About This Booklet

This booklet has 13 sections. Within each section we have listed many of the services and facilities available to older people living in Bath and North East Somerset.

We hope that the directory will be of use to people approaching retirement, retired people and those who care for older people.

Every effort has been made to ensure that the information in this directory is correct at the time of publication. However, it is possible that some of the services described and the contact numbers given may change over time. Bath & North East Somerset Council does not accept any liability for any inaccuracies contained in this publication or any inconvenience caused by them.

We do not recommend any of the services or facilities listed, nor have they been vetted. We would suggest you check opening hours etc. before travelling any distance to visit any of the services.
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Helpful Numbers

Benefits Helplines

Housing & Council Tax Support
Visit the website www.bathnes.gov.uk and then go to the Council Tax, Benefits and Grants Section.
Ring 01225 477777 during office hours or visit Council Connect offices.
See: Council Connect Offices Page 15.

Benefit Fraud

The National Benefit Fraud Hotline - 0800 854 440
between 7am - 11pm seven days a week.

Contact the Council

Council Connect, Bath & North East Somerset Council
Helpline: 01225 394041
Visit the website www.bathnes.gov.uk/contactus
Council Connect is the Council customer service centre and deals quickly and effectively with enquiries, problems, concerns or complaints about:

- Cleansing
- Libraries
- Parks and Grounds
- Radon Gas
- Street Lighting
- Transport & Roads
- Waste & Recycling
- Planning applications (general enquiries)
Emergency Services
Police, Fire and Ambulance Services
In an emergency call 999 or non emergency 101
Electricity suppliers emergencies 0845 770 8090
Gas emergencies 0800 111 999
Water/Sewage emergencies
0845 600 4600 - Wessex Water
0845 702 3797 - Bristol Water

Health
NHS 111 Service
Call 111 service if you need medical help fast, but it’s not a 999 emergency. You will be assessed, given advice and directed straight away to the local service that can help you best. Calls to NHS 111 are free from landlines and mobile phones.
Website: http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx

Information Line - Well Aware
Well Aware is a free information resource for everyone in Bath and North East Somerset, Bristol and South Gloucestershire. Whether personal health services, a lunch club or social group, help around the home or in the garden, transport, advice, counselling or any other form of support, all you need to find is just a few clicks or a phone call away.
Website: www.wellaware.org.uk or ask the Well Aware Team to help you by telephone (freephone)
0808 808 5252 or email info@wellaware.org.uk

Age UK B&NES
Age UK Bath & North East Somerset is a local independent charity supporting older people, their families and carers across the area.
Information Line (freephone): 0800 169 6565
Local office: 01225 466135
Email: reception@ageukbanes.co.uk
Carers’ Centre
Carers Support Organisation. The Carers’ Centre provides a free range of information and support services to carers in Bath and North East Somerset.
**Freephone: 0800 0388 885**
**Website: www.banescarerscentre.org.uk**
**Email: info@banescarerscentre.org.uk**
1 Riverside Cottages, Radstock Bath BA3 3PS
The Woodlands, Lower Bristol Road, Bath BA2 9ES

Independent Age
National charity providing advice and information to older people, their relatives and carers, on issues relating to community care and housing.
**Advice Line: 0845 262 1863**
**Email: advice@independentage.org**
**Website: www.independentage.org**
Advice and Information

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Advice and Information

Accommodation
Bath & North East Somerset Council Housing Options
For housing advice in relation to landlords, tenants, finding housing, homelessness or to make a housing application.
Main Telephone number: 01225 396296
Website: www.bathnes.gov.uk/services/housing

Housing Care
Housing information for older people.
Website: www.housingcare.org

See also: House and Home: Accommodation Page 52.

Advice Services
ACAS - South West Region
ACAS (Advisory Conciliation and Arbitration Services) is an impartial, independent government body established in 1976 to promote the improvement of industrial relations among employers and employees.
Helpline: 08457 47 47 47
Local Telephone number: 08457 38 37 36
Textphone/Minicom: 0845 606 1600
Text Relay: 18001 08457 47 47 47
Website: www.acas.org.uk
The Waterfront, Welsh Back, Bristol BS1 4SB

Age UK B&NES
Age UK B&NES is a locally based charity supporting older people, their families and carers across the area. Many services are offered, including:

- Active Programme – activities and sessions including Tai Chi, art groups, Walking Football, Culture Club, walking groups, lunch clubs, book groups, Music and Movement and more.
• Befriending service – matching volunteer home visitors with older people living alone and without relatives nearby

• Click Café - drop-in sessions offering help using iPads/tablets and laptops

• Day centres in Bath, Keynsham and Midsomer Norton

• Hale & Hearty service - works with GP surgeries to identify people over 85 who are not regular users of GP/social care services, to connect with them and give them the support of community services, benefit checks and help to find the care and support they need.

• Home from Hospital service - making the return home a little easier by providing practical help to get back and settle in, information, support, cooking meals and collecting prescriptions, reducing the need for readmissions.

• Hub in a Pub - Supports older people in the Chew Valley and offers activities like ‘Gadget Busters’ (IT support for laptops, cameras, tablets/iPads, mobile phones), exercise groups, flower arranging and art gallery trips

• Information and Advice - drop-in sessions across Bath and North East Somerset and support by telephone, email and home visits, cutting through the maze of practical and financial issues.

• Toenail-cutting - Free service including a cup of tea and a chat with a volunteer who can link with other support.

• Winter Warmth Service - runs through the winter months, offering free additional support to older people with shopping, home visits, claiming benefits, advice on keeping warm, dog walking and snow clearing.

Contact Age UK for more information about any of these services.

Telephone: 01225 466135
Email: reception@ageukbathnes.co.uk
Website: http://www.ageuk.org.uk/
Bath Islamic Society
The Islamic Bath Centre provides a focus for Islam in the region with a website covering recent news in the Islamic world, details of events, charities to become involved in, education pages and details of the locations of local mosques.
**Main Telephone number: 01225 460922**
**Website: [www.BathIslamicSociety.org](http://www.BathIslamicSociety.org)**

Citizens Advice Bureau – Bath
Provides advice, information and advocacy on a wide variety of issues for example benefits, debts etc. Provide home visits and a telephone help line.
**Helpline: 0344 848 7919**
**Website: [www.cab-banes.org](http://www.cab-banes.org)**

Citizens Advice Bureau – Keynsham
**Helpline: 0344 848 7919**
One Stop Shop, Keynsham Civic Centre, Market Walk, Keynsham, BS31 1FS

Citizens Advice Bureau - North East Somerset
**Helpline: 0344 848 7919**
The Hollies, High Street, Midsomer Norton, Somerset BA3 2DP

OASIS: The Listening Project
This service is run by trained volunteers from the Methodist and Baptist Churches in Midsomer Norton, who offer the chance for people to come and talk to a Listener. This is not a counselling service and when needed, the Listener will act as a signpost to an organisation that can help.
The venue is Midsomer Norton Methodist Church. Sessions are held on the first and third Saturday of each month 10.00am - 12noon.
To find out more, please ring 01761 410450

Silverline
Silver Line is a confidential, free helpline for older people across the UK open every day and night of the year. Our specially trained helpline staff:
• Offer information, friendship and advice
• Link callers to local groups and services
• Offer regular befriending calls
• Protect and support those who are suffering abuse and neglect

Telephone: 0800 4 70 80 90
Email: info@thesilverline.org.uk

SWAN Advice Network
SWAN is a local charity operating within the Bath and North East Somerset area. SWAN Housing administers the Bath and District Deposit Bond Scheme and assists referred tenants of Curo with housing benefit problems. SWAN Transport runs a Volunteer Transport Service. The Benefits in the Community project assists Bath city residents to access welfare benefits and money mentoring advice.

Main Telephone number: 01761 432445
Email: swan.housing@btconnect.com
Website: www.swan.btck.co.uk
Leigh House, 1 Wells Hill, Radstock BA3 3RN

See also: Social and Leisure Activities: Older Peoples Social Clubs/Groups Page 95.

Alcohol
Addiction Recovery Agency
ARA (incorporating Advice and Counselling on Alcohol and Drugs) provides a range of drug and alcohol treatment and
support services in Bristol and North Somerset.
**Main Telephone number:** 0117 930 0282  
**Facsimile:** 0117 929 4810  
**Website:** [www.addictionrecovery.org.uk](http://www.addictionrecovery.org.uk)  
Kings Court, King Street, Bristol BS1 4EF

**Alcoholics Anonymous**  
Avon and Somerset Telephone Service.  
**Main Telephone number:** 0845 769 7555  
**Helplines:** 0845 769 7555  
**Email:** help@alcoholics-anonymous.org.uk  
**Website:** [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

**DHI – Developing Health & Independence**  
Developing Health and Independence is a charity that challenges social exclusion by supporting people to achieve their potential and contribute to the richness and wellbeing of their community. DHI provides a comprehensive range of services in Bath and North East Somerset, South Gloucestershire, Swindon, Wiltshire and Somerset for people who are socially excluded for reasons such as homelessness, alcohol or drug problems, learning disabilities or emotional difficulties.  
**Telephone:** 01225478730  
**Email:** info@dhibath.org.uk  
**Website:** [www.dhi-online.org.uk](http://www.dhi-online.org.uk)

See also: *Health and Social Care: Drugs.*

**Benefits**  
See: *This section: Advice Centres*  
See also: *Helpful Numbers at the front of this booklet.*

**Black and Minority Ethnic Advice/Support Services**  
**The Bangladesh Association – Bristol and Bath**  
Charity organisation providing advice and information to the Bangladeshi community. Provides language support, advocacy
support and also liaise for clients with organisations.

Main Telephone number: 0117 951 1491
Email: banglassoc@gmail.com
Bangladesh House, 539 Stapleton Road, Eastville, Bristol BS5 6PE

Councillors
Please contact Bath & North East Somerset Council for a list of current Councillors: Democratic Services
Main Telephone number: 01225 477000
Email: democratic_services@bathnes.gov.uk
or visit the website: www.bathnes.gov.uk

Council Connect Offices
You can visit any Council Connect Office to deal with a range of issues and payments including benefits, Council Tax, Waste & Recycling, Transport & Roads, All England Diamond Travel Cards, general Planning enquiries and complaints. If you are not sure what service you need, then the friendly team will be more than happy to get you going in the right direction if they can’t help you themselves.

Bath One Stop Shop, 3-4 Manvers Street, Bath BA1 1JQ
The Guildhall, High Street, Bath BA1 5AW
Keynsham Civic Centre, Market Walk, Keynsham, BS31 1FS
The Hollies, High Street, Midsomer Norton BA3 2DP
Additional services are available at some offices and opening times do vary. For more information:
Website: www.bathnes.gov.uk/contactus
Telephone number: 01225 39 40 41

Council Tax
For information about Council Tax, including discounts & exemptions:
Visit the website www.bathnes.gov.uk and then go to the Council Tax, Benefits and Grants Section.
Speak to a Benefits Officer on **01225 477777** during office hours.

**Debt**

**Talking Money**
Bristol Debt Advice Centre (BDAC) offers free independent debt advice to residents of Bristol and the surrounding area.

**Telephone:** 0117 954 3990  
**Freephone:** 0800 121 4511  
**Email:** mail@bdac.org.uk  
**Website:** [www.talkingmoney.org.uk](http://www.talkingmoney.org.uk)  
2nd Floor, 48-54 West Street, St Philips, Bristol BS2 0BL

**National Debtline**
The helpline that provides free confidential and independent advice on how to deal with debt problems.

**Freephone:** 0808 808 4000  
**Website:** [www.nationaldebtline.co.uk/](http://www.nationaldebtline.co.uk/)  
Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham B16 8TP

*See also: Advice and Information: Advice Centres*

**Enduring Power of Attorney**
*See: This section: Legal Advice: Powers of Attorney*

**Ex-Services Organisations**

**SSAFA Forces Help**
Supports the service and ex-service community and their families who are in need of help. This help can be financial. Provides advice, practical help and friendship. Also provides advice on war disability pensions and war widows’ pensions.

**Telephone:** Somerset: 01935 841 331  
Bath & NES: 0845 609 9902  
Wiltshire: 01264 886 639
Gloucestershire: 01452 520 255
Avon & Severnside: 01179 638 082
HMS Flying Fox Division, Winterstoke Road,
Bristol BS3 2NS  Telephone: 0117 963 8082

NHS Choices
Information from the National Health Service on conditions,
treatments, local services and healthy living.
Website: www.nhs.uk/

Community Health & Social Care
Sirona Care & Health is a provider of community health and
social care services across Bath and North East Somerset.

The Customer Care Service can:

● Help to sort out any problems or concerns you have about
  your contact with Sirona Care & Health

● Provide information about local health and social care
  services

● Provide assistance to contact independent advocacy
  services in your area if you would like support to make a
  complaint

● Provide an opportunity to take part in the development of
  your local health and social care services

Customer Care line: 01225 831403
Email: customercare@sirona-cic.org.uk
Website: www.sirona-cic.org.uk
Address: Sirona Care & Health, St Martin’s Hospital, Clara Cross
Lane, Bath BA2 5RP
Patient Advice and Liaison Service (PALS) - Bath Royal United Hospital
Provides help when you need advice, have concerns, or don’t know where to turn. PALS is a free, accessible and confidential service for patients, relatives and carers.

PALS aims to:
● advise and support patients, their families and carers
● provide information on NHS services
● Listen to concerns, suggestions or queries
● help sort out problems quickly on your behalf.

Helpline: 01225 825656
Website: www.ruh.nhs.uk
Email: ruh-tr.patientadviceandliaisonservice @nhs.net
Combe Park, Bath BA1 3NG

Bath & North East Somerset Clinical Commissioning Group (CCG) Patient Advice and Liaison Service (PALS)
You can ask for advice, information or talk about a concern. PALS is impartial and will work with you to try to resolve a difficulty or problem and can act on your behalf if you wish. The service will discuss with you the best ways to resolve your concerns or problems and will agree with you what action to take for your individual circumstances. Signposting to other sources of help if needed.

Freephone: 0300 013 4762
Telephone: 01225 831717
Email: feedback.banesccg@nhs.net
Website: http://www.bathandnortheastsomersetccg.nhs.uk/governance-and-policies/comments-concerns-compliments-and-complaints
Homelessness

Shelter - Bath and North East Somerset and Swindon
A dedicated telephone advice line for people living in Bath and North East Somerset and Swindon is available to provide advice and help in dealing with housing problems.

Helpline: 0344 515 1430
Email: info@shelter.org.uk
Website: http://shelter.org.uk
New Bond House, Bond Street, Bristol, BS2 9AG

Swan Advice Network - Housing Advice and Deposit Bond Scheme
Advice on all housing matters, including problems with landlords, those seeking suitable housing, homelessness and difficulties with mortgages, rent and council tax debts. A Deposit Bond Scheme available for those seeking to rent in the private sector.

Main Telephone number: 01761 432445,
Email: swan.housing@btconnect.com
Website: www.swan.btck.co.uk
Leigh House, 1 Wells Hill, Radstock BA3 3RN

Insurance

Age UK B&NES covers home insurance, car insurance, travel insurance, and motor breakdown cover.
Website: http://www.ageuk.org.uk/bathandnortheastsomerset/buy-products-and-services/insurance-products/
Contact Phil Densley on phil.densley@ageukbanes.co.uk or call the Trading team on 01225 443618

SAGA
Website: www.saga.co.uk/
See Yellow Pages for a full list of Insurance Companies
Legal Advice
Age UK B&NES offers legal services and advice for older people
Website: http://www.ageuk.org.uk/bathandnortheastssomerset/buy-products-and-services/your-money/
Contact Phil Densley on phil.densley@ageukbanes.co.uk or call the Trading team on 01225 443618

Avon and Bristol Law Centre
The Law Centre provides a free legal advice and advocacy service for unwaged and low paid people and for people experiencing unlawful discrimination. We can help people who live or work in Bristol, Bath and North East Somerset, North Somerset and South Gloucestershire.
Main Telephone number: 0117 924 8020
Minicom: 0117 924 5573
Website: www.ablc.org.uk
Email: mail@ablc.org.uk
2 Moon Street, Stokes Croft, Bristol BS2 8QE

Community Legal Advice
Legal adviser finder, provided by legal services commission. Get free confidential legal advice now, call 0345 345 4345
Website: https://www.gov.uk/find-a-legal-adviser

Guardianship
See: Powers of Attorney - below

Powers of Attorney
For information about The Mental Capacity Act 2005, Enduring Power of Attorney (EPA) and Lasting Power of Attorney (LPA) contact:
Website: http://www.gov.uk/power-of-attorney
Money
Age UK B&NES offers a range of financial services and advice
Website: http://www.ageuk.org.uk/bathandnortheastsomerset/buy-products-and-services/your-money/
Contact Phil Densley on phil.densley@ageukbanes.co.uk or call the Trading team on 01225 443618

Tax Help for Older People (TOP)
Independent, free tax advice for older people on low incomes. Regular surgeries held at local Age UK offices and similar venues.
Telephone: 0845 601 3321 or 01308 488066
Website: www.taxvol.org.uk
Tax Help for Older People, Unit 10, Pineapple Business Park, Salway Ash, Bridport, Dorset DT6 5DB
See also: This section: Legal Advice
See also: This section: Advice Centres

Pension and Employment
Age UK B&NES
Our Information and Advice service offers support to older people with queries or issues with their pensions and other benefits.

Pension Service - Bath Information Point
The Pension Service provides advice, information and payment of Social Security benefits for older people (60+).
Benefits directly handled - State Pension and Pension Credit.
Provide advice/signposting for other benefits including Attendance Allowance and Disability Living Allowance.
Helpline: 0800 731 7898
Website: www.dwp.gov.uk/thepensionservice
PO Box 1, Cardiff CF91 5AJ
Solicitors
See: This section: Legal Advice

Water/Sewerage
Water Suppliers have a duty to take account of the needs of disabled water customers and those of pensionable age. You should contact your water supplier whose address and telephone number is on your bill for further information. For complaints about your water company:

Consumer Council for Water (CCWater)
Consumer Council for Water is the industry watchdog, set up to represent customers of water and sewerage companies in England and Wales.
Main Telephone number: 0121 345 1000
Email: enquiries@ccwater.org.uk
Website: www.ccwater.org.uk

For Emergency Water/Sewage contact numbers see: Helpful Numbers at the front of this booklet.

Welfare Benefits
See: This section: Advice Centres
See: Helpful Numbers at the front of this booklet

Wills
For guidance on Wills you must seek legal advice.
See: This section: Legal Advice
Advocacy

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Advocacy

Advocacy Services at the Care Forum
Advocacy Services at the Care Forum provides free independent support and assistance to people who want to make a complaint against Social Services in Bristol, Bath and North East Somerset and South Gloucestershire.
Main Telephone number: 0117 965 4444
Facsimile: 0117 965 0200
Email: admin@thecareforum.org.uk
Website: www.thecareforum.org
The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ

Independent Complaints Advocacy Service (ICAS) – Trowbridge
ICAS is a statutory service providing Advocacy Support to clients who have concerns about their care from the NHS, this includes GPs, dentists, pharmacists, opticians plus NHS Trusts.
Helpline: 0330 440 9002
Website: www.seap.org.uk/icas
Email: trowbridge.office@seap.org.uk
Unit 3, Premier House, Willowside Park, Canal Road, Trowbridge, Wiltshire BA14 8RH

Refugee Action Asylum Advice – Bristol
Voluntary organisation offering advice and advocacy on entitlement to financial support and accommodation from the Home Office’s National Asylum Support Service (NASS).
Helpline: 0808 800 0052
Email: info@refugee-action.org.uk
Website: www.refugee-action.org.uk
43-45 Easton Business Centre, Felix Road, Easton, Bristol BS5 0HE
Swan Advocacy
Supports clients across Bath and North East Somerset and Wiltshire. Provide:

- Independent Mental Health Advocacy (IMHA) - specialist advocacy for those needing support under the Mental Health Act 1983.
- Independent Mental Capacity Advocacy (IMCA) - specialist advocacy for people aged over 16 who lack capacity to make important decisions for themselves.
- Specialist advocacy for people who have a statutory right to advocacy under the Mental Capacity Act 2005 Deprivation of Liberty Safeguards.
- Issue-based mental health advocacy.

Telephone number: 0333 344 7927
Website: www.swanadvocacy.org.uk

See also: Health and Social Care: Mental Health: Bath Mind
See also: Personal and Family Support: Victim Support
See also: Advice and Information: Advice Centres
## Health and Social Care

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Health and Social Care

For local information about conditions such as Arthritis, Alzheimer’s, heart conditions, stroke please contact:

NHS Choices
NHS Choices is a service that aims to put you at the centre of your healthcare. It’s been developed to help you make choices about your health, from lifestyle decisions, through to the practical aspects of finding and using NHS services should you need them.

Website: www.nhs.uk

Well Aware
Well Aware is a free information resource for everyone in Bath and North East Somerset, Bristol and South Gloucestershire. Whether personal health services, a lunch club or social group, help around the home or in the garden, transport, advice, counselling or any other form of support, all you need to find is just a few clicks or a phone call away.

Website: www.wellaware.org.uk or ask the Well Aware Team to help you by telephone (freephone) 0808 808 5252 or email info@wellaware.org.uk

Active Ageing Service (Sirona Care & Health)
This service works in partnership with your GP and is provided by Health Visitors. It aims to enable older people to continue to be independent and to promote quality of life in their own homes. The service offers advice on accident and falls prevention, advice and support on dementia and memory loss, support for those who have been recently bereaved, advice and support for carers and much more.

Telephone: 01225 831400
Email: customercare@sirona-cic.org.uk
**A&E/Casualty**
Call 999 or visit hospital emergency departments for emergencies such as loss of consciousness, severe chest pain, serious accidents or loss of blood. Emergency departments also provide minor injury services:
Royal United Hospital, Combe Park, Bath BA1 3NG
Bristol Royal Infirmary, Marlborough Street, Bristol BS2 8HW

*See also: This section: Doctors/GP*

**Alcohol**

*See: Advice and Information: Alcohol*

**Blindness/Visual Impairment**

**RNIB**
National charity working to help people with sight loss.

**Helpline:** 0303 123 9999  
**Email:** helpline@rnib.org.uk  
**Website:** www.rnib.org.uk  
**Email:** RNIBSouthWest@rnib.org.uk  
105 Judd Street, London WH1H 9NE

**deafPLUS visionPLUS**
Provide advice, information, advocacy and equipment services to people facing and living with sensory loss in the Bath and North East Somerset area. Also organise regular social groups, meetings, talks, seminars and outings for anyone encountering sensory loss.

**Telephone number:** 01225 446555  
**Email:** bath.office@deafplus.org  
**Website:** www.deafplus.org  
2 Queens Parade, Bath BA1 2N

**Macular Support Group**
Group meets every second Monday of the month (except August) at Southdown Room, Manvers St Baptist church.
Contact person is Valerie Fear 01225 428175

**Telephone number: 01225 350551**

**Helpline: 0845 241 2041**

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**Cancer**

**Dorothy House Hospice Care**

Dorothy House provides compassionate caring, supporting people with life-limiting illness to live well and die well. The Hospice serves a community of 550,000 across Bath & North East Somerset and parts of Wiltshire and Somerset; providing a range of patient services including dedicated end of life and respite care in their In-Patient Unit, Out-Patient and Day-Patient services, Hospice at Home care, Nurse Specialists and a 24 hour advice line for professionals, patients, and their families. Two Outreach Centres provide a relaxed and informal drop-in and signposting service for anyone affected by a life-limiting illness, whether as a patient, family member or carer. The centre often hosts group workshops and community groups, and there are treatment rooms available for our patients. All services are provided free of charge.

**Telephone number: 01225 721385**

**Website: www.dorothyhouse.co.uk**

**Email: info@dorothyhouse-hospice.org.uk**

Winsley, Bradford-on-Avon, Wiltshire BA15 2LE

*Note: To access this service a referral is needed from your Doctor or other approved referrer.*

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**Macmillan Cancer Support**

Macmillan Cancer Support is a UK wide charity which gives care, support and information to people from the moment they are diagnosed with cancer. Their range of services, including Macmillan nurses and doctors, cancer care centres, information and financial help for those who need it, are funded entirely through the generosity of supporters.

**Helpline: 0808 808 0000 (Freephone)**

**Website: www.macmillan.org.uk**
Penny Brohn Cancer Care
Penny Brohn Cancer Care, provides complementary care to people with cancer and their loved ones.

Helpline: 0845 123 23 10
Local Telephone: 01275 370 100
Email: info@pennybrohn.org
Website: www.pennybrohncancercare.org
Chapel Pill Lane, Pill, Bristol BS20 0HH

St Peter’s Hospice – Brentry
St Peter’s Hospice provides specialist palliative care to people with life-limiting illnesses, mainly cancer, living in the greater Bristol community.

Helpline: 0117 915 9400
Website: http://www.stpetershospice.org.uk/
Email: website@stpetershospice.org
Charlton Road, Brentry, Bristol BS10 6NL

Note: To access this service a referral is needed from your Doctor or other approved referrer.

Chiropody/Podiatry
To access the Podiatry service, please ask for a form from your Doctor’s Reception.
Or call: 01225 831770 Podiatry Administration.

Community Care
Whatever your financial circumstances, you may be entitled to a Community Care Assessment (CCA) from Social Services. An assessment can help identify your needs for personal care and domestic help and suggest ways to maintain your independence at home.
For a Community Care Assessment contact Sirona Care & Health ASIST Team.
Telephone: 01225 396000
Email: ASIST_Team@sirona-cic.org.uk
Complaints about the Council

See: Local and National Government Services: Complaints about the Council.

Complaints about Health Services

See: Advice and Information: Health Matters: PALS Complaints about Social Care and Housing

See: Local and National Government Services: Complaints about Social Care and Housing.

See: Parliamentary and Health Service Ombudsman - investigates complaints about the NHS. Please see details on www.ombudsman.org.uk

Day Centres/Day Care
Age UKB&NES
Runs groups for older people who are socially isolated. Lunch and transport can be provided. There is a small charge. For any of the following clubs please contact Age UK

- St Michaels Day Centre, Bath.
- Charlton House, Hawthorns, Keynsham
- High Street, Midsomer Norton

Day Services staff Phone: 01225 466135
Email: reception@ageukbanes.co.uk

Bath Ethnic Minority Senior Citizens Association (BEMSCA)
Telephone: 01225 464165
Email: bemsca@btconnect.com
Website: www.bemsca.com
Luncheon Club, Fairfield House, 2 Kelston Road, Bath BA1 3QJ
Older Peoples Directory

Deaf/Hearing Impaired

See: This section: Hearing Problems

Dementia

Age UK B&NES runs a Dementia Challenge scheme in conjunction with its Home from Hospital service, supporting people living with dementia.

Telephone: 01225 462641
Email: sally.hathaway@ageukbanes.co.uk

The Peggy Dodd Centre

Support for older people living in Bath and surrounding areas with Alzheimer’s and other dementia illnesses.

Main Telephone number: 01225 835520
Website: www.peggy-dodd-centre.org.uk
Brierley House, Summer Lane, Combe Down, Bath BA2 5JX

Alzheimer’s Society Bath & North East Somerset Office

Alzheimer’s Society is a membership organisation, which works to improve the quality of life of people affected by dementia.

Telephone: 01225 396741
Email: pat.wilson@alzheimers.org.uk

See also: This section: Day Centres/Day Care

Depression/Emotional Well-Being

Avon Counselling and Psychotherapy Service - Bath

The Avon Counselling and Psychotherapy Service is a non-profit making organisation and registered charity. All staff are professionally trained, qualified and belong to professional organisations by whose codes of ethics they abide.

Telephone number: 0117 930 4447
Website: www.acps-bristol.org.uk
11 Orchard Street, Bristol BS1 5EH
B&NES Talking Therapies
It is recognised that one in four people will experience a mental health difficulty at some point in their lives. Banes Primary Care Talking Therapies Service are part of Avon and Wiltshire Mental Health Partnership Trust (AWP)
Telephone: 01225 675150
Website: www.iapt-banes.awp.nhs.uk/

Direct Payments
Direct Payments Service
Direct payments are money provided by social services if you are eligible for social services after having a Community Care Assessment. Direct Payments enable service users to purchase their own services. This provides service users with more choice and control over their support.
Main Telephone number: 01225 396000

Disabled
Services for disabled people see:
This section: Equipment for Disabled People
This section: RADAR Keys

District Nurses
You can contact your District Nurse through your GP surgery.

Doctors/GPs
To find your local GP, dentist. A&E, pharmacy or to check your symptoms, go to http://www.nhs.uk

Your GP - Out of Hours
For urgent medical attention between 6.30pm-8am, and weekends and bank holidays ring your doctor’s surgery where you will be given instructions or diverted to the out of hours service.
RUH Urgent Care Centre
Urgent care centre offering 24/7 minor injuries treatment at the same site as the out-of-hours doctors and A&E.

See also: Advice and Information: Health Matters

Drugs
DHI - Developing Health & Independence
A local charity set up in 1999 to help people out of the cycle of homelessness, social isolation and drug or alcohol abuse. Our aim is to offer people a wide range of services that help them gain control of their lives again and live independently.

Main Telephone number: 01225 329 411
Email: info@dhi-online.org.uk
Website: www.dhi-online.org.uk

Equipment for Disabled People
British Red Cross
Provides: Medical equipment loans, such as wheelchairs, commodes etc.

Medical Equipment Loans Telephone: 0117 3012600
Unit 41, 83 Tower Road North, Warmley, South Gloucestershire BS30 8XP

Disability Equipment Register (DER)
Maintains a nationwide database of used specialist equipment for disabled people, and publishes the information on the DER website.

Telephone number: 01454 318818
Email: disabreg@blueyonder.co.uk
Website: www.disabilityequipment.org.uk
4 Chatterton Road, Yate, South Gloucestershire BS37 4BJ

Dressability
Help and advice service on clothing issues for people who have difficulty dressing themselves.

Main Telephone number: 01793 512878
Email: mail@dressability.org.uk
Website: www.dressability.org.uk
Bradbury House, Westmead Drive, Swindon SN5 7ER

Living
The centre displays a range of equipment to help disabled and older people carry out every day tasks, as effectively and independently as possible.

**Main Telephone number: 0117 965 9353**
Website: www.thisisliving.org.uk
The Vassall Centre, Gill Avenue, Fishponds, Bristol BS16 2QQ

*See also: This section: Occupational Therapy*

Shopmobility - Bath
Provides a loan service of manual or powered wheelchairs and electric scooters to anyone with limited mobility to make the city centre more accessible for shopping or other purposes. You do not have to be registered disabled.

**Main Telephone number: 01225 481744**
Email: shop_mobility@bathnes.gov.uk
One-Stop-Shop, 3-4 Manvers Street, Bath BA1 1JQ

Wiltshire and Bath Independent Living Centre
Wheelchair hire service. Wheelchairs can be hired from as little as one day up to one week, with the possibility of extending. Bookings can be made by telephone or via email. Our wheelchairs are available to take away on holidays and abroad. Other facilities and services at the ILC (Independent Living Centre) are training courses and a multi-sensory room.

**Main Telephone number: 01380 871007**
Website: www.ilc.org.uk
The Independent Living Centre, St George’s Road, Semington, Wiltshire BA14 6JQ
Eye Tests
Bath Opticians
Your eyes tested for free if you are unable to visit a high street optician unattended and are eligible for a NHS eye test.
**Telephone:** 01225 427353
40 Moorland Road, Oldfield Park, Bath

Vision Call
Your eyes tested for free in your own home. Home visits made nationwide.
**Freephone:** 0845 050 1831

See also: Yellow Pages

Hearing Problems
Action on Hearing Loss - South West (the new name for RNID)
Provides a range of quality services for deaf and hard of hearing people and the professionals who work with them.
**Helpline:** 0808 808 0123
**Textphone/Minicom:** 0808 808 9000
**Website:** www.actiononhearingloss.org.uk
**Email:** informationline@hearingloss.org.uk
Berkeley House, Lower Bristol Road, Bath BA2 3BH

deafPLUS visionPLUS
Offers information advice and signposting as well as practical support.
**Telephone:** 01225 446555
7 Green Park Station, Bath BA1 1JB

See also: Social and Leisure Activities: Older Peoples Social Clubs/Groups

Home Care
Whatever your circumstances, you are entitled to an assessment from social services. An assessment can help identify your needs for personal care and domestic help and suggest ways to
maintain your independence at home.

Contact Sirona Care & Health on 01225 396000
01225 831400 for General Enquiries

**Homes**

*See: This section: Residential Homes*

*See: Ombudsman*

**Hospices**

*See: This section: Cancer*

**Hospitals**

**Paulton Memorial Hospital**
Community Hospital providing in-patient care and a wide range of out-patient facilities to the surrounding areas.

**Main Telephone number:** 01761 412315

**Website:** www.sirona-cic.org.uk/hospital-care

**Email:** paulton.hospital@sirona-cic.org

Salisbury Road, Paulton, Bath BS39 7SB

**Royal United Hospital Bath NHS Foundation Trust**
The Royal United Hospitals Bath NHS Foundation Trust provides acute treatment and care for a catchment population of around 500,000 people in Bath, and the surrounding towns and villages in North East Somerset and Western Wiltshire.

**Telephone:** (01225) 428331

**Website:** www.ruh.nhs.uk

**Email:** ruh-tr.PatientAdviceandLiaisonService@nhs.net

Combe Park, Bath BA1 3NG

**St Martin’s Hospital**

**Telephone** (01249) 468000

**Website** http://www.awp.nhs.uk

Ash House, Clara Cross Lane, Midford Road, Bath BA2 5RP
**Incontinence**
Incontinence can be a problem as you get older. It is distressing both for the sufferer and for carers. The nurse at your doctor’s surgery can help you and if necessary refer you to a specialist continence adviser.

**Website:** [http://www.nhs.uk/conditions/Incontinence-urinary/Pages/Introduction.aspx](http://www.nhs.uk/conditions/Incontinence-urinary/Pages/Introduction.aspx)

**Meals on Wheels – Food Delivery Services**
The Community meals service is available to all. For more information, or to arrange to receive meals, call **01225 394350**

*For frozen meal deliveries see Yellow Pages.*

**Memory Problems**
**Research Institute for the Care of Older People**
Strives to improve the lives of older people by research into treatment of memory problems and dementia, and quality of life issues affecting older people. It also provides self-referral memory testing clinics in the community, and carers’ courses.

**Main Telephone number:** 01225 476420  
**Website:** www.rice.org.uk  
**Email:** info@rice.org.uk  
The Rice Centre, Royal United Hospital Bath BA1 3NG  

*See also: This section: Dementia*

**Mental Health**
If you are concerned for your mental health or the mental health of others, contact your doctor who may refer you to specialist mental health services.

**Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)**
We provide treatment and care for older people with functional mental health problems such as depression, anxiety disorders, bipolar disorder and schizophrenia, organic illnesses such as dementia, including Alzheimer’s disease.
AWP is one of the largest and most forward-looking mental health trusts in the country. We have a range of professions who work together to provide specialist mental health services to people across Avon and Wiltshire.

Please contact our complaints service on **01225 325680**

Jenner House, Langley Park, Chippenham SN15 1GG

**Website:** www.awp.nhs.uk

**Bath Mind**

Bath Mind is an independent voluntary organisation affiliated to Mind, working towards a better life for people diagnosed, labelled and treated as mentally ill. Bath Mind runs several services in the Bath and North East Somerset area for people experiencing mental ill health and for their carers.

**Main Telephone number:** 01225 316199
**Website:** www.bathmind.org.uk
**Email:** admin@bathmind.org.uk

**Community Mental Health Team - Older Adults**

Community Mental Health Service for Older Adults Sirona Care & Health provides publicly-funded health and social care services that support people in their communities, to help them achieve their goals and full potential. Information about Sirona’s mental health services can be found here [http://www.sirona-cic.org.uk/services/mental-health-support/](http://www.sirona-cic.org.uk/services/mental-health-support/)

**Multiple Sclerosis**

MS Multiple Sclerosis Society – Bath & District Branch)

The branch covers Bath, Keynsham, Saltford, Midsomer Norton, Radstock, Peasedown St. John and the wider area.

**Contact:** Iain Pring - Chair 08000 665 355
**Email:** mssbath@gmail.com
**Website:** [http://www.mssociety.org.uk/near-me/branches/bath-and-district-branch](http://www.mssociety.org.uk/near-me/branches/bath-and-district-branch)
Occupational Therapy
Disabled Living Foundation
The Disabled Living Foundation is a national charity that provides impartial advice, information and training on daily living equipment and assistive technology. Call the helpline if you need free, impartial advice about mobility products or other types of daily living equipment for older and disabled people, information on where you can buy or hire items or details of local organisations that can help you.

Helpline: 0845 130 9177
Email: info@dlf.org.uk
Website: www.dlf.org.uk
Disabled Living Foundation, 380-384 Harrow Road, London W9 2HU

Independent Living Centre - Wiltshire and Bath
We offer free impartial advice to elderly and disabled people, offering practical solutions to difficulties in daily living to people living in Wiltshire, Bath and Mendip areas. You can see and try a wide range of products, by arranged appointment with one of our Occupational Therapists, or we can post information to you.

Main Telephone number: 01380 871007
Website: www.ilc.org.uk
St Georges Road, Semington, Trowbridge, Wiltshire BA14 6JQ

Occupational Therapy Service
The Occupational Therapy Service aims to help people with a disability and their carers to live safely and independently in their own homes. If you are experiencing difficulties with every day tasks at home, and would like an assessment, please contact: Sirona Care & Health

Telephone: 01225 396000
Website: http://www.sirona-cic.org.uk/occupational-therapy/

See also: This section: Equipment for Disabled People
Osteoporosis
National Osteoporosis Society
The National Osteoporosis Society (NOS) is the only UK wide charity dedicated to ending the pain and suffering caused by osteoporosis.
Camerton, Bath BA2 0PJ
Email: info@nos.org.uk
Telephone: 01761 471771 / 0845 130 3076
Website: www.nos.org.uk

Parkinson’s UK – Bath & District branch
The service provides a range of information and support for everyone affected by Parkinson’s, including befriending, monthly group meetings, activities including indoor bowls, yoga, coffee mornings, dance classes and pub lunches.
Contact Val Smith, Branch Secretary 01225 867454 Email: bathparkinsons@gmail.com
UK Helpline 0808 800 0303

Partially Sighted
See: This section: Blindness/ Visual Impairment

Pharmacies
From sprains to stomach upsets; your pharmacist is qualified to give expert advice without an appointment.

Well Aware
For local pharmacists.
Helpline: 0808 808 5252
Textphone/Minicom: 0117 965 0800

Physiotherapy
Your GP or a hospital consultant will refer you if you require this service.
Residential Homes and Nursing Homes
For a complete list of registered residential and nursing homes contact Sirona Care & Health on 01225 396000 or go to www.bathnes.gov.uk/careguide

See: The Local Government Ombudsman

Care Quality Commission (CQC)
The Commission monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety and publishes what it finds, including performance ratings to help people choose care. The CQC inspects care homes, NHS Trusts and independent hospitals, GP practices, dentist and mental health services.

Telephone: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk
CQC National Correspondence
PO Box 1258, Newcastle upon Tyne NE99 5AU

See: The Local Government Ombudsman

Respite Care
When we use the term respite we mean care that is provided on a short term basis for disabled people who normally live at home, so that their carers can have a break from caring. Respite care may be available after an assessment.

See: This section: Home Care

Homes from Home for the RAF Family
Situated across the country in some of England’s most picturesque locations, the RAF Association and RAF Benevolent Fund’s respite care homes offer a true home from home and a warm welcome for those who are looking for a relaxing break away.

Main Telephone number: 01934 621664
Website: http://www.homesfromhome.org.uk/
Safeguarding
Abuse of vulnerable people (including older people) can be physical, sexual, psychological, financial, discriminatory and institutional. Neglect can also be abuse. Anyone can be an abuser; relatives, friends, carers, volunteers or support workers. Abuse can happen anywhere; someone’s home, in a care home, hospital or public place. If you suspect abuse is occurring, please contact Sirona Care & Health on 01225 396000. If it’s an emergency, ring 999. Social Services Emergency Duty team can be contacted out-of-hours on 01454 615165
Website: www.bathnes.gov.uk/safeguardingadults

Action on Elder Abuse (National Helpline)
Telephone: 0808 808 8141
Website: www.elderabuse.org.uk

Samaritans
Telephone: 08457 909090
Website: www.samaritans.org

See also: Safety and Security: Domestic Violence/Abuse

Sight Problems
See: This section: Blindness/ Visual Impairment

Speech Therapy
Your GP or a hospital consultant will refer you if you require this service.

Stroke
Bath Stroke Support Group
This group is affiliated to the Stroke Association and provides help and support to people who have become disabled following a stroke. Support is also provided for their carers. Weekly groups are held with a wide range of activities. Telephone first for a
home visit by the organiser.

The group meets at Chelwood Drive Community Hall in Bath and Paulton Hospital. Ring the organiser for more information.
Sarah Hewitt (organiser)
**Telephone: 07597 242 886**
**Email: sarah.bathstrokegroup@live.com**

**The Stroke Association**
We provide high quality, up-to-date stroke information for stroke patients, their families and carers.
**Stroke Helpline** - If you would like information or advice about stroke contact our Stroke Helpline on **0303 303 3100** open Monday to Friday, 9am to 5pm.
**Email: info@stroke.org.uk**
Stroke Information Service, Stroke Association, Life After Stroke Centre, Church Lane, Bromsgrove, Worcestershire B61 8RA.

**Talking Books, Magazines and Newspapers**
**Bath Tapes for the blind and partially sighted**
To benefit people with a sight problem by providing on a monthly basis (by personal visit) tape recorded programmes for their interest, entertainment and spiritual comfort.
Where appropriate, temporary loan tape-recorders can be provided.
**Telephone: 01225 427718**
1 Daffords Buildings, Bath BA1 6SG
**Keynsham and District Talking Newspaper**
Members receive a MP3 Stick giving news selected from local newspapers.
**Main Telephone number: 0117 986 4087**
**Email: info@ktn.org.uk**
**Website: http://www.ktn.org.uk**
National Talking Newspapers and Magazines
Part of the RNIB, the service delivers more than 200 popular and best-selling publications in a format to suit the customer. For more information, please visit RNIB Newsagent’s page on the RNIB website: http://www.rnib.org.uk/services-we-offer-reading-services/national-talking-newspapers-and-magazines If you would like to take out a subscription to a magazine or newspaper, or have any further queries, contact the Helpline. Telephone 0303 123 9999 from Monday to Friday 8.45am to 5.30pm, or email helpline@rnib.org.uk

See also: Social and Leisure Activities: Sport
# House and Home

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House and Home

Accommodation

Homeshare West
As they get older, many people who live alone want company or extra practical help around the home. Some struggling by themselves, may feel forced to give up their independence and move into sheltered accommodation. Homesharing offers another option. The idea is simple – the householder provides a bedroom and shared facilities free of charge to a reliable younger adult, usually over the age of 35. In exchange, this person will sleep in the home and carry out agreed household tasks. The homesharer gets a low cost, rent-free room with no bills in a comfortable and safe home-from-home environment. They are happy to give the householder 10 hours of their time each week outside of their normal working hours. Homesharing is about friendship, mutual respect and support. The costs are minimal. The true benefit of homesharing is security and independence for both householder sharer.

Main Telephone number: 01225 220 085
Website: www.homesharwest.org
Email: enquiries@homesharwest.org

Julian House
Julian House is the leading provider of services to single homeless men and women in Bath & North East Somerset.
Main Telephone number: 01225 354650
Email: admin@julianhouse.org.uk
55 New King Street, Bath BA1 2BN

Adaptations
See: This section: Home Improvements/Home Repairs

Alarms
Age UK B&NES offers Personal Alarms that offer emergency
help at the touch of a button

Website: http://www.ageuk.org.uk/bathandnortheastsomerset/buy-products-and-services/products-for-the-home/

For a demonstration or to find out more, contact Phil Densley on phil.densley@ageukbanes.co.uk or call the Trading team on 01225 443618

**Sirona Telecare**

Telecare helps people who wish to stay independent and in their own home, but who prefer reassurance that help is always at hand. Telecare plays a role in supporting older people and those with long term conditions to live independently, through the use of telecare devices.

**Telephone:** 01225 477893

**Email:** telecare@sirona-cic.org.uk

**Website:** www.sirona-cic.org.uk/services/telecare-service

**Burglary**


**Energy Efficiency**

The B&NES Energy at Home Advice Service provides free advice on a range of energy related issues; from how to get out of fuel debt to what energy saving home improvements might be most suitable. They have information on the latest grants and finance options, and can arrange for a home energy assessment.

**Freephone:** 0800 038 5680

**Email:** advice@energyathome.org.uk

**Website:** www.energyathome.org.uk

**Home Improvements/Home Repairs**

**West of England Care & Repair**

Provide practical help to anyone living in their own home aged
over 60 or with a disability. This includes small repairs to your home, adapting your home to meet your needs and help you make choices about where you live. For more information or to arrange a visit:

**Telephone:** 0300 323 0700  
**Email:** info@wecr.org.uk  
**Website:** @ www.wecr.org.uk

**Home Improvement Assistance**
If you are a home owner and on a low income you may be eligible for financial assistance in the form of a low cost or zero interest loan.
Works such as to mend a leaking roof, remedy dampness or unsafe electrics and ensure the property meets the Decent Homes Standard could be eligible for this assistance.
For more information please call the Housing Improvement Team on **01225 396216**

**Repairs in private rented accommodation**
The Housing Standards Team offers advice and guidance on the standards acceptable in privately rented properties. We can assist with issues including disrepair, fire safety, management of properties, gas and electrical safety. We provide inspection services and, if necessary, enforcement of the regulations. Please call **01225 396444** for further information.

**Home Security**

*See: Safety and Security: Home Security*

**Insurance**

*See: Advice and Information: Insurance*

**Neighbourhood Watch**
Neighbourhood Watch is a partnership where people come together to make their communities safer. Individuals and
families work together with many agencies to help make their neighbourhoods safer and stronger.

**Contact:** Bridget Whittle on 0117 928 6105  
**Website:** [www.neighbourhoodwatch.net](http://www.neighbourhoodwatch.net)  
[www.avonandsomerset.police.uk](http://www.avonandsomerset.police.uk)

**Nuisance Neighbours**
To contact your local police station for non-emergency enquiries, use the contact number below:  
**Telephone:** 101  
**Website:** [https://www.avonandsomerset.police.uk/advice/neighbourhood-and-community/](https://www.avonandsomerset.police.uk/advice/neighbourhood-and-community/)  

**Odd Jobs**
*See: This section: Home Improvements/Home Repairs*

**Pest Control**
*See: Local and National Government Services: Environmental Health*

**Social Housing**
**Homesearch Register**
Homesearch holds the housing register and allocates social housing within Bath and North East Somerset. It gives priority to people with the most housing need. Properties are advertised weekly on the Homesearch website and registered applicants decide which advertised properties they are interested in.  
**Telephone:** 01225 396118  
**Website:** [http://www.homesearchbathnes.org.uk](http://www.homesearchbathnes.org.uk)

**Extra Care Sheltered Housing** could be your key to independent living with care. It provides older people, who have some care needs, with an assured tenancy in a self-contained flat in a purpose-built or adapted scheme. If you require help with personal care and daily activities and your
present accommodation is not suitable any more, then extra care sheltered housing might be the answer for you. Extra care will enable you to have the care and support you need whilst maintaining a high degree of privacy and security. A trained care team is based in the same building to assist you with personal care and any other tasks you are unable to do alone. You will have the benefit of your own front door with the security and support of a safe environment. You will also benefit from the services of a manager who will be on site to deal with any problems you have with your flat.

In conjunction with Bath & North East Somerset Council and partner housing associations, including Curo, Knightstone, Guinness and Methodist Homes (registered social landlords), Sirona Care & Health is providing an extra-care sheltered housing service.

**Telephone: Sirona on 01225 831400**  

**Curo**

The largest social landlord in the Bath and North East Somerset area providing 12,000 homes and a major local provider of older people's services. Curo provide homes and support services to general social housing residents, young people and teenage parents, older people in sheltered housing, homeless people, shared owners and leaseholders.

**Telephone: 01225 366000**  
**Email:** hello@curo-group.co.uk  
**Website:** [http://www.curo-group.co.uk/](http://www.curo-group.co.uk/)

*See also: Advice and Information: Accommodation*

**Telephones**

**Ofcom**

Independent regulator for the UK communications industry.

**Main Telephone Number:** 0300 123 3333  
**Facsimile:** 020 7981 3333
TV Licences
TV Licensing
If you are aged 75 or over the government will now pay for your television licence. The scheme is run by TV licensing.
Main Telephone number: 0300 790 6071
Website: www.tvlicensing.co.uk
Email: enquiries@tvlicensing.co.uk

Winter Warmth
Age UK B&NES runs a Winter Warmth Service that operates through the winter months, offering free additional support to older people with shopping, home visits, claiming benefits, advice on keeping warm, dog walking and snow clearing.
Telephone: 01225 466135
Website: http://www.ageuk.org.uk/bathandnortheastsomerset/
Email reception@ageukbanes.co.uk

The Department of Health
Central government advice about staying well in winter by keeping warm. Leaflets available for download in various formats.
Website: http://www.gov.uk/government/publications/keep-warm-keep-well-leaflet-gives-advice-on-staying-healthy-in-cold-weather

See also: This section: Energy Efficiency
Learning and Employment

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Learning and Employment

Employment
DCF Premier Workshops
The DCF Premier Workshops operate to provide a working environment for people with various impairments, and offer encouragement, day care, activities and occupational therapy.
Main Telephone number: 0117 985 1188
Website: www.dcfpw.co.uk
Email: simon.david@dcfpw.org.uk
Ruthven Road, Filwood Park, Bristol BS4 1ST

Inland Revenue
Website: www.hmrc.gov.uk

Learning
Bath College
Courses in a wide range of opportunities, including art & design, computing, English & Maths, foreign languages and many more at the main site.
Main Telephone number 01225 312191
Website: www.bathcollege.ac.uk
Email: enquiries@bathcollege.ac.uk
Avon Street, Bath BA1 1UP

Somer Valley Campus
South Hill Park, Radstock BA3 3RW
Main Telephone number 01761 433161

Click Café
Age UK B&NES runs a weekly ‘Click Café’ drop-in session for older people wanting to learn how to use laptops, tablets and mobile phones
Telephone 01225 484510
Website www.ageuk.org.uk/bathandnortheastssomerset
Email: active@ageukbanes.co.uk
Wellbeing College
The Wellbeing College is a partnership of voluntary and statutory organisations across Bath and North East Somerset who work together to ensure that information, advice and opportunities to learn are available for local people, whatever their needs. The Wellbeing College courses include every area of life including physical health, mental wellbeing, creativity, supporting communities, supporting housing and finance, exercise and fitness, eating well, and caring for carers. For more information, including details of forthcoming courses and activities:
**Telephone:** 01225 831820  
**Website:** wellbeingcollegebanes.co.uk  
**Email:** enquiries@wellbeingcollegebanes.co.uk

University of Third Age (U3A)
The Third Age Trust is the national representative body for the University of Third Age (U3A) in the UK. The U3A is a self-help, self-managed lifelong learning co-operative for older people no longer in full time work, providing opportunities for their members to share learning experiences in a wide range of interest groups and to pursue learning not for qualifications, but for fun. To find your local group see the website:
**Website:** www.u3a.org.uk  
**or Telephone:** 020 8466 6139  
The Old Municipal Buildings, 19 East Street, Bromley, Kent BR1 1QE
Local and National Government Services

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Complaints about the Council
You can make a complaint about most council services in person, by phone, email or letter, or by using the standard complaints form within the Speak Out leaflet. These forms are available to download from the Council website and at all local offices.
You can also complete the online complaints form on the council website at: www.bathnes.gov.uk/services/your-council-and-democracy/complaints
Please note: that certain areas are not covered by the standard council complaints forms and procedures. These include complaints about:

- Adult Social Services
- Children’s Services
- Councillors
- Individual Schools
- Matters over which the Council has no legal authority or powers of action

Ombudsman - Central and South West
The Local Government Ombudsman investigate complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). They investigate complaints about most council matters (including housing, planning, education and social services) and adult social care.

Helpline: 0300 061 0614
Website: www.lgo.org.uk
Email: advice@lgo.org.uk
PO Box 4771, Coventry CV4 0EH
Complaints about Health Services
See Advice and Information: Health Matters: PALS

Complaints about Social Care and Housing
See The Local Government Ombudsman

Council Helpline
Contact the Council
Council Connect, Bath & North East Somerset Council
Helpline: 01225 394041
Visit the website www.bathnes.gov.uk/contactus
Council Connect is the Council customer service centre and deals quickly and effectively with enquiries, problems, concerns or complaints about:

- Cleansing
- Libraries
- Parks and Grounds
- Planning applications (general enquiries)
- Radon Gas
- Street Lighting
- Transport & Roads
- Waste & Recycling

Council Connect Offices
See Advice & Information: Council Connect Offices
Electoral Registers
The electoral register is a list of all the people entitled to vote in Bath and North East Somerset. For information about the Electoral Registers and registering to vote, please contact: Electoral Services, Guildhall, High Street. Bath BA1 5AW
**Telephone: 01225 477333**
**Email: elections@bathnes.gov.uk**

Environmental Health
The Environmental Protection Team covers many areas including pest control, noise pollution, drainage problems, light and odour nuisances, bonfires, contaminated land and rubbish accumulations. If such a situation arises where one of the listed is a problem, then the Environmental Protection Team provides a service which can advise and help.
**Telephone: 01225 477551**
**Facsimile: 01225 477596**
**Minicom: 01225 477647**
**Email: environmental_protection@bathnes.gov.uk**
**Website: http://www.bathnes.gov.uk/services/environment**
For advice on consumer-related topics, see also: This section: Trading Standards

Leisure Services
See Social and Leisure Activities: Leisure and Sports Centres

Recycling and Waste
For all refuse questions including household refuse and recycling collection dates, collection of bulky items etc, please call Council Connect:
**Helpline: 01225 39 40 41**
**Email: council_connect@bathnes.gov.uk**
Also see Advice & Information: Council Connect Offices
My area link
You can easily check your Waste & Recycling collection times online. Visit www.bathnes.gov.uk and enter your postcode in ‘Services in your area’.

Registrar Services (Births, Deaths, Marriages & Civil Partnerships)
See Personal and Family Support: Registrar Services

Sirona Care & Health
Sirona is the first point of contact for the public wishing to contact health and social care professionals. The team provides advice and information, assesses and responds to immediate care requirements, arranges individual care packages as required and, where appropriate, refers cases to the community teams.

Telephone: 01225 396000
Website: www.sirona-cic.org.uk
For out-of-hours emergencies about adults or children, ring 01454 615165

Trading Standards
For advice on consumer-related topics, contact Trading Standards on 01225 396753 or Email: Trading_Standards@bathnes.gov.uk

Approved Traders Scheme
‘Buy with Confidence’
Let us take the headache out of finding traders you can trust. All the businesses on this website have been vetted and approved by Trading Standards to ensure that they operate in a legal, honest and fair way.

Telephone: 01225 396753
Email: Trading_Standards@bathnes.gov.uk
Website: www.buywithconfidence.gov.uk
Personal and Family Support

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Personal and Family Support

Befriending
Age UK B&NES matches volunteer home visitors with older people living alone and without relatives nearby. Visits are usually made weekly for about an hour, at a time agreeable to both parties. We also offer a telephone befriending service, whereby older people are telephoned weekly or fortnightly depending on their needs. This offers social contact and provides service users with the opportunity to share any concerns they might have.
Main Telephone number: 01225 462641
Website: www.ageuk.org.uk/bathandnortheastsomerset/our-services/befriending/
Email: befriending@ageukbanes.co.uk

Alzheimer’s Befriending Service
For people with dementia and their family, carers and friends. The befriending service offers companionship and support, and helps people carry on doing the things they enjoy or to try new activities. Befrienders visit people in their homes, accompany them on outings, or support them to take part in activities in the local community.
Telephone: 01225 396678 (Monday to Friday 9am - 5pm.)
Email: bath@alzheimers.org.uk

British Red Cross - Support at Home Bath & North East Service
This service provides short-term practical and emotional support to people who are, or are at risk of becoming, socially isolated in rural areas of B&NES. The service, which is run by both staff and volunteers, aims to help socially isolated and/or lonely people build resilience, independence and help with access to wider community support organisations.
Telephone: 0117 301 2600
Email: supportBANES@redcross.org.uk
Chew Valley and Keynsham Befrienders
Provides support for individuals and their families affected by mental health problems in the Chew Valley area including Keynsham, through a befriending service. Run by volunteers.
Main Telephone number: 01275 472798
Website: www.befriender.org.uk
Email: bridgets@uwclub.net
Church Farm House, Winford, North Somerset BS40 8EY

Bereavement
CRUSE Bereavement Care - Bath and District
Provides counselling and support groups for the bereaved.
Telephone: 01761 417 250
Website: www.cruse.org.uk
Email: bath@cruse.org.uk
2 Westfield Court, Third Avenue, Westfield, Midsomer Norton BA3 4XD
See: This section: Registrar Services
See: This section: Funerals

Carers
Carers’ Centre - Radstock
1 Riverside Cottages, Radstock, Bath BA3 3PS
Carers’ Centre - Bath
Woodlands, Lower Bristol Road, Bath BA2 9ES
The Carers’ Centre provides a range of information and support services to carers in the local area.
Helpline: 0800 0388 885
Website: www.banescarerscentre.org.uk
Email: info@banescarerscentre.org.uk

Crossroads Care Wessex
The local branch of a national charitable organisation providing high quality homecare for carers and the people they care for. Using trained and paid staff they enable people who provide
care for someone to have a break from their caring role allowing them to do something else.

1 Riverside Cottages, Radstock BA3 3PS

**Main Telephone number:** 01761 436673  
**Website:** [www.crossroadscarewessex.org.uk](http://www.crossroadscarewessex.org.uk)  
**Email:** enquiries@crossroadscarewessex.org.uk

*See: Home Care*

**Domestic Violence/Abuse**

*See: Health and Social Care: Safeguarding*

**Emotional Support**

**Samaritans – Bath & District**

Offers a listening service for the despairing, suicidal or those people who are passing through a crisis of whatever type. Offers a confidential and non-judgemental service.

**Main Telephone number:** 01225 460888  
**Website:** [www.bathsamaritans.org](http://www.bathsamaritans.org)  
5 Windsor Castle, Upper Bristol Road, Bath, BA1 3DN

**Funerals**

Bath & North East Somerset Council understands that losing a loved one can be a difficult and upsetting time. Most people retain the services of a Funeral Director to help them arrange the right ceremony for them, and to deal with the process, freeing them from the paperwork & procedures at an emotional time. See Yellow Pages for a list of local Funeral Directors. For other information and advice contact:

Haycombe Cemetery & Crematorium  
**Tel:** 01225 39 60 20  
**Email:** Cemeteries_Crematorium@BathNES.gov.uk  
Whiteway Road, Bath BA2 2RQ

**Age UK B&NES** offers funeral plans that take care of expenses and arrangements in advance. It is very simple to arrange
and can protect older people from inflation and rising funeral expenses. Contact Phil Densley on phil.densley@ageukbanes.co.uk or call the Trading team on 01225 443618

See also: This section: Registrar Services

Homelessness
See Advice and Information: Homelessness

Independent Living
Age UK B&NES Home from Hospital service makes the return home a little easier by providing practical help to get back and settle in, information, support, cooking meals and collecting prescriptions, reducing the need for readmissions and increasing the confidence of older people wanting to remain living independently.
Age UK B&NES Hale and Hearty service connects older people with community services and support systems. Users are visited in their homes, where their needs are assessed and they can be offered help in finding the care and services that are useful to them as an individual.
Age UK B&NES Home Response service offers extra support in the home for older people while recovering from a hospital stay or a fall.

Meals on Wheels – Food Delivery Services
See Health and Social Care: Meals on Wheels – Food delivery services

Occupational Therapy
See: Health and Social Care: Occupational Therapy
Registrar Services (Births, Deaths, Marriages & Civil Partnerships)
Register Office
A death that occurred in Bath and North East Somerset can be registered at any Bath and North East Somerset One Stop Shop, The Guildhall or the RUH
Helpline: 01225 477234
Email: register_office@bathnes.gov.uk
Website: http://www.bathnes.gov.uk/services/births-marriages-and-deaths/deaths
The Guildhall, High Street, Bath BA1 5AW

Relationships
See: This section: Counselling

Victim Support
Stand Against Racism and Inequality (S.A.R.I.)
Offer support and advice across all aspects of hate crime (disability related, homophobic, transphobic etc.). S.A.R.I. is non-political and non-profit making.
Main Telephone number: 0117 942 0060
Email: sari@sariweb.org.uk
Website: www.sariweb.org.uk
PO Box 2454, Bristol BS2 2WX

Victim Support
Help, advice and support to all victims of personal crime. Advice on home security, insurance claim forms, criminal injuries compensation.
Helpline: 08454 30 30 900
See also: Health and Social Care: Abuse
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Pets

Animal Welfare
Bath and District Cats Protection
Fosterers look after stray and other cats until they can be homed, Cats Protection organise veterinary care for them when needed.
Main Telephone number: 01225 873196
Website: www.bath.cats.org.uk

Bath Cats and Dogs Home
An affiliated branch of the RSPCA. A re-homing centre, re-homing over 3,000 animals a year.
The Avenue, Claverton Down, Bath BA2 7AZ
Helpline: 01225 787321
Website: www.bathcatsanddogshome.org.uk

Cinnamon Trust
The Cinnamon Trust is the national charity for older people and terminally ill people and their pets.
Main Telephone number: 01736 757900
Website: www.cinnamon.org.uk
Email: admin@cinnamon.org.uk
10 Market Square, Hayle, Cornwall TR27 4HE

PDSA – Bristol
To be eligible for PDSA help, pet owners need to live within the catchment area of a PDSA service and be in receipt of housing benefit or Council Tax Benefit.
Main Telephone number: 0117 977 5911
Website: www.pdsa.org.uk
Bristol Petaid Hospital, 556 Bath Road, Brislington, Bristol BS4 3JZ

Catteries
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Kennels
See Yellow Pages

Pet Sitting Services
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Safety and Security

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Safety and Security

Anti-Social Behaviour
For information in tackling Anti-Social Behaviour and to help to build a safer environment for the residents of Bath and North East Somerset, contact the:
Anti Social Behaviour Co-ordinator
**Telephone: 01225 842462**

See also: This section: Crime and Crime Prevention: Hate Crime

Abuse

See: Health and Social Care: Safeguarding

See: Personal and Family Support: Victim Support

Alarms

Carbon Monoxide Alarms
For your nearest Gassafe registered gas installer telephone **0800 408 5500** or go on their website [www.gassafe register.co.uk](http://www.gassafe register.co.uk) and enter your postcode.

Crime and Crime Prevention

Crimestoppers
Crimestoppers is an independent UK wide charity working to stop crime.
**Main Telephone number: 0800 555111**
**Website: www.crimestoppers-uk.org**

Also see Advice & Information: Council Connect Offices

For General Police enquiries, **Telephone: 01275 818181**

Dealing with:-

- Abandoned Vehicles
- Anti Social Behaviour
- Drugs
- Street Drinking
- Domestic Violence
- Race Related Crime
**Vehicle Crime**

**Domestic Violence/Abuse**
**Domestic Violence Unit - Avon and Somerset Police**
Avon and Somerset Constabulary has specialist personnel on each district who are aware of the difficulties that you may be facing. They are available for you to speak to about how to stop the violence, either for yourself or another.

**Domestic Violence freephone service 0808 200 0247**
**Website: http://www.nationaldomesticviolencehelpline.org.uk/**

*See: Health and Social Care: Safeguarding*
*See: Personal and Family Support: Victim Support*

**Elder Abuse**

*See: Health and Social Care: Safeguarding*

**Equipment**

*See: Health and Social Care: Equipment for Disabled People*
*See: Health and Social Care: Occupational Therapy*

**Fire Safety**

Home Fire Safety Visits provide householders with free advice on all aspects of fire safety in the home. Free fitting of smoke alarms.

**Main Telephone Number: 0117 926 2061**
**Website: www.avonfire.gov.uk**
Avon Fire and Rescue Service
Cleveland Bridge, Bathwick Street, Bath BA2 6PU

**Neighbourhood Watch**

*See: House and Home: Neighbourhood Watch*
Personal Safety

See: This section: Crime and Crime Reduction: Crime Reduction Officer

Police
To contact your local police station for non-emergency enquiries, ring 101 or 18001 101 for deaf, hard of hearing people or speech impaired people.
Website: www.avonandsomerset.police.uk

Smoke Alarms
See: This section: Fire Safety

Victim Support
See: Health and Social Care: Safeguarding
See: Personal and Family Support: Victim Support
See: This section: Domestic Violence/Abuse
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Social and Leisure Activities

Access
See: Health & Social Care: Equipment for Disabled People

Fitness/Exercise
See: This section: Older Peoples Exercise Groups

Libraries
The Home Library Service
This service is for anyone who is unable to visit a library or mobile library. Volunteers bring a selection of books, audio books, music CDs, DVDs and jigsaws.

Telephone: Equal Access Team on 01225 394041, or any Bath and North East Somerset library to request the service.

Local Libraries:
Computers are available at all branches for you to access your email account, software, information, social networking and entertainment sites.

Telephone number for all Bath and North East Somerset libraries is: 01225 394041

Bath Central Library
19 The Podium, Northgate Street, Bath BA1 5AN

Keynsham Library
One Stop Shop, Keynsham Civic Centre, Market Walk, Keynsham, BS31 1FS

Midsomer Norton Library
119 High Street, Midsomer Norton BA3 2DA

Moorland Road Library
Moorland Road, Oldfield Park, Bath BA2 3PL
**Paulton Library**  
Central Methodist Church, Park Road BS18 5QQ

**Radstock Library**  
The Street, Radstock BA3 3PR

**Saltford Library**  
478a Bath Road, Saltford, Bristol BS31 3DJ

**Weston Library**  
Church Street, Weston, Bath BA1 4BU

**Mobile Libraries**  
The mobile libraries visit smaller communities and villages across Bath & North East Somerset. Ring the Mobile Library Team on **01225 394041**. For current routes see [http://www.bathnes.gov.uk/services/libraries-and-archives/access-all/mobile-library-routes](http://www.bathnes.gov.uk/services/libraries-and-archives/access-all/mobile-library-routes)

**Leisure and Sports Centres**  
**Bath Sports and Leisure Centre**  
Main Telephone number: 01225 486905  
Website: [http://www.better.org.uk/leisure/areas/banes](http://www.better.org.uk/leisure/areas/banes)  
North Parade Road, Bath BA2 4ET

**Chew Valley Leisure Centre**  
Main Telephone number: 01275 333375  
Website: [http://www.better.org.uk/leisure/areas/banes](http://www.better.org.uk/leisure/areas/banes)  
Chew Lane, Chew Magna, Bristol BS40 8QB

**Culverhay Sports Centre**  
Main Telephone number: 01225 480882 office hours  
Website: [http://www.better.org.uk/leisure/areas/banes](http://www.better.org.uk/leisure/areas/banes)  
Culverhay School, Rush Hill, Bath BA2 2QL
Keynsham Leisure Centre  
Main Telephone number: 01225 395161  
Website: http://www.better.org.uk/leisure/areas/banes  
Temple Street, Keynsham BS31 1HE

Paulton Swimming Pool  
Main Telephone number: 01761 411890  
Email: swim@paultonpool.co.uk  
Website: www.Paultonpool.org.uk  
Plumptre Close, Paulton BS39 7QY

Writhlington Leisure  
Main Telephone number: 01761 438559  
Email: enquiries@writhlingtonsportscentre.co.uk  
Website: www.writhlingtonleisure.co.uk  
Knobsbury Lane, Writhlington BA3 3NQ

Lunch Clubs  
Age UK B&NES  
Operate a lunch club at St Michael's Day Centre, St Michael's Place, Bath on Tuesdays and Wednesdays each week. Diners arrive between 12pm - 12.15pm and lunch is served at 12.30pm. A hot two course lunch is served, at a small charge, which includes a cup of tea or coffee. People use the lunch club to meet their friends, have a chat or take a break whilst shopping in town. It is advisable to make a booking by contacting the Day Centre Team Leader on 01225 466135 or by emailing reception@ageukbanes.co.uk

Bath Ethnic Minority Senior Citizens Association (BEMSCA)  
Telephone: 01225 464165  
Email: bemsca@btconnect.com  
Website: www.bemsca.com

Older Peoples Directory
Batheaston Neighbourhood Group  
Lunch club available once a month. Transport to GP or hospital and can assist older people with shopping. Prescription delivery also available. Please ring to discuss your needs.  
**Telephone number: 01225 859843**  
2 Wayfield Gardens, Batheaston, Bath BA1 7ED

Beacon Lunch  
Held on 3rd Wednesday of the month.  
Beacon Hall, Peasedown St. John. Transport can be provided.  
**Contact Pam Wright on 01761 433149**

Bridgemead Day Club  
Bridgemead offers a friendly, safe and comfortable environment where people can enjoy the company of others, have a hot, home cooked meal and take part in various optional activities. The club runs Monday – Friday, 10am -4pm. Transport can be arranged.  
Please contact Mandy Holbrook the Day Club Manager on 01225 484904 or email mandy@bridgecare.org.uk for further details.

Hinton Charterhouse Over 60 Club  
Monthly lunch club. Third Weds of each month either at Rose & Crown or The Stag Inn. Contact Joan before attending to ascertain which venue.  
**Telephone: 01225 723385**  
Joan Davison, 21 Green Lane, Hinton Charterhouse BA2 7TL

Lansdown Neighbourhood Group  
Lansdown Neighbourhood Group coffee morning is held the second Thursday of the month in the St Stephen’s Church Centre. 10.45am - 12.15 midday.  
**Main Telephone number: 01225 464884**
Contact: John or Mary Greenwood

One To One Luncheon Club
Provides Sunday lunch primarily for people who live alone, also for carers of any age, sex, religion, or race. Vacancies by arrangement, please telephone first.
Main Telephone number: 01225 835228 (Mon-Fri)
St Phillip and St James Church, Frome Road, Odd Down, Bath

Walcot Lunch Club
Two course meal held each Monday during term time. Open to all but mainly attended by older people. Bath Age UK provides some transport. Coffee/tea and biscuits available from 11.00.
Main Telephone number: 01225 461509 (Mon, Weds, Thurs and Fri morning)
Nexus Methodist Church, Nelson Place East, Bath BA1 5DA

West Harptree Luncheon Club
Lunch every 3rd Thursday of the month in West Harptree Hall. Meet from 11.30am. Please call prior to turning up for lunch.
Telephone: 01761 221700
Rose Cottage, Coley Road, East Harptree BS40 6AP

Older Peoples Social Clubs/Groups
Age UK B&NES offers a range of activities and social groups, including art clubs, book groups, culture club, Keynsham Older People’s Social Group, lunch clubs and social walks.
Telephone: 01225 484510
Email active@ageukbanes.co.uk
Website: http://www.ageuk.org.uk/ bathandnortheastsomerset/activitiesevents/

All Saints Centre is a refurbished venue where many activities take place. Meals and activities for older people held monthly on
Older Peoples Directory

Main Telephone number: 01225 447663
Website: www.allsaintscentre.org.uk
All Saints Centre, High Street, Weston, Bath BA1 4BX

Bathford Link
Telephone: Duty Co-ordinator 07870 666582
Bathford Link is a small registered charity which assists elderly and disabled residents of Bathford with transport to medical and other related appointments. It also provides a daily delivery service for those unable to collect their own prescription medicines from the local pharmacy. Organise a weekly coffee morning and other social events and outings.

Chew Valley Monday Club
Meets weekly in the Millennium Hall from 10.00 – 3.30pm. The club provides morning tea/coffee, a cooked lunch and an afternoon talk or activity. Summer outings are also arranged.
Contact: Wendy Talbot
Main Telephone number: 01275 333 063
Email: wendytalbot@btinternet.com

Evergreens Social Club for Older People
Tuesday 2.30pm - 4.00pm.
Contact: Joyce Blake on 01225 427617
Jean Holmes on 01225 338507
St Barnabas Church Hall, Mount View, Southdown, Bath BA2 1JX

Farmborough Goodwill Club
A club for mature and retired people living in the Farmborough district. Entertainment, speakers are invited, day trips out, occasional lunches and teas. Meet every second and fourth Thursday of the month at 2.30pm.
Contact: Mrs Pat Tiley on 01761 470491
Little Lane, Farmborough, Nr Bath BA2 0AE
Golden Oldies
‘Goldie’ fun singing sessions based on popular sing-a-long songs. See www.golden-oldies.org.uk for more information. There are 12 sessions throughout bath and North East Somerset - see http://www.golden-oldies.org.uk/where.html#BANES
For more information ring: 01761 470006

Good Companions - Odd Down
Club for older people living in the Odd Down area of Bath. Meet every Weds from 2.30 – 4pm to enjoy a selection of speakers, activities and outings. Also have ‘One2One’ monthly lunch club. Main Telephone number: 01225 835528
St Philip and St James Church Institute, 35 Frome Road, Odd Down, Bath.

Peasedown St John ‘Meet the Neighbours’
Tuesdays 11am – 12 noon at the Methodist Hall. Also have a lunch the 1st and 3rd Friday of every month. Contact Valerie Humphreys on 01761 434197 for more details.

Midsomer Norton Thursday Club
Midsomer Norton New Community Centre (Somer Centre)
Telephone: 01761 412061

Paulton Pensioners Welfare Association
Social group for older people, organise days out and holidays. Contact Val James on 01761 413836 or 07969 164 182
British Legion Hut, High Street, Paulton BS39 7NW
Thurs 9.30 - 11am.

Saltford Day Centre lunch club
Hinton Close Day Room, Hinton Close, Saltford BS31 3AD.
Offers companionship and social activities to housebound or less mobile people over 65.
Transport can be provided, cooked lunch included. Service
only available to people living in Saltford. Thursday 10.00am to 3.00pm.
**Telephone:** 07505 178520 (Thursdays only)

**Timsbury Over 60s Club**
Social afternoon - entertainment, cup of tea and chat, organise outings to various places. Also minicoach service around the village from Midsomer Norton. 
Contact Myra Hayward on 01761 470 471
**Main Telephone number:** 01761 470 261
Conygre Hall, 26 St Marys Close, Timsbury BA2 0HX

**Older Peoples Exercise Groups**
Age UK B&NES Active programme offers regular sessions of Walking Football, Tai Chi, walking groups, Music & Movement and pub games. These activities help older people to stay mobile, make new friends and rehabilitate after a serious illness, fall or bereavement.
**Telephone:** 01225 484510
**Email:** active@ageukbanes.co.uk
**Website:** http://www.ageuk.org.uk/
**bathandnortheastSomerset/activitIeS/eventS/**

**Passport to Health**
Passport to Health enables currently inactive individuals, with health-related risk factors, to be referred by a health professional to a 12-week scheme of supervised activity and a motivational lifestyle change programme.
**Main Telephone number:** 01225 396429
**Email:** getactive@bathnes.gov.uk

**Shopping**
**Shopmobility**
Shopmobility is a loan service of manual or powered wheelchairs and electric scooters. This service is available to anyone with limited mobility, whether temporary or permanent and regardless
of age or disability. This service can be used in and around Bath city centre, whether for shopping, entertainment or business purposes. We recommend that you book in advance to ensure a vehicle will be available. Please note that proof of identity will be required when hiring vehicles.

Shopmobility, One Stop Shop, 3-4 Manvers Street, Bath BA1 1JQ

**Telephone:** 01225 481744
**Email:** shop_mobility@bathnes.gov.uk
**Website:** http://www.bathnes.gov.uk/services/parking-and-travel/shopmobility

**Sport**

**Bath Visually Impaired Bowls Club**
A small club for visually impaired bowlers.

**Main Telephone number:** 01761 415326
13 Nightingale Way, Midsomer Norton, Radstock, Bath BA3 4NL

**Chew Lake Association for Disabled Sailors (CLADS)**
CLADS is based at Chew Valley lake and is a club for people with physical disabilities. The club meets most Saturdays from April – October and welcomes new members.

**Main Telephone number:** 0117 932 2895
**Website:** www.clads.co.uk
**Email:** info@clads.co.uk

**Hillside Bowling Club**
Indoor bowling, mainly older people, meet twice weekly.

**Contact:** Steve Nash
**Telephone:** 01225 01278 287 735
Hillside Road, Oldfield Park, Bath BA2 3NX

**Swimming Pools**

*See: Social and Leisure Activities: Leisure and Sports Centres*
Travel, Holidays and Short Breaks

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Travel, Holidays and Short Breaks

Access
See: Health & Social Care: Equipment for Disabled People

Accessible Toilets
For current information about public toilets in Bath and North East Somerset, call Council Connect on 01225 39 40 41 or see the detailed information and map on the Council's website. Find this by using the A to Z index and clicking on ‘T’ for toilets.

See: Health and Social Care

Blue Badge Scheme
Blue Badge Permits
The Blue Badge scheme operates within the UK and provides parking benefits to those with severe mobility problems.
Main Telephone number: 01225 477133
Website: http://www.bathnes.gov.uk/services/parking-and-travel/blue-badges
Email: parking@bathnes.gov.uk
Parking Services, PO Box 122, BS31 9AE

Buses
Abus
104 Winchester Road, Brislington, Bristol BS4 3NL
Private bus company operating Service 349 Bristol to Keynsham with low floor buses.
Telephone number: 0117 971 0251
Website: www.abus.co.uk

Citistar
Private bus company which runs mainly in Chew Valley, Midsomer Norton and Radstock and Cam Valley (Camerton, Priston).
Main Telephone number: 01761 490760
Email: bus@citistar.co.uk
Website: citistar.co.uk

First Bus
First is the largest bus operator in Bath and North East Somerset. Most buses operated in the area are modern, low-floor vehicles.
Customer Service Telephone number: 0845 6064446
Website: www.firstgroup.com
Enterprise House, Easton Green, Bristol BS5 0DZ

Sommerbus
Private bus company operating several services in Radstock, Midsomer Norton, Paulton Keynsham and Peasedown St. John.
Main Telephone number: 01761 490760
Email: somerbus@tinyworld.co.uk
Website: www.somerbus.co.uk

Timetable information
Traveline provide timetable information for public transport services throughout the UK.
Main Telephone number: 0871 200 2233
Website: www.traveline.info

See also: This section: Community Transport

Bus Passes
See: This section: Concessionary Bus Travel

Community Transport
Age UK B&NES run minibuses for its service users that provide accessible transport around Bath and North East Somerset.
Telephone: 01225 466135
Email: reception@ageukbanes.co.uk
Website http://www.ageuk.org.uk/bathandnortheastsomerset/
Bath Community Transport Minibus Service  
**Telephone:** 01225 832317  
Provides affordable group transport for older people and those with impaired mobility serving a wide range of welfare organisations, local authority groups and sheltered housing schemes.

**Batheaston Neighbourhood Group / Car Scheme**  
Transport to GP or hospital and can assist older people with shopping. Prescription delivery also available. Please ring to discuss your needs.  
**Main Telephone number:** 01225 859843  
2 Wayfield Gardens, Batheaston, Bath BA1 7ED

**Bathford Link**  
**Telephone:** Duty Co-ordinator 07870 666582  
Bathford Link is a small registered charity which assists older and disabled residents of Bathford with transport to medical and other related appointments. It also provides a daily delivery service for those unable to collect their own prescription medicines from the local pharmacy. Organise a weekly coffee morning and other social events and outings.

**Chew Valley Community Transport**  
Covers the Bath and North East Somerset villages of the Chew Valley and along the A37 to Clutton. Designed to help people to get to medical appointments.  
**Telephone:** 01275 333430

**Dial-a-Ride**  
Door-to-door fully accessible minibus service for people who cannot use conventional transport. Book your journey a day in advance and use the service to visit friends, go shopping or attend appointments. See below for your local service.
Bath Dial-a-Ride
Main Telephone number: 01225 335019

Keynsham and District Dial-a-Ride
Main Telephone number: 01225 395321

Lansdown Neighbourhood Group
Lansdown Neighbourhood Group provides a regular Minibus service to take older people shopping.
Contact: John and Mary Greenwood
Main Telephone number: 01225 464884

Limpley Stoke and Freshford Transport Link
Provides car transport primarily to older people in Limpley Stoke and Freshford area. Visiting hospitals, clinics, dentists, railway stations, shops, friends etc. Disabled people catered for.
Co-ordinator: 07714 169216

Midsomer Norton & Radstock Community Service Vehicle
1 Withies Park, Midsomer Norton BA3 2NU
Provides, maintains and runs a vehicle with passenger lift to convey groups of disabled people, older people etc to and from their home to therapy centres, clubs etc.
Telephone: 01761 413975

Midsomer Norton & Radstock Dial-a-Ride
Community transport service for the inhabitants of Midsomer Norton, Radstock, Chew Valley, Paulton, High Littleton, Farmborough, Wellow, Englishcombe and surrounding areas. Please call for full details.
Telephone: 01761 417504

St Philip’s Community Minibus.
This transport is for voluntary groups or charities unable to access other minibuses. The minibus administrator is Sandra Bain and she is responsible for running the minibus project.
Sandra can be contacted by ringing **01225 835228**

**SWAN Advice Network Volunteer Transport Scheme**
Primarily covers North East Somerset, providing a friendly and reliable transport service. Our scheme is for older or frail people, disabled people and those on a low income (e.g. eligible for income support) if you have problems using public transport, contact the scheme.

**Telephone:** 01761 439548  
**Email:** swan_voltrans@dial.pipex.com

*See also: Social and Leisure Activities: Older peoples Social Clubs /Groups – Timsbury Over 60’s Club*

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**Getting About in Greater Bristol**
Information on facilities and travel for older and disabled people in the Bath area, Keynsham & District and Midsomer Norton, Radstock and Chew Valley.

**Telephone:** 01225 394041  
**Website:** www.gettingaboutgreaterbristol.org

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**Concessionary Bus Travel**
The Diamond Travel Card gives free off-peak travel on local bus services to people qualifying for State Retirement Pension or who have a qualifying disability.
For more information, please call the

**Concessionary Travel Helpline on:** 01225 394041  
between 9am and 4.30pm Mondays to Fridays.

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**Holidays and Short Breaks**
**Supporting Disabled in Need**
Supporting Disabled in Need provides finance for holidays for disabled children and older people. It can also provide transport for a day out and for other needs.
Charity Shop, Manvers House, Manvers Street, Bath

**Main Telephone number:** 01225 833406
Email: doreen598@btinternet.com
1 Salisbury Road, Bath BA1 6QX

Insurance
See: Advice and Information: Insurance

Parking
See: This section: Blue Badge Scheme

Railcards
If you’re 60 plus, you can save a third on most Standard and First Class rail fares throughout Britain when you buy a Senior Railcard.
Main Telephone Number: 0345 3000 250
For further information:
Website: www.senior-railcard.co.uk
Volunteering
Volunteering

Age UK B&NES
Age UK B&NES are always looking for volunteers to help them continue the vital services they run in the area. There are many different volunteering opportunities that individuals can get involved in, whether it be helping in our Day Centres, leading walking groups, doing administrative work in the office, befriending a local older person, or offering to run an activity session. Our volunteers are a crucial and highly valued team, without whom we wouldn’t be able to operate.

**Telephone: 01225 466135**
**Email: volunteering@ageukbanes.co.uk**
**Website: http://www.ageuk.org.uk/bathandnortheastsomerset/how-you-can-help/volunteering/**

Retired and Senior Volunteer Programme (RSVP)
RSVP aims to encourage anyone 50 plus to participate in volunteering, to recognise the skills of older people and to provide group commitment and support. It is part of the National charity Community Service Volunteers

**Main Telephone number: 0117 922 4392**
**Website: www.rsvp-west.org.uk**
**Email: office@rsvp-west.org.uk**
The Create Centre, Smeaton Road, Bristol BS1 6XN

Volunteer Centre Bath and North East Somerset
The service helps potential volunteers find suitable voluntary positions and can help organisations find their volunteers.

**Main Telephone number: 01225 388105**
**Website: www.vol-centre.org.uk**
**Email: info@vol-centre.org.uk**
Bath Central library, 19 The Podium, Northgate Street, Bath BA1 5AN
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