

Leading independent lives as we grow older

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Living independently

Most of us want to carry on leading independent lives as we get older, so let's start with tips on the key things that help.

Hurray! Most of us are living longer active older lives. We want it to continue. Rather than just hoping for the best though, here's how we can make a few practical preparations and be better informed about options for housing and support. Our tips are based on what works for many people who are getting older.

Avoid accidents

Did you know that our homes and how we behave in them cause accidents?

It's true and the consequences are serious. We tend to suffer more injuries, break more bones and end up in A&E departments more often as we get older. We recover less well than younger people and we fall more often, particularly if we have a medical condition that makes us dizzy, or we have poor sight, for example.

If you want to read up on the statistics click on this link

<https://www.gov.uk/government/publications/falls-applying-all-our-health/>

A DIY Audit - Your home

- Is your lighting good enough and does it shine where you need it most?
- Do you have loose floor coverings and mats? They could be trip hazards. Perhaps it's time to remove them.
- Do you tend to leave stuff on the stairs or on the floor? You are likely to forget one day and trip. Time to change that habit?
- Do you use steps regularly to reach high shelves or for cleaning? How safe are they to use?
- What kind of risks do you take in the home? Be honest and do something about it! For example, get rid of that wobbly chair you stand on to change a lightbulb!
- What about getting rid of some clutter? Let's get rid of accident spots if possible.
- How are you managing now? Is your home a help to you or a hindrance? Lots of us find that the bath is suddenly a problem or almost overnight it seems the house has got harder to manage.

Take a look at our "Housing Options Tool". It helps you to take an objective look at your home and whether it continues to serve you well. Click on hoop.eac.org.uk for more information.

Auditing yourself

- How well do you see every day e.g. in the kitchen or going up and down stairs? Would better lighting help? When did you last have your eyes checked?
- Do you wear sloppy shoes or slippers? Take a hard look at your footwear because sloppy footwear causes falls.
- Have you had a fall or two and you don't know why? Sometimes it's best to take the bull by the horns and ask your GP so you can be better informed and prepared. It could be a medical condition or a side effect of medication. Being in the know will help you avoid falling again.
- Exercise helps all of us to move better, be stronger and have good balance. The Covid pandemic prevented many of us from getting out and about as much as we wanted so it could be that you got out of the habit. Are there things you should be doing such as walking more?
- If you are finding it difficult to stand up, to walk, to find and keep your balance you should talk to your GP.
- Your GP will know about exercise classes nearby and can prescribe some too! Alternatively ask your local Age UK because they often run classes.
- Your GP might suggest seeing an Occupational Therapist (OT) for special exercises to help you. The OT may also suggest some aids such as a stick, other walking aid or hand rails. Sometimes these are free of charge but you may have to pay for some items.
- Having a good diet and maintaining a healthy weight helps us stay well for longer. We feel better too and have more energy so ask your GP for help if you are struggling with your weight.

Moving or staying?

Transitioning into later life is, or should be, a positive time in our lives, and many of us find we seriously think for the first time about the lives we want.

Sometimes we want to move to a location closer to friends or family or, we want to move somewhere more convenient for the lives we want to live. Perhaps we are thinking of moving closer to a town or to where we might find support when we need it. Retirement housing or housing aimed specifically at older people could be just the answer. There are lots of pros and cons to think about and every person's situation is different.

The process of moving is often a stumbling block. There's no doubt that finding somewhere new to live can be difficult while taking apart and packing up our belongings, organising the removals and the physical process of moving are all stressful.

Why not keep an open mind while you explore different options? The right move to a property where life is easier or gives us more of the kind of activities we want, can lead to a much better life.

Take a look at our factsheets that explain different kinds of housing aimed at older people – including some with care and domestic services. Also see our fact sheets on moving and getting help with moving. See our HousingCare website for much more. Click on www.housingcare.org.uk

How ready are you deal with any issues that arise? To get you thinking, here is a list of the tasks most of us struggle with as we get older, along with solutions many of us use.

Tasks we struggle with as we get older

- Some household tasks and gardening
- Getting out and about as quickly or as far
- Driving especially at night
- Shopping
- Managing bills and personal affairs
- Keeping active
- Maintaining contact with old friends, family and social networks
- Making new friends
- Preparing and cooking meals
- Managing personal care
- Continuing to care for those who depend on us.

Household tasks and gardening

It's becoming increasingly popular to have a bit of paid help at home with cleaning or gardening. Even if it's only once every two weeks, regular help can make a lot of difference. People say it helps them keep on top of jobs they find difficult and leaves them free to get on with the things they can do.

What about making some changes to your home?

Many people decide to make changes to their homes to help them continue to be

independent such as, removing the bath and installing a shower; changing the kitchen so it is less hazardous; installing a chair lift; installing a ramp and widening the doors.

Many people fund works to their homes themselves from savings or using the equity in their homes. Some of us qualify for grants or loans from the local authority which will pay for some or all the cost of works. If you live in an area with a Home Improvement Agency they can advise and even manage the works for you.

To find out more see our fact sheet ***Help in the home and garden***

Do you already know some reliable, trustworthy people who can provide paid help with gardening, cleaning and help for you to get about? Why not get in touch and ask about their charges? Alternatively, you could ask around especially if you want to have personal recommendations about a service. Many local organisations and tradespeople advertise in the local press, the free newspaper and local Facebook pages. You can also check Trusted Trader schemes such as 'Check a Trader'.

It might be possible to match you up with a volunteer who is willing to provide a little help free of charge or for the cost of materials and travel costs. A good place to start is by asking at your local Age UK or Citizens Advice. Some Age UK's run volunteer schemes and if they don't, they usually know about any in the local area.

Have you asked neighbours if they know of anyone who would like space to grow

vegetables? Sometimes this is a good answer. The local Allotment Association might also be able to suggest some people

Getting out and about

Giving up driving can feel like a huge loss. Not having access to a car also prevents a lot of us from getting about as easily. Having to adjust to using public transport, lifts from family and friends or taxi's is a big deal. It is particularly difficult for those of us living in rural areas or areas with no or very little public transport.

Having poor or declining mobility and less stamina also affects how we feel about ourselves and how we get about. Using public transport is also often harder although more buses, trains, trams and metro's are adapted for everyone to use.

However, these are difficulties we can generally overcome with a bit of planning.

How to get help

If you still drive but you are finding it hard to walk far once you get somewhere you might find it helps to have a Blue Badge so you can park more easily. Badge holders can use designated parking spaces and there is a relaxation on the rules regarding parking restrictions.

Apply to your local Council for a Blue Parking Badge. A driver or passenger can apply for the badge.

Some local areas have "dial a ride" or community transport schemes which run

mini buses for older and disabled people usually following routes to towns and shopping areas. You have to plan when to make your journey because you have to book a space.

To find out if your local area has such services contact your local Age UK, local volunteer bureau or local Social Services department. You can also search our website which holds information on many local areas. See the Home Services Directory on www.housingcare.org website.

Don't forget about travel concessions on railways for older people and bus passes from your local council. Many older people use these concessionary services so why not be one of them!

Shopping

Many of us are used to ordering groceries and other goods online or over the phone. All the major supermarkets and most retailers now have internet service where goods ranging from food to furniture can be delivered to your home or to a point where they can be collected at a time convenient to you.

If you don't use internet shopping and online services because you don't know how to, but you would like to find out and feel confident about doing this, ask your local Age UK about courses. There are lots of courses for people over 55, and age is not a barrier. Remember though if you do want to do internet shopping that there is usually a small charge for home delivery. A bonus is

that you can compare prices for the goods you want to buy easily.

If you don't want to use internet shopping and enjoy shopping in person there are a number of local schemes in major shopping centres and supermarkets that might help. Large shopping centres often have Shopmobility schemes to assist people who find it difficult to get about in a large space including manual or electric wheelchairs and scooters. There is usually a small charge. The help desk or manager in a shopping centre should be able to give more information.

Many supermarkets provide some free of charge assistance including equipment such as electric shopping scooters or help from a member of staff to shop for the items you want. Some retailers also still deliver groceries after you have shopped for them or accept telephone orders and payments.

Some older people choose to employ someone to accompany them on shopping trips or on other activities. For example, some people who have a PIP (Personal Independence Budget) use some of the money they receive to do this. Those of us who have a paid carer arranged by the local Social Services department often get some assistance with shopping but not always.

Managing bills and personal affairs

Let's face it we all know how important it is to keep our financial affairs up to date and to have a system in place for paying bills and so on? So far so good but we also know that illness, grief and worry over money can affect anyone. As a result our grip on

paperwork and financial matters slip. Not surprisingly even the most organised person can find themselves in a muddle in a short period of time.

It gets harder for us to get back on top of things if we are also coping with things like eye problems, forgetfulness or maybe we are recovering after a period in hospital. We aren't alone in this and there are things we can do to help ourselves as well as services that can help.

Helpful tips: Bills and regular payments

A good place to start is by making a list of all your regular bills and payments. Use a calendar or your diary to remind you when you need to pay bills. Lots of us use budget planners to make sure we are keeping within our incomes and continuing to put money aside for a rainy day or a holiday. Click on this link to a handy budget planner <https://www.moneysavingexpert.com/banking/budget-planning/>

Alternatively, most large stationary shops sell budget planner books. Banks often produce some financial planning books for customers as well, that are free of charge.

Why not switch to using direct debits or standing orders for paying regular household bills? It can reduce the amount of paperwork we are all burdened with and there are sometimes benefits in the form of discounts for using these payment methods. It's important that debits from your account are made on a date that suits you so think about this carefully.

Those of us who use online banking are pretty well used to doing a few things regularly but we mustn't get complacent about it – we all need to check bank statements regularly!

Keeping important documents safely and up to date

Have you got all your important documents in one place and are they up to date? One of the things that happens as we get older is that we often acquire all kinds of documents including family documents as well as personal one's. It can be a big job making sure that documents are listed and stored somewhere they can be kept safely and found easily when needed.

Helpful tips

Other people who have done this say that a good place to start is by making an inventory (a list) of your important documents. Next, get all of the documents you can think of in one place and put them in order. Finally, consider where and how best to store them. We have it on good authority that it's a good idea to ask a family member or a trusted friend to help.

Wills, Lasting Power of Attorney

Have you made a will and is it up to date? We owe it to the people we love to make our wishes clear by having an up to date will. Did you know that many solicitors offer a free will making service once a year? Contact your local Age UK or Citizens Advice for more details.

Have you considered making an arrangement for a Lasting Power of Attorney? The LPA is a legal document that grants someone you trust the right to look after specific aspects of your financial affairs and/or health and welfare in the event of you losing the mental capacity to make decisions for yourself.

Lots of us have LPA's so don't think it is unusual. You can download an application for an LPA from the Government website by clicking on <https://www.gov.uk/power-of-attorney/make-lasting-power>

Some of us prefer to go to a solicitor for help to draw up an LPA. Almost all family solicitors are used to doing this. Charges for the service vary so why not ask for an estimate of costs before you start?

Reducing the paper mountain

Have you heard of the Mail Preference Service? It's a method to help you stop unsolicited mail and marketing materials by about 95%. Register for this service online by clicking on www.mpsonline.org.uk or write to Mail Preference Service, DMA House, 70 Margaret Street, London, W1W 8SS Tel: 020 7291 3310. It is a free service.

Managing our personal care

What used to be known as home help services are now known as social care or domiciliary care services.

Personal care means help with tasks such as washing and dressing, bathing, showering or getting to and from the toilet. It can also

mean having someone in your home while you shower or take a bath a couple of times a week to having someone visit several times a day. Some people have live in or round the clock care.

Care services are provided by a range of different social care providers including commercial, not for profit and the local authority (although local authority care services have decreased).

The first step most of us actually take is to talk to our GP. The GP will probably suggest calling Social Services for a Care Needs Assessment before things get any worse. Applications can be made online at your local Council website or by requesting an Assessment by phone. (Your local Age UK will also help you to apply.)

You can also talk to Social Services about some simple things that might help you manage better at home such as, a rail by your shower, bath or toilet etc. Many things are free of charge.

If you need more expensive work done to your property e.g., installing a shower ask if there is a local Home Improvement Agency (HIA) that can advise you or ask for help with applying for Disabled Facilities Grants.

After the Care Needs Assessment

During or soon after the Care Needs Assessment you will receive some feedback about the day to day personal care tasks you are managing and what you are finding difficult. You will be advised on the kind of support and care that would make a positive

difference. There will be a conversation about how to arrange the care and support if you need this.

In general, help with domestic tasks, getting access to medication deliveries and help managing a solid fuel fire or heating are not carried out by care providers and may not be considered to be essential by Social Services. However, this can depend on where we live especially if we live in remote rural areas.

You might find that other friends and neighbours have signed up for pharmacy deliveries including deliveries by post and these are worth investigating. Your GP or pharmacist will have further details.

Arranging personal care yourself – paying totally out of your own funds

You or a member of your family can of course, talk directly to a care provider agency and/or a domestic services agency to arrange your care – if you are paying for this yourself.

All social care providers should be registered because this means they will be quality assured and regularly inspected by the Care Quality Commission. You should be able to see and read reports about agencies and find out how good they are by following the links below or contacting organisations by phone and requesting information.

- Care Quality Commission (CQC) in England www.cqc.org.uk (Tel: 03000 616161)

- Care and Social Services Inspectorate in Wales www.careinspectorate.wales/ (Tel: 0300 7900 126)
- Care Inspectorate for Scotland www.careinspectorate.com (Tel: 0345 600 9527)
- The Regulation Quality and Improvement Authority (RQIA) in N. Ireland www.rqia.org.uk (Tel: 028 9536 1111)

Tips – arranging care for yourself

Think about a typical week for you.

Going through each day, which personal care tasks do you find most difficult to do for yourself? Make a note of them.

Are there particular times of the day or particular days in the week when you need help? Note these too.

Talk your needs over with at least two agencies that provide personal care. Ask one or both to visit you so you can see how you feel about the organisation. Ask as many questions as you like. During the visit ask the staff members to work out a care plan that covers what you are asking for and the costs before you commit to signing or agreeing to anything.

Most importantly, make sure that the times offered suit you and that there is a back up plan if a member of staff is off ill.

Usually there is an hourly fee and, in addition, mileage will be charged.

Working with your GP to support you

If you talk to your GP you will probably find that she or he also suggests other services. Did you know that GP's can suggest you talk to a 'social prescriber'? Social prescribers work with GP's to enable us to feel better by providing or helping us get access to other services. They include services such as Occupational Therapists, exercise classes, intensive help to get you back to feeling stable and fit and social activities to help our well being.

Since the Covid pandemic began, the way we access help such as re-enablement and rehab services has changed. You will find that GP's are deeply concerned about preventing anyone from having to go into hospital if there are better alternatives. Alternatives include help to improve a person's mobility or encouraging someone to take up a physical or social activity to improve their mental or physical strength. You may also be offered a period of intensive Intermediate Care to enable you to get back to your former independence. For example, a period of rehabilitation in your home perhaps with several visits a week where rehab assistants work with you to overcome your difficulties. It is funded by the NHS for up to 6 weeks.

Who pays for personal care?

Almost everyone makes some contribution. Many of us are able to get some help with the cost of personal care.

Currently, if we have savings less than £23,250, the local authority will consider

giving us help with costs. If we have more than £23,250 the local council should still give information and advice so we understand the next steps we need to take.

Ask your local Social Services Department for a Financial Assessment. You need to have had a Care Needs Assessment first.

Important welfare benefits

Attendance Allowance is one of the most useful benefits older and disabled people can claim and we can claim regardless of income or savings. It isn't taxed.

Getting this benefit is a real help to those of us who need to pay for personal care or domestic help.

The key question is do you need help with personal care? If you do, then you will probably meet the conditions to be awarded Attendance Allowance. This is a non means-tested, non-taxable allowance. There are two levels of benefit, the lower rate (£59.70pw) for people who need care during the day or night and the higher rate (£89.15pw) for people who need care during the day and night. Telephone the Attendance Allowance helpline on 0800 731 0122 for an application.

Paying for care out of a fixed income can be expensive even if we get some help towards the costs. Sometimes the costs for personal care and other help are reasons for thinking about moving.

Another option, if you are a homeowner, is to release some of the equity in your home

and provide you with extra income. It's a serious step to take and it is essential to get expert financial help and advice. Also see our [Equity Release factsheet](#).

Managing relationships with our informal carers

The relationships we have with those who look after us, often spouses, partners and family members are crucial. We owe it to them and ourselves to manage those relationships as well as possible.

Tips

Encourage your carers to have time to themselves. Talk about how they can carry on with activities they enjoy.

Be alert to the emotional demands on the person who is caring for you. Is anyone supporting your carer? Who can she or he talk to?

Carers UK has a wide range of services that can be accessed including practical and emotional support. Go to the website www.carersuk.org to find your nearest carer organisation or telephone 0808 808 7777. You can also ask your local Social Services Department to arrange a carer's assessment; this may give access to supports such as the carers emergency scheme, direct payments and carers grants.

Technology and telecare

One thing is clear – there is no shortage of 'kit' aimed at older people intended to help us do all kinds of things or avoid harm.

Simple 'kit'

Landline phone

Your home or landline phone can be adjusted to give it a louder ring, so it rings out for longer, so it collects messages to enable you to take your time to get to phone. You or a friend can install a set of numbers that you call regularly on speed phone. It can have an easier to read display. Modern landlines can have a number of handsets. You can carry a handset with you around the house – provided you remember to charge it up again. You can usually have up to five handsets including one next to your bed. Having a phone has never been easier and there's so much more one could say.

Your Mobile or smartphone

Simple mobile

A simple mobile phone with limited functions gives you and everyone else the opportunity to call when you want to or need to. Don't turn them off – keep them switched on and charged up! Big button phones are available for people who find it difficult to use small fiddly number displays. You can plug headphones to hear better or use the speakerphone so you can listen and write down information at the same time.

Smartphone

Your smartphone does all of that and more. It is amazing. You can set it to remind you to do certain tasks, it has a calendar to remind you, it can track where you are, it can help

you navigate and if you use the internet you can shop, order your prescriptions, talk to friends and do your banking. You can also use the voice commands to ask your phone to do certain things instead of using the hand controls such as calling someone. And, you can use them hands free when you are driving.

Video doorbells and intercoms

These are now pretty affordable and easy to fit. You can see who is at the door and talk to a visitor to check on who they are. You can ask to see ID too!

Smart devices – (Echo and other devices)

These devices are linked to the internet and can play music, play radio stations, interact with you, look up words, telephone numbers and make calls (if linked to your phone) and more. Provided you have an internet connection these devices are very useful.

“Fit bits” and similar

Wearable bracelets can help you monitor your exercise so you move about enough at a rate that is suitable for you. They can help you get fitter because they encourage you to move more. You can also monitor your heartbeat.

Smart TV's

Increasingly our TV's are connected to the internet and we can use them to do some of the things we used to only be able to do on a computer.

Telecare - Community alarms and wearable stuff

Community alarms are still popular. They are often referred to as telecare. They give many of us some reassurance especially when we are feeling frail after time in hospital or when we are recovering from an illness. Community alarms are often activated by pulling a cord or using the pendant or bracelet to alert staff on the premises, someone in a central control room (or a relative) that you are having difficulties. They are often installed in retirement housing and extra care housing. Some people have them installed in ordinary housing too.

There are many providers of community alarms or carelines. Some are run by local housing departments or charities such as Age UK, others are provided by commercial firms. The charges and services may vary, so shop around to find the one that best suits you. Your local Council can also provide information.

Sensors, fall pads and other kits

There are many other bits of kit that can be installed which may be useful. They include fairly simple PIR movement detectors that can monitor someone's movements to ensure that they are moving around as usual e.g. making their breakfast. And, that someone isn't going out or wandering outside when they are vulnerable e.g. have had a head injury or have dementia.

Then there are detectors that can let a carer know someone needs help to change their

bedding and clothing. These devices are linked to more sophisticated gadgets including community alarms and they can be very useful.

Fall pads can be installed in places where it is common for you to fall, or where this has happened before. It can help us avoid serious injury. Again these are often linked to community alarms but can also be linked to a personal computer including a son or daughter's computer or smart phone so they can see if we need help.

Increasingly we are all being asked to use 'telehealth' equipment at home e.g., to help your GP or a consultant to monitor a health condition including heart problems. We will see much more of this as time goes on.

Staying well - Carrying on being ourselves

It's so important for us to carry on being ourselves. Yet we all know that illness, grief and coping with life's setbacks can get in the way to prevent us looking after ourselves.

Tips to remind you to look after you:

Eat well – eating well makes us stronger and able to deal better with illness and with preparing for/recovering from stays in hospital.

Aim to cook a healthy meal at least once a day if you can or several times a week if that's too much. If you need some help with preparing meals that you enjoy why not ask a member of the family or a friend to help? You could load up your freezer with home

made soups, portions of home-made stew and curries, and little puds.

If that isn't possible and you are relying mostly on frozen food that you or someone caring for you, pops in the microwave think about tantalizing your taste buds and eating better by switching to low sodium and lower fat/lower sugar brands. They taste just as good.

Get your five a day! There's no excuse for ignoring this – salad, fruit and veg, all count.

Meet friends or family for a meal or just a cup of tea or a pint when you can. We are social creatures and can work up an appetite just because we are enjoying ourselves.

Keep in touch with people; and what about making new friends?

It is easy to forget to make that phone call or send a card to a friend or relative. Use your calendar, a diary, post it notes or your smart phone/Alexa to remind you to keep in touch.

Set yourself a target. Why not aim to make at least three calls a week to friends?

Our ability to make new friends improves with age because we have more experience, but we have to make the effort. So, live dangerously. Join a few new activities – look at your local community centre and library for activities locally. Organisations like Age UK may be able to put you in touch with other people nearby whom you seem to have something in common with. There are many clubs and societies for older people

that may provide or have transport that they can arrange for you.

Internet use amongst all of us who are getting older went up to record levels as a result of the Covid epidemic. Internet communications are great for keeping in touch and for finding out answers to all kinds of things. Email, 'zooms' or video links and internet shopping are just a few of the things many of us have fallen for.

It isn't difficult for you or a friend to set your computer, your tablet or smartphone so you speak to relatives and friends anywhere and share special events such as birthdays together. It's free as long as you have an internet connection. You will have to make sure though that you have enough data allowance if you want to do this regularly. Your phone provider can advise on the cheapest way for you to do this.

The Government wants to ensure more people including older people to have access to the internet. The Government's Digital Inclusion Programme is consequently funding courses in different parts of the country. Ask about classes at your local Age UK.

Some classes are also available in social rented sheltered housing schemes. If you live in Council or Housing Association sheltered housing, ask your housing manager for more information.

High Street Banks, local Councils and Age UK also provide free or low cost courses to help everyone get on line and to learn how to use

their smartphones and laptops. Get in touch with them for more information.

Think about volunteering. It's a great way to meet people and your fellow volunteers are often pretty sociable too. There are lots of options and there will be something that suits you and the time you want to give. There are opportunities for telephone and online volunteers as well as for people willing to volunteer face to face. Your local Age UK is a place to start but look out for calls for volunteers in the local papers, community websites and your local Facebook page.

Carrying on learning

We are never too old to learn and learning a new skill or taking up a new interest is satisfying too. It also brings us into contact with people we are likely to have something in common with. Exercise classes, crafts, languages, games, writing, studying the planets, learning to be greener, using a laptop, your smartphone or the internet – these are all taught in most local areas along with lots of other subjects. You can also join lots of free classes online.

Find out more by

Asking for info at your local library or Age UK or click on one of these links for ideas:

<https://www.open.edu>

<https://www.wea.org.uk>

<https://www.U3a.org.uk>

<https://www.ageuk.org.uk>

And – exercise – our secret weapon

Did you know that a little bit of exercise will prevent us from serious injury particularly the kind of falls that lead to hip and arm fractures? It's true.

Exercise:

- Strengthens bones and makes them less brittle
- Helps us stay steady on our feet and less prone to falling
- Helps us stay flexible so we can do more for ourselves
- Makes us walk better
- Makes us feel happier.

Health professionals recommend exercise for all. We benefit no matter how old we are or whatever state our health is in.

Whether you are a social walker, a lone swimmer or a chatty jogger most exercise can be enjoyed by all of us as we get older.

You can also join in seated and less strenuous classes. Look out for 'gold' classes and stretching exercises for the over 65's.

Informal exercise

Keep active at home. Get up and walk around often if you sit a lot during the day.

Look for exercises you can do at home and avoid sitting in one position for a long time.

Talk to your GP and your local Age UK – find out what else you can do to help you stay active.

About EAC Information and Advice

Elderly Accommodation Counsel (EAC)

We are a national charity that aims to help older people ensure their home will meet their needs and lifestyles as they age.

Our website www.HousingCare.org contains a huge amount of useful information, whether you want to plan for 'staying put' successfully or are considering moving home.

We also offer a free information and advice service to answer questions, talk about any help or care needs, and advise on the costs of housing or services and how to meet them.

EAC Advice

Provided in partnership with Bassetlaw Action Centre and supported by the OneFamily Foundation

Tel: **0800 377 7070**

Email: enquiries@eac.org.uk

Hours: 9am - 3pm, Monday – Friday



Bassetlaw



Centre