



2025

RESOURCES DIRECTORY FOR OLDER PEOPLE



PREFACE

This issue of the Resources Directory is intended to provide a source of relevant information for Pastoral Friends, Elders, Funeral Advisors and any other Friends concerned with the pastoral care of elderly people in local Meetings and elsewhere. Paper copies can be made available to Local Meetings, or to anyone who might find them helpful, on request from the Area Meeting office (admin@ceaqm.org.uk, 0121 236 2644).

While care has been taken to seek to ensure the accuracy (at the date of publication) of the data provided, the contents cannot claim to be comprehensive. Nor can they be regarded as indicating an endorsement or quality assessment of any individual services referenced.

Central England Quakers do not accept responsibility for outcomes resulting from the use of the Directory. It would be most helpful, if you should become aware of any suggested corrections or amendments, prospective inclusions or other comments, to pass them on to the Area Meeting office (as above).

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Accommodation & Independent Living Advice	
Types of Accommodation	Definition
Sheltered Housing (or Retirement Housing)	Flats or houses for older people to buy or rent, with an on-site warden/manager for all or part of the day. Some provide shared living areas and communal meals and activities.
Extra Care Housing or Assisted Living	As for <i>Sheltered Housing</i> but with in-house care staff or care packages provided by external organisations. These are designed for less mobile people e.g. with wheelchair access and disabled bathroom facilities.
Residential Care Home	A home consisting of single rooms (a few offer doubles) providing help with personal care (e.g. washing, dressing, taking medication).
Nursing Home	As for <i>Residential Care Home</i> but with on-site nursing care.
EMI Unit (Elderly Mentally Infirm) or Dementia Care Homes	Some Nursing Homes also have special facilities for people suffering from dementia.
Elderly Accommodation Counsel (EAC) National charity to help older people make informed choices about their housing & care needs. Provides: • National housing/care directory • Housing Options for Older People (HOOP) web app	www.eac.org.uk www.housingcare.org www.hoop.eac.org.uk/hooptool
Age UK Factsheets and advice on many topics including choosing accommodation and financial assistance.	0800 678 1602 (free) Daily 8am-7pm www.ageuk.org.uk
Care Quality Commission (CQC) Independent regulator of health and social care. Inspection reports on all registered accommodation available.	03000 616161 (standard rate) Mon-Fri 8.30am-5.30pm www.cqc.org.uk

Independent Age An information and advice service for older people, their families and carers, focusing on social care, welfare benefits, housing & NHS services.	0800 319 6789 (free) Mon-Fri 8.30am-5.30pm www.independentage.org
Care Rights UK (formerly Relatives & Residents Association) Support and information for older people needing, or living in, residential care and their relatives and friends	020 7359 8136 Mon-Fri 9.30am-1.00pm, Thurs 6-8pm helpline@carerightsuk.org www.carerightsuk.org
Re-engage (formerly Contact the Elderly) Arranges Sunday tea parties, activity groups and telephone befriending services for people living alone aged 75+. Run Rainbow Call Companions for LGBT+ older people	0800 716543 (free)/020 7240 0630 www.reengage.org.uk
Living Made Easy (formerly Disabled Living Foundation) Impartial advice & factsheets about mobility products and disability equipment.	www.livingmadeeasy.org.uk
Wiltshire Farm Foods Frozen ready-meals delivered to your door.	0800 0773100 (free) www.wiltshirefarmfoods.com
Age UK Personal Alarms 24 hour personal alarm service.	www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms
Royal Voluntary Service Volunteer run services to support older people such as dementia cafés and social clubs. Produce advice and wellbeing guides.	www.royalvoluntaryservice.org.uk

End of Life	
Hospice UK Advice about UK hospice/palliative care and online directory of hospices & palliative care providers in the UK.	www.hospiceuk.org.uk
Natural Death Centre Charity providing information and support on all types of funeral choices, especially 'green' burials. Directory of Natural Burial Grounds in UK.	01962 712690 www.naturaldeath.org.uk
National Association of Funeral Directors Advice on arranging a funeral and finding a funeral director.	0121 711 1343 info@nafd.org.uk www.nafd.org.uk
Cruse Bereavement Care Information & support for bereaved people and help in coping with loss.	0808 808 1677 Mon, Wed, Thur, Fri 9.30am-5pm, Tue 1-8pm www.cruse.org.uk
Bereavement Advice Centre Practical information and advice on what to do when someone dies.	0800 634 9494 (free) Mon-Fri 9am-5pm www.bereavementadvice.org
Compassion in Dying Campaigning for choice, access and control in end-of-life care. Advice on rights and living wills/advance decisions.	0800 999 2434 Mon-Thurs 11am-2pm www.compassionindying.org.uk
My Funeral Matters (formerly Funeral Planning Authority) Independent information on pre-paid funeral plans and funeral planning.	www.myfuneralmatters.co.uk
Tell Us Once Enables you to report a death to most government organisations in one go.	https://www.gov.uk/after-a-death/organisations-you-need-to-contact-and-tell-us-once
Bereavement Helpline (HMRC) Help with income tax, capital gains tax and estate in the administration period without sending a tax return.	0300 200 3300 Mon-Fri 8am – 6pm https://www.gov.uk/when-someone-dies
Deceased Estates Helpline (HMRC) Advice on a deceased persons' estates if you need to register for a tax return for the administration period.	0300 123 1071 Mon-Fri 9am-5pm https://www.gov.uk/when-someone-dies
Probate/Inheritance Tax Helpline (HMRC) Information on probate and obligations to HMRC following a death.	0300 123 1072 Mon-Fri 9am-5pm https://www.apply-for-probate.service.gov.uk/start-eligibility

Finance & Legal Information

Quick list of financial assistance available to older people on lower incomes.

For full and detailed information please call freephone:

Age UK - 0800 678 1602

or visit: **www.gov.uk**

Pension Credit	Income related benefit for pensioners in Great Britain. There are two types: <i>Guarantee Credit</i> and <i>Savings Credit</i> (for those who have made some financial provision for retirement).
Housing Benefit	Means tested assistance with paying rent for those on a low income, with savings below £16,000.
Support for Mortgage Interest	Help towards interest payments on your mortgage or loans you have taken out for certain repairs and improvements to your home. Paid as a loan which must be paid back with interest when you sell or transfer ownership of your home.
Council Tax Reduction	Up to 100% assistance with paying council tax, dependent on circumstances, income & savings.
Attendance Allowance (AA)	Two levels of payment to help with costs of personal care, dependent on need for those over 65. Split into a daily living part and a mobility part.
Personal Independence Payment (PIP) (formerly Disability Living Allowance DLA)	Help with the extra costs of a long term physical or mental health condition or disability.
Funeral Expenses Payment	Assistance with the basic costs of a funeral if you are on certain benefits and need help to pay for a funeral you are arranging.
Carer's Allowance	Payment to those who spend at least 35 hours a week caring for someone in receipt of AA or DLA or PIP.
Winter Fuel Payment	Payments of £200 or £300 if you receive certain benefits such as pension credit.
Cold Weather Payment	Payments should be automatic to those on certain benefits if the average temperature falls to freezing or below for 7 consecutive days, in your postcode area, between 1 November and 31 March.

Finance & Legal Advice	
Citizens Advice Bureau Free, confidential, impartial and independent advice on finance and legal issues.	0800 144 8848 www.citizensadvice.org.uk
Age UK Information & factsheets on income/benefits and pensions.	0800 678 1602 www.ageuk.org.uk
National Debtline Free, confidential and independent advice on dealing with debt problems.	0808 808 4000 (free) Mon-Fri 9am-8pm Sat 9.30am-1pm www.nationaldebtline.org
Civil Legal Advice Free, confidential legal advice for those on low incomes/benefits as part of legal aid.	0345 345 4345 Mon-Fri 9am-8pm Sat 9am-12.30pm https://www.gov.uk/civil-legal-advice
Money and Pensions Service Provides free information and guidance on any aspect of money, debt, benefits, savings and pensions.	0800 011 3797 Pensions Guidance Mon-Fri 9am-5pm 0800 138 7777 Money Guidance Mon-Fri 9am-6pm https://www.moneyhelper.org.uk/en
Support with Utility Costs For help with water bills: Most energy providers administer grants for those struggling to pay:	https://www.stwater.co.uk/my-account/help-when-you-need-it/help-with-paying-your-bill/ http://www.britishgasenergytrust.org.uk/

Health	
RNIB Support and information for blind and partially sighted people.	0303 123 9999 Mon-Fri 9am-6pm, Sat 9am-1pm www.rnib.org.uk
RNID (formerly Action on Hearing Loss) Advice & support for any aspects of deafness, hearing loss or tinnitus.	0808 808 0123 Mon-Fri 8.30am-5pm www.rnid.org.uk
Alzheimer's Society Information and advice about every aspect of living with dementia – for patients and carers.	0333 150 3456 Mon-Wed 9am-8pm, Thurs and Fri 9am-5pm, Sat and Sun 10am-4pm www.alzheimers.org.uk
Dementia UK Advice for carers and people with dementia. Providers of Admiral Nursing Direct.	0800 888 6678 Mon–Fri 9am-9pm, Sat-Sun 9am-5pm helpine@dementiauk.org www.dementiauk.org

Mind Advice & support for those experiencing mental health problems.	0300 1021234 Mon – Fri 9am – 6pm www.mind.org.uk
Versus Arthritis A charity offering advice and support to arthritis sufferers.	0800 5200 520 (free) Mon-Fri 9am-6pm www.versusarthritis.org
The Royal Osteoporosis Society Charity dedicated to improving diagnosis, prevention and treatment of osteoporosis.	0808 800 0035 (free) Mon-Fri 9am-12.30pm 1.30pm-5pm nurses@theros.org.uk www.theros.org.uk
Macmillan Cancer Support Support, information and advice for those affected by cancer.	0808 808 00 00 Mon – Fri 8am – 8pm www.macmillan.org.uk
Stroke Association Support and information for stroke patients, their families and carers.	0303 3033 100 Mon–Fri 9am–5pm, Sat 10am-1pm www.stroke.org.uk
British Heart Foundation Support and information for those affected by heart disease	0808 802 1234 (free) Mon-Fri 9am-5pm hearthelpline@bhf.org.uk www.bhf.org.uk/information-support

Leisure & Travel	
Disability Rights UK (RADAR) Provides information and advice for disabled people about their rights. Also manages the <i>National Key Scheme</i> (NKS) for locked public toilets in the UK.	0300 995 0400 enquiries@disabilityrightsuk.org www.disabilityrightsuk.org
Saga Information on holidays, insurance and money matters for over 50s.	www.saga.co.uk
Ramblers Association Promoting walking for health for all ages. Provides information on local groups.	020 39613232 ramblers@ramblers.zendesk.com www.ramblers.org.uk
National Rail Enquiries Information regarding all aspects of rail travel in UK, and the Senior Railcard.	03457 48 49 50 www.nationalrail.co.uk
Traveline Information for all UK bus, train, coach, ferry or underground travel.	0871 200 22 33 www.traveline.info

REGIONAL INFORMATION

Birmingham City Council	0121 303 1234 www.birmingham.gov.uk
Residential Care, Home Care, Day Care	0121 303 1234 CSAdultSocialCare@birmingham.gov.uk
Careline Telecare Service	0121 303 3826/0121 303 4205
Independent Living Team (Disabled Facilities Grant to help with cost of home adaptations)	0121 303 5870
Blue Badge (national parking scheme)	0121 738 2656
Ring and Ride	0330 053 8141 www.ringandride.org
Emergency (out of hours)	0121 675 4806
Focus Birmingham Support, information and advice for those with visual impairments.	0121 3934849 info@focusbirmingham.org.uk www.focusbirmingham.org.uk
Age Concern Birmingham Information and advice regarding all aspects of life for older people. Communita cafés in Boldmere and Hawkesley	0121 362 3650 info@ageconcernbirmingham.org.uk www.ageconcernbirmingham.org.uk
Age UK Birmingham Information and advice regarding all aspects of life for older people	0121 4370033 info@ageukbirmingham.org.uk
Birmingham Carers Hub	0333 006 9711 info@birminghamcarershub.org.uk https://birminghamcarershub.org.uk/

Coventry City Council	www.coventry.gov.uk
Residential Care Home Care Day Care	Adult Social Care Direct 02476 833 003 ascdirect@coventry.gov.uk
Community Alarm (Telecare)	02476 978933
Mobility Equipment	02476 832 020
Blue Badge (national parking scheme)	08085 834333
West Midlands Bus on Demand	0345 0348670
Emergency (out of hours)	02476 832 222
Age UK Coventry and Warwickshire Information and advice regarding all aspects of life for older people.	02476 231999 info@ageukcovwarks.org.uk https://www.ageuk.org.uk/coventryandwarwickshire/
Carers Trust Heart of England	02476 632972 contactus@carerstrusthofs.org.uk https://www.carerstrusthofs.org.uk/

Dudley Metropolitan Borough Council	0300 555 2345 www.dudley.gov.uk
Residential Care, Home Care Day Care, Mobility Equipment	Adult Social Care Services 0300 555 0055
Community Alarm (Telecare)	0300 555 2040
Pleased to Meet You Service (short-term practical help, advice and support to people who have a disability or longer term life-limiting condition)	01384 812761
Ring and Ride	0330 053 8141 www.ringandride.org
Dudley Community Information Directory	www.dudleyci.co.uk
Emergency (out of hours)	0300 555 8574
Age UK Dudley	01384 267006 informationandadvice@ageukdudley.org.uk https://www.ageuk.org.uk/bp-assets/globalassets/dudley/i--a/i--a--jan-2018.pdf
Dudley Carers Hub	01384 818723 dudleycarershub@dudley.gov.uk https://www.dudley.gov.uk/residents/care-and-health/adult-health-and-social-care/do-you-look-after-someone/support-for-carers-dudley-carers-hub/

Sandwell Council	www.sandwell.gov.uk
Residential Care Home Care Day Care Mobility Equipment Community Alarm (Telecare) Blue Badge	Adult Social Care Services 0121 5692266 sandwell_enquiry@sandwell.gov.uk
Ring and Ride	0330 053 8141 www.ringandride.org
Emergency (out of hours)	0121 5692266
Age UK Sandwell	https://www.ageuk.org.uk/sandwell/

Walsall Council	01922 650000 https://go.walsall.gov.uk
Residential Care Home Care Day Care Mobility Equipment	Adult Social Care 0300 555 2922 InitialIntake@walsall.gov.uk
Blue Badge (national parking scheme)	01922 653 560
Community Alarm (Telecare)	0330 123303 indeme@tunstall.com
Ring and Ride	0330 053 8141 www.ringandride.org
Emergency (out of hours)	0300 555 2922
Walsall Wellbeing Directory	https://go.walsall.gov.uk/health-and-social-care/walsall-wellbeing-directory
Walsall Carers Hub	01922 616798 info@walsallcarershub.org.uk https://walsallcarershub.org.uk/
Warwickshire County Council	01926 410 410 www.warwickshire.gov.uk
Residential Care Home & Day Care Community Alarm (Telecare) Blue Badge (national parking scheme)	Adult Social Care Teams 01926 410 410
Mobility Equipment	01926 359190
Indie Go Demand Responsive Transport	01926 742000
Emergency (out of hours)	01926 886 922
Physical Disability and Sensory Services (PDSS) (equipment relating to loss of hearing)	01926 413045 pdssreferral@warwickshire.gov.uk
Warwickshire Vision Support	01926 411331 enquiries@warwickshire.vision
Ask SARA Warwickshire (advice about equipment to make daily living easier)	www.livingmadeeasy.org.uk
Age UK Coventry and Warwickshire Information and advice regarding all aspects of life for older people.	02476 231999 info@ageukcovwarks.org.uk https://www.ageuk.org.uk/coventryandwarwickshire/
Carers Trust Heart of England	02476 632972 contactus@carerstrusthofs.org.uk https://www.carerstrusthofs.org.uk/

Worcestershire County Council	www.worcestershire.gov.uk
Residential Care, Home Care Day Care, Mobility Equipment Blue Badge (national parking scheme) Community Alarm	Adult Social Care 01905 768053
On Demand Bus Travel	WOD@worcestershire.gov.uk 01905 846180 https://www.worcestershire.gov.uk/council-services/travel-and-highways/bus-travel-worcestershire/worcestershire-demand
Community Travel Worcestershire	0330 3301399 https://www.communitytravel.org.uk/
Emergency (out of hours)	01905 768 020
Community Services Directory	www.worcestershire.gov.uk/council-services/communities/community-services-directory
Age UK North Worcestershire Information and advice regarding all aspects of life for older people	01527 570490 https://www.ageuk.org.uk/northworcestershire/enquiries@ageuknorthworcestershire.org.uk
Worcestershire Association of Carers	0300 012 4272 mail@carersworcs.org.uk https://www.carersworcs.org.uk/

Wolverhampton City Council	www.wolverhampton.gov.uk
Residential Care, Home Care Day Care, Blue Badge (national parking scheme), Mobility Equipment	Adult Social Care 01902 443322
Ring and Ride	0330 053 8141 www.ringandride.org
Community Alarm (Telecare)	01902 553 585 telecare@wolverhampton.gov.uk
Mobile Meals	01902 556 677 mealsonwheels@wolverhampton.gov.uk
Emergency (out of hours)	01902 552 999
Age UK Wolverhampton	01902 572 060 mail@ageukwolverhampton.co.uk https://www.ageuk.org.uk/wolverhampton/
Carer Support Team	01902 553409 carer.support@wolverhampton.gov.uk https://www.wolverhampton.gov.uk/health-and-social-care/adult-social-care/carers-support

Miscellaneous Information	
The Cinnamon Trust A charity dedicated to helping older people keep and look after their pets.	01736 757 900 www.cinnamon.org.uk
The Silver Line Confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.	0800 4 70 80 90 https://www.thesilverline.org.uk/
Birmingham Talking Newspaper Association Providing free news and information to the visually impaired community in the wider Birmingham area. Provides information about other talking newspapers in the West Midlands.	0300 330 1404 www.btnbvi.org

Quaker Information	
Oak Tree House Sheltered housing flats in Bournville, Birmingham.	0121 2451002 enquiries@sjmt.org.uk https://www.sjmt.org.uk/oak-tree-house
Woodlands Quaker Home and Paddock Sheltered Housing Sheltered housing flats and Residential Care (including dementia care) in Penn, Wolverhampton.	01902 341 203 woodlandsquaker@btinternet.com www.woodlandsquakerhome.org
Talking Friends Charity run by Quakers, to provide visually impaired Friends/Attendees with access to Quaker periodicals and books at low cost.	0121 3506498/07450 357817 info@talkingfriends.org.uk www.talkingfriends.org.uk
Susanna Cole Trust Provides financial help to Friends and attendees. Applications must be supported by a letter from the Pastoral Friends of the applicant's Meeting.	Applications should be sent to the Secretary of the Susanna Cole & Others Trust, c/o Central England Quakers office, 41 Bull Street, Birmingham B4 6AF admin@ceaqm.org.uk
Pollard and Dickson Trust Provide hardship grants to members and attendees who are unable to meet their essential living expenses.	https://lqpt.org/pollard-and-dickson-trust/
William Gunn's Charity Support for members in financial need. Applications must be supported by a Pastoral Friend	https://williamgunnscharity.org/
Quaker Mental Health Fund Provide grants of up to £1000 to individuals to support mental health.	www.quakermhfund.uk