

**DIRECTORY OF
LOCAL HEALTH AND SOCIAL SERVICES
FOR OLDER ADULTS**

**PRODUCED BY
THE PATIENTS GROUP**

**of the
QUEEN EDITH MEDICAL PRACTICE (QEMP)**

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Also available on the Queen Edith Medical Practice website

<https://www.queenedithmedicalpractice.co.uk>

Section 1

ACTIVITIES

| | | |
|---|---|--|
| Queen Edith's Community Forum | Printed Newsletter Queen Edith's Community News. | http://queen-ediths.info/ Also can sign up for weekly 'What's on Guide for Queen Edith's'. |
| Cambridgeshire.gov.uk Online Directory of Services | Online directory for wide range of activities (from volunteering, learning musical instrument, exercise etc.) | www.cambridgeshire.gov.uk/cambridgeshire-online-directory Put post code in and select area that you want e.g. activities for older adults. |
| Mature Movers Queen Edith Chapel | Exercise and dance for the over 50s. Thursdays 9.45-11.15 am. | Margaret Briggs Tel:01954 250870 Email: Margaret.briggs@ymail.com * |
| Forever Active | Classes such as Tai Chi, Strength and Balance, Yoga etc. At local venues e.g. Hills Road Sports Centre | Tel: 07432 480 105 www.forever-active.org.uk * |
| Library at home | A service is for those housebound through health problems, or because they have full time (unpaid) caring duties. Monthly visits from volunteer to bring library books. | Tel: 0345 045 5225 Email: volunteers@cambridgeshire.gov.uk or ask at your local library. www.cambridgeshire.gov.uk/residents/libraries-leisure-&-culture/libraries/accessibility |
| Rock Road Library | e.g Scrabble Club Monday a.m. 10-12.00. Community Gardening (Mondays during growing season); Friendship Café on hold until Covid restrictions lifted. | https://www.cambridgeshire.gov.uk/rock-road-library-cambridge/ www.friendsofrockroadlibrary.wordpress.com/about/events-at-the-library |
| Nightingale Recreation Ground CB1 8SG | Wellbeing social friendly walk on the 4 th Thursday of the month. Places can be reserved online or socially prescribed. | Tel. 01223 457532 www.cambridge.gov.uk/wellbeing-walks |

Section 2

DAY CENTRES AND LUNCH CLUBS

| | | |
|---|---|---|
| Cherry Trees Day Centre St Matthew's Street CB1 2LT | Activities, talks, outings for over 65s. Lunches and refreshments Monday, Tuesday, and Thursday. | Tel: 01223 361766 Email: dayclubs@ageukcap.org.uk www.ageuk.org.uk/cambridgeshire/daycentres * |
| St Martin's Day Centre St Martin's Church Suez Road CB1 3QD | Activities for older people. Open 10.30 a.m to 3.00 p.m. Tuesdays, Wednesday and Thursdays. Lunch and refreshments included. Transport currently available. Monday 10-12.00 Carpet Bowls Booking essential. | Tel: 01223 508080 Email: centre@stm.org.uk www.stm.org.uk/centre * |
| St Paul's Community Centre Hills Road CB2 1JP | Lunches Thursdays and Fridays 12.30 p.m. - 2.00 p.m. Simple supper Monday 6.00 p.m. First Thursday of the month lunch followed by visit to Botanic Gardens. | Tel: 01223 576899 Email: hello@stpaulscambridge.org.uk www.stpaulscambridge.org.uk * |
| The Evelyn Charnley Memorial Club COPE (Cambridgeshire Older People's Enterprise) Queen Edith Chapel, Wulfstan Way CB1 8QN | 3 rd Wed. of each month, 11.45.a.m.-2.15.p.m. Speaker at 12.15pm followed by refreshments. | Tel. 01223 364303 Email: www.copecambs.org.uk * |
| St John the Evangelist's Church Hills Road, CB2 8RN | Monthly lunch Weds, 12.30-2.00 pm | Tel.01223 210871 Email: stjecambridge@gmail.com www.stjohntheevangelistcambridge.org * |

Section 3

KEEPING IN TOUCH

| | | |
|---|---|--|
| Cambridge City Council's Visiting Support Service Ditchburn Place | Available to all Cambridge residents over 65. | 01223 457199 Email: Independent.living@cambridge.gov.uk www.cambridge.gov.uk/visiting-support-service |
| St James's Church Wulfstan Way CB1 8QJ | Friendship Café meeting NOT currently operating but hope to restart in 2022. Consult website for updates. | 01223 246419 www.stjamescambridge.org.uk |
| Age UK Sharing Time | Weekly visitor or telephone call. | Tel. 01733 554963 Email: Helen.Lancaster@ageukcap.org.uk or sharingtime@ageukcap.org.uk |
| Independent Age | Charity offering weekly visit by a volunteer, if local one is available, otherwise weekly tel. call. Fact sheets available also on money, housing, health, personal life, support and care, future planning (Power of Attorney etc.). | Tel: 0800 319 6789 Email: charity@independentage.org www.independentage.org/befriending |
| Student Community Action | Weekly visit by a student befriender during term time. Must be within 4-mile radius of city centre. | Tel: 01223 350365 E-mail: mail@cambridgesca.org.uk Office: 17 Mill Lane Cambridge Hours: Tues. and Thurs 10.00-4.00 www.cambridgesca.org.uk |
| Re-engage | Tea parties for over 75s in and around Cambridge, with transport provided if needed. | Tel: 0207 078 8998 National Office: 0207 240 0630 Email: georgina.sells@reengage.org.uk |
| Queen Edith Chapel | Talks for older people on third Wednesday of the month. 11.45.a.m.-2.15.p.m. Speaker at 12.15pm followed by refreshments. | Email: petermurfitt@gmail.com www.copecambs.org.uk |

Section 4

CARE IN THE HOME

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| Cambridge City Council (Independent Living Service) | The service is available for all Cambridge residents aged over 65, aiming to sign-post older people to services that help them remain independent and socially active e.g. they can arrange help with personal care, meals and medication, advice on housing, aids, benefits etc. | Tel: 01223 457199 Email: independent.living@cambridge.gov.uk https://www.cambridge.gov.uk/visiting-support-service |
| AGE UK | Provides free information about benefits, housing and community care. | Tel: 0300 666 9860 Email: informationservices@ageukcap.org.uk |
| AGE UK Support Services (Home Help) | Home help, cleaning laundry, ironing and gardening. Available for 60+. | Tel: 0300 666 9860 (National No.) Local Number: 01733 557353 www.ageuk.org.uk/cambridgeshireandpeterborough * |
| Home Instead (Including Dementia) | Wide range of services including companionship (eg taking to concerts, etc.), home help and personal services. | Tel: 01480 576737 Email: mike.francis@homeinstead.co.uk www.homeinstead.co.uk/Cambridge * |
| Future Care solutions | Similar services to above and provides assistance to daily living including food preparation and giving medication. | Tel: 01223 882681 1-2 The Old Coach House Fulbourn, CB21 5EP www.futurecaresolutions.co.uk * |
| Dunstan Court Wulfstan Way (CHS Group) | Offers a range of community services including help with laundry, housekeeping, shopping etc. | Tel.01223 241330 denise.taylor@chsgroup.org.uk * |

Section 4 (continued)

MEALS DELIVERY

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|---|--|---|
| CAMMS Meals on Wheels | Provides hot meals for the elderly, infirm and those who are temporarily unable to prepare meals for themselves. | Tel: 01223 314288 Cherry Trees Kitchen, St Matthews St Cambridge, CB1 2LT Email: enquiries@cammsmealsonwheels.org www.cammsmealsonwheels.org * |
| Dunstan Court Wulfstan Way (CHS Group) | Lunch time meal delivered to your home. | Tel.01223 241330 denise.taylor@chsgroup.org.uk * |
| Oakhouse Foods | Frozen meal delivery once per week. | Tel: 0333 3702516 www.oakhousefoods.co.uk * |
| Wiltshire Farm Foods | Frozen meal delivery once per week. | Tel: 01371 876970 Wiltshire Farm Foods Hales Farm, High Cross Lane, Little Canfield, Great Dunmow CM6 1TQ www.wiltshirefarmfoods.com * |

Section 5

EQUIPMENT TO ASSIST WITH DAILY LIVING

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| Cambridgeshire C.C. contact centre for adult services | Occupational Therapy assessment and advice; provision of equipment and mobility aids. Referral via GP is advised. | Tel: 0345 045 5202 Email: referral.centreadults@cambridgeshire.gov.uk www.cambridgeshire.gov.uk |
| British Red Cross | Short term loans of mobility aids, wheel chairs, toileting aids and frames. No need for medical referral. Reconditioned rollators or wheelchairs sometimes available for purchase. | The Bowls Pavilion Milton, Community Centre Coles Road Milton CB24 6BL (Temporary address. Will relocate in March 2022 - check website for details) Open Monday- Friday 10.00.a.m -3.00.p.m. Tel: 01223 868696 www.redcross.org.uk/get-help/hire-a-wheelchair * Hire charge applies |
| Independent Age | Charity offering information and access to impartial expert advisers. | Tel: 0800 319 6789 Email: charity@independentage.org www.independentage.org |
| Living Made Easy | Charity providing information on providers of equipment for disabled people. | Tel: 0300 999 0004 Email: info@dlf.org.uk www.livingmadeeasy.org.uk |
| NRS Healthcare Safe & Well Service | Provides information on equipment and services. Can arrange demonstrations and request a private Occupational Therapy assessment. | Tel: 01480 415719 Email: enquiries@safeandwell.co.uk www.safeandwell.co.uk/cambridgeshire * |
| Technology Enabled Care (TEC) -Cambridgeshire County Council | Service using a range of technology to support people and carers to address challenges of everyday living. Can refer direct or through Occupational Therapy. | Tel: 01480 378160 Email: TEC@cambridgeshire.gov.uk Free loan of appropriate equipment |

Section 5 (Continued)

PERSONAL ALARMS

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|-------------------------------|--|--|
| Cambridge City Council | Provides information and devices. | Tel: 01223 457199 Email: independent.living@cambridge.uk www.cambridge.gov.co.uk/personalalarms * |
| Age UK | Provides advice and devices; can arrange demonstrations. | Tel..0800 012 1634 Email: enquiries@ppptakingcare.co.uk www.ageuk.org.uk/alarm * |

Section 6

HOME ADAPTATIONS

(Key Safes, Grab Rails, Major Adaptations and Falls Prevention)

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| Occupational Therapy | Assessment and referral for devices and adaptations. | Tel: 0345 045 5202 ext. 3 Email: referral.centreadults@cambridgeshire.gov.uk |
| AGE UK Cambridgeshire Handy Persons Service | Can arrange home safety assessment visits and provide adaptations. | Tel.: 01480 700205 Email: chp@ageukcap.org.uk www.ageuk.org.uk/cambridgeshireandpeterborough NB: grab rails may be provided free of charge * |
| Cambs Home Improvement Agency CHIA | Assists with building and related works to facilitate independent living. | Tel: 01954 713330 Email: hia@cambshia.org www.cambshia.org * |
| NHS Falls Prevention | Provides on line advice on falls prevention. | www.nhs.uk/conditions/falls/prevention/ |
| Everyone Health | Works in partnership with Cambs. County Council. Provides a range of services including Falls Prevention. Self or medical referral acceptable. | Tel. 0333 005 0093 www.everyonehealth.co.uk |
| Cambridgeshire Fire and Rescue Service | Will visit to help people stay safe at home. | Tel: 01480 444 900 www.cambsfire.gov.uk |
| Cambridgeshire Bobby Scheme | General advice regarding security (e.g. window and door alarms) | Tel: 01480 413311 Email: info@thebobbyscheme.org www.thebobbyscheme.org * |

Section 7

TRANSPORT

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| Cambridge Dial-a-Ride | For people who find it difficult to access public transport. Membership required. | Tel: 01223 506335 Email: officemanager@cambridgedialaride.org.uk www.cambridgedialaride.org.uk |
| Taxicard | Help towards cost of taxi for those on certain benefits. | Operates 10.00 a.m.-16.00.p.m. Tel: 01223 457164 between 9.00 a.m. and 17.00 p.m. Email: taxicard@cambridge.gov.uk www.cambridge.gov.uk/taxicard |
| Shopmobility | Use of wheelchair or scooter for use in shopping area. Need to register first. | Tel: 01223 457452 (Grand Arcade) Tel: 01223 461858 (Grafton Centre) Email: shopmobility@cambridge.gov.uk |

Section 8

MENTAL HEALTH SUPPORT

| | | |
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| First Response Service | Mental Health Crisis | Tel: 111 Option 2 |
| Life Line | Emotional distress | Tel: 0808 808 2121 11.00 a.m.- 11.00 p.m. every day. Email: info@lifecraft.org.uk www.lifecraft.org.uk |
| Sane Line | Specialist mental/ emotional support. | Tel: 0300 304 7000 During Covid restrictions, leave message on 07984 967 708. Giving first name and contact number OR Email: support@sane.org.uk www.sane.org.uk 4.30 p.m.-10.30 p.m. every day. |
| Emergency Duty Team | Mental Health professional support. Voluntary admissions to Psychiatric Hospitals. | Out of hours emergency no. 01733 234724 www.sane.org.uk |
| Cambridge Samaritans | Sympathetic listening ear. | Tel: 01223 116123 daily 24 hours Free phone helpline Email: jo@samaritans.org www.samaritans.org |
| Mind CPSL Cambs, P'boro, South Lincs. | Wide range of services to support those recovering from mental health problems. | Tel: 0300 303 4363 9.30 a.m.-5.30 p.m. www.cpslmind.org.uk |
| Cambs and Peterborough Foundation Trust CPFT Psychological Wellbeing Service (IAPT) | Access to Psychological Therapies Service for depression, anxiety etc. Can self-refer or via GP. | Tel: 0300 300 0055 Email: selfreferiapt@cpft.nhs.uk |

Section 9

FINANCIAL SUPPORT

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|--------------------------------------|--|--|
| Citizens Advice Bureau | Free independent and confidential help and advice. | Tel: 0808 278 7808 Mon-Friday 9.00. a.m.-5.00 p.m. www.cambridgecab.org.uk/help-advice/get-advice |
| Cambridge Money Advice Centre | Free and confidential face to face advice. Need to make appointment. | Tel: 01223 727455 Open Monday, Tuesday, Thursday and Friday 10.00 a.m.- 3.30 p.m. Email: Office.mac.cambridge@gmail.com www.cambridgemoneyadvicecentre.org.uk |

Section 10

BEREAVEMENT

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| Cruse Bereavement Care Cambridge | Confidential support and advice face-to-face support and advice, telephone and group work. | Susan Cross, Area Coordinator Tel: 01223 633536 09.30-13.30 Mon-Fri Email: cambridge@cruse.org.uk www.cruse.org.uk |
| Bereavement Care Services Addenbrooke's Hospital | Help and support for those families whose loved ones have died in Addenbrooke's Hospital. | Tel: 01223 217537 (ext. 3537) Box 136 Cambridge University NHS Foundation Trust Hills Road Cambridge CB2 0QQ Email: bereavement@addenbrookes.nhs.uk |
| Cambridge Bereavement Services (Cambridge City Council) | Offers choices for burial, cremation and commemoration of loved ones. Advice and help making funeral arrangements. | Tel: 01223 458000 Email: bereavementservices@cambridge.gov.uk |

Section 11

GENERAL CONTACT CENTRES TO SUPPORT THIS LOCAL DIRECTORY

1. **"A Guide to Independent Living in Cambridgeshire 2021".**

Booklet produced by Cambridgeshire County Council and is available on line, or copies in Libraries and the Queen Edith Medical Practice

2. **Healthwatch Cambridgeshire 8.30.a.m-5.30.p.m.Monday-Thursday or Friday 9.00-4.00**

Tel: 03303 551285 Text Option: Tel No. 0752 063 5176

Email: enquiries@healthwatchcambspboro.co.uk
www.healthwatchcambridgeshire.co.uk

3. **AGE UK.**

Tel: 0300 666 9860

Email: emailinformationservices@ageukcap.org.uk
www.ageuk.org.uk/cambridgeshireandpeterborough
www.ageuk.org.uk

4. **Mental Health Handbook (can be downloaded as a pdf from the website**

Tel: 01223 566957

www.lifecraft.org.uk/mental-health-handbook

5. **Caring Together (Information for Carers)**

Network Partner of Carer's Trust Cambridgeshire, Peterborough and Norfolk

Tel: 01480 499 090

Email: hello@caringtogether.org
www.caringtogether.org

6. **Care Network Cambridgeshire (Changes to be made in December 2021)**

Tel: Cambridge City 01223 300460

Tel: South Cambridgeshire 01954 212 100

Email: admin@carenetwork.org.uk

www.care-network.org.uk/index.php

7. **NAPP (National Association of Patient Participation Groups)**

www.napp.org.uk

8. **COPE (Cambridgeshire Older People's Enterprise Forum) Newsletter available for Members.**

Secretariat Tel: 01223 364303

Email: Cambridgecope@hotmail.co.uk

www.copecambs.org.uk

Disclaimer:

This is not meant to be an exhaustive list, e.g. it doesn't cover National Organisations representing specific Physical or Medical Conditions. We cannot guarantee the current accuracy of the services listed above, as these are subject to ongoing change. The information is up to date in December 2021.

Any assistance in future updating would be appreciated.