

Support for older adults in South Manchester

Useful contact information:

- Bodey Medical Centre – 01612486644
 - Ladybarn Court, 28 Ladybarn Lane, Fallowfield , Manchester, Greater Manchester, M14 6WP
 - Opening hours: Monday 08:30-21:00, Tuesday-Friday 08:30-18:00
 - Patients can register online for Patient Access – a way of booking non-urgent appointments in advance. To do this, speak to a member of staff at reception who will be able to register you. You will need to bring in a form of photo identification to register.
- Walk-in centres:
 - Hawthorne Medical Centre - 01612206080
 - Unit K, Fallowfield Retail Park, Birchfields Road, Levenshulme , Manchester, M14 6FS
 - Opening hours: Monday-Friday 08:00-20:00, Saturday-Sunday 10:00-17:00
 - Manchester Royal Infirmary - 0161 276 1234
 - Oxford Road , Manchester, Greater Manchester, M13 9WL
 - Opening hours: Monday-Sunday 08:00-22:00
 - City Health Centre - 01618396227
 - Second Floor (Boots), 32 Market Street , Manchester, Lancashire, M1 1PL
 - Opening hours: Monday-Sunday 08:00-20:00
- Out of hours GP services and advice:
 - NHS 111 – contact number for out of hours medical and dental assistance (but not emergencies)
 - Out of hours urgent dental advice after 6:00pm and at weekends - 0161 337 2246
- District nurses:
 - Based at Withington clinic: Tel: 0161 445 7714
 - Unless you are already known to the district nursing team, you will need a referral from your GP to access their support.
- Local pharmacies with extended opening hours:
 - Lloyd’s pharmacy in Sainsbury’s Fallowfield – 0161 256 0490
 - Address: 347 Wilmslow Rd, Manchester M14 6SS
 - Opening hours: Monday-Friday 08:00-23:00, Saturday 08:00-22:00, Sunday 11:00-17:00
 - Lloyd’s pharmacy – 0161 224 7782
 - Address: 228-230 Wilmslow Rd, Manchester M14 6LE
 - Opening hours: Monday-Friday 09:00-21:30, Saturday 09:00-18:00, Sunday 11:00-18:00
 - Ladybarn Lane Chemist - 0161 2561343
 - 3 Ladybarn Lane, Manchester , Manchester, M14 6NQ
 - Opening hours: Monday-Friday 07:00-23:00, Saturday 08:00-22:00, Sunday 10:00-16:00
 - Everest pharmacy - 0161 227 8106
 - Address: 117B Withington Rd, Manchester M16 8EE
 - Opening hours: Monday-Saturday 07:00-22:00, Sunday 10:00-20:00
- General advice:
 - National Age UK Advice line: 0800 678 1602 – available 08:00-19:00 every day.
 - Manchester Age UK Advice line: 0161 833 3944 – available Mondays, Tuesdays, Thursdays and Fridays.

Health in older age:

- Withington Day Hospital – an outpatient centre with clinics run by specialist doctors, nurses and therapists in Elderly Care Medicine. Aims to provide holistic and patient-centred care in a more relaxed setting than hospital. Your GP can refer you to the Day Hospital clinics directly.

- Falls clinic – reviews and addresses risk factors and different causes of falls with input from doctors, nurses, therapists and podiatrists.
- Movement disorders and Parkinson’s disease clinic.
- Bone health – fracture risk prevention, access to bone density (DEXA) scans and management of osteoporosis.
- Physiotherapy sessions and physio-led gym – different classes to help build strength, balance and stability. Includes personalised therapies and group activities.
- Rapid access clinic – early access for Comprehensive Geriatric team Assessment to avoid need for hospital admission or support older patients following discharge from hospital.
- Elective (planned) blood transfusions.
- Links with audiology, dieticians, speech and language therapy.

Nutrition and meals:

- Community dieticians – outpatient clinics at Wythenshawe & Withington hospitals. GP referrals accepted.
- Meals at home services:
 - Wiltshire Farm Foods – frozen meals delivery service
 - Telephone 0800 077 3100
 - <http://www.wiltshirefarmfoods.com>
 - African Caribbean Care Group for the Elderly
 - 0161 226 6334
 - Claremont Resource Centre, Manchester M15 5FS
 - Icare Meals on Wheels – hot and frozen meals delivery service
 - Telephone 0161 339 3090
 - Unit 15 Robinson Street, Charlestown Industrial Estate, Ashton-Under-Lyne, Manchester OL6 8NS
 - <https://icarecuisine.co.uk/>

Services available at home:

- Podiatry
 - Patients can self-refer for community podiatry care at local clinics or at home
 - Below is a website link with the referral form and details about where to return this to. This form is also available from your GP surgery.
 - <https://mft.nhs.uk/app/uploads/2018/06/2017-05-07-Community-podiatry-referral-form.pdf>
- Physiotherapy and occupational therapy. Ask your GP for a referral to these services.
- Sight and hearing tests at home are available from various opticians in the local area.

Social and home support:

- Manchester council adult social services
 - For further information or urgent assistance contact by phone on 0161 234 5001
 - Non-emergency referrals can be made online using this link: https://secure.manchester.gov.uk/forms/form/423/en/social_care_for_adults_online_referral
- Age UK Home Care – regular help at home with domestic tasks such as shopping, laundry and housework. A small fee is required for this service.
 - Contact details: Tel: 0161 637 7227 or Tel: 0161 637 8898
 - Email: debbie.meek@ageukmanchester.org.uk or angela.kitchen@ageukmanchester.org.uk
- Care and repair – a Manchester charity that provides advice and assists with home repairs and maintenance to support people over 60.

- Handyhelp – minor repairs and small jobs from an approved handyman including but not limited to home safety equipment, minor brickwork and plastering, small heating and plumbing issues, internal doors and furniture repair. No fees for labour, just for cost of materials.
- Home from hospital support – to help transition from hospital and support independence. Includes advice on home safety and falls prevention.
- Online leaflet: <https://www.careandrepair-manchester.org.uk/wp-content/uploads/2017/11/Blue-Leaflet-July-2017-Web.pdf>
- Website: <https://www.careandrepair-manchester.org.uk/>
- Tel: 0161 872 5500
- Manchester Cares - Winter Wellbeing Support. Between October and March each year Manchester Cares support those over 65 to stay warm, active, healthy and connected.
 - Delivery of a blanket or warm items of clothing.
 - Connecting individuals with organisations that can help reduce bills and offer benefits and insulation advice.
 - Arranging small grants of up to £100 to help those who are struggling to keep their home warm or need a winter coat.
 - Inviting older neighbours monthly social clubs and activities.
 - Introducing older neighbours to a young professional for weekly one to one visits as part of our Love Your Neighbour programme.
 - Contact: 0739 579 4905 or email amy.saunders@manchestercares.org.uk
- Lifeline 24 – dedicated national Telecare provider that provides a low cost Telecare personal alarm service for anyone that is frail, elderly or disabled living in the United Kingdom.
 - Pendant alarms – care team available throughout day and night to respond to alarm calls, and can liaise with paramedics when required.
 - Keysafes – secure metal boxes that can be attached to the exterior wall of a property. Inside, the owner keeps a spare key to their home. On the front of the keysafe is a panel used for entering a code. The keysafe can only be opened by someone who knows the programmed code.
 - Website: <https://www.lifeline24.co.uk/>
 - Contact: Tel 0800 999 0400 or email info@lifeline24.co.uk
- Royal Voluntary Service – Support Leaving Hospital
 - Volunteers can provide support for a period of up to 12 weeks which will vary according to individual needs.
 - Such needs may include practical help like accompanied shopping, making new connections with the local community or IT guidance and can also provide one to one or group exercise to improve functional muscle strength and balance.
 - Volunteers carry out Safe and Well checks each time that they visit.
 - Contact 0330 555 0310 Monday-Friday 09:00-17:00
 - Online enquiry form: <https://www.royalvoluntaryservice.org.uk/our-services/service-enquiry?serviceid=2848>
- Red Cross Support at Home service – support for up to 12 weeks following discharge from hospital, including transport, short-term use of wheelchair or mobility aids, toilet aids, and general support and companionship.
 - May require GP or other health professional referral.
 - Contact: Tel 01565 682 304 or email ilcrnorthadmin@redcross.org.uk for further information.

Memory concerns and dementia support:

- Memory assessment service – available through GP referral.
- Alzheimer’s Society Manchester

- Dementia Support service – provides one-to-one support to people with dementia, carers and family members. The service provides information and practical support to help them understand more about dementia, and gives support enabling people to live well with dementia.
 - Accepts self-referrals and professional referrals for people with dementia and their carers.
 - Referral form available to download from: <https://www.pfha.co.uk/support-service/>
 - Contact Vicky McCall 0161 962 4769 for further information.
- Alzheimer's Society national dementia helpline: 0300 222 1122
- Online dementia services directory with listings of local information, support and services. <https://www.alzheimers.org.uk/find-support-near-you#!/search>
- Dementia UK admiral nurses
 - Admiral nurses work alongside people with dementia, their families and carers: giving the one-to-one support, expert guidance and practical solutions people need.
 - Access to admiral nurses is through the community mental health team, psychiatry or the memory clinic.
- TREATS Dementia support – a social support group for people with dementia and carers of people with dementia.
 - There are various activities each week including: Complementary Therapies including massage, aromatherapy and reflexology.
 - Friday afternoons 2p.m - 4p.m, * THERE IS NO GROUP ON THE FIRST FRIDAY OF THE MONTH*, car parking available, wheelchair accessible.
 - St Pauls Church Hall, 491 Wilmslow Road, Withington, Manchester
 - Contact: 0161 217 4920
- Crossroads Memory Café - for anyone affected by dementia and the general public to enjoy table games and music, free tea and coffee, free cakes.
 - Run by Longsight Community Church of the Nazarene
 - Address: Plymouth Grove & Toll Gate Close, M13 0LG, Manchester
 - On-site parking and wheelchair accessible
 - Contact: 07958 575732 or email steve@longsightnazarene.org
- Wythenshawe Dementia Café
 - 'Do you care for someone with dementia? Want to know more about dementia? Come and join Admiral Nurses, Dementia Support Advisors, Manchester Carers forum for a cuppa and a chat in a relaxed and friendly environment. This is a 'safe' place bringing people with dementia and their family carers together in the community. Here you can come and get support and meet other people in the same situation as you. It's a place to make new friendships.'
 - First Wednesday of each month 1pm - 3pm
 - Village 135, 3 Hollyhedge Court Road, Wythenshawe, M22 4ZP
 - Contact: 0161 219 2336
- The Storybox Project
 - An engagement and communication methodology which uses collaborative storymaking and imagination as a starting point. Creation of sensory and fun experiences where games are played and stories are made up to encourage togetherness, improve concentration and lift mood. The emphasis is on the present.
 - Storybox aims to help people with dementia:
 - Through provision of regular creative dementia sessions across Greater Manchester.
 - Through AT HOME service which provides training and support for carers / support staff to develop creative dementia activities in their own setting whether that is a day centre, a care home or a family home.
 - Through mentoring and coaching support for carers.

- Contact Liz Postlethwaite (Project Director) by phone 07941 218 435 or email info@smallthings.org.uk for further information.

Social groups and befriending:

- Age UK Manchester
 - Ageing well South Manchester & Wythenshawe – informal social events with taster activity sessions. Day centre offers activities and resources including a book/jigsaw exchange, shops and café, computer hub with support and guided learning, and gymnasium. Come dancing and afternoon tea sessions are also organised across Manchester through Age UK Manchester and South Manchester Healthy Living Network.
 - Address: Crossacres Care Centre, Peel Hall Road, Wythenshawe, M22 5DG
 - Tel: 0161 437 0717; Email: crossacres@ageukmanchester.org.uk
 - Transport available.
 - Out in the City: LGBT community group
 - Meets Wednesday 1-3pm, The Church of England, Diocese of Manchester located at Church House, 90 Deansgate, Manchester, M3 2GH
 - Tel: 0161 302 4130, Email: outinthecity@ageukmanchester.org.uk
- Didsbury good neighbours
 - Befriending service – regular contact with a dedicated volunteer who can provide companionship and support in the community.
 - Offers a range of social groups and activities to the over 55's. Activities range from exercise, art and guitar to computing. Groups meet weekly for coffee and lunch. Regular socials, theatre trips and outings are planned.
 - Based in The Holt Pavilion, Didsbury Park, Gillbrook Road, Manchester, M20 6WH
 - Contact: Tel 07749 504298 or email info@didsburygoodneighbours.org.uk
 - Website: <http://www.didsburygoodneighbours.org.uk/>
- Assist care group Withington
 - Home visiting/befriending; weekly phone contact to the housebound; escorting and transportation; wheelchair pushing; emergency shopping; assisting people attend social and community groups; organising community events; signposting for information/advice; odd jobs/gardening; luncheon club; seated exercise classes.
 - 493 Wilmslow Road, Withington, M20 4AN
 - Tel: 0161 434 9216 Judith Bridgehouse Email: assistcoordinator@yahoo.com
 - Website: <http://withingtonassist.org.uk/>
- Link Good Neighbours – covering Rusholme, Fallowfield, Moss Side, Hulme and Whalley Range
 - Befriending and regular home visits to reduce social isolation.
 - Trinity House Grove Close, off Platt Lane, Rusholme M14 5AA
 - Tel: 0161 225 1064; Email: info@trinityhouseccrc.org.uk
- Barlow Moor Community Centre Over 60s Club
 - Social club and luncheon club with range of activities e.g. exercise class, tai chi, local history class, cards and bingo.
 - Outings and day trips, Befriending, practical help and exercise classes.
 - 23 Mersey Bank Avenue, Chorlton, Manchester, M21 7NT
 - Contact: Tel 0161 446 4805 or email julie@barlowmoorca.co.uk
- Contact the elderly - supported by a network of volunteers, the charity organises free monthly Sunday gatherings for small groups of older people, aged 75 and over who live alone.
 - Each older person is collected from their home by a volunteer and taken to a volunteer host's home for the afternoon. The group is warmly welcomed by a different host each month, but the drivers remain the same.

- Contact Gwen Lightfoot: Tel 01925 728969 or email gwen.lightfoot@contact-the-elderly.org.uk
- Alternatively, apply to join a group online using this web referral form: <https://www.contact-the-elderly.org.uk/guest>

Mental health and wellbeing:

- Counselling through Age UK Manchester – available to residents of Manchester aged 60 years and over and their carers. Home visits (subject to risk assessment) are offered to housebound clients at times and locations suitable to client needs.
 - Counsellors approved by Age UK Manchester are available to help older people and carers of older people to explore and understand problems such as anxiety/stress, depression, bereavement, loneliness, self-esteem, trauma/abuse and ill health.
 - Contact 0800 027 57 87 for further information
 - Online referrals can be made by downloading a form from this webpage: <https://www.ageuk.org.uk/manchester/our-services/information-and-advice/counselling/>
- The Silver Line
 - Free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.
 - Contact 0800 470 80 90.

Financial and legal support:

- Citizens Advice Bureau
 - Citizens Advice Manchester offers free, confidential, impartial and independent advice and information on a wide range of subjects.
 - Debt advice, energy advice, housing advice, pension advice, self-help.
 - Get in touch through the Advice line, Town Hall service, access points across the city or via webchat and email services.
 - Advice line: 03444 111 222
 - <https://www.citizensadvicemanchester.org.uk/> - webchat, skype and messenger advice available
 - Face to face:
 - Manchester Town Hall Customer Service Centre is open Monday to Friday 9.30am to 2pm.
 - Withington Library 410 Wilmslow Rd, Manchester M20 3BD; Tuesdays 1.30pm-4.30pm
 - Fallowfield The Place, Platt Lane M14 7FB; Thursdays 10am to 1pm.
 - Wythenshawe Forum Library, Forum Square, M22 5RX; Mondays and Wednesdays 10am to 1pm.
 - Trinity House, Rusholme, Grove Cl, Manchester M14 5AA, Thursdays 10am-1pm.
- Age UK Manchester Advice Service - free information, advice and support to people aged 60 or over on a range of issues including benefits and finances, bills and utility, housing and access to social care.
 - Contact online using this web referral form: <https://www.ageuk.org.uk/manchester/about-us/contact-us/advice-form/>
 - Alternatively contact the advice line on 0161 833 3944.

Transport, mobility and home equipment:

- Blue Badge Scheme - helps you park closer to your destination if you have mobility problems.
 - Apply online: <https://www.gov.uk/get-blue-badge>

- Alternatively, contact 0161 277 5919 or email bluebadge@manchester.gov.uk
- Information about who is eligible for a blue badge:
<https://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/help-for-disabled-travellers1/blue-badge-scheme/applying-for-a-blue-badge/>
- Shopmobility Manchester
 - Provides hire of powered scooters, powered wheelchairs and manual wheelchairs for people with mobility impairments.
 - Scooter and wheelchair rental service (Maximum 1 week).
 - Address: L18 New Arkwright Way, Arndale Centre, Manchester, M4 3AJ
 - Opening hours: Monday - Saturday 09:30-18:00
 - Contact: 0161 791 1494
- St John's Ambulance Transport
 - Provides a range of patient transport services, transferring patients to a wide range of non-emergency medical appointments such as admissions to and discharge from hospitals, clinics, nursing homes and other medical facilities.
 - Contact: Tel 0161 443 0105 or email North-west-ambulance-services@sja.org.uk
 - Website: <http://www.sja.org.uk/sja/what-we-do/ambulance-services/patient-transport-service.aspx>
- Transport for Greater Manchester Taxi Voucher Scheme
 - Travel vouchers are for people who are not able to use ordinary buses, trains or Metrolink and who have serious walking difficulties or are registered blind. They can be used to pay for taxis and for travel on accessible bus services such as Ring and Ride and community transport.
 - You may qualify for travel vouchers if you are a resident in Greater Manchester and:
 - are registered blind with your local authority, or
 - are in receipt of DLA (Higher Rate Mobility Component), or
 - are in receipt of Higher Rate Attendance Allowance, or are in receipt of the War Pensioners Mobility Supplement, or
 - If you do not receive any of the above benefits, you may still be entitled to travel vouchers if you are not able to walk 100 metres or more, or climb steps of 300 millimetres or more, however, this must to be certified by your doctor on your application form
 - Contact: Tel 0161 244 1050 or email concessionary.travel@tfgm.com
 - Website: <https://www.tfgm.com/public-transport/travel-vouchers>
- Red Cross short-term equipment loan
 - Wheelchairs and accessories, commodes and toilet aids
 - Available from Salford or Stockport branches:
 - Salford: Suite 37 Leslie Hough Way, Salford, M6 6AJ.
 - Opening hours: Monday/Tuesday/Friday 10:00-15:00
 - Contact 0161 794 9022
 - Stockport: 14-16 Derby Way, Marple, Stockport, SK6 7AH
 - Opening hours: Wednesday/Friday 10:00-13:00
 - Contact 0161 427 8366
- Manchester social care (Manchester council) - 0161 234 5001
 - Free minor adaptations around the home to help promote independence and safety.
 - Grants available to help fund major adaptations, and equipment
- Remap - designing and making customised equipment free of charge. Remap provides solutions to everyday problems when there is nothing commercially available.
 - Website: <https://www.remap.org.uk>
 - Contact: Tel 01732 760 209 or email data@remap.org.uk