

We are the leading charity in Cheshire East in matters relating to ageing and older people, and have built an excellent reputation for the fulfilment of contracts for direct service provision and for the development of specialist services including information, advocacy and mental health and support brokerage.

Age Concern Cheshire has developed strong and integral relationships with the local authority and other key health and voluntary sector partners, to meet its key objectives and mission statement.

Age Concern Cheshire works with and for older people in Cheshire East and Cheshire West & Chester from our main administrative office at

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01606 881660
admin@ageconcerncheshire.org.uk
www.ageconcerncheshire.org.uk
www.nw-pa.com
www.wearpurple.co.uk**

**and from our office in Cheshire East at
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Mirion St
Crewe
CW1 2AZ
01270 214621
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Age Concern Cheshire is a company limited by guarantee, registered in England & Wales, No 4369758 and registered as a charity with the Charity Commission for England & Wales, No 1091608

How we make a difference in Cheshire East

AGE
Concern Cheshire

Age Concern Cheshire is proud to provide vital services to older people in Cheshire East to ensure they are able to live the life they choose in their own homes without the intervention of care services for as long as they are able, and then, when they need help, provide information support and guidance to ensure they receive the right help for them to continue to live life to the full.

www.ageconcerncheshire.org.uk

Supporting Personalisation:

We provide comprehensive independent Direct Payments and Support Brokerage advice to older people. This year over 550 people will be helped with their Direct Payment and in setting up their care arrangements, ensuring that customers are able to exercise choice through self directed care. Our model has been accepted by NHS Evidence as the highest quality and is in good practise in guidance to local authorities.

We have worked to develop the range of complimentary care services available by setting up an employment register for those people who wish to employ a personal assistant to help them with their care needs. www.nw-pa.org which now covers the North West region

Our Mentoring Service assists older people to manage their day to day money matters, including their Direct Payment, to reduce the likelihood of confusion, stress, financial abuse and debt.

The provision of specialist information and advice service helped 3,000 older people, carers and professionals every year, ensuring quality through our adherence to the standards of the Community Legal Services Quality Mark. The provision of high quality information underpins the Personalisation process.

The award winning partnership 'Springboard' with Cheshire Fire & Rescue Service and Age Concern Cheshire's Supporting You service has resulted in over 800 people continuing to live safely in their own home, including over 400 welfare benefits claimants benefiting from nearly £1 million. This partnership has won 2 national awards this year: Dept. of Local Government & Communities award for Equality & Diversity, E- Government award for innovation, and was also nominated for a Third Sector award for Partnership between a statutory agency and a charity.

The Supporting You service provides the low level help people need to continue to live safely at home,. Our dedicated staff and volunteers visit our clients at home or by telephone and help to monitor their well being. We can help get aids and adaptations to the house completed and get them to appointments and social events. This service underpins the reablement strategy adopted by the authority, enables speedy hospital discharge and allows those at risk to be monitored. In addition, to the scheme we have assisted 40 residents benefit from the Telecare process with grants from the Rural Recovery Scheme.

Supporting Well Being & Reducing Health Inequalities

Our Get Active and Target Wellbeing programme covers a wide range of physical activity to keep older people active including Tai Chi, seated chair exercises, walking programmes, golf, horse riding and swimming. Increased focus is on cardio vascular and stroke rehabilitation

Supporting Dignity in Care

Working with Central and Eastern PCT, Age Concern Cheshire produced a comprehensive report on how older people in Cheshire East felt they were treated. The toolkit and model used is recognised as good practise, and is included on Dept. of Health Dignity in Care Campaign website..

Supporting Engagement

We provide volunteering opportunities to over 420 residents (80% of our volunteers are aged 60 or over), and by facilitating older people to actively express their views facilitating older people's groups and forums. We are pioneering new ways of engagement including the use of social media to ensure as diverse a group as possible can engage.

Supporting those with Dementia & Mental Health Problems

We have enabled some of the most vulnerable older people to have a voice and effective representation through our Mental Health Advocacy Services, including the statutory advocacy provision of Independent Mental Capacity Advocacy (IMCA), Deprivation of Liberty Safeguards (DoLS) and Independent Mental Health Advocacy (IMHA).

The Midas Touch!

We will claim nearly £1 million in welfare benefits for Cheshire East residents every year – that's new money coming into the area to pay for care services. In addition to our services we attracted £207,000 in funding from alternative sources to provide services complimentary to those funded by the authority. including £136,000 for the development of a social media resource for those affected by dementia