

Adapting your home

.....
Your guide to services
and equipment
.....

*Home
& care*



***Age UK is the new force combining
Age Concern and Help the Aged.***

***With almost 120 years of combined
history to draw on, we are bringing
together our talents, services
and solutions to do more to enrich
the lives of people in later life.***

***The Age UK family includes Age Cymru,
Age NI and Age Scotland. There are
also more than 160 local Age UKs.***

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Every effort has been made to ensure that the information contained in this guide is correct. However, things do change, so it is always a good idea to seek expert advice on your personal situation.

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Introduction

We all want to stay in our own homes for as long as possible. It's a big part of retaining our independence. But sometimes, as we get older, it can be harder to manage. It may be because of health problems, disability or bereavement. The good news is that with some simple adaptations to help, we can stay in our homes for longer.

This guide looks at the types of adaptations and equipment available and how to obtain them. It also suggests small practical steps you can take to make a difference to your quality of life.

Throughout this guide you will find suggestions for organisations that can offer further information and advice about your options. Their contact details can be found in the 'Useful organisations' section (see pages 27–34). Contact details for organisations near you can usually be found in your local phone book. If you have difficulty finding them, your local Age UK should be able to help.

As far as possible, information in this guide is applicable across the UK.

In this guide, where we refer to a local authority social services department in England and Wales, this means social work department in Scotland and local health and social care trust in Northern Ireland.

Key



This symbol indicates where information differs for Scotland, Wales and Northern Ireland.



This symbol indicates who to contact for the next steps you need to take.

Access to your home

If you are having difficulty getting in and out of your property, there are ways to make it easier to gain access via your front door and back door, and to access your garden.

If you find it difficult climbing the steps up to your front door, you could have a rail installed. This could either be a galvanised rail attached to the ground (usually set into concrete), which may be up to a few metres long, or a smaller grab rail at the door to help you step over the threshold safely.

If you're a wheelchair user, you may need to have a ramp installed to enable you to reach your front door. This may require some alterations to the porch or front step. Ramps have to meet a number of design standards to ensure that they offer a safe means of access in all weather conditions.

A portable ramp could be used if you have a small step and there is someone else present who can install and then remove it after use.

Sometimes it's not safe or practical to install a ramp, particularly if there isn't much space around the door. A wheelchair lift may provide an alternative means of access in certain circumstances.

what next?

Contact your local authority's social services department to get an assessment and to find out what assistance is available to adapt your home (see page 19). You could also contact your local Home Improvement Agency, which is a not-for-profit organisation that can help you adapt your home (see page 23).

Answering the door

If it's difficult to get to the front door when someone calls, you could install a door-entry intercom. Choose between one where you talk to the visitor via an intercom link and then walk to the front door, or one where you press a button to open the door from where you're sitting, after you have spoken to the visitor via the intercom.

There are other options to allow friends, relatives and carers access without having to answer the door yourself. Consider getting a key safe, where the key is held in a secure box at the front door that can only be opened by someone who knows the code.

Be aware of safety and security issues. These should be thoroughly investigated before you make any changes to how visitors access your home.

what next?

See our free guide *Staying safe for more information about keeping safe and secure in your home*. You could also contact a Disabled Living Centre to see whether there is any equipment that you might find useful (see page 30).

‘After I had a fall, I found it difficult to get to the front door in time. I asked the local authority to assess my needs and as a result a door-release intercom has been fitted.’



Moving around your home

If you're having difficulty moving around your home, it's important to think about the risks related to particular floor surfaces, lighting, clutter, and trip hazards such as exposed wires.

If you use a wheelchair, do you have enough room to manoeuvre around each room and between rooms? The ability to turn from a corridor into a room is often related to the door and corridor width. It may be possible to widen the door frame or to re-hang the door so that it swings in the opposite direction and does not block your way. In certain circumstances a wall can be taken down or moved to provide a larger turning circle in a room.

If you need all your essential facilities on one floor, you could consider creating an extension to your home. This may require planning permission from the local authority. Talk to a qualified professional, such as a surveyor or an architect, to confirm the safety and appropriateness of a major adaptation to a property.

what next?

For tips about reducing risks in your home, ask for a copy of our free information guide *Home safety checker* or contact the Royal Society for the Prevention of Accidents (RoSPA) (see page 33).

Getting up and down stairs

If you have trouble getting up and down stairs, it may be possible to fit an extra banister rail or to install a stairlift to make it easier. There are a number of different types of stairlift on the market, with a range of features to suit different needs. They may have:

- a swivel seat designed to help you get safely on and off
- user-friendly controls
- safety features to make sure the stairlift stops if something blocks its movement.

If a second banister rail or a stairlift isn't suitable for you, it may be possible to install a through-floor wheelchair lift. These lifts are generally installed to enable wheelchair users to move between floors. They are large pieces of equipment and may take up quite a lot of space. The size and layout of your home will affect what adaptations are possible.

Contact your local authority for an assessment of your needs to see whether you are able to get financial help for a stairlift. You can also buy a stairlift yourself. Contact Ricability for information on choosing products for older and disabled people (see page 32). Handicare provides and manufactures stairlifts specifically for people in later life in association with the Age UK Group. Call Handicare free on 0800 228 9609 or visit www.ageukstairlifts.co.uk for more information.

what next?

Our guide *Care at home* has more information on assessments. For more detailed information, see our free factsheets *Local authority assessment for community care services* and *Funding repairs, improvements and adaptations*.



In Wales, read Age Cymru's free factsheet supplement *Community Care in Wales* in conjunction with this factsheet.

Getting up and dressed

Getting in and out of bed, or up from a chair, can become difficult for many people in later life. The height of a piece of furniture greatly affects how easy it is to get on and off it – the lower it is, the more difficult you may find it.

Items called ‘raisers’ can be fitted to beds and chairs to increase their height. You can also get powered riser-recliner chairs and specialist beds that raise you into a position where you can stand, or lower you to sit or lie down.

There are many different types of this equipment, so you may need to get professional advice if you have more complex needs. If you’re at risk of pressure sores, or other related conditions, ask your GP or district nurse for an assessment.

If you need a carer to help you with turning, repositioning or transferring from one place to another, there’s a variety of equipment that can help. These include hoists, transfer boards and slide sheets.

It’s important to get a professional assessment, and training should be provided before this equipment is used, to avoid injury to you or the person moving you.

Simple equipment can make it easier to get dressed – such as a long-handled shoehorn, implements to assist with putting on tights and socks, and hooks to assist with doing up buttons. Easy-reach grabbers can help you pick up items that may have fallen to the floor.

**what
next?**

Contact your local authority’s social services department to request an assessment of your needs and for information about sources of assistance in your area (see page 19).

Washing, bathing and using the toilet

Loss of mobility and balance can make it increasingly difficult to wash and bathe or to use the toilet. But there is a range of equipment and adaptations that may help you continue to do these things on your own.

Bath lifts can make it easier for you to get in and out of the bath. They usually consist of a seat or platform that can be lowered to support your weight as you get into the bath and then raised to assist with getting out. There are also baths that have a door as part of their design so you can get in and out without having to climb over the side. Depending on your needs, it may be a better option to remove the bath altogether and install a 'wet room' or level-access shower.

Other items in the bathroom can also be adapted to meet your needs. A wall-mounted sink may allow you to get closer and wash more comfortably if you're a wheelchair user or if you can't stand for very long and have to sit down. This and other items can be set at the right height for someone who is using a wheelchair or a mobile shower seat.

If you're unable to clean yourself after using the toilet, 'hands-free' toilets are available. These include an automatic washing and drying function while you are still seated. In many houses, toilets are in small, narrow rooms – it may be necessary to move the toilet or create a larger room, usually next to the bathroom, with enough space for you to move around safely and comfortably.

**what
next?**

See page 19 for information on what help you may be able to get from your local authority. Contact the Disabled Living Foundation for details of equipment to make life easier in the bathroom and toilet (see page 30). Handicare provides accessible baths and showers in association with the Age UK Group. Call Handicare free on 0800 228 9608 or visit www.ageukbathrooms.co.uk for more information.

‘When I retired we discussed moving, but we both wanted to stay in our present home. However, I now find it increasingly difficult to climb the stairs to the first-floor toilet because of the arthritis in my hips and knees.’



In the kitchen

Preparing food can be fiddly and potentially risky, and the height of kitchen counters means you often have to stand while you're cooking. If you have difficulty standing, you could use a perching stool, which is designed to allow a near-standing position but supports you at the same time.

If you can only use one hand, or find it hard to grip or carry, there are tools such as spike boards to allow one-handed vegetable peeling, kettle tippers, wide-handled cutlery, tap turners, non-slip table mats, high-rimmed plates, two-handled cups, and assistive tin, bottle and jar openers. A sturdy trolley can provide support for mobility, as well as allowing the safe movement of food and drink from room to room.

If you require a wheelchair-accessible kitchen, you may need to install adjustable-height work surfaces with adequate space underneath to allow you to carry out tasks while seated. A shallow basin and draining board with space underneath can let you carry out kitchen tasks independently from a wheelchair. Cupboards of accessible height with shelves that can be pulled out could also be useful.

**what
next?**

Contact the [Disabled Living Foundation](#) for details of equipment to make life easier in the kitchen (see page 30).

Living with sight problems

Most of us experience some degree of sight loss as we get older. It's important to have your eyes tested regularly to identify any deterioration in their condition as soon as possible.

 Remember, if you are aged 60 or over, you can have a free NHS eye test (and in Scotland, everyone is entitled to a free test, regardless of age). Some sight loss can't be corrected, but a combination of practical steps and special equipment can help to reduce the impact on your independence.

Loose wires and carpets, broken handrails or general clutter can be a hazard if you can't see them. Ask family or friends to help you repair and tidy. The Age UK Group offers Handyperson schemes to older people in some areas who meet certain criteria, to assist with small repairs and reduce risks in the home.

Contact Age UK Advice (see page 27) for information about our Handyperson schemes and to see what's available in your area. Our free *Home safety checker* can help you identify potential tripping hazards.

Increasing the level of natural light entering your home can help to make the most of your sight. Check whether your artificial lighting is appropriate for your needs too. Could you change the colour scheme in your home to make things easier to see? Coloured tape can help to differentiate the edges of stairs and other borders.

There is a wide range of equipment available to help people with sight problems. These include raised markings for appliance controls, clocks with high-contrast or tactile faces and telephones with large, clearly marked buttons. RNIB provides in-depth information on what is available, how to get hold of items and lots of practical advice on living with sight problems.

what next?

See our free guide *Caring for your eyes* for more information. Contact RNIB for further information on what you can do to manage the impact of sight loss in your day-to-day life (see page 33).

Living with hearing loss

Many of us will experience some degree of hearing loss as we grow older. If you have a hearing loss, there's a wide range of equipment available to help. Devices to alert you, such as flashing door bells and smoke alarms, are particularly important in the home. You can buy versions of these that use vibrating pads to get your attention.

Telephones are an important way of keeping in touch with people and of summoning help in an emergency. There are voice-based and text-based telephone options available for people with hearing loss. What works best for you will depend on your needs.

what next?

Contact [Action on Hearing Loss](#) for information about these and other types of products available for people with hearing loss (see page 28).

Dual sensory impairment

Many people in later life experience loss of both sight and hearing. For information on the particular issues raised by dual sensory impairment, or deafblindness, and suggestions on how to maintain independence, contact Deafblind or Sense (see pages 29 and 34).

New technology

Developments in technology continually offer us new ways to live our lives and interact with one another. Telecare, which allows remote monitoring of people in their own homes, can help people live independently by managing the risks to them.

Community alarms (see page 18) are the best known example of telecare. Others include a fall detector, epilepsy sensor, chair and occupancy sensor, flood detector, gas leak valve shut-off sensor and a property-exit sensor.

Some telehealth products can monitor your health needs. Telehealth allows people with long-term conditions to be monitored on a regular basis, so that any changes to their condition can be dealt with promptly. For example, if your blood glucose needs close monitoring, telehealth technology allows you to measure your own blood glucose and electronically send the results direct to your GP, who can provide instant feedback or take action.

‘Recently I’ve found there are some things I can’t do as well as I used to. We’ve been looking at equipment to make things easier for both of us.’



Carol is the main carer for her husband Fred.

‘Recently I’ve found there are some things I can’t do as well as I used to, which is a worry as I care for my husband. My daughter suggested that we visit a local centre that demonstrates disability equipment. There were lots of useful things there. I’d been having trouble lifting the kettle to pour water from it – now we’ve got a cradle so I can tip it up without taking the weight.

‘We’ve also been looking at equipment to make things easier for both of us. I can’t really help to support his weight any more as he gets in and out of the bath. We asked the local authority if we qualified for any help and they sent an occupational therapist round. She was very helpful and has suggested we get some grab rails and a bath seat. The local authority is going to provide these and they should be fitted next month.’



Community alarms

If you live alone or spend a lot of time on your own, you can wear a community alarm. This will enable you to summon help if you fall or have an accident. A number of different systems are available, but usually a small pendant is worn around the neck or on the wrist. If you are in difficulty, simply press the button on your pendant or bracelet to trigger the alarm.

This will connect you to a control centre, where you can talk to someone who will summon help if necessary. Many local authorities provide community alarms as part of their range of services (see page 19). Contact your local authority for information about its community alarm scheme. Age UK also provides Personal Alarms*. For more information about Age UK Personal Alarms and the likely costs, call 0800 77 22 66.

what next?

See our free information guide *Staying steady for tips on how to prevent a fall*. See page 15 for more about telecare. You could also contact the Disabled Living Foundation for more information about telecare and community alarms (see page 30).

*Age UK Personal Alarms is a product name of and is provided by Aid-Call Limited, which is a commercial services arm of Age UK.

Help from the local authority

Contact your local authority's social services department to find out about disability equipment and adaptations and how they are funded and provided. People in later life are eligible for an assessment of their needs, and advice will always be available. If you have a carer, they are entitled to be included in your assessment, and they are also entitled to an assessment in their own right. Our guide *Advice for carers* has more information about this.

You will be assessed either by a social worker (often called a care manager) or an occupational therapist (OT), depending on the level of your needs. The local authority has eligibility criteria to identify your levels of need, the help they should provide and whether you are eligible for services.

This may include specialist equipment, home adaptations, support with domestic tasks, personal care and your wider wellbeing needs; all intended to help you carry on living independently and safely in your home for as long as possible. Specialist equipment and home adaptations may be provided as part of a package of care, for example, including regular visits from home carers.

what next?

Ask for a copy of our free factsheet *Finding help at home*. You could also contact your local social services department for an assessment – their number should be in your local phone book.



See our free guide *Personal budgets* to find out about different ways to arrange your care. Personal budgets are not available in Wales, but direct payments are.

Help with the costs of equipment and minor adaptations

In England and Wales, all specialist disability equipment is provided free of charge as part of meeting your eligible needs following an assessment. An example of this may be the provision of a mobile hoist to enable safe, assisted transfers in and out of bed.

In England, adaptations that cost less than £1,000 are also provided and fitted free of charge, if the local authority has assessed you as needing them.

Small adaptations include fitting a grab rail, short ramp, dropped curb, lever taps or external lighting. Their main benefit is that they can be installed relatively promptly, unlike other grant-funded adaptations, which can take months to process and complete.

-  In Scotland, certain personal care equipment is free of charge.
-  In Wales, you may qualify for help under the rapid response adaptations programme. Small alterations can be made to your home to allow you to continue living independently at home, or to help you return home safely from hospital. You can get up to £350 of adaptations that include small ramps, rails, hand grips, level paths and community alarms. Contact Care and Repair Cymru to find out more (see page 31).

For larger adaptations and equipment, you can contact your local authority to see whether you can apply for a Disabled Facilities Grant or a loan to help you meet the cost (see page 22). The housing department will be involved in agreeing any major adaptations along with the social services department in the local authority.

If you don't qualify for assistance from the local authority, or prefer not to use them, ask private agencies or local voluntary organisations what they offer. If you want to get advice from a private occupational therapist, contact the College of Occupational Therapists (see page 29).

what next?

See our free factsheets *Disability equipment and how to get it* and *Funding repairs, improvements and adaptations* for further information. You could also contact your local authority's social services department directly (see page 19 for details).

Disabled Facilities Grants

For larger adaptations, you may qualify for a Disabled Facilities Grant (DFG). DFGs are the main source of public financial assistance in England, Wales and Northern Ireland. They can be used to cover a wide range of adaptation works that enable you to get in and out of your home, move around and use your facilities.

A DFG is administered and paid by the local authority housing department, but you may be advised to contact social services first for an assessment of your needs. You can usually only get a DFG for work that a local authority has assessed you as needing. The application must be approved by the housing department too. The local authority has a legal duty to provide DFG funding for an adaptation in certain circumstances.

Both homeowners and tenants can apply for a DFG. It is means-tested, so your income and capital may affect how much funding you are awarded. There is also an upper limit on the amount you can get, although local authorities may agree to top this up in some circumstances.

-  In Scotland, there is a similar grant available to assist with the cost of repairs or adaptations. Contact your local authority social work department to see what financial assistance is available to help you with the cost of adaptations.

what next?

Ask for a copy of our free factsheet *Funding repairs, improvements and adaptations* for further information. You could also contact your local authority's social services department for information about applying for a DFG and to request an assessment – see page 19 to find out more about assessments. Your local Home Improvement Agency may be able to help you apply (see page 23).

Home Improvement Agencies

Home Improvement Agencies (HIAs) (sometimes called Care and Repair or Staying Put) are not-for-profit organisations that help people who are older, disabled or on low incomes to repair, improve or adapt their homes. They assist homeowners and private tenants. If you're a council tenant or housing association tenant, contact your local housing office to request an adaptation or to report a maintenance issue.

HIA schemes usually offer practical help with tasks, such as arranging a survey, getting estimates for the work, applying for local authority assistance (including Disabled Facilities Grants or equivalent grants available for disabled people in Scotland, and loans), and supervising the work to completion.



Some HIAs also run a handyman scheme that provides help with small repairs. These can reduce risk in the home – for example, fitting rails to prevent falls – and improve safety, security and energy efficiency. Even if you can afford to pay for the work yourself, you can take a lot of the worry out of organising it by using an HIA. To find out whether there is an HIA in your area, contact your local authority housing department or the national co-ordinating body for Home Improvement Agencies in your nation (see page 31).

If there is no HIA in your area, the local authority may run a handyman scheme of its own. The Age UK group offers Handyman schemes to older people in some areas who meet certain criteria, to assist with small repairs and reduce risks in the home. Contact Age UK Advice (see page 27) for information about our Handyman schemes and to see what is available in your area.

**what
next?**

Our free guide *Home safety checker* can help you become more aware of risks around your home.

Other ways of funding adaptations

If you need funds for repairs and improvements to your house, check first if your local authority can help you. If you're not eligible for a grant (see page 22), or want to adapt your home without using the services of the local authority, you may find it useful to contact a Home Improvement Trust

The Home Improvement Trust operates the Houseproud scheme in partnership with local authorities. It helps older homeowners release some of the equity tied up in their home to fund repairs, improvements and adaptations. There are equity release schemes where you can use the value of your home to obtain extra capital and/or income from your home while continuing to live there. Before you commit to this type of scheme, it's important that you take independent financial and legal advice. There may be charities or trust funds that can help with the cost of repair work.

what
next?

See our free factsheet *Funding repairs, improvements and adaptations* and free leaflet *Equity release for further information*.

Gifted Housing

If you own your home and are having problems managing it but do not want to move, you may want to consider donating your property to the Age UK Gifted Housing scheme. In return, Age UK takes responsibility for maintaining the property, and pays Council Tax, water charges and property insurance. This service gives an alternative to people in later life who may not have close family and want to remain in their own homes for as long as possible.

The Gifted Housing service also provides a care co-ordinator and housing manager who will give you support, helping you to arrange care and support at home, and help you decide on future care and housing options, including helping to arrange adaptations to your home if required. Make sure that you take professional, independent advice first, and consider what would happen if there was a change in your personal circumstances, for example, if someone moved in with you.

**what
next?**

For more information, contact [Age UK Gifted Housing](#) (see page 27).

Moving to more suitable accommodation

If you're finding it difficult to manage at home and it isn't possible to make adaptations, you may need to consider moving to a more suitable home. There are different options, but your choices may be determined by your current housing or financial situation. If you're a council or housing association tenant, you may apply for a transfer to more suitable accommodation, such as sheltered housing. If you're a homeowner, you may consider selling your home and simply downsizing or purchasing specialist accommodation.

Talk to friends and family about your plans and get independent advice if you need it. If you have a disability, ask your local authority for an assessment to help you with your re-housing needs. An occupational therapist will usually visit your property, then write a report with specific recommendations for your re-housing needs. The report will be for your use and also, if appropriate, for the use of the local authority or housing association.

**what
next?**

See our free guide [Housing options](#) for more information.

We all want to stay in our own homes for as long as possible. It's a big part of retaining our independence.



Useful organisations

Age UK

Age UK is the new force combining Age Concern and Help the Aged. We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 169 65 65

Lines are open seven days a week from 8am to 7pm.

www.ageuk.org.uk

Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

In Wales, contact

Age Cymru: 0800 169 65 65

www.agecymru.org.uk

In Northern Ireland, contact

Age NI: 0808 808 7575

www.ageni.org

In Scotland, contact

Age Scotland: 0845 125 9732

www.agescotland.org.uk

Age UK Gifted Housing

FREEPOST (SWB 10997)

Bath BA2 3ZZ

Tel: 0800 389 5295

Email: GHS@ageuk.org.uk

Action on Hearing Loss (formerly RNID)

National organisation offering information and support to people who are deaf or hard of hearing.

19–23 Featherstone Street
London EC1Y 8SL

Tel: 0808 808 0123

Textphone: 0808 808 9000

Email: informationline@hearingloss.org.uk

www.actiononhearingloss.org.uk

Citizens Advice

National network of free advice centres offering free, confidential and independent advice, face to face or by telephone.

Tel: 020 7833 2181

(for details of your local Citizens Advice Bureau).

In Wales, there is also a national telephone service on 08444 77 20 20. It is available in some parts of England on 08444 111 444.

To find details of your nearest Citizens Advice Bureau in:

England or Wales, go to www.citizensadvice.org.uk

Northern Ireland, go to www.citizensadvice.co.uk

Scotland, go to www.cas.org.uk

Visit www.adviceguide.org.uk for online information

College of Occupational Therapists (COT)

Occupational Therapists (OTs) can advise you on what adaptation work would be most suitable for your needs. There are often waiting lists for OT assessments from the local council, so contact the COT if you wish to find a local OT who does private work.

Tel: 020 7357 6480

www.cot.co.uk

Deafblind

National charity for people who are deafblind or have a combined sight and hearing loss.

National Centre for Deafblindness
John and Lucille van Geest Place
Cygnet Road
Hampton
Peterborough PE7 8FD

Tel: 0800 132 320

Email: info@deafblind.org.uk

www.deafblind.org.uk

In Wales, contact **Deafblind Cymru**

Trident Court
Eastmoors Road
Cardiff CF24 5TD
Tel: 02920 601 471
Email: deafblindcymru@deafblind.org.uk

Disabled Living Centres

Provide advice, information and demonstrations of a range of disability equipment at local showrooms. To find your nearest centre, contact Assist UK.

Redbank House
4 St Chad's Street
Manchester M8 8QA

Tel: 0161 832 9757
Email: general.info@assist-uk.org
www.assist-uk.org

Disabled Living Foundation

Runs an equipment demonstration centre and provides information about equipment for daily living.

380–384 Harrow Road
London W9 2HU

Tel: 0845 130 9177
Textphone: 020 7432 8009
Email: info@dlf.org.uk
www.dlf.org.uk

Foundations

National body for improvement agencies, with a website where you can find your nearest Home Improvement Agency.

Bleaklow House
Howard Town Mill
Glossop
Derbyshire SK13 8HT

Tel: 08458 645 210
Email: foundations@cel.co.uk
www.foundations.uk.com

In Northern Ireland, contact **Fold**

3–7 Redburn Square
Holywood BT18 9HZ
Tel: 028 9042 8314
Email: info@foldgroup.co.uk
www.foldgroup.co.uk

In Scotland, contact **Care and Repair Scotland**

135 Buchanan Street
Glasgow G1 2JA
Tel: 0141 221 9879
www.careandrepairsotland.co.uk

In Wales, contact **Care and Repair Cymru**

Norbury House
Norbury Road
Fairwater
Cardiff CF5 3AS
Tel: 0300 111 3333
Email: enquiries@careandrepair.org.uk
www.careandrepair.org.uk

Home Improvement Trust

Runs the Houseproud scheme to provide information to people over 60 and disabled people on funding major works on their homes.

7 Mansfield Road
Nottingham NG1 3FB

Tel: 0800 783 7569
Email: info@hitrust.org
www.hitrust.org
www.houseproud.org.uk

Ricability

National research charity providing independent information to older and disabled consumers.

Unit G03
The Wenlock Business Centre
50–52 Wharf Road
London N1 7EU

Tel: 020 7427 2460
Textphone: 020 7427 2469
Email: mail@ricability.org.uk
www.ricability.org.uk

Royal National Institute of Blind People (RNIB)

National organisation offering information and support to people who are blind or partially sighted.

105 Judd Street
London WC1H 9NE

Tel: 0303 123 9999
Email: helpline@rnib.org.uk
www.rnib.org.uk

In Scotland, contact **Royal National Institute of Blind People (RNIB) Scotland**

12–14 Hillside Crescent
Edinburgh EH7 5EA
Tel: 0131 652 3140
Email: rnibscotland@rnib.org.uk

Royal Society for the Prevention of Accidents (RoSPA)

A charity dedicated to saving lives and preventing injuries. RoSPA also has offices in Northern Ireland, Scotland and Wales – details are on the website.

RoSPA House
28 Calthorpe Road
Edgbaston
Birmingham B15 1RP

Tel: 0121 248 2000
Email: help@rospa.com
www.rospa.com

Sense

National organisation offering information and support to people who have a dual sensory impairment (deafblindness). The head office can put you in touch with your regional office.

101 Pentonville Road
London N1 9LG

Tel: 0845 127 0060
Textphone: 0845 127 0062
Email: info@sense.org.uk
www.sense.org.uk

Society of Later Life Advisers

Helps you find a financial adviser who understands the financial needs of older people. Search online for a local adviser.

www.societyoflaterlifeadvisers.co.uk

Unbiased.co.uk

Search online for local independent financial advisers (IFAs)

www.unbiased.co.uk

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Please complete the donation form below with a gift of whatever you can afford and return to: Age UK, FREEPOST LON13041, PO Box 203, London N1 9BR. Alternatively, you can phone 0800 169 87 87 or visit www.ageuk.org.uk/donate. If you prefer, you can donate directly to one of our national or local partners. Thank you.

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You may be interested in other guides in this range

- Advice for carers
- Care at home
- Care home checklist
- Care homes
- Home safety checker
- Housing options
- Personal budgets
- Retiring abroad
- Staying safe



To order any of our **free** publications, please call Age UK Advice free on:

0800 169 65 65

www.ageuk.org.uk/homeandcare

What should I do now?

For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit www.ageuk.org.uk/homeandcare

Our publications are also available in large print and audio formats.

The following Age UK information guides may be useful:

- *Home safety checker*
- *Housing options*
- *Staying steady*

The Age UK Group offers a wide range of products and services specially designed for people in later life. For more information, please call **0800 169 18 19**.

If contact details for your local Age UK are not in the box below, call Age UK Advice free on **0800 169 65 65**.

