

Connecting People, Connecting Wales

Directory of Local Services



age
connects
wales.

Age Connects Wales is a social enterprise made up of six local, independent Age Connects organisations with over 40 years' experience. We provide support in 11 of the 22 local authority areas in Wales, with each organisation providing our core services. Core services include **Information, Advice and Welfare Benefits, Befriending, Independent Advocacy (various specialisms), Activities Programme, Nail Cutting, Volunteering and Specialist advant~AGE Products and Services**. In addition to these common services, each organisation provides services that are specific to their own geographical area of benefit.

Age Connects North Wales Central (ACNWC)

- Community Navigator (Information & Advice)
- Hubbub Forums (Community Engagement)
- Paper Pals (Home Support)
- Perennials (Dementia Support Service)
- Speak Up

Age Connects North East Wales (ACNEW)

- Supporting Older People Service
- Home Solutions (Home Support)
- Wills and Power of Attorney
- Meeting Facilities for Hire

Age Connects Neath Port Talbot (ACNPT)

- Link-AGE (Outreach Programme)
- Community Lunches (Outreach Programme)
- Chatter Matters (Community Engagement)
- Home Fire Safety / Energy Audits
- Legal surgery (Will writing)
- Meeting Facilities for Hire

Age Connects Torfaen (ACT)

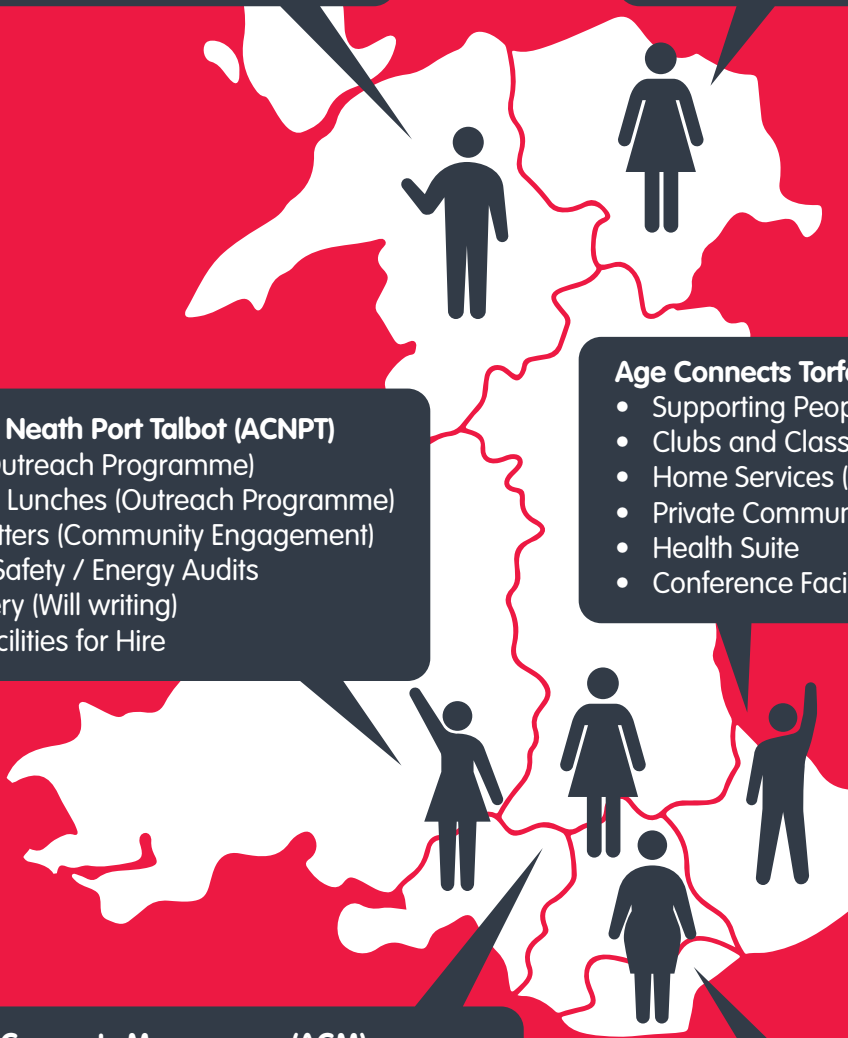
- Supporting People
- Clubs and Classes (Activity Programme)
- Home Services (Home Support)
- Private Community Support (Home Support)
- Health Suite
- Conference Facilities and Outside Catering

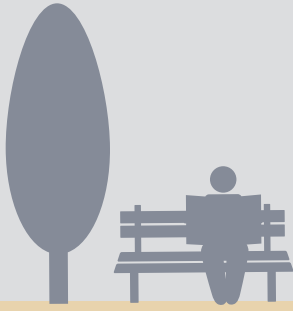
Age Connects Morgannwg (ACM)

- Hospital Discharge Service
- Reaching Out (Befriending)
- Primary Care (Dementia Support Service)
- Supporting People
- Breakthrough Project
- Will Writing Service

Age Connects Cardiff and the Vale (ACCV)

- Ageing Well (Activities Programme)
- Cancer and Older People Advocacy (COPA)
- Healthy and Active Partnership (Befriending)
- Good Neighbour Schemes (Befriending)
- Hospital Discharge Service
- Safeguarding (Dementia Support Service)
- Money Wise Service





Information, Advice and Welfare Benefits – A confidential service offering a range of support to help people maximise income, live independently and utilise services.

Independent Advocacy – We can help with various advocacy matters, including safeguarding issues involving abuse or neglect. In addition, ACCV provide advocacy for people affected by cancer and ACNEW have specialist services for victims of abuse/hate crime with support available to navigate the criminal justice system.

Befriending – Services aim to reduce loneliness and isolation and empower independent living. Schemes encourage the formation of friendship groups and offer reciprocal and on-going support. Practical support such as shopping, transport and small DIY tasks (ACCV) and specialist bereavement support (ACM) is available in some areas. Telephone befriending and onward referrals are also provided.

Nail Cutting – This chargeable service is available at outreach locations and hospitals, with home visits available for those with mobility problems.

Activity Programmes – We deliver a range of self-sustaining activities which encourage and improve physical and emotional health and well-being. Activities are delivered through a structured programme and/or through service user consultation in a number of different venues/channels.

Hospital Discharge Service – Provision of short term flexible support on discharge from hospital. This includes care, shopping, domestic chores, meal preparation and confidence building.

Speak Up – Available in residential care homes to build and maintain confidence and self-esteem.

Dementia Support Service – Includes instructed and non-instructed advocacy, advice and safeguarding. ACNWC also provide social and therapeutic horticulture.

Money Wise Service – Help to balance your budget and deal with the rising cost of everyday living.

Outreach Programme – Working within isolated and rural communities to establish self-sustaining activities, reduce isolation and ensure all older people have access to services. Community lunches are available at ACNPT's Link-AGE Service.

Home Support Services – Chargeable services that can be tailored to individual need and help with general housework, cleaning, ironing, assisted visits and shopping. ACNWC's Paper Pals can reduce junk mail and co-ordinate diaries and appointments.

Supporting People – Floating services that aim to help people maintain and improve independence and quality of life. Support available on a wide range of issues from housing, social inclusion and well-being, to managing finances and correspondence

Home Fire Safety / Energy Efficiency Audits – Provision of free Audits for high risk people that aim to improve safety and reduce excessive energy bills.

Will Writing and Power of Attorney – Partnership with independent solicitors provide a professional and reliable service. Free general legal appointments are also provided by ACNPT.

Conference/Meeting Room Facilities – Various facilities are available for hire that range from small training rooms to larger conference venues.


Health Suite – A fully equipped beauty salon offering a wide range of products, therapies and treatments.

Outside Catering – Hot and cold buffet delivery service available for businesses or individuals.


Community Engagement – An opportunity to comment on the quality and range of services available. For those not already engaged, ACM's Breakthrough Project and ACNPT's Chatter Matters aim to increase their involvement and participation.

Get in Touch


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570
active
volunteers



We have over **570** active volunteers throughout Wales. Last year alone, they dedicated over **118,000** hours of support (valued at **£1.6 million**).