞 07817 360497

The People’s Dispensary for Sick Animals (PDSA) can be contacted, to find out what help may be available near you or to you.

**PDSA Head Office**  
Whitechapel Way, Priorslee, Telford, Shropshire TF2 9PQ  
free phone 📞 08007 312502  
or 📞 01952 290999  
fax 01952 291035  
website: [www.pdsa.org.uk](http://www.pdsa.org.uk)

The Cinnamon Trust is a nationwide charity which endeavours to help elderly or sick owners of animals who can no longer look after their pets. The Cinnamon Trust is based in Cornwall, and operates through local volunteers. For further information: 📞 01736 757900; email: admin@cinnamon.org.uk

**Retirement, Sheltered Housing & Extra Care Housing**

Retirement or Sheltered Housing may be ideal for you if you feel you would benefit from the social and support services associated with this type of accommodation, whilst retaining your independence by living in your own flat or house. There is the added security of having a 24-hour alarm system and support from someone ‘on call’.

Housing Associations and Trusts and private builders all provide retirement accommodation, available to buy or lease. Some complexes have a resident Scheme Manager, while others have daily or weekly visits from a Community Support Officer. Their main task is to check all is well and to organise help when needed. They do not cook meals, provide any personal care, undertake cleaning, or do shopping for tenants. The duties of Scheme Managers in privately owned developments will vary from site to site.

Age UK Cheshire East and Age UK Cheshire have information sheets that are freely available which deal with housing issues.

**Ask for Factsheet:**  
2: Buying retirement housing  
35: Tenants’ rights  
63: Finding private rented accommodation  
64: Retirement (sheltered) accommodation

**Council Accommodation**

All housing stock and services previously run by Macclesfield Borough Council are now the responsibility of the Cheshire Peaks & Plains Housing Trust.

**Peaks & Plains Housing Trust**  
Ropewalks, Newton St, Macclesfield SK11 6QJ  
freephone: 📞 08000 121311  
email: [peacksplains.org](http://peacksplains.org)  
website: [www.cppht.com](http://www.cppht.com)
Housing Associations

Housing Associations are autonomous, non-profit making organisations providing housing to meet social needs. You can apply directly to Housing Associations yourself, as they operate their own allocation system. Addresses of Housing Associations are available from your local Council, the Citizens Advice Bureau, Age UK Cheshire East and Age UK Cheshire. Places are allocated to those most in need and spaces can be limited in number, although new developments are always being built. The rents vary depending upon the services available. Sometimes, part-buy schemes are available, giving the Housing Association a stake in the property and a say in reselling.

Private Developments

Private builders may have a limited amount of retirement housing available. Such property, for sale or to rent, is advertised in the local press and in estate agents’ offices. There will be a monthly charge in this type of accommodation to cover the cost of additional services provided, such as wardens and inter-com systems, and there are often communal services such as lounges, laundry facilities and garden spaces.

Similar developments are being built in some areas for older people with extra support needs; these are called ‘extra care’ or ‘very sheltered’ accommodation. Such developments comprise sheltered accommodation that provides independent living, alongside communal facilities, plus extra support services which can be bought in as needs develop. Care and support staff will be available to help as needed with tasks such as personal care, washing and dressing, managing medication etc, or with practical tasks such as meals, shopping and laundry. The Local Authority may be able to help you fund such additional care.

Close care housing is accommodation built on the same site as other long term care accommodation, which means that people in such housing can access some of the services of the care home.

Support & Additional Information

The Elderly Accommodation Counsel and its First Stop Advice Service provide information about all forms of accommodation for older people, and will guide you on making choices and financing the accommodation selected. The EAC have a booklet giving guidance on the issues involved, and can respond to requests for information about specific housing or geographic areas.

The Elderly Accommodation Counsel
3rd Flr, 89 Albert Embankment,
London SE1 7TP
EAC Advice Line: ☎ 02078 201343
fax: 02078 203970
email: enquiries@eac.org.uk
website: www.housingcare.org
The website allows you to search for the availability of local accommodation

The First Stop Advice Line:
☎ 08003 777070
Security

Crime against older people is rare, although many people do worry about personal safety and, especially, security at home. There are several basic points worth remembering to help give you peace of mind at home:

• When you go out, check that doors and windows are closed and locked.
• If you are going on holiday, cancel deliveries of milk and newspapers.
• If the weather is likely to be cold, it is a good idea to set the heating to come on a couple of times a day, if you can afford to, to guard against burst pipes.
• You should arrange to have a chain fitted on the door to give you more control over who you allow into your home. Spy-holes fitted into the front door will allow you to see who is outside without having to open the door.

You can contact your local Home Improvement Agency, who will assess your situation at home, and give you information about locks and lighting systems and advise you on approved installers of alarms. They can also give you information on financial arrangements and grants which might be available. It is a good idea to get several estimates before you decide who to choose to carry out the work.

Care and Repair
Cheshire East Council
☎ 03001 235017
email: careandrepair@cheshireeast.gov.uk

If you wish to speak to the Crime Reduction Officer within the police service if you would like further advice about security measures, or would like to be involved in a Neighbourhood Watch Scheme in your area. The Crime Reduction Officer or Community Safety Officer can provide you with information about protecting your home, about personal safety, and about marking your property so that it can be more easily identified if it is stolen.
☎ 101

Any council tenant worried about home security should contact their local housing officer in the first instance.

Anybody visiting your home from an official agency such as Gas or Electricity companies or the Local Authority or Social Services must have clear identification, which they will expect to show you if they are genuine. They should always make an appointment before visiting, and many operate a password scheme whereby you can check to confirm that a caller is who they say they are.

It is also a good idea for all premises to be fitted with a smoke detector alarm. These can be bought quite cheaply from DIY and hardware stores. Alternatively, the Fire Service will provide a Smoke Detector free of charge, guaranteed to last for ten years, as part of a home fire safety check. The fire service should be able to fit the alarm for you.

Cheshire Fire and Rescue Service
☎ 01606 868700

Insurance is a very important way of protecting yourself and relieving you of the financial worry around replacing stolen items. Age UK has developed a range of services and products with the needs in mind of the over 50s. These include Home Insurance (with features such as new for old cover) which is tailored to your requirements so you only pay for the cover you need. You can even spread your payments over 12 months at no extra cost, and written quotations are available on request:
If you have been burgled, insurance will help you replace your material possessions. You may however still feel quite vulnerable and find that you are experiencing some emotional distress, which is very real and perfectly justified. There is help available to deal with this. Victim Support Schemes give help and advice to people, and provide support to enable people to work through the shock and begin to regain their self-confidence. Victim Support operates via trained local volunteers. For the East Cheshire area scheme ☏ 01270 750068.

Within the NHS there is a Speech Therapy Service to help people who have had a stroke and to support their family. People may have problems with speech and/or swallowing (eating and drinking). Referrals can be made whilst the person is in hospital, or via a GP or Social Worker; self referrals are also acceptable.

Speech Therapy Department (Adult Services)
Macclesfield District General Hospital,
Victoria Road, Macclesfield
☎ 01625 661885

The Stroke Association
this organisation can also help, through their Information, Advice and Support Service. Contact is made with people who have had a recent stroke and with their families. The service can provide practical assistance, essential information, and carer and emotional support.

Macclesfield ☏ 01625 612044
Leighton Hospital, Crewe ☏ 01270 612385
or 0161 745 8222
e-mail: info@stroke.org.uk
website: www.stroke.org.uk

The Communication Support Group
Group provides help to people whose speech has been affected by having had a stroke, and to their families, by arranging home visits from trained volunteers. The aim is to help improve communication skills, and to support the carer. There are weekly group sessions involving activities designed to help improve communication skills and the recovery of social skills. Ring for further information about these services:
☎ 01625 612044 or 07717 275821
There are several Stroke Clubs in the area:

**Macclesfield**
Meets on the second Wednesday of each month, between 7pm and 9pm at the Mayfield Centre ☏ 01260 252667

**Knutsford**
Meets on the first and third Tuesdays of each month, between 7pm and 9pm, at Stanley House, Bexton Road, Knutsford ☏ 01565 652348

**Sandbach and district**
Meets on the first Monday each two months, between 7.30pm and 9.30pm at various local venues;

**Macclesfield and District Young Stroke Society (called NADYSS)**
Meets at 12noon on the second Monday of the month at the Flower Pot pub, Congleton Rd, Macclesfield ☏ 01625 876285
this group is for the young at heart.

For further information, details of publications and services, contact the national helpline for the Stroke Association: ☏ 03033 033100
email: info@stroke.org.uk
website: www.stroke.org.uk

Telephone lines are installed by and rented from either British Telecom or a cable company. Contact the companies directly to discuss your requirements or the various tariffs and options available and the costs involved. There are organisations offering switching services on-line and available to phone, which enable you to make comparisons between some of the various service providers.

Telephones themselves can be purchased from local shops such as Argos and Comet, but you will need to speak to your phone company if your house is fitted with an older style socket.

A range of special telephones is available to buy from BT for people who are hard of hearing, or partially sighted. They produce a free booklet, Communication Solutions, which describes their equipment and their special services for disabled customers. For details of the equipment and services available or to obtain a copy of the booklet, call BT.

**BT:** ☏ 08008 00150 select ‘sales’
free phone from a landline or text phone: 18001 0800 800 150
website: BT.com/includingyou

An information sheet about telephones (I/S 22) is available from
Age UK Cheshire East ☏ 01625 612958
Age UK Cheshire ☏ 01606 884440

The telephone industry provides a free Priority Telephone Fault Repair Service for customers whose lives may be at risk without a working telephone (that is, for chronically sick or disabled people). Application forms, to register for this service, are available from BT on the above telephone number.

There is no national scheme providing financial help with telephone costs for older people. However anyone in receipt of a qualifying benefit, in place for at least 26 weeks, such as Income Support or Pension
Credit, might be able apply to the Social Fund for an interest-free loan from the Social Fund to pay for the installation of a phone or to help cover the cost of a bill:

There is a very limited fund available from Cheshire East Council to help pay for the installation of a telephone for chronically sick and disabled people, though only a small number of people are eligible for help. An assessment would be undertaken, and you would need to live alone.

**Referral and Advice Occupational Therapist**
☎ 0300 123 50010
fax 01625 3749 51
email: eastrotteam@cheshireeast.gov.uk

If you have a problem with your telephone company, you can contact OFCOM, the regulator for the communications industry, who will assist if they can.

**OFCOM**
☎ 03001 233333
email: advice@ofcom.gov.uk
website: www.ofcom.org.uk

If you are bothered by callers you do not wish to contact you, and you would like to reduce the number of unwanted UK calls to your landline, you can register with the **Telephone Preference Service:**
☎ 08450 700707
or via the website: www.tpsonline.org.uk

**Television Licences**

A licence is required for installation or use of a television, with some exceptions. No licence is needed if you use the TV equipment only for playing video tapes, or if other people in shared premises use a television for which they have a licence. Concessions are currently available to people who are registered blind (for whom licences are payable at a 50% discount); in households where there is someone over 75 years (for whom licences are free); and to people who are retired, disabled or have learning disabilities who are living in a care home or some sheltered accommodation.

c 03007 906131 for more information about ARC (Accommodation for Residential Care) and other concessionary arrangements.

There is an Age UK factsheet available on request:

- **Factsheet 3:** Television licence concessions.

**Television Listings**

**Big Print** - Large-print listings of television and radio programmes are available in a national weekly paper called the Big Print. An annual subscription costs around £65, with pro rata rates for quarterly or half-yearly periods. The paper, which includes crosswords, book reviews, recipes and sports news, and more, is sent to you by post.

**Big Print**
PO Box 173, Peterborough PE2 6WS
c 03031 239999
email: cservices@rnib.org.uk

**Digital Television**

There is an Age UK information sheet available on request. Ask for

- **Information Sheet 29:** Digital Switchover: Questions and Answers.
Transport

By bus

Local Councils issue bus passes to men and women of eligible age who can show they are resident in the area. You will need to provide a passport-sized photo. Passes are valid for 5 years, and are free. You can obtain your pass from a Cheshire East Council Service Centre near to where you live and local library information points can issue application forms. Passes allow for free travel (after 9.30am on weekdays) on ANY local bus services across England (i.e. not National Express buses, coach trips, or book-able tourist services). Travel in Scotland and Wales is not included.

Macclesfield Town Hall or Westfields Council Offices in Sandbach
For more information: ☎ 03012 35020 (This help-line will also clarify your eligible age.)

There are also concessionary bus passes for people who are disabled or registered blind or partially sighted, or who have been told they cannot drive. Applications need to be supported by a GP or key worker such as a Social Worker. Forms are available from the Town Hall or a Council Information Centre, or from Social Services.

For information on bus services in Cheshire East contact Cheshire Traveline: ☎ 08712 002233

By train

Senior Citizens Railcards obtained from the local authority currently cost £30, and are available to anyone who has reached the minimum pension age and living in the borough; they can be issued immediately at a Council office or Service Centre on production of appropriate ID documents. Alternatively the Railcard can be obtained from your local staffed railway station. The card entitles you to one third off most normal ticket prices and is valid for a year, for travel anywhere in the UK. Detailed information about their use is given with the railcard. An application form is contained in leaflets available at rail stations.

A similar railcard is available currently costs £20 to most disabled people, which also entitles a travelling companion to a rail fare reduction. Forms to complete are available from Council offices or from British Rail. A GP or Social Services department or other key worker would need to support your application. These passes can take up to 4 weeks to issue.

You can make arrangements to receive assistance for elderly or disabled people for their journey by contacting the rail company with which you are travelling. Each company has a special Mobility Impaired help-line number. You need to give at least a day’s notice of your request. Staff should be made available to meet you at your departure station, accompany you to the train and see you safely on board. Similar arrangements can be made at your destination station and other stations if you need to change trains. For example, ramps can be provided for wheelchair users, and in some cases mobility scooters can be accommodated.

website: www.nationalrail.co.uk/trainoperatingcompanies

British Rail
☎ 08448 714036
website: www.nationalrail.co.uk
email: RailcardHelp@atoc.org
Community Transport schemes

By coach
A number of coach firms offer concessions. National Express, for example, can offer up to 50% discount on some fares at off-peak times to older travellers with a Bus Pass.

For details or to find your nearest agent: ☎ 08717 818181
go to website: www.nationalexpress.com

By air
Airlines can make special arrangements to help people travel more easily. Contact them in advance to find out about their special arrangements for assisting people with disabilities, mobility problems or special dietary needs, or about access to emergency services etc.

By taxi
Some taxi firms can provide special taxis for wheelchair users, and some offer discounts to people over pension age. Look in the Yellow Pages for details.

Community Transport schemes
Community Transport schemes operate in various parts of Cheshire East. See entries below for further details, with information relating to Macclesfield first, followed by other areas and schemes where they operate. In Macclesfield, Community Transport runs a number of services which may benefit older people, including Flexible Transport, a volunteer car scheme, and a Shopmobility service.

Cheshire East Flexible Transport Services

D & G Little Bus
This is a door-to-door bus service operating 5 days a week, Monday to Friday (excluding Bank Holidays), run by D&G Little Bus, available to people who are unable to use public transport. It operates in Congleton, Macclesfield, Wilmslow, Knutsford, Poynton and Disley (and some rural areas), on allocated days in each area. The bus is equipped with a lift to take a wheelchair. If you would like to register to use the service, apply to D&G Little Bus for membership. The service works on a first come / first served basis, with bookings normally taken 48 hours in advance. There is a small charge, though the service is free after 9.30am to people with a bus pass.

Call ☎ 0845 077 9110 to book requests (local call charges apply, calls from mobiles may cost more). The booking line is open 09:30am - 12:30pm Monday to Friday.

Crewe Flexi Rider
Crewe Flexi Rider is operated by GHA Coaches on behalf of Cheshire East Council. The Flexi Rider Service is available to use between the times below except on Public Holidays:
To use the service you will need to book your transport by ringing the booking line
☎ 01829 749364 Monday - Friday 08:00 to 13:00 (except Public Holidays)

Travel should be pre booked at least 24 hours in advance.

For all bookings call ☎ 08450 779110 between 9.30am and 12.30pm

**Hospital Transport**

People in receipt of Income Support / Pension Credit are automatically entitled to help with hospital travel costs. If you need to visit someone in hospital, but don't have enough money to pay for transport, and are refused ambulance service, you may be able to get a loan from the Social Fund through a Job Centre Plus.

**Volunteer Car Schemes**

These schemes provide transport from volunteers offering to drive their own cars. In the Macclesfield district, this is run by **Community Transport Macclesfield District.** Journeys to and from local hospitals are paid for by the East Cheshire NHS Trust, if the ambulance service is not available at the time. However, there is a petrol charge for out of area hospitals, journeys which are purely social or which are made for visiting someone in hospital. For contact details, see below.

**Community Transport Macclesfield District**
Shopmobility Centre, Great King Street/Churchill Way, Macclesfield SK11 6AY
☎ 01625 613520 for Macclesfield bookings
☎ 01625 613521 for Wilmslow
☎ 01625 613522 for Knutsford

Other volunteer car schemes in the area include the following:

**Congleton Communicare** - a voluntary driving scheme for patients of doctors in Congleton, to take people to medical appointments; appointments can be in Congleton or beyond; social journeys are not possible. Donations are invited from service users.

**Contact:** ☎ 01260 270883 an answer phone is in operation.

**Open Hands in Poynton** - a volunteer car service to doctors, medical appointments and hospitals (or some shopping trips) for people living in the Poynton area.

**Contact** Open Hands on weekday mornings between 10am and 12.30pm ☎ 01625 878589 answer phone available.

**Knutsford Good Neighbours Scheme** - This scheme can provide voluntary help with transport in the Knutsford area, for example, to a GP surgery or to a hospital or other medical appointment (e.g. dental or chiropody). Some additional help is offered, with matters such as filling in forms and collecting prescriptions. You can apply through the GP surgeries in Knutsford or, by contacting the number given, via which you will be referred on to the volunteer co-coordinator on duty for the day.

**Knutsford Good Neighbours Scheme**
☎ 01565 631262 between 11am and 3pm

**Community Careline** - This scheme in Wilmslow runs a voluntary transport scheme to help people with journeys to hospital or to make visits etc. Donations are invited.
Contact the scheme co-ordinator
📞 01625 525476

For further information on the Community Transport Schemes in Cheshire East Contact:

Community Transport Officer
Integrated Transport Service,
Rivacre Business Centre, Mill Lane,
Ellesmere Port CH66 3TL
📞 01244 973269
e-mail: neil.roberts@cheshireeast.gov.uk

Minibus Hire

As part of the Community Transport schemes, voluntary groups or statutory organisations can hire an 8-seater minibus for a charge per mile.

Community Transport Macclesfield District
Shopmobility Centre, Great King Street/Churchill Way, Macclesfield SK11 6AY
📞 01625 613520 for Macclesfield bookings
📞 01625 613521 for Wilmslow
📞 01625 613522 for Poynton, Disley and Knutsford

Shopmobility

Shopmobility in Macclesfield wheelchairs, powered wheelchairs and scooters on loan to anyone with a mobility problem, to help get around Macclesfield Town Centre. Shopmobility is based in the same premises as Community Transport: 📞 01625 613111

There are also free Shopmobility schemes in Crewe and Nantwich. The service is based at Victoria car park (adjacent to the ASDA supermarket entrance),
📞 01270 580031 weekdays 10am to 4pm and the Civic Hall, Nantwich:
📞 01270 537367 varying opening times.

The Blue Badge Scheme

For information on how to apply see page 39 of this booklet

Other Services

People receiving the Enhanced mobility component of Disability Living Allowance/ Personal Independence Payment may choose to obtain a vehicle through the Motability Scheme. This enables you to use your benefit to lease a specially adapted car or a motorised wheelchair, for example. The scheme does not apply to people in receipt of Attendance Allowance

Motability Operations

City Gate House, 22 Southwark Bridge Road,
London SE1 9HB
📞 08454 564566 8.30am to 5.30pm
Monday to Friday
text phone: 08456 750009
website: www.motability.co.uk

You can get information about travel matters and a number of useful booklets from the Disability Information Bureau.

Disability Information Bureau - Macclesfield

Pierce Street, Macclesfield SK11 6ER
📞 01625 501759

Disability Information Bureau - Congleton

Municipal Offices in Market Square,
Congleton CW12 1EX
📞 01260 295725 This office is open to the public on Monday and Tuesday, Thursday and Friday from 10am to 4pm.

Access

In the Wilmslow and Handforth area, there is a local branch of a lobbying group called Living
Streets which promotes the development of streets and public spaces for people on foot. The group is concerned with issues affecting pedestrians and cyclists, such as one-way systems, improving pedestrian crossings, width of pavements, pavement access etc.

Living Streets
Local contact email: eyecgilmour@hotmail.co.uk
☎ 02073 774900
fax: 02073 779322
e-mail: info@livingstreets.org.uk
website: www.livingstreets

Also, there are Access groups in some parts of Cheshire East, such as Macclesfield, working to promote the rights of disabled people, older people, or people using wheelchairs or child buggies etc. This applies especially in respect of access to public buildings such as rail stations or libraries, or negotiating pavements and kerbs. You can contact your local group if you have concerns about moving around safely outdoors. For the Macclesfield Access group:
☎ 01260 252655

Volunteer Visitors

Age UK Cheshire East and Age UK Cheshire have an information sheet covering a number of issues pertaining to transport and travel, both in the UK and abroad, including contact details for over 30 organisations concerned with travel issues. Ask for Factsheet 26.

The Macclesfield Live at Home Scheme provides a voluntary home visiting and befriending Scheme for older people in Macclesfield. The Scheme also has two Lunch Clubs and a telephone link support service. If you would be interested in volunteering with this scheme, or would like to become a member (and receive a visitor), or wish to find out more:

Live at Home Scheme
Macclesfield Methodist Church, Westminster Road, Macclesfield SK10 1BX
☎ 01625 612410

In parts of Cheshire East there are Support Schemes run by Age UK Cheshire, offering older people some social and practical support. The scheme provides befriending through home visits or a telephone link, and can assist with transport and light handyman tasks. And there are Tea Clubs enabling people to get together for a chat and stimulating activities. The Support Scheme is available in Congleton, Crewe and Nantwich, Alsager, Sandbach and Middlewich.

To find out more, ring the co-ordinator:
☎ 01270 219489

The Help at Home scheme run by Age UK Cheshire East can provide some befriending time as part of a larger paid-for package of support at home. ☎ 01625 612958 to request more details about the service and its costs.

Contact the Elderly is a nationwide scheme (with over 300 groups) which can arrange monthly visits out for small groups of frail and isolated older people, living alone, who would enjoy spending time with a host family. This is a free service. For further information:

Contact the Elderly
☎ 0800 716543 or for North West: 01535 632592
website: www.contact-the-elderly.org
Holmes Chapel Christian Communicare

A Voluntary service providing volunteer care service to drive people who have no other means of transport for NHS services. They also have a home care / befriending service and run a weekly minibus to the town centre.

Holmes Chapel Christian Communicare
☎ 01477 532407
Website: www.middlewichgoodneighbours.org.uk

You might also try contacting your local church, as many do organise visitors for people living in their parish, whether or not they are regular attendees at church. Roman Catholic churches will in many instances have a Society of St Vincent de Paul group (SVP) through which some help and support is available, even for people who are not members of the Catholic Church.

Water

Water Meters

Your water charges are made to cover the cost of supplying clean water and the disposal of waste water at your home. These charges are related to the rateable value of your property, or, if you have a water meter, are based on the actual amount of water you have used. If you live alone or use only modest amounts of water, then installing a water meter may save you money. Meters cannot be fitted in some housing schemes or properties. Advice is available from United Utilities, who produce an information leaflet which includes an application form and tables to help you calculate whether you are likely to make any savings. Answers are provided for many frequently asked questions. Domestic meters are installed for free.

Copies of this leaflet are available from Age UK Cheshire East:
☎ 01625 612958 or 01625 539366, or contact United Utilities
PO Box 246, Warrington WA55 1EA.
☎ 08453 037744 (local rates calls; lines are open from 8am to 8pm on weekdays, and from 8am to 5pm on Saturdays). Large print or Braille versions of the information are available. website: www.unitedutilities.com

Arrears with Payments

If you are on a low income, and fall behind with payments for water services, United Utilities can consider an application for assistance. You will need to provide information about your financial situation, and demonstrate a willingness to pay off some of your arrears. You cannot apply directly for this support, but you can obtain assistance with completing application forms.
for **Arrears Allowances** by asking at Age UK Cheshire East or the Citizens Advice Bureau (see lists at the end of this Guide for contact details).

Further information may be obtained directly from the Payment Assistance Team at United Utilities: ☏️ 08457 462034 available 9am to 5pm Monday to Friday.

It may be advisable to go to a solicitor even with a simple Will as problems can arise after your death if no clear provision has been made for the distribution of your estate. Without a will in place, you are described as having died intestate and your property will be divided according to the Administration of Estates Act. **Age UK Cheshire East** and **Age UK Cheshire** have details of local solicitors listed by the Community Legal Services system, which can be sent to you, and a free

- **Factsheet 7:** Making a Will.

**Age UK Cheshire East** ☏️ 01625 612958  
**Age UK Cheshire** ☏️ 01606 884440

You can obtain a form for setting out your will, to complete yourself, from some stationers. It is important that you complete and sign the form as instructed. It is worth having the document checked by a solicitor, a service which may not be too costly; telephone several solicitors to obtain the best price. You are advised not to make alterations to the original document of your Will, whichever form it takes, as any changes must be made officially as a codicil or through a new Will.

Free legal advice may be available to you through Legal Advice and Assistance - the Legal Help and Help at Court scheme - which is for people on a low income with only few savings. Contact the **Citizens Advice Bureau** or a local solicitor for further help.

To leave special instructions upon your death telling your family where all your important documents are, including your Will, you can obtain the form **Instructions for my Next-of-Kin and Executors on my Death from Age UK Cheshire East.**

☎️ 01625 612958
Copies of this form are also available by contacting:

**Age UK Cheshire**  📞 01606 884440

Your Will should be kept at home safely with other important papers, with copies given to a close relative or executor, or lodged with a solicitor or a bank. A bank may make a charge for this service.

**Record Keepers Department**

A Will can be lodged for safe keeping (for a fee of £15) at with the Record Keepers Department.

**Record Keepers Department**

**Principal Registry Family Division (PRFD)**
First Avenue House, 42-49 High Holborn, London WC1V 6NP
📞 02079 477022
fax: 02079 477454

There is a **Probate and Inheritance Tax helpline:**  📞 08453 020900

The following websites give relevant information:

- www.hmrc.gov.uk
- www.hmcourts-service.gov.uk
- www.hmrc.gov.uk/inheritancetax

Many people choose to leave a legacy in their will, as a tribute to a cause they wish to support. Legacies are a vital part of Age UK’s income.

Apply to the **Age UK Cheshire East** in Macclesfield or **Age UK Cheshire** in Hartford for further information about how to arrange such a bequest:  📞 01625 612958 or 01606 884440

You may also wish to give instructions about the nature of any medical treatments you wish to receive and the extent of medical intervention you would prefer during a terminal illness. Some people choose to make a living will or advance decisions whilst in good health, perhaps at the same time as they are drawing up a will. The Natural Death Centre gives independent advice on all types of funerals including environmentally-friendly arrangements, natural burial sites, DIY funerals etc.

**The Natural Death Centre**
In the Hill House, Watley Lane, Twyford, Winchester SO21 1QX
📞 01962 712690
Helpline:  📞 08712 882098 (helpline available Monday to Friday, 9.30am to 2.30pm)
email: contact@naturaldeath.org.uk
website: naturaldeath.org.uk

This is a national charity that supports individuals who are at the end of life, to have what they consider to be ‘a good death’, by providing advice and information around patient rights and choices. There is on-line information about advance decisions including sample forms.

**Compassion in Dying**

181 Oxford Street London W1D 2JT
📞 02074 797731
website: compassionindying.org.uk

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**Advance Directives**

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**Compassion in Dying**
Dignity in Dying is a campaigning charity, with contact details as above; email: info@dignityindying.org.uk. If you wish to give responsibility to another person to make decisions about your care or treatment, you may need to consider making a Power of Attorney arrangement in respect of personal welfare, probably with help from a solicitor. See section entitled Legal Advice.

Age UK has an information sheet 5: Advance decisions, advance statements and living wills

Cheshire Living Well /Dying Well Partnership

The Partnership, supported by St Luke’s Cheshire Hospice and Macmillan Cancer Support, has been established to enable effective multi-agency response and support for the Cheshire Living Well, Dying Well Public Health Programme of Work and the needs of local communities.

The vision of the Cheshire Living Well, Dying Well Partnership and St Luke’s new End of Life Public Health Team is to improve health and well-being by supporting a change in public knowledge, attitude and behaviour towards death, dying and loss and through this work to make living well and dying well the norm.

☎ 01606 551246
email: PublicHealth@stlukes-hospice.co.uk
Names of factsheets arranged alphabetically within sections. There are also a number of Information Guides available on similar topics, please ask.

**Consumer**
- **Factsheet 3** – Television licence concessions
- **Factsheet 18** – Information about telephones
- **Factsheet 27** – Planning for a funeral
- **Factsheet 69** – Tracing lost money
- **Factsheet 82** – Switching energy supplier

**Health**
- **Factsheet 5** – Dental Care: NHS and private treatment
- **Factsheet 16** – Transgender issues in later life
- **Factsheet 20** – NHS continuing healthcare and NHS-funded nursing care safeguards
- **Factsheet 23** – Help with continence accommodation
- **Factsheet 37** – Hospital discharge arrangements
- **Factsheet 44** – Local NHS services
- **Factsheet 61** – Help with health costs
- **Factsheet 66** – Resolving problems and making a compliant about NHS care
- **Factsheet 76** – Intermediate Care and re-ablement

**Housing Options**
- **Factsheet 1** – Help with heating costs
- **Factsheet 2** – Buying retirement housing
- **Factsheet 8** – Council and housing association housing
- **Factsheet 9** – Anti-social behaviour in housing
- **Factsheet 13** – Funding repairs, improvements and adoptions
- **Factsheet 35** – Tenants’ rights – rents
- **Factsheet 63** – Finding private rented accommodation
- **Factsheet 64** – Retirement (sheltered) housing
- **Factsheet 67** – Tenants’ rights – repairs
- **Factsheet 68** – Tenant’s rights – security of tenure
- **Factsheet 71** – Park homes
- **Factsheet 89** – Homelessness

**Income and Benefits**
- **Factsheet 1** – Help with heating costs statements and living wills
- **Factsheet 12** – Planning for retirement
- **Factsheet 15** – Income Tax
- **Factsheet 17** – Housing Benefit
- **Factsheet 19** – The State Pension
- **Factsheet 21** – Council Tax
- **Factsheet 34** – Attendance Allowance
- **Factsheet 48** – Pension Credit (April 13)
- **Factsheet 49** – The Social Fund
- **Factsheet 52** – Disability Living Allowance
- **Factsheet 55** – Carer’s Allowance
- **Factsheet 56** – Benefits for people under State Pension age
- **Factsheet 61** – Help with health costs
- **Factsheet 65** – Equity Release
- **Factsheet 74** – Challenging welfare benefits decisions
- **Factsheet 75** – Debit advice
- **Factsheet 80** – Employment and Support Allowance
- **Factsheet 81** – Calculating income-related Employment and Support Allowance
- **Factsheet 87** – Personal Independence Payment (PIP)
- **Factsheet 88** – Universal Credit

**Social Care**
- **Factsheet 6** – Finding help at home
- **Factsheet 10** – Paying for permanent residential care
- Factsheet 24 – Self-directed support: Direct Payments and Personal Budgets
- Factsheet 29 – Finding care home accommodation
- Factsheet 38 – Treatment of property in the means test of permanent care home provision
- Factsheet 39 – Paying for care in a care home if you have a partner
- Factsheet 40 – Deprivation of assets in the means test for care home provision
- Factsheet 41 – Local authority assessment for community care
- Factsheet 42 – Disability equipment and how to get it
- Factsheet 46 – Paying for care and support at home
- Factsheet 58 – Paying for temporary care in a care home
- Factsheet 59 – How to resolve problems and make a complaint about social care
- Factsheet 78 – Safeguarding older people from abuse

- Legal
- Factsheet 7 – Making a will
- Factsheet 14 – Dealing with an estate
- Factsheet 22 – Arranging for others to make a decision about your finances or welfare
- Factsheet 43 – Getting legal advice
- Factsheet 62 – Deprivation of Liberty Safeguards
- Factsheet 72 – Advance decisions, advantage statement and living wills
- Factsheet 79 – The Equality Act 2010: The Public Sector Equality Duty
- Factsheet 83 – The Equality Act 2010: Further and higher education

- Factsheet 84 – The Equality Act 2010: Employment
- Factsheet 85 – Consumer contract right
- Factsheet 86 – Consumer: You rights under general contracts

- Leisure, Learning and Work
- Factsheet 4 – Rights at work
- Factsheet 11 – Help with looking for work or starting your own business
- Factsheet 25 – Returning from abroad
- Factsheet 26 – Public transport and concessions
- Factsheet 70 – Dealing with disputes at work
- Factsheet 73 – Driving and Parking
- Factsheet 77 – The law on age discrimination
Useful Addresses

Age UK Cheshire East
Head Office
New Horizons Centre
Henderson Street
Macclesfield SK11 6RA
01625 612958

Age UK Cheshire East
Charity Shops
8 Market Place, Macclesfield
01625 500026
90 King Street, Knutsford
01565 654283
76 Park Lane Poynton
01625 876160
27 London Rd, Alderley Edge
01625 584234

Age UK Cheshire East
Furniture Warehouse
Cottage Street Mill, Cottage Street, Macclesfield SK11 8DZ
01625 440776

Age UK Cheshire East
Congleton Hub
(incl charity department store community café, Men in Sheds exercise and social groups)
Centenary Place, off Foundry Bank, Congleton CW12 1EH
01260 273610

Age UK Cheshire East
Health & Wellbeing Centre/ Men in Sheds
Waterside House, Crossall Street, Macclesfield SK11 6XQ
01625 440776

Age UK Cheshire
Central Offices,
Hartford Business Park
Hartford CW8 2AB
01606 884440

AIR (Activity in Retirement)
Macclesfield area
01625 572646

Alzheimer’s Society
East Cheshire Branch
Springbank Centre Victoria
Victoria Road, SK10 3LS
01625 503302

Alzheimer’s Society
South Cheshire Branch
Flat MF58, Leighton Hospital
Crewe CW1 4QJ
01270 501901

Bereavement Support Group
Macclesfield District
01625 439333

Bollington Bridgend Centre
Bridgend, 104 Palmerston St, Bollington SK10 5PW
01625 576311

British Red Cross Society
Memorial House
Northwich Road
Knutsford WA16 0AW
01565 650201

CAB
Cheshire East North
Macclesfield
Sunderland St, Macclesfield
Monday to Thursday only
Advice Line: 01625 426303
Appointments: 01625 432847

Knutsford
St John’s Millennium Community Centre
Monday, Wednesday & Friday
10am to 1pm
01565 651310

Poynton,
Civic Centre
Wednesday 11am to 12noon
Thursday 11am to 12.30 pm
01625 872238

Wilmslow
Colshaw Estate
Riverside Offices
Thursdays 10am to 1pm
drop-in only / no phone

CAB – Congleton
Chapel House, Chapel Street
Congleton CW12 4AB
01260 279581
08456 010271

CAB – Crewe
50 Victoria St, Crewe CW1 2JE
01270 303003

CAB – Nantwich
The Gables, Bean Street
Nantwich CW5 5NF
01270 303004

Care and Repair
Cheshire East
Westfields, Middlewich Road
Sandbach CW11 1HZ
03001 235017

Cheshire Carers Centre
Macclesfield Office
Room 3, Kendal House
Kendal Road, Macclesfield
SK11 8XA
01625 616686

Northwich office
146 London Road,
Northwich CW9 5HH
01606 828151

Cheshire East Council
03001 235500
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<th>Service</th>
<th>Contact Information</th>
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<td><strong>Cheshire East Council</strong></td>
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<td><strong>Local Information Points</strong></td>
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<tr>
<td>Wilmslow Library</td>
<td>South Drive 01625 374060</td>
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<td>Knutsford Library</td>
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<td>Macclesfield Library</td>
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<td>Congleton Library</td>
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<td>Crewe Library</td>
<td>Prince Albert Street 01270 375295</td>
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<td><strong>Peaks &amp; Plains Housing Trust</strong></td>
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<td>Ropewalks, Newton Street, Macclesfield</td>
<td>08000 121311</td>
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<td><strong>Citizens Advice Bureaux – see CAB</strong></td>
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<td><strong>Community Meals Service</strong></td>
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<td>Apetito</td>
<td>01606 869625</td>
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<td><strong>Community Transport</strong></td>
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<tr>
<td>D&amp;G Little Bus East Cheshire</td>
<td>08450 779110</td>
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<tr>
<td>Crewe Flexi Rider</td>
<td>01829 749364</td>
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<tr>
<td><strong>Contact the Elderly</strong></td>
<td>08007 16543 01535 632592</td>
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<tr>
<td><strong>Community and Voluntary Services for Cheshire East</strong></td>
<td>Ashton House, 1a Gatefield St, Crewe CW1 2JP 01270 211545</td>
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<td><strong>Crossroads Care Cheshire East</strong></td>
<td>Overton House, West Street Congleton CW12 1JY 01260 292850</td>
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<td><strong>Deafness Support Network</strong></td>
<td>144 London Road Northwich CW9 5HH 01606 47831</td>
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<td><strong>Disability Information Bureau - Macclesfield</strong></td>
<td>Pierce St, Macclesfield SK11 6ER 01625 501759</td>
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<td><strong>Disability Information Bureau – Congleton</strong></td>
<td>Municipal Offices, Market Square, Congleton CW12 1EX 01260 295725</td>
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<td><strong>East Cheshire Hospice</strong></td>
<td>Millbank Drive Macclesfield SK10 3DR 01625 610364</td>
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<td><strong>Eastern Cheshire Clinical Commissioning Group</strong></td>
<td>1st Floor, West New Alderley House, Victoria Road, Macclesfield SK10 3BL 01625 663477</td>
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<td><strong>Gas Emergency Service</strong></td>
<td>08001 11999</td>
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<td><strong>Healthwatch Cheshire East</strong></td>
<td>81 Park Lane, Macclesfield, SK11 6TX 0330 088 2843</td>
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<td><strong>Independent Living Centre</strong></td>
<td>Redesmere Centre Redesmere Road, Spath Lane, Handforth SK9 3RX 01625 374080</td>
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<td><strong>HM Revenue &amp; Customs</strong></td>
<td>08453 021463 (Helpline)</td>
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<td><strong>IRIS</strong></td>
<td>Vision Resource Centre 14 Chapel St, Crewe CW2 7DQ 01270 250316</td>
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<td><strong>Libraries</strong></td>
<td>Alderley Edge - 01625 584487</td>
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<td>Bollington - 01625 573058</td>
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<td>Wilmslow - 01625 374060</td>
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Macclesfield College
Park Lane, Macclesfield SK11 8LF
01625 410002

Macclesfield District General Hospital
Victoria Road, Macclesfield SK10 3BK
01625 421000

Macclesfield Eye Society
15 Queen Victoria Street, Macclesfield SK11 6LP
01625 422602

Men in Sheds
Crossall Street, Macclesfield
01625 440776

NHS Direct
Helpline
0845 4647

Office of Public Guardian / Court of Protection
Helpline
08453 302900 or 03004 560300

Patient Advice and Liaison Service (PALS)
East Cheshire NHS Trust
Macclesfield DGH, Victoria Road, Macclesfield SK10 3BL
01625 661449 or 08001 613997

Leighton Hospital
Middlewich Road, Crewe CW1 4QJ
01270 612410

Department of Works & Pensions
General Helpline
08456 060265

Samaritans
National number
08457 909090

Samaritans - Macclesfield
Boden Street
01625 426000

Samaritans - Crewe
2 Hall O’Shaw St, CW1 4AE
01270 216666

South Cheshire Clinical Commissioning Group
Bevan House, Barony Court, Nantwich CW5 5QU
01270 275283

Stroke Association
Local service
01625 612044
National Helpline
03033 033100

Social Services Departments
Initial Access
03001 235010

Social Services
Out of Hours Emergencies
03001 235022

Talking Newspaper
Congleton - 01260 299589
Crewe - 01270 256200
Macclesfield - 01625 435283
Sandbach - 01606 833408
Wilmslow - 01625 532073

United Utilities
Water Supply Enquiries
08457 462200
Leakline
08003 30033

Wilmslow Guild
1 Bourne Street, Wilmslow SK9 5HD
01625 523903

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Age UK Cheshire East’s new Hub in Congleton is the place for people of all ages to enjoy. With a café and charity department store for everyone, and activities and support services for older people, there is a lot going on.

We have rewarding and flexible volunteering opportunities over six days a week, so if you can spare the time we’ll have something to suit you.

Open 9:30am – 4:30pm Monday to Saturday
Come along and be part of something really big

The Hub, Centenary Place, off Foundry Bank, Congleton CW12 1EH
Please use Park Street car park.