

# CARING MATTERS

Spring/Summer 2020

A FREE magazine for carers in Dorset

## Dorset Advocacy, speaking up for carers



DO you have a worrying problem as a carer or are you in a difficult situation and you could do with someone to help you sort it out?

Then why not get in touch with Dorset Advocacy?

They can help you say what you want, secure your rights, represent your interests and get the services you are entitled to.

Working with the charity Help and Care, Dorset Advocacy is supporting carers, offering 1-to-1 advocacy, usually either over the phone or face-to-face.

Examples of issues they can help with include:

- getting support for yourself or the person you care for from social services, for example, care at home or supported living

**DORSET ADVOCACY - tackling problems over a cuppa. But during the Coronavirus epidemic, advocates will work their normal hours by email, phone and video link.**

- meetings with social services to assess your (or the cared-for person's) needs
- helping you to speak up about problems you are having.

*Please turn to page 12*

### STOP PRESS

**The spread of Coronavirus has meant there have had to be changes to local events planned for Carers Week in June.**

**Please turn to **page 4** for full details.**



## CELEBRATION: Staff at Dorset HealthCare NHS University Trust

### Three-way approach to care wins second Star award for Trust

DORSET HealthCare has successfully achieved its second 'Triangle of Care' Star awarded by the Carers Trust.

The first Star was awarded in 2017 for its mental health inpatient units and its second Star for its community services.

The Triangle of Care aims to improve communication between health professionals, service users and their carers – sharing knowledge to help make the right decisions and aid recovery.

It aims to promote safety and recovery for people with mental health issues by including and supporting carers.

Joy Ford, Carer, Expert by Experience

and Carer Peer Specialist, said: 'The Triangle of Care is a lifeline to carers and gives them the chance to seek advice and support in making big decisions. Having a health professional to call on who understands your situation and the pressures you face will have a big impact.'

This has been a joint initiative between the Trust's mental health and participation teams in partnership with Rethink, Dorset Mental Health Forum, and Dorset Mental Health Carers Project. Achieving our third Star is the next



step in our journey as we embed working in collaboration across our entire organisation. For further information visit [www.dorsethealthcare.nhs.uk](http://www.dorsethealthcare.nhs.uk) or you can view the Triangle of Care video on YouTube <https://youtube/ly68x5IBdG0>

For more information about looking after your mental health, please see P 16

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If you require Caring Matters information in an alternative format, please call: **01202 458204** for carers of people living in **Bournemouth Christchurch and Poole Council area** and **01305 221016** for carers of people living in the **Dorset Council area**.

# New support service for Dorset carers gets off to a flying start

SINCE launching last November, the team at Carer Support Dorset (CSD) has provided a telephone advice line for carers, a website full of information as well as being out and about promoting support services to unpaid Dorset carers.

CSD maintains a data base of carers who wish to be registered to receive regular information, previously held by Dorset Council.

Manager Anna Elston, said: 'The number of unpaid carers contacting CSD to be registered in Dorset has increased by 30% since the launch and continues to grow.

'We are the first point of contact for carers, signposting them to support and referring to Dorset Council for a Care Act Carers Assessment.

'We have a wealth of information available for them, including local support groups, counselling services, guidance on possible benefits plus much more. So far, we have signposted to over 700 different organisations!'

As well as Anna, the team consists of

three carer advisers: Ros Dignan, Poppy Connell and Trevor Davies.

'CSD is already expanding and we are very excited to be advertising shortly for a fifth staff member as well as offering volunteering opportunities,' said Anna.

'If you or someone you know would like to volunteer with us to make a difference to the lives of carers in the community, please contact us.

'We also issue the Dorset Carers Card which provides multiple discounts for unpaid carers across Dorset.

'If you haven't received one of these cards then please contact us.

'Carers interested in training opportunities (be it first aid, manual handling, cooking or condition-specific training) should get in touch with us and we will match training needs with local courses.

Contact Carer Support Dorset:

phone 0800 368 8349,

email [admin@carersupportdorset.co.uk](mailto:admin@carersupportdorset.co.uk)

visit [www.carersupportdorset.co.uk](http://www.carersupportdorset.co.uk)



**TEAM WORK (from left): Trevor Davies and Poppy Connell, Carer Advisers; Anna Elston, Manager, and Ros Dignan Carer Adviser.**



## Keep in touch with the changes to our local plans

IN view of the ongoing position regarding COVID-19 (Coronavirus), we have had to reconsider event planning for Carers Week from June 8 to 14.

As a result, it may not be possible to arrange social gatherings and events during the week.

However, we will be looking at any alternative options available and these may include the use of social media and online interactive sessions.

We will try to organise events for Carers Week at a future date when the situation allows.

To keep updated, or for any other queries during this difficult time, carers of people living in the [Dorset Council area](#), can contact [Carers Support Dorset](#) as follows:

(freephone) 0800 3688349

email [admin@carersupportdorset.co.uk](mailto:admin@carersupportdorset.co.uk)

online [www.dorsetcouncil.gov.uk](http://www.dorsetcouncil.gov.uk)

Carers of people living in [BCP Council area](#) can:

Call the [Carers Centre](#) on 01202 458204

or go to [www.CRISPweb.org](http://www.CRISPweb.org)

## Week aims to make carers more visible

THE theme of this year's Carers Week in June is 'Making Carers Visible'.

Carers Week is an annual campaign to raise the profile and needs of the UK's 6.5 million unpaid carers and is led by the charity Carers UK with the support of a number of national organisations.

Caring for a relative or friend can lead to feelings of loneliness with lack of contact with family and friend. Some carers are also trying to balance work and caring responsibilities

Greater understanding from friends, family and colleagues about how to support carers and understanding employers can all help to make carers' lives better.

Being able to take a break from their caring responsibilities is vital for carers.

Dorset Council is planning a survey to hear carers' views on taking a break. Find out more on page 13.

It is also very helpful to be able to talk to someone in a similar situation to your own. There are usually many carers' groups in Dorset where you will find a warm welcome but in view of the Coronavirus situation, please check whether they will meet this summer.

If you care for someone who lives in the [Dorset Council area](#) you can find out where they are by contacting [Carer Support Dorset](#) If you care for someone in the [BCP Council area](#) you can contact the [Carers Centre](#) (see left for details).

## Three different looks for the Carers Card but all can be used as usual

SEVERAL carers from Dorset have been in touch as they are concerned that the Carers Card has changed in appearance and may not be accepted by businesses.

The card was originally issued with the 'CRISP' logo, then the new Dorset Council logo. Now that Carer Support Dorset will be issuing the card to carers of people living in the Dorset Council area, their logo has been added. All three are valid.

Only one business has noticed the difference and they have been reassured all the cards are valid.

There has been no change to the cards issued to carers of people living in the BCP Council area.

The good news is that we are identifying more carers so have needed to print more cards. There is also a further piece of good news.

The contract to find new businesses offering a discount or concession has been renewed, so there will continue to be more on offer.

You can see the full list by going to [www.mycarerscard.co.uk](http://www.mycarerscard.co.uk)

### For more information or how to apply for a Carers Card . . .

If the person you care for lives in the **BCP Council** area you can find out more about the card by contacting the **Carers Centre** on 01202 458204.

You can also join the Carers Information Service online at [www.CRISPweb.org](http://www.CRISPweb.org) and you will get a card in your welcome pack.



**First issue from CRISP, which will still be available to carers of someone living in the BCP Council area**



**Second issue with new Dorset Council logo following local government reorganisation**



**Third issue from Carer Support Dorset for carers looking after someone living in the Dorset Council area.**

Carers of people living in the **Dorset Council** area can contact **Carer Support Dorset** by phone 0800 368 8349, email [admin@carersupportdorset.co.uk](mailto:admin@carersupportdorset.co.uk) or visit [www.carersupportdorset.co.uk](http://www.carersupportdorset.co.uk)

To find out which businesses are offering a discount or concession go to [www.mycarerscard.co.uk](http://www.mycarerscard.co.uk)



# Carers get good night's sleep at Poole Hospital

SPECIAL chairs which turn into overnight beds to offer carers a good night's sleep close to their loved one, are now available on four wards at Poole Hospital.

'Carers beds' are a comfortable seat during the day that transform into completely horizontal beds, with storage, for use overnight.

They enable those who care for a patient outside of hospital to continue to be with them in comfort while in hospital.

For Alison Wilby, who cared for her mother Pat Wilby - a former NHS nurse - until her death last year, overnight hospital stays often meant being apart.

'I was devoted to my mum, and we were integral to each other's lives,' she said.

As Alison was an active carer, she was able to stay for extended visiting as well as receive discounts in the hospital restaurant.

Karen Uphill, the hospital's carers support lead, wanted to share Alison's experiences with other nursing staff, and invited her to a sisters' meeting.

She told them it would be good if carers could routinely stay with their loved one while in hospital.

Karen contacted the Leonardo Trust, a registered charity based in Broadstone which supports carers, to see if they could help. They did, providing funding to buy two of the £800 beds.



**SITTING COMFORTABLY: Carer Alison in the chair bed with Poole Hospital staff**

The purchase of two further chair beds has now been agreed by the charity, meaning carers of patients on Lulworth, Lytchett, Portland and Kimmeridge wards can benefit.

'When my mum was on Kimmeridge ward, I would stay until late at night, and come back as early as possible in the morning.

'When she needed to stay longer in hospital than first thought, the staff were so understanding and found a small cot-type bed for me and we were given a room of our own – and that's how it was for a month.

'Before we had these beds, carers would have to either spend the night apart from their loved one, or try to sleep in a chair, which was far from ideal,' explains Karen.

'Having the support and ongoing contact with a carer makes an incredible difference to a stay in hospital, and

*Cont on page 10*

# News for young carers

## Schools learn about the challenges young carers have to face



### Young Carer Awareness Day

CARER Support Dorset (CSD) took part in their first Young Carer Awareness Day in January.

This day raises awareness of the challenges faced by young carers and campaigns for greater support for them.

This year CSD attended the Sir John Colfox Academy, Bridport and the Woodroffe School, Lyme Regis. We talked to both pupils and teachers about young carers and the importance of them getting support.

Since then, we have been giving assemblies to different year groups at The Blandford School, Blandford Forum and are looking to deliver presentations to other schools in the Dorset area.

If you know of a Dorset school that would be interested - once they are open again - in having a presentation or assembly from our team or a training slot on an IN-SET day to help teachers become more 'carer aware' then please contact us on 0800 368 8349 or email [admin@carersupportdorset.co.uk](mailto:admin@carersupportdorset.co.uk)

If you are a young carer or you know of

one, we have now taken over the register from Dorset Council as the lead organisation for young carers.

Contact us in the first instance for further information on 0800 368 8349 or visit our website [www.carersupportdorset.co.uk/young-carers/](http://www.carersupportdorset.co.uk/young-carers/)

## A fun-filled half term

For some young carers, school can be a place where they can put aside their caring responsibilities and feel 'normal' for a while.

So, when half-term comes around, Poole Young Carers know it is important to provide their young carers with an opportunity to relax, socialise and let their hair down for a while.

February half term was no different and saw us take to the bowling alley, create bath bombs at LUSH, take to the slopes at Snowtrax, and eat plenty of pizza! Something for everyone and fun worth having.

We can't wait until the next half-term!



# News for young carers

## A helping hand into work or training after leaving school

MYTime Young Carers Charity are launching a Young Carers Employability Programme.



The programme seeks to support young adult carers, aged 18 to 25, who are currently not working or in education.

Krista Cartlidge, MYTime Executive Director, said, 'For a young carer, making the transition from childhood into adulthood can be complex and challenging as a result of their significant caring responsibilities.'

Young carers miss on average 48 school days per year, accounting for them missing almost 25 per cent of their education.

Krista added: 'As a consequence young carers can achieve lower grades at GCSE than their peers.'

'Their caring responsibilities also mean that they struggle to find employers who are able to offer them the necessary flexibility they require to allow them to work.'

Delivered by Emma Fry, an experienced and qualified careers advisor, the Employability Programme participants will attend six face-to-face sessions, each lasting two hours over a six-week period.

Course content and activities will include:

- Exploring potential careers paths.
- Providing the support and guidance needed to identify and access a job or further education course which both interests them but also fits alongside their caring responsibilities.
- A CV writing workshop – giving participants the opportunity to write a CV and consider how all of the skills they have developed as carers can be useful in the workplace
- Interview skills training
- Mock interviews with local business leaders
- Support in applying for work experience placements with a project partner.
- Attendance at an awards evening celebrating the successes and achievements of participants.

If you are a Young Adult Carer or know someone who would benefit from the programme, MYTime would love to hear from you. Contact Emma Fry on 01202 710701 or email: [emma@mytimecharity.co.uk](mailto:emma@mytimecharity.co.uk).

# News for young carers

DORSET young carers have enjoyed a range of activities during school breaks.

During the October half term the 5-11 age group enjoyed a fun-filled day at Lulworth Castle with spooky Halloween activities while the 12-18 age group went bowling.

At Christmas all age groups had a fabulous time watching the Panto, Dick Whittington, at Bournemouth Pavilion.

In February half-term the older young carers had fun ice skating with a few slips and falls, while the younger ones had a feast at Pizza Hut with bowling afterwards.

Future residential trips will include a stay in Perranporth, Cornwall, and attendance at the Young Carers Festival in June, depending on the Coronavirus situation.

Dorset Young Carers are grateful to the generous support from the Careline Appeal and MyTime who helped fund some of these activities.

The Young Carers Service is also in the process of transferring young carers registration to Carer Support Dorset (see story on page 3).

They will provide young carers and their parents/carers with advice, information and guidance as well as help to complete requests for further assessment by the Young Carers Service.

## Someone to talk to . . .

IF YOU need someone to talk to about how you feel, why not contact **Kooth** for free, safe and anonymous online support. It's available Mon-Fri 12pm to 10pm and 6pm to 10pm at weekends. [www.kooth.com](http://www.kooth.com)

**ChatHealth** is a confidential text messaging service for young people aged 11-19 to contact their local school nursing team for advice about any aspect of their physical or emotional health.

Text: 07480 635511

## A good night's sleep

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at Poole Hospital we're committed to supporting the carer in the same way we support our patients.

'I was very moved by Alison and Pat's story, and extremely grateful that the Leonardo Trust has been able to fund four carers beds. I know many patients and their carers will benefit from them.'

While Alison couldn't make use of a carer's bed herself, she says it's rewarding knowing others will be able to. 'It's a wonderful legacy,' added Alison.

'My mum was devoted to the NHS and I know she would be smiling down.'

Donna Blanche, the Leonardo Trust's Charity Manager, said they were delighted to be able to help and hoped to buy more carer beds for Dorset hospitals.

# Couple to open new Carers' Hub in Dorchester

FOR the past 12 years Mark Watson has been a full-time carer for his wife Sue, who has a complicated and painful abdominal disease.

Now, despite the seriously-debilitating effects it can have on her daily life, Sue and Mark have joined forces to develop the Dorset Carers Hub in Dorchester..

'I am the ideas man and she makes it happen,' said Mark. 'She's a very determined lady.'

For the past year, the hub has been based at the evangelical Storehouse Church in Cambridge Road, Dorchester. It is not a religious organisation nor is it linked specific disease or age group.

With funding from the charity Leonardo Trust, it offers information and advice in a relaxed atmosphere to carers in the town and surrounding villages. 'We have had 287 carers through the door,' said Mark.

Some contact the hub by social media, the internet, phone or in person.

There have been social activities too including a picnic, bingo and a quiz night.

Coffee mornings give carers a chance to chat to others who understand what their lives are like, although these may not take place due to the current Corona virus emergency.

Now the hub is to expand and move into Trinity House, Trinity Street, Dorchester and will cover a wider geographical area.



**DETERMINED: Sue and Mark Watson**

The hub will be able to offer a more comprehensive information service, with staff being trained to give benefits advice. 'What we want is a home-from-home atmosphere. Carers will be able to pop in for a cup of coffee for a couple of minutes or a couple of hours,' he added.

The current pandemic means that the opening, planned for April, will be delayed. 'But we are keeping in touch with carers via email and social media,' said Mark.

'We are also involved with the Leonardo Trust project that starts on March 30 which consists of a helpline and access to guidance counselling and in some cases financial assistance.

Mark, who holds a masters degree in heritage science specialising in archaeological plaster (one of only six people in the country) and Sue, who worked in

*Please turn to page 16*



## Dorset Advocacy

### Cont'd from front page

Dorset Advocacy cannot provide legal, financial, benefits or housing advice, but we can signpost you to other specialist services.

Their support is certainly appreciated by carers they have helped. Comments of appreciation include:

*I wanted to thank you personally for all your support in helping me to speak up about the struggles I had caring for my husband. We very much appreciated your understanding of a difficult situation, which is much improved now.*



*I can't tell you how much your support meant to me, I now have the respite services I need to carry on caring for my son.*



*I wouldn't have got through my Carer's Assessment without your help, thank you so much.*

Advocates work in partnership with the people they support and take their side. Advocacy promotes inclusion, equality and social justice.

If you are a carer and you need help to solve a problem related to your caring responsibilities, call us on 0300 111 3303.

## My carer's life . . .

by June Stephens

*What is this word, carer who cares,*

*Some days you simply stand and stare  
at what is going on all around and you feel you  
have run aground*

*Constant repeated words and tales of the past,  
can really chill you to the bone, like a wintry  
blast*

*Sleepless nights, and endless days,  
Leaves you feeling in a daze. To an outsider  
looking in, they have no idea of what is going  
on within*

*How much more can I take? is daily on my  
mind. It hangs like a cloak of darkness, pulling  
me into decline. Trying to keep things normal,  
crying on that pathway too*

*The inner strength that you receive simply pulls  
you through*

*So care, carers and caring, is like the beat of  
your heart. Despair and gloom can take over  
and simply rip you apart*

*Love is the fragrance in our home each day,  
despite the tears, it's there to stay*

*The days of the past, stay in my mind  
Changes in the one I love, quite disturbing and  
unkind. Yet they do not remember from that  
day to this*

*The joy in our life together, is what I really  
miss. Smiles and a welcome, with an ever  
open door, filled with family and friends, Like  
riches in a treasure store*

*A listening ear, laughter and a spoken word is  
knowing this love is strong and stirred*

*Hope is like a ray of constant sunshine, that  
takes the dark clouds away, One day is like no  
other. My trust is in God as I pray.*

Funded by the Leonardo Trust , 27 Weymouth carers enjoyed a delicious meal at the Slug and Lettuce in the town where they were able to have a break from their caring roles for a couple of hours and enjoy the festivities.



## Planned Dorset-wide survey will seek your views on short-break service

DORSET Council and partners had planned to launch a survey in April seeking carers' views on how our current short-break services work and how much unmet need there is.

We will not be able to begin this as planned due to the ongoing COVID19 (Coronavirus) situation. However we will do so in the future.

When we do launch the survey, we will be asking:

- about your experience of getting a break
- whether they provide peace of mind
- if there are certain times of the year which are more important than others.

We hope this will help us understand more about the balance needed between urgent and planned breaks.

We will consult as widely as possible,

distributing the survey to all unpaid carers in all age groups across Dorset.

We intend to use feedback to help us identify if there is a need to change the way support services are offered.

We will then be able to work with partners and carers to design changes together.

To find out more about carers information and support please look online at

[www.dorsetcouncil.gov.uk](http://www.dorsetcouncil.gov.uk),

contact Carers Support Dorset on (freephone) 0800 3688349 or email [admin@carersupportdorset.co.uk](mailto:admin@carersupportdorset.co.uk).

For more information about the review please:

Tel Chris Skinner on 01305 225616

email

[dorset.carers@dorsetcouncil.gov.uk](mailto:dorset.carers@dorsetcouncil.gov.uk).

# Help and where you can find it

Social services for carers are provided by the council where the cared-for person lives:

- Bournemouth, Christchurch and Poole Council
- Dorset Council (for the rest of the county).

Social Services Helpdesk for any enquiry about **Social Services in Poole** for an adult:

call 01202 633902  
text relay 18001 01202 633902  
e-mail [sshelpdesk@bcpcouncil.gov.uk](mailto:sshelpdesk@bcpcouncil.gov.uk)

**To make a comment or complaint** about Social Services in Poole:

call 01202 261159,  
e-mail [comments.adultsocialcare@bcpcouncil.gov.uk](mailto:comments.adultsocialcare@bcpcouncil.gov.uk)

**Children's Social Services** duty desk:

call 01202 735046

On the web: [www.bcpcouncil.gov.uk](http://www.bcpcouncil.gov.uk)

## Bournemouth Christchurch and Poole Carers' Service

To find out about support for carers of people living in Bournemouth Christchurch or Poole contact the Carers Centre:

call 01202 458204  
e-mail [carersupport@bcpcouncil.gov.uk](mailto:carersupport@bcpcouncil.gov.uk)

Drop in on Tuesdays between 2 and 4. and Fridays between 10 and 12 at

**Care Direct** provides information to help people find the services they need in Christchurch and Bournemouth:

call 01202 454979  
minicom 01202 454874  
email [caredirect@bcpcouncil.gov.uk](mailto:caredirect@bcpcouncil.gov.uk)

in person call at the office. Mon-Fri  
Town Hall Annex, St Stephen's Road, Bournemouth, BH2 6EA.

**To make a comment or complaint** about Social Services:

call 01202 458953  
e-mail [accomplaint@bcpcouncil.gov.uk](mailto:accomplaint@bcpcouncil.gov.uk)

## Children's Services:

Multi-Agency Safeguarding Hub (MASH)

call 01202 458101  
email [MASH@bcpcouncil.gov.uk](mailto:MASH@bcpcouncil.gov.uk)

On the web: [www.bcpcouncil.gov.uk](http://www.bcpcouncil.gov.uk)

St Ambrose Cottage, Alumhurst Road, Westbourne, BH4 8ER.

**Carers Support on the web:** go to [www.CRISPweb.org](http://www.CRISPweb.org) to find local support and to join the Carers Information Service online.

# Help and where you can find it



To find support for **young carers** call:

## **BOURNEMOUTH and CHRISTCHURCH:**

Sarah Norris

call 01202 456230,

email [sarah.norris@bcpcouncil.gov.uk](mailto:sarah.norris@bcpcouncil.gov.uk)

## **POOLE:**

Maggie Harris

call 01202 261550,

email [Maggie.harris@bcpcouncil.gov.uk](mailto:Maggie.harris@bcpcouncil.gov.uk)

## **DORSET:**

email [youngcarers@dorsetcouncil.gov.uk](mailto:youngcarers@dorsetcouncil.gov.uk)

call 01305 225677

## **Emergency Duty Service number**

for Bournemouth, Christchurch and  
Poole is 0300 1239895

## **The Out-of-Hours Emergency number**

for Dorset is 01305 858250

**DORSET** support to carers is available from several sources.

If you, or the person you care for, is already in contact with Adult and Community Services, you can speak to your social worker or care manager for further information and advice.

Each local office has a carers' caseworker who is there to support carers.

If you are not receiving any support from Adult and Community Services, and are not sure what to do next, contact:

**The Adult Access Team**, Dorset Direct, 01305 221016,  
email [adultaccess@dorsetcouncil.gov.uk](mailto:adultaccess@dorsetcouncil.gov.uk)  
or write to:

**Adult Access Team**,  
Dorset Direct, Dorset Council,  
County Hall, Dorchester,  
Dorset DT1 1XJ.

To register as a carer go to  
[www.dorsetforyou.gov.uk/carers](http://www.dorsetforyou.gov.uk/carers)

# Take care of your own mental health too

WHEN you spend a lot of time caring for someone else, it's really important that you remember to look after your mental wellbeing as well as your physical health.

The current COVID-19 (Coronavirus) situation is particularly difficult for people who are experiencing mental ill health and emotional distress.



The situation is unprecedented and will impact the way that we run our Access Mental Health services.

To ensure the safety of our staff and the public, the Retreat drop-in services in Bournemouth and Dorchester are closed for the foreseeable future.

We have also closed our Community Front Rooms, but alternative

arrangements are being put in place.

If you require urgent mental health support, please call our 24/7 Connections phone line (0300 123 5440) in the first instance and you will be signposted to the right service for the support you need.

**Samaritans** can be called 24 hours a day, 365 days a year for free on 116 123.

## A new Dorset Carers Hub to be based in Dorchester

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retail management and has a psychology degree, are determined to make the hub a success.

To contact them:

Call 07989 3063220

Email: [dorsetcarershubs@gmail.com](mailto:dorsetcarershubs@gmail.com)

Twitter @dorsetcarershubs

Facebook: Dorset Carers Hub

If you just want someone to talk to or are experiencing a crisis, Samaritans will be there to listen.

Alternatively you can send an email to [jo@samaritans.org](mailto:jo@samaritans.org) and they will reply to you within 24 hours.

Visits to their centres have had to be suspended at the moment.

### Silverline

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Call anytime on: 0800 4 70 80 90.