

Staying steady

Keep active and reduce
your risk of falling



*Health &
wellbeing*



We are Age UK.

*Our network includes Age Cymru,
Age NI, Age Scotland, Age International
and more than 160 local partners.*

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Please seek medical advice for guidance on appropriate exercise levels and precautions. It is particularly important to seek such advice if you suffer from an ongoing medical condition that may be affected by exercise. Always start any exercise programme slowly, and never force or strain. If you feel any soreness, strain, discomfort, distress or other symptoms, stop the exercise and seek medical advice immediately.

Every effort has been made to ensure that the information contained in this guide is correct. However, things do change, so it is always a good idea to seek expert advice on your personal situation.

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Introduction

There are lots of simple things that you can do to help you stay steady on your feet. Whether you're fit and active, have difficulty walking and getting around, or are worried about falling, this guide has information for you.

General health and wellbeing can make a big difference to your quality of life, whatever your age. Eating well and keeping fit are important. But there are also specific things you can do to improve your strength and balance, which are set out in this guide. Building and maintaining your strength and balance can help you carry on doing the things you enjoy.

Throughout this guide you will find suggestions for organisations that can offer further information and advice about your options. Their contact details can be found in the 'Useful organisations' section (see pages 26–30). Contact details for organisations near you can usually be found in your local phone book. If you have difficulty finding them, your local Age UK should be able to help (see page 26).

As far as possible, the information given in this guide is applicable across the UK.

Key



This symbol indicates where information differs for Scotland, Wales and Northern Ireland.



This symbol indicates who to contact for the next steps you need to take.

Improving your fitness

As you get older, it's important to be as active as you can. Regular physical activity will help you maintain strength, flexibility and energy levels, so that you can carry on doing the things you enjoy and stay independent. Try taking a brisk walk, for example, or doing some gardening or dancing. If you need help moving about or don't usually do any exercise, doing any amount of activity is better than nothing. It's never too late to start and you can build up gradually.

The Government advises older people to aim to be active every day and to:

- build up to two-and-a-half hours per week of moderate intensity activity (activities that get you breathing harder and your heart pumping faster) in bouts of ten minutes or more
- do activities that improve muscle strength at least twice a week – these are repetitive activities that strengthen muscles
- do some activities that improve balance and co-ordination twice a week – this is particularly important if you have had a fall or are afraid of falling
- limit or break up the time you spend sitting still.

Improving your strength and balance

Activities that improve muscle strength in your legs, arms, back, shoulders and chest are particularly important as you get older. They can make it easier to get up out of a chair, and because they improve your posture, co-ordination and balance, they're an effective way to reduce the risk of falling. Reducing the amount you move about can make you more prone to falling as your leg muscles become weaker.

The kinds of activities that will help your strength and balance are:

- using the stairs frequently, if it's safe for you to do so
- slowly and repeatedly rising to a standing position from a chair
- playing badminton, taking up ballroom dancing, yoga, or joining a walking group
- attending special strength and balance exercise classes, tai chi classes or exercise to music classes, such as those run by EXTEND (see page 27).

Exercises that improve your balance – often known as balance training – can be especially helpful if you have an illness that causes joint pain as they help overcome stiffness and unsteadiness. Best of all, they can make it easier to get out and about without needing to have someone with you.



For more information about recommended activities visit the NHS Choices website. In Wales, visit the NHS Direct Wales website; in Scotland, visit the NHS Inform website; and in Northern Ireland, visit the NI Direct website. (See page 29 for contact details for all of these organisations.)

You can also find free exercise guides and videos online. For example, NHS Choices provides a series of downloadable exercise guides for older people (visit www.nhs.uk/tools/pages/exercises-for-older-people.aspx). Arthritis Care produces a free booklet *Exercise and arthritis*. Download it from www.arthritiscare.org.uk/Booklets or call 020 7380 6540 to order a printed copy.

Speak to your GP about how you can exercise safely, especially if you have a heart condition or haven't been exercising regularly. See 'Help from the NHS' (page 21).

what next?

To find out about strength and balance classes in your area, ask at your local Age UK, leisure centre, library, health centre or GP practice. Check whether there's a Fit as a Fiddle class in your area by emailing fitasafiddle@ageuk.org.uk. If there isn't, contact your local Age UK to see if they run similar sessions (see page 26).

Activities that improve muscle strength in your legs, arms, back, shoulders and chest are particularly important as you get older.



Getting started ... and keeping it up

Once you know what kind of physical activities are right for you, start gently and build up gradually. Aim to do a little bit more every day.

Most people find being more active easier than they expected – and more enjoyable. The more you enjoy an activity, the easier it is to keep it up, and that's when you'll really reap the benefits. You may be surprised by how much you can achieve.

It's important to keep trying to progress. Start by doing a balance-training exercise and building up from 10 to 15 repetitions. This could be something like slow heel raises, either on your own or supported by someone else. Practice makes perfect and it's important to maintain a good fitness level, so you should do whatever you're able to on a regular basis.

Exercises that make your legs stronger will help prevent falls, so don't give up on your physical activities because you've had a fall or are afraid of falling.

If you live in a care home and need help to move about, you could ask about starting an activities programme with the help of your activities co-ordinator. It should take into account any medical conditions and build on what you can already do.

If you haven't exercised in a while, or you have worries due to a health condition, speak to your GP before starting a new activity. Remember that the day after you have done some strengthening activities, your muscles will feel a bit stiff. This is quite normal and shows you are benefiting from the activity.

You should always begin any exercise with a warm-up to prepare your body and finish with cool-down exercises. If you experience chest pain or feel faint, stop exercising immediately and contact your GP.

Exercises that make your legs stronger will help prevent falls.



Eyesight, hearing and balance

Vision and hearing play a vital role in balance and movement.

Eyecare

Glasses fitted with bifocal or varifocal lenses can make objects and surfaces appear closer than they really are, so they could cause you to trip or lose your balance, particularly on stairs. Ask your optician for advice.

Get your eyes checked and your glasses prescription reviewed as often as your optician advises, and at least every two years. Have a regular eye test even if you think your sight is fine, as it can detect eye conditions at an early stage.

i NHS eye tests are free once you reach the age of 60, and if you live in Scotland they're free for everyone.

If you care for someone who is unable to recognise or communicate sight problems, for example someone with dementia, remember to arrange regular eye tests. You can ask the optician about using special non-verbal tests. Encourage the person to wear glasses if they need them and make sure the lenses are cleaned regularly.

If you receive certain benefits, such as Income Support, the Guarantee Credit part of Pension Credit or Universal Credit you may also be entitled to help with the full cost of new glasses. If you're not eligible for these benefits but are on a low income, you may be entitled to help through the NHS Low Income Scheme (see page 29). See our free

i factsheet *Help with health costs*. In Wales, see Age Cymru's free factsheet *Help with health costs in Wales*.

If you or anyone you care for finds it difficult to get to the optician for health reasons, ask your optician if they offer a home visits service. You can call NHS England on 0300 311 2233 for a list of opticians in your area, or check the NHS Choices website (see page 29).

i In Wales, contact NHS Direct Wales for details of opticians who can offer home visits and the Primary Eyecare Acute Referral Scheme (PEARS) (see page 29). This aims to give people who experience a sudden eye problem a prompt, free, eye-health assessment without needing to be referred by their GP. You can have a PEARS eye test at any PEARS-registered optometrist.

i In Scotland, healthcare is organised through local health boards. Call NHS Inform for more information (see page 29). In Northern Ireland, visit the NI Direct website (see page 29).

Contact the Royal National Institute of Blind People (RNIB) for information about eye problems (see page 30).

Hearing problems

The risk of hearing loss increases as you get older, but people often wait several years before raising hearing problems with their GP. However, if you have a problem with your ears it can severely affect your balance. If there's no medical reason for any issues, such as a build-up of wax or an ear infection, you can be referred for a hearing test and, if necessary, prescribed an NHS digital hearing aid in one or both ears.

Combined sight and hearing problems

If hearing loss does affect your balance this can be even harder to manage if you have sight problems that can't be corrected by wearing glasses.

Your local council will have a sensory team that can offer help and support. Following an assessment, their specialist staff will explain the help available to make daily tasks easier. They can also offer mobility training, including advice on moving around at home and outdoors, and advice on how to keep as fit and active as you can.

what next?



Contact your local adult social services department (social work department in Scotland) to explain how your vision or hearing difficulties, or both, are affecting your daily life and ask for an assessment. Contact Sense (see page 30) for information and advice if you have problems with both your sight and hearing.

Looking after your feet

Problems with your feet can stop you getting out and about. They can also affect your balance and increase the risk of falling. So it's important to report problems such as foot pain or decreased sensation in your feet promptly to your GP or practice nurse. Keep your toenails short. If you're finding it difficult to cut them yourself, try asking a friend or family member for help. Or contact your local Age UK to find out whether they offer a toenail-cutting service (there may be a charge).

If you have arthritis, you may find that trainers, or similar, well-cushioned shoes, are more comfortable and offer welcome support. But if the soles are too thick, you may not be able to feel contact with the floor so well, and this could make you feel a little unsteady. Ask your GP or chiropodist for advice.

These footwear tips can help you feel more confident on your feet.

- Wear shoes that fit well. High-sided shoes with low heels and thin soles with a good grip are a good choice. Make sure they're firmly secured with laces or velcro.
- Avoid wearing sandals and shoes with high heels.
- Wear slippers that have a good grip and that fasten and stay on properly – make sure they aren't loose or worn out, as this may cause you to trip.
- Make sure that your trousers or skirts don't trail on the ground.
- Always wear shoes or slippers, and never walk indoors in bare feet, socks or tights.

‘My general fitness, strength and balance have all improved and I am less worried about falling over.’



Mary is 82 years old and lives in sheltered accommodation.

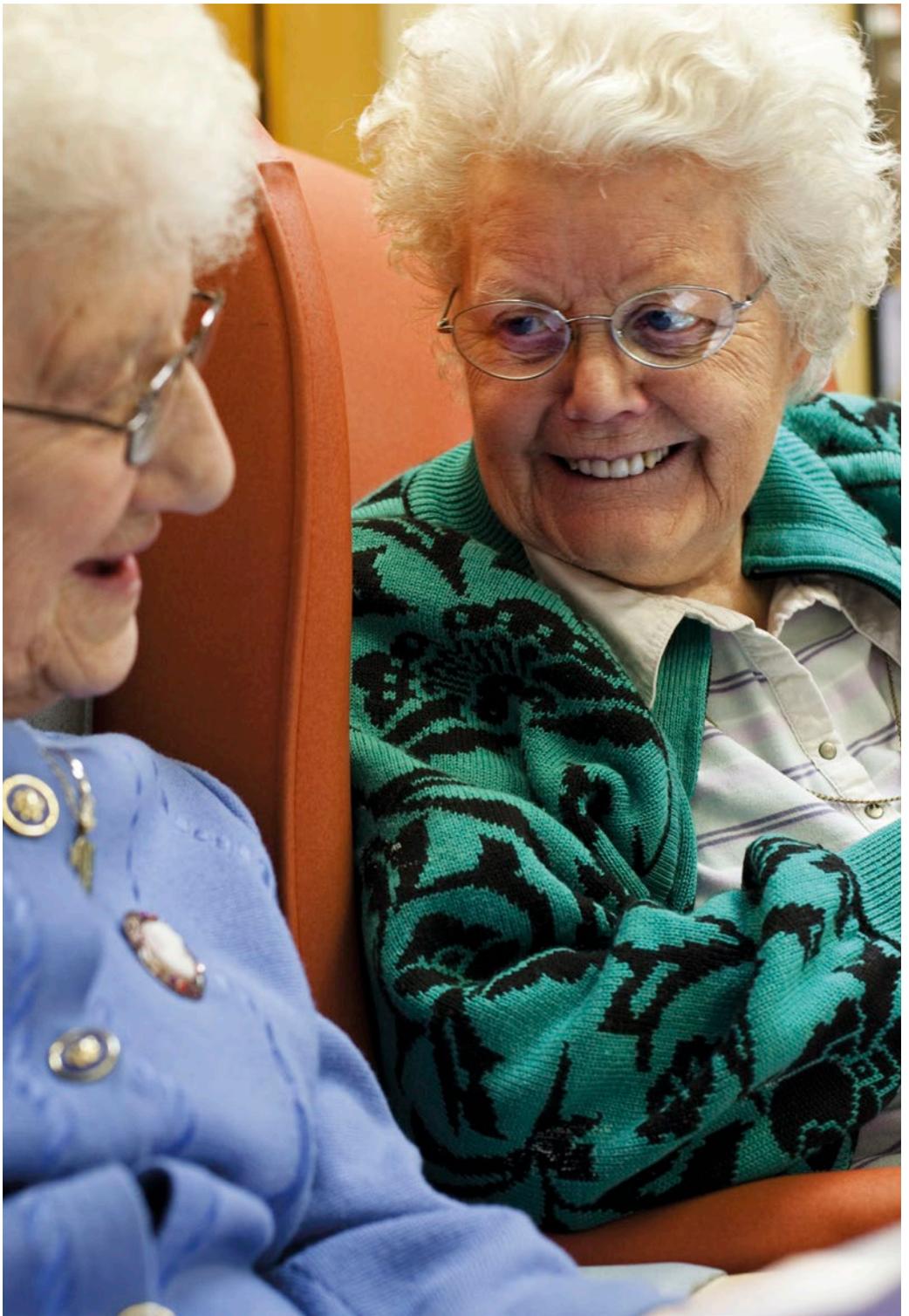
‘I had polio when I was a youngster and, because of this, my balance was never any good. It’s got worse as I’ve got older and then recently I had a bad fall in my flat. I tripped over my hearth rug and gashed my head on the fireplace. I needed stitches and looked a real picture with two black eyes. It knocked me for six. I became very wary about going out and doing jobs around the house.

‘Then Alison, the warden, asked me if I wanted to join the weekly, seated-exercise programme run by my local Age UK in our communal lounge. I knew about it but thought that I was too old for exercising and I like to keep myself to myself. But Alison persuaded me.

‘The first session was quite tiring but as we went along I began to feel better. My general fitness, strength and balance have all improved and I am less worried about falling over.

‘It’s really good fun – not what I expected. Everyone has a good natter afterwards and a cup of tea. It’s more of a club than an exercise class. I now speak to people I’ve seen around for years, so it’s been good in lots of ways.

‘One special bonus was meeting Mary, who has become a real friend. She drives and so we go on outings. This has made a big difference to me. I look forward to things again, which I haven’t done for a while.’



Managing your medicines

Certain medicines, or illnesses such as poorly controlled diabetes, can make you feel faint or dizzy. Let your GP or pharmacist know if you ever feel like this – they may need to check the dose or look at alternative medicines.

If you take several medicines, your GP should review them regularly, in case you no longer need them or the dose needs to be changed.

**what
next?**

If you have any questions about your medicines, or have difficulty taking them as prescribed, speak to your pharmacist.

Keeping your bones healthy

The strength of your bones makes a big difference to the effect of a fall. Regular weight-bearing exercise helps keep bones strong by forcing the bones in the lower half of your body to bear your full weight each time you move. Activities such as brisk walking, bowls and tennis are weight-bearing, but swimming is not.

Vitamin D and calcium

You can help keep your bones strong by eating a diet rich in calcium and making sure that you get enough vitamin D.

Your body makes vitamin D mainly through the action of the sun's rays directly on your skin. For this reason, some direct exposure to the sun is necessary, although it's important not to let your skin redden or burn. In May to September, try to go out every day without sunscreen for around ten minutes, either once or twice a day depending on your skin type. Remember to make sure that you are actually outside – your body can't make vitamin D from sunshine coming through closed windows.

There are some food sources of vitamin D – salmon, sardines, other oily fish, eggs and fortified spreads – but sunshine is the major source for most people.

The Government recommends that certain groups of the population, including people aged 65 and over, take ten micrograms (10µg) of vitamin D daily as a supplement. If you think you could be at risk of not getting enough vitamin D, particularly if you are housebound or cover your skin for cultural reasons, raise this with your GP. Always speak to your GP before starting to take a vitamin D supplement or over-the-counter medicine on a daily basis.

Osteoporosis

If a minor bump or fall results in a broken bone, it could be because of a condition called osteoporosis. This causes bones to become fragile and break more easily.

Your risk of osteoporosis is increased by:

- a history of osteoporosis in your close family
- your age – the older you are, the more likely you are to develop this condition
- heavy drinking, smoking and lack of exercise
- long-term use of corticosteroid medication
- in women, an early menopause or hysterectomy with removal of the ovaries
- in men, low levels of testosterone following surgery for some types of cancer.

what next?

For more information about osteoporosis, visit the Age UK website or contact the National Osteoporosis Society (see page 28). Speak to your GP if you think you could be at risk of osteoporosis, particularly if either of your parents ever broke their hip.

Checking your home environment

Keeping an eye out for things that could cause you to slip, trip or fall can make your home a safer place to live in. Some of these points may seem obvious, but it's amazing how often they can be overlooked – so it's worth checking them.

- Do you have good lighting, particularly on the stairs?
- Do you have a nightlight in the bedroom or a torch by the bed in case you need to get up in the night?
- Are your floors clear of trailing flexes, wrinkled or fraying carpets or anything else that you might trip or slip on?
- Does your pet wear a collar with a bell on? Pets are wonderful companions, but they can get under your feet. Be aware of where they are when you're moving about.
- Are your stairs and steps free of clutter?
- Do you have handrails on both sides of your stairs?
- Do you have a non-slip mat in the bath and a fitted handrail?
- Do you have non-slip mats under rugs, in the kitchen, on stair landings and next to the bath?
- Do you always use a stepladder to reach high places? Always have someone to help if you're using a ladder and never stand on a chair.
- Do you keep your garden paths clear and free from moss? Watch out for uneven paths and slippery surfaces as well. Carefully placed handrails and posts can be helpful if you need them.

Remember:

- avoid tasks such as cleaning windows or changing a light bulb if they make you feel dizzy or light-headed
- move your head slowly to avoid dizziness if you have arthritis in your spine or neck
- keep warm. Cold muscles don't work as well and may lead to accidents and injuries
- take your time getting up, and then stand still for a moment to steady yourself before walking. Sitting or standing up too quickly can make you feel lightheaded. Tensing your arms and legs a few times before getting up from a chair, or sitting on the side of the bed for a few minutes before standing up, can be helpful
- speak to your GP if you need to use furniture for support when moving around your home (see 'Help from the NHS', page 21).

Making small adjustments in your daily life doesn't mean that you have to limit your activities. In fact, it can give you greater freedom and confidence.

Getting a home safety check

Contact your local council to find out if they offer home safety checks or a handy person scheme. If you live in England or Wales, the Age UK Group offers handy person schemes in some areas to older people who meet certain criteria, to assist with small repairs and reduce risks in the home. Contact Age UK Advice (see page 26) for more information. In Wales, contact Age Cymru to find out if there's a handy person or HandyVan scheme in your area (see page 26). In Scotland, your local Care and Repair service may be able to help (see page 28).



Your local home improvement agency may also be able to offer a home safety check. To find details of your local agency, contact the umbrella organisation for your nation (see page 28). Home improvement agencies are not available in Northern Ireland – contact Age NI for advice (see page 26).



what next?

For more information about aids and adaptations that can make your home safer, and how to prevent accidents, see our free guides *Adapting your home* and *Home safety checker*.

Personal alarms

Personal alarms allow you to call for help if you're unwell or have a fall and can't reach a telephone. You contact a 24-hour response centre by pressing a button on a pendant or wristband that you wear all the time. Staff at the centre will then call out the best person to help you – a neighbour, relative or friend, or the emergency services.

Contact your local council to ask if they run a personal alarm scheme. Age UK also provides Personal Alarms* – for more information about the service and the likely costs, call 0800 707 6369. In Northern Ireland, the Age NI Personal Alarm** service is available. Call 0808 100 4545 for more information.



Telecare

If you've had a fall and are concerned about falling again, simple technology known as telecare can give you support. For example, a bed or chair sensor can detect if you've got up but haven't returned within a set time, and automatically sends an alert to a carer or call centre in case you've fallen.

Speak to your local adult social services department to find out what your options are. See our free guide *Adapting your home* for more about telecare or go to www.ageuk.org.uk/telecare

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Tackling the fear of falling

We all stumble or trip sometimes. But fear of falling can start to become a serious worry – and can be quite difficult to deal with, if not addressed quickly.

The anxiety may stem from having had a fall already, but it can prey on your mind, even if you haven't fallen before. This sometimes happens after a period of illness, which can leave you feeling weak and a bit unsure of yourself. Consequently you may become more cautious, limit what you're willing to do and lose confidence in carrying out daily tasks and activities. You may even stop wanting to go out on your own. Worrying in this way isn't unusual, but it can make you anxious, isolated or depressed.

Fears about losing your independence can also make you reluctant to seek help. Perhaps you're worried that people will think you're unable to look after yourself properly, or that they'll suggest you move into a care home.

It's important not to let such thoughts stop you from taking positive steps to get help. A good falls prevention service will enable you to live as independent and enjoyable a life as possible. This is the case whether you've had a fall already or are intent on preventing one.

Talk to your GP. With their help, or the help of your local falls prevention service, you can work out how to get your confidence back, regain your balance and strength, and reduce your risk of falling.

Help from the NHS

You should tell your GP if you've had a fall or start feeling unsteady, even if you feel fine otherwise. There could be many reasons and, equally, many different ways to help you feel confident again. Your GP can check your balance and walking to see if they can be improved. With your agreement, your GP can also refer you for a falls risk assessment. You may be referred to the falls prevention service for your assessment, which will be carried out by healthcare professionals with specialist training and experience.

The purpose of the assessment is to:

- listen to what you think the problem could be
- try to work out what's making you more likely to fall
- agree an individual action plan with you to reduce your risk of falling.

This could include strength and balance exercises, having your home checked for hazards, investigating any continence problems you have, checking your eyesight and the medicines you take, and showing you how to get up safely if you fall. The plan should be designed to suit your individual needs and be regularly reviewed so that staff can see how you're getting on.

what next?



The National Institute for Health and Care Excellence (NICE) has a patient leaflet called *Falls: the assessment and prevention of falls in older people*, which you can read or download free from www.nice.org.uk (type CG161 in the search bar). In Scotland, the free leaflet *Taking positive steps to avoid trips and falls* can be picked up from your local health promotion centre, downloaded from the Health Scotland website or ordered by email (see page 28).

‘My strength and balance have improved... I feel happier and more confident’

Stan has been a farmer all his life, so when a combination of illness and arthritis affected his mobility, he found it difficult to cope.

‘Having been a farmer, I’ve always been a fit man and proud of it. But I recently developed breathing difficulties and needed several spells in hospital. I’ve got the lung condition, COPD. Also, arthritis in my knees has caused me to fall a few times.

‘My wife worries about me falling. I’m a fairly big man so she can’t pick me up. So she called the local Age UK to see if they could help. A lady came round and asked us some questions, then she looked around and pointed out some hazards that she’d spotted straight away.

‘I was a bit surprised, but she was right – these were places I’d fallen before. She’d noticed other hazards too, like folded rugs and trailing wires. She put us in touch with a handyperson scheme to get the hazards sorted and my son, who lives away, came and helped too.

‘She also told us about a COPD light-exercise group. I wasn’t sure, but my wife insisted I try it. I’m not good at mixing and don’t like crowds, but now I look forward to going. My strength and balance have improved and I even met a friend there who I hadn’t seen for years.

‘I haven’t fallen again or been in hospital. I know that my condition will not get better, but I feel happier and more confident and so does my wife. And I’m five pounds lighter!’





Eight steps for staying steady

Use this handy checklist as a guide to the eight key things you can do to stay steady on your feet.

1 EXERCISE REGULARLY

Focus on activities that challenge your balance and strengthen your legs and upper body, like gardening, dancing or tai chi (see pages 3–7).

2 CHECK YOUR EYES AND HEARING

Regular sight tests and reporting difficulties with hearing can identify problems affecting your balance (see pages 8–10).



3 LOOK AFTER YOUR FEET

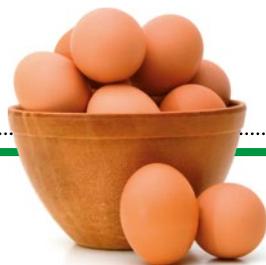
Wear well-fitted shoes and slippers, and report any foot problems to your GP or chiropodist (see page 11).

4 ASK ABOUT YOUR MEDICINES

Certain medicines can make you feel faint or affect your balance. Let your GP or pharmacist know if you ever feel like this (see page 14).

5 GET ENOUGH VITAMIN D

Vitamin D is essential for keeping bones strong – the best source is sunshine (see page 14).



6 EAT A DIET RICH IN CALCIUM

Calcium also helps to keep your bones strong. Good sources are dairy foods, fortified soya products and canned fish (see page 14).

7 CHECK FOR HOME HAZARDS

Make sure your home is hazard-free and well lit (see pages 16–17).



8 VISIT YOUR GP

If you've had a fall or are worried about falling, tell your GP. There are many ways to help you feel confident again (see page 20).

Useful organisations

Age UK

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

Age UK Advice: 0800 169 65 65

Lines are open seven days a week from 8am to 7pm.

www.ageuk.org.uk

Call Age UK Advice to find out whether there is a local Age UK near you, and to order free copies of our information guides and factsheets.

In Wales, contact

Age Cymru: 0800 169 65 65

www.agecymru.org.uk

In Northern Ireland, contact

Age NI: 0808 808 7575

www.ageni.org

In Scotland, contact **Age Scotland**

by calling Silver Line Scotland: 0800 470 8090 (This is a partnership between The Silver Line and Age Scotland)

www.agescotland.org.uk

In Wales, Age Cymru runs two physical activity programmes to encourage older people to become more active – Nordic Walking, and Low Impact Functional Training (LIFT), where trained volunteers deliver low-level activities and games to older people. For more information, call 029 2043 1555 or visit the Age Cymru website.

In Northern Ireland and Scotland, contact Age Northern Ireland or Age Scotland to find out whether they know of any special physical activity sessions.

Action on Hearing Loss

Provides advice and support through an information line, tinnitus helpline and range of factsheets.

Tel: 0808 808 0123

Textphone: 0808 808 9000

Text number for mobile phones: 0780 0000 360

Hearing check phone line: 0844 800 3838

Tinnitus enquiries: 0808 808 6666

Email: informationline@hearingloss.org.uk

www.actiononhearingloss.org.uk

In Wales, contact **Action on Hearing Loss Cymru**

Telephone: 02920 333 034

Textphone: 02920 333 036

Email: cymru@hearingloss.org.uk

www.actiononhearingloss.org.uk

EXTEND

Arranges community-based exercise classes for older people and trains teachers to run exercise classes.

Tel: 01582 832 760

Email: admin@extend.org.uk

www.extend.org.uk

(regional contacts are listed on the website)

Fold

Provides free support and advice for people in Northern Ireland applying for a Disabled Facilities Grant.

Tel: 028 9042 8314

Email: info@foldgroup.co.uk

www.foldgroup.co.uk

Health Scotland

Provides information to promote healthy living for people in Scotland and works closely with local health boards.

Tel: 0131 536 5500

Email: nhs.healthscotland-publications@nhs.net
www.healthscotland.com

Home improvement agencies

Help older homeowners and private tenants organise repairs, improvements and adaptations to their homes.

In England, contact **Foundations**

Tel: 0845 864 5210

Email: info@foundations.uk.com
www.foundations.uk.com

In Scotland, contact **Care and Repair Scotland**

Tel: 0141 221 9879

www.careandrepairsotland.co.uk

In Wales, contact **Care and Repair Cymru**

Tel: 0300 111 3333

www.careandrepair.org.uk

National Osteoporosis Society

Offers information and support on prevention and treatment of osteoporosis.

Tel: 0845 450 0230

Email: info@nos.org.uk
www.nos.org.uk

NHS Choices

A comprehensive information service to help you take control of your healthcare; website includes an A-Z health dictionary and symptom checker.

www.nhs.uk

NHS Direct Wales

Free health advice and information service available 24 hours a day for any health-related matters or concerns.

Tel: 0845 4647

www.nhsdirect.wales.nhs.uk

You can find out further information about your Local Health Board (LHB) on the NHS Wales website www.wales.nhs.uk

In Scotland, contact **NHS Inform** for local service information.

Tel: 0800 22 44 88

www.nhsinform.co.uk

In Northern Ireland, visit **NI Direct** www.nidirect.gov.uk and click on 'Health services' (listed under 'Health and wellbeing') to find health services in your area.

NHS Low Income Scheme

Provides full or partial help with health costs if you are on a low income.

Tel: 0300 330 1343

www.nhs.uk/healthcosts

Royal National Institute of Blind People (RNIB)

Provides information and support for blindness and visual impairment.

Tel: 0303 123 9999

Email: helpline@rnib.org.uk

www.rnib.org.uk

In Wales, contact **RNIB Cymru**

Tel: 029 2082 8500

Email: cymru@rnib.org.uk

In Scotland, contact **RNIB Scotland**

Tel: 0131 652 3140

Email: rnibscotland@rnib.org.uk

In Northern Ireland, contact **RNIB Northern Ireland**

Tel: 028 9032 9373

Email: rnibni@rnib.org.uk

Sense

Supports and campaigns for people who are deafblind.

The head office can put you in touch with the appropriate regional office.

Tel: 0300 330 9256 or 020 7520 0972

Textphone: 020 7520 0972

Email: info@sense.org.uk

www.sense.org.uk

Can you help Age UK?

Please complete the donation form below with a gift of whatever you can afford and return to: RSXZ-KTTS-KSHT, Age UK, Tavis House, 1-6 Tavistock Square, LONDON WC1H 9NA. Alternatively, you can phone 0800 169 87 87 or visit www.ageuk.org.uk/donate. If you prefer, you can donate directly to one of our national or local partners. Thank you.

Personal details

Title:	Initials:	Surname:
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Address:
Postcode:

Tel:	Email:
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By providing your email address and/or mobile number you are agreeing to us contacting you in these ways. You may contact us at any time to unsubscribe from our communications.

Your gift

I would like to make a gift of: £

I enclose a cheque/postal order made payable to Age UK

Card payment

I wish to pay by (please tick) MasterCard Visa CAF CharityCard
 Maestro American Express

(Maestro only)

<input type="text"/>	Signature X					
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Expiry date / Issue no. (Maestro only)

Gift aid declaration

(please tick) Yes, I want Age UK and its partner organisations* to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as gift aid donations. I confirm I pay an amount of income tax and/or capital gains tax at least equal to the tax that the charity will reclaim on my donations in the tax year. Date: ___/___/___ (please complete). *Age Cymru, Age Scotland and Age NI



We will use the information you have supplied to communicate with you according to data protection guidelines. Age UK (registered charity number 1128267) comprises the charity, its group of companies and national partners (Age Cymru, Age Scotland and Age NI). If you would prefer not to hear from them or carefully selected third parties, let us know by phoning 0800 107 8977.

You may be interested in other guides in this range

- Bereavement
- Bladder and bowel problems
- Caring for someone with dementia
- Going into hospital
- Healthy eating
- Healthy living
- Living with early-stage dementia
- Staying cool in a heatwave
- Winter wrapped up



To order any of our **free** publications, please call Age UK Advice free on:

0800 169 65 65

www.ageuk.org.uk/healthandwellbeing

What should I do now?

For more information on the issues covered in this guide, or to order any of our publications, please call Age UK Advice free on **0800 169 65 65** or visit www.ageuk.org.uk/healthandwellbeing

Our publications are also available in large print and audio formats.

The following Age UK information guides may be useful:

- *Going into hospital*
- *Healthy eating*
- *Healthy living*

The Age UK Group offers a wide range of products and services specially designed for people in later life. For more information, please call **0800 169 18 19**.

If contact details for your local Age UK are not in the box below, call Age UK Advice free on **0800 169 65 65**.

