



The 1818 Society British Chapter  
*The Association of World Bank Group Alumni*

# Elderly Care in the UK

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# The 1818 Society British Chapter: Elderly Care in the UK

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This booklet has been prepared for the exclusive, personal use of members of the British Chapter of the 1818 Society. The information, while broad in coverage, is intended as a starting point and should not be considered as all-inclusive. While every effort has been made to ensure the accuracy of the information, the 1818 Society British Chapter neither endorses providers nor bears responsibility for the information.

Many of the topics covered are complex and can have far-reaching consequences. Members are encouraged to undertake research tailored to their specific circumstances and to seek expert professional advice where appropriate.

Additional information on how to deal with financial and other related matters in the event of a retiree death can be found in the HANDBOOK FOR ADVANCE PLANNING BY RETIREES & FAMILIES FOR INCAPACITY OR END OF LIFE, November 2023:

[https://www.wbgalumni.org/1818/wp-content/uploads/2023/11/Handbook-for-Advance-Planning\\_November-2023.pdf](https://www.wbgalumni.org/1818/wp-content/uploads/2023/11/Handbook-for-Advance-Planning_November-2023.pdf)

Valuable advice on actions after the death of a retiree or spouse can be found here:

[Guide for Actions after a Death of a Retiree/Spouse/Partner | 1818 Society \(wbgalumni.org\)](#)

Another useful source of information is the 1818 Society FAQs which cover a variety of issues:

[www.wbgalumni.org/faq/](http://www.wbgalumni.org/faq/)

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## Introduction

Planning for elderly care can be emotional, complicated and challenging. However, researching options ahead of time can make it a much less daunting task. This is probably best done with the involvement of family or a close friend. A great deal of information is available, much of it on the internet. This guide is intended to be a signpost to sources of helpful information about support systems in your home and community. At the end of each section, you will find links to a selection of organisations that we have found most helpful and informative<sup>1</sup>. Several of these publish free guides on various aspects of elderly care. Others offer telephone advice lines, befriending services and live-in care.

For those who may not have internet access or are uncomfortable using such sites, contact telephone numbers are also listed where available.

Some services may vary from area to area. Please refer to the websites of the specific organisations for details on what is offered in your locality. Similarly, policies, guidelines and conditions can also differ by jurisdiction. For this reason, it is important to refer to the appropriate regional agencies listed in the box below for those that apply in England, Scotland, Wales and Northern Ireland. One of the best single sources of information is Citizens Advice. It has a comprehensive website <https://www.citizensadvice.org.uk/> which is frequently updated and can also be contacted by phone (0800 144 8848 in England). The national website has a webchat facility and some local Bureaux provide an email reply service.

Annex 1 includes a list of specialised support agencies that can advise on specific medical conditions and Annex 2 contains links to some other helpful organisations. The British Association of Former United Nations Civil Servants (BAFUNCS) has many useful guides for the elderly on their website. [Publications – BAFUNCS](#) In order to access most of these you need to be a BAFUNCS member. All World Bank retirees are eligible to join and the cost is small, so this is a very worthwhile resource to use. Annex 3 provides a link to information on the BAFUNCS Benevolent Fund. This information is not restricted to BAFUNCS members. The Fund's aim is "to extend welfare to its members and former employees of the United Nations Civil Service and their spouses in need through grants or interest free loans" and could be of use if any World Bank retirees or their spouses are in financial hardship.

## Staying at Home

Continuing to live in the familiarity of our own homes for as long as possible is probably what most of us would like to do. It allows us to retain that all important independence, hold on to our memories and maintain the companionship of our established social circle. However, some may begin to struggle and require help within the home to carry out previously simple daily tasks. Housework, laundry, cooking, shopping and even personal hygiene can become onerous. There are some options

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<sup>1</sup> If you have difficulty connecting, try searching for the agency in Google. Please report any broken links to davidpotten@compuserve.com

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worth considering that make it easier for you to remain relaxed and comfortable in your own familiar surroundings.

## Adjustments and Adaptations to the Home

This might include installing a stairlift if you have difficulty climbing stairs. Widening doorways is critical for wheelchair access. Modified kitchen equipment will make cooking easier. Bath seats and raised toilet seats will assist those with a mobility problem. Installing an intercom to the front door provides both ease of access for visitors and security for you. Personal alarm systems allow you to feel safe and secure knowing that help is at hand when needed and also provide relief to your possibly distant family. AgeUK is one of several organisations committed to improving the quality of later life. This charity publishes a collection of comprehensive, helpful, free guides on all aspects of elderly care, including one on home adjustments, how to go about obtaining and paying for them, and advice and information on a range of products, such as personal alarm systems, and services. AgeUK also maintains a directory of tradespeople. Contact your local office for those in your area. Again, please note that AgeUK services may vary from area to area. Other useful agencies are also listed in the box below.

- [www.ageuk.org.uk/home-and-care/help-at-home](http://www.ageuk.org.uk/home-and-care/help-at-home) Advice line 0800 055 6112. Call this number to find your nearest Age UK office or click on the website map. Outside England, please refer to the AgeUK partner charities:
  - [Age Scotland | Working with and for older people in Scotland \(ageuk.org.uk\)](http://www.ageuk.org.uk) 0800 1244 222
  - [www.ageuk.org.uk/northern-ireland/](http://www.ageuk.org.uk/northern-ireland/) 0808 808 7575
  - [Age Cymru | We are the national charity for older people in Wales. \(ageuk.org.uk\)](http://www.ageuk.org.uk) 0300 303 4498
- [www.wiltshirefarmfoods.com](http://www.wiltshirefarmfoods.com) 0800 077 3100 - One example of a food company that delivers frozen foods nationally; others can be found on the Web. Special diets can be catered for. Remember, however, that most major supermarkets offer on-line ordering and home delivery.

## Care in the Home

Even with some home adjustments or specialised equipment, remaining in your own home may not be possible without outside physical help. Traditionally the role of “carer” would have been undertaken by family or close friends. Such an informal arrangement might work well initially. However, it may not be a feasible option for you if your family is distant or if your needs increase beyond the family’s skills and capabilities. Some of us may then have to depend on outside help with daily activities. The amount and type of care required will vary tremendously from one individual to another so it is important to have as clear an idea as possible of your level of need. Local Authority Social Services Departments are required to carry out a needs assessment where a clear need exists. This is usually done by an occupational therapist. Even if you do not expect to qualify for Local Authority funding, which is means tested, it may still be a good idea to have a formal needs assessment done for possible future reference.

Two organisations, The Care Quality Commission (CQC) and The United Kingdom Home Care Association (UKHCA), can give helpful information on choosing a care agency. CQC is the regulatory

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body for health and social care and inspects all home care agencies in England and guarantees certain minimum standards. UKHCA is the national association of home care providers and also sets standards. Both organisations have websites that allow you to search for home care agencies in your area. CQC shows inspection reports and UKHCA lists registered agencies.

Loneliness and feelings of isolation can have a huge impact on the overall health and wellbeing of the elderly. A regular visit or telephone call from a volunteer befriender can go a long way to easing these feelings.

## Personal Information

Should you become seriously ill or incapacitated, it is very important to have personal information easily accessible in the home for the emergency services or carers. The BAFUNCS has produced a guide on keeping useful information readily available at home. This can be found at Annex 4

## UK Government Benefits

If you are under State Pension Age and have a long term health condition or are disabled and thereby require extra help, you may be able to claim Personal Independence Payment (PIP). If you are over State Pension Age, you may be eligible for Attendance Allowance. Both of these benefits are non-means tested and are non-taxable. A Carer's Allowance (taxable and means-tested) may also be payable to someone who cares for someone with substantial caring needs. See the links below for more detailed information on eligibility and how to apply.

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- Citizens Advice (CA) has overviews of benefits for [those who are sick or disabled](#)
- There are two excellent websites where one can test one's eligibility for benefits anonymously: Turn2Us: <https://benefits-calculator.turn2us.org.uk/AboutYou> and Entitled To: <https://www.entitledto.co.uk/benefits-calculator/startcalc.aspx>
- The Advice Now website has excellent guides on benefits (and other topics) at: <https://www.advicenow.org.uk/advicenow-guides>
- Care Quality Commission [www.cqc.org.uk](http://www.cqc.org.uk) 0300 061 6161
- Care Inspectorate <https://www.careinspectorate.com> 0345 600 9527 (Scotland only)
- Social Care Wales [Contact us | Social Care Wales](#) 0300 30 33 444
- UK Home Care Association UKHCA [www.ukhca.co.uk](http://www.ukhca.co.uk) 0208 661 8188
- Helping Hands [www.helpinghandshomecare.co.uk](http://www.helpinghandshomecare.co.uk) 0330 818 4556 This organisation is a leading provider of domiciliary care.
- Independent Age <https://www.independentage.org/information> 0800 319 6789. The website has a wide range of useful guides on Money, Health and Care, Housing and Wellbeing.
- AgeUK [www.ageuk.org.uk/health-wellbeing/relationships-and-family/befriending-services-combating-loneliness](http://www.ageuk.org.uk/health-wellbeing/relationships-and-family/befriending-services-combating-loneliness) Provides a befriending program. This in partnership with the Silver Line [The Silver Line Helpline](#) 0800 470 8090
- Carers UK [www.carersuk.org](http://www.carersuk.org) 0808 808 7777 A support organisation for carers.
- The Carer's Trust provides a lot of useful information at [www.carers.org](http://www.carers.org). 0300 772 9600
- Personal Independence Payment (PIP) [www.gov.uk/pip](http://www.gov.uk/pip)
- Attendance Allowance [www.gov.uk/attendance-allowance](http://www.gov.uk/attendance-allowance)
- Carer's Allowance [www.gov.uk/carers-allowance/overview](http://www.gov.uk/carers-allowance/overview)

## Exercise for Health

NHS guidelines and the relevant literature stress the importance of regular exercise for the elderly. Physical activity and exercise help us maintain a healthy, energetic and independent lifestyle. Walking, swimming, low impact aerobics, Pilates and seated chair exercises all help to keep us active. Pensioners' playgrounds are becoming a popular concept. They are funded by Local Authorities, Residents' Associations or local parishes and offer a free outdoor gym with several pieces of equipment that allow seniors to flex their muscles and work the key areas of upper body, legs, hips and stomach. They are also designed to be fun for the elderly. Check with your Local Authority to find out if there is a playground in your area.

The NHS offers a series of gentle exercises that focus on flexibility, strength and balance. There are also exercises that can be done from a sitting position to work the upper body.

It has been established that elderly people are more prone to falling than younger people. Falls can cause painful injuries, especially hip displacements and they can also result in a loss of confidence. The NHS has a useful guide on falls prevention services and many local authorities provide falls prevention services.

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- [www.amazon.co.uk](http://www.amazon.co.uk) Search for “Exercises for the Elderly” to find a series of health books covering a range of exercises for the elderly.
- [Physical activity guidelines for older adults - NHS \(www.nhs.uk\)](http://www.nhs.uk) Gentle, easy exercises for the not so mobile.
- **Falls Prevention Services** The NHS has a [useful guide](#) on falls prevention and many local authorities have falls prevention services.

## Moving out of your Home

Sometimes, even with help, your own home might seem too difficult or too large to maintain. Downsizing to something smaller and easier to run might be more suitable, especially if you are looking for some extra security and support.

## Retirement Housing

Retirement housing, also known as sheltered housing, is an option to consider. Usually the housing available is part of a community of like properties. You will have your own self-contained property and so will still have a good deal of independence. However, a manager will be on site and there will often be an alarm system in your property for emergencies. There are also likely to be communal facilities, such as a residents’ lounge and shared gardens. Guest rooms are often a part of the scheme to allow visitors to stay over.

Retirement villages are similar but on a greater scale. They are often modelled more like American retirement villages and may be near a golf course or other leisure facilities. The 1818 Society has produced a guide (December 2016) to retirement communities. Although this is primarily targeted at US residents it contains a lot of useful background information:

<http://www.wbgalumni.org/1818/wp-content/uploads/2016/11/1818-RALC-Communities-Handbook-2016.pdf>

The company McCarthy and Stone has long been a leading developer in retirement housing. Health specialist BUPA also offers sheltered housing through its associate company, Goldsborough Estates. Most retirement properties are available for purchase although there may be some private owners who are willing to rent. Local Authorities and Housing Associations do rent sheltered housing, but priority is usually given to those on a limited income or who have been assessed as needing this kind of accommodation.

Extra care or assisted housing is similar and may be required if you need a greater level of support, such as help with cleaning, laundry and meals etc. There are many private retirement schemes available. Refer to the box below for some useful links.

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- McCarthy & Stone [www.mccarthyandstone.co.uk](http://www.mccarthyandstone.co.uk) 0800 201 4811
- Housing 21: Sheltered and assisted housing [Housing 21 - Retirement Living and Extra Care for older people of modest means](#) 0370 192 4000
- Retirement Villages [www.retirementvillages.co.uk](http://www.retirementvillages.co.uk) 03301 734 373
- ExtraCare Charitable Trust [www.extracare.org.uk](http://www.extracare.org.uk) 02476 506 011
- HousingCare [www.housingcare.org](http://www.housingcare.org) Provides advice on a range of housing issues for older people. There is an on-line chat service on their website.

## Care Homes

Circumstances can change and you may be faced with making a decision about moving into a care home. This is a big decision and there are several points to consider. Your needs will determine whether to look for a residential home or a nursing home which will provide specialist nursing care. You will also want to think about location: do you want to be near family? The type of accommodation available is an important consideration: Does it meet your needs? Does the home arrange social activities? Is there a waiting list? Do the menus offer balanced diets? Can you take your own belongings? Importantly you will want information on costs and contract before committing to an individual home. Requesting home brochures and being able to visit are also important. AgeUK and Independent Age are two organisations that provide comprehensive care home checklists that are good preparation for a visit. It is particularly useful to take the opportunity to talk to staff and residents. This should give you a good idea of the home's atmosphere.

The healthcare specialist, BUPA, also offers a range of free guides on the services it provides in its residential, nursing and specialist care homes. Please note that you do not have to hold BUPA Health Insurance to live in one of its homes. The Relatives and Resident's Association, via its Helpline, gives independent advice and support to you and your family so that you can confidently make an informed choice.

The Care Quality Commission, the regulatory body, maintains a data base of registered homes where you can search for one in the location that you have selected. Inspection reports are also available. You can also search for homes in your area through the website of the Elderly Accommodation Counsel. This organisation is a national charity to help older people make informed choices about housing and care needs. Your local authority may also produce a guide to care homes. Refer to the links below, which also include the associated websites for FirstStop Advice and Housing and Care options.

The UK Government is committed to addressing the major challenges facing adult care. It has published tentative proposals to reduce the chances of people in care having to sell their houses to pay for their care. However these are very controversial and unlikely to become law for some time. The best source of information on paying for care is probably AgeUK: <https://www.ageuk.org.uk/information-advice/care/arranging-care/care-homes/>

Remember that the Scottish Government has different policies: [Care homes \(ageuk.org.uk\)](http://www.ageuk.org.uk)

Note that the World Bank Retiree Medical Insurance Plan (RMIP) does not cover the cost of residential care. At present (October 2024) you have to pay the full costs of residential care in England (there may be different rules elsewhere in the UK) if you have assets of more than £23,250. If you require



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nursing care, you may be entitled to some benefits (attendance allowance for example) which are not means tested.

Some people find a need either to raise funds to pay for residential care or to minimise their potential exposure. Possible avenues to explore include equity release and immediate needs annuities. There is independent advice on these options on the Money Helper website: click here for [equity release](#) and here for [Immediate needs annuity \(moneyhelper.org.uk\)](#)

The BAFUNCS (British Association of Former United Nations Civil Servants) operates a benevolent fund to which World Bank retirees are eligible to apply. Annex 3 provides a link to full details of the Fund.

- Care Quality Commission [www.cqc.org.uk](http://www.cqc.org.uk) 03000 616161
- UKHCA [www.ukhca.co.uk](http://www.ukhca.co.uk) 020 8661 8188
- NHS [Choices on Care Homes](#)
- AgeUK [www.ageuk.org.uk/home-and-care/care-homes/finding-a-care-home/](http://www.ageuk.org.uk/home-and-care/care-homes/finding-a-care-home/) 0800 055 6112  
Also provides a Care Home checklist in Scotland  
<https://www.ageuk.org.uk/scotland/information-advice/care-and-support/care-homes/>  
0800 1244 222
- Advice on Care provides impartial advice on care fees, including care fees annuities, with specific sections on England, Scotland and Wales <http://www.adviceoncare.co.uk/> 0800 180 4336
- Independent Age [www.independentage.org](http://www.independentage.org) 0800 319 6789 Also provides a Care Home checklist.
- Elderly Accommodation Counsel [www.eac.org.uk](http://www.eac.org.uk) A national charity to help care professionals and older people make informed choices about housing and care needs. It can be contacted through their First Stop Advice website <http://www.firststopcareadvice.org.uk/> or by email to [info@firststopcareadvice.org](mailto:info@firststopcareadvice.org)
- BUPA [www.bupa.co.uk/carehomes](http://www.bupa.co.uk/carehomes) 0330 818 6479 BUPA offers both residential and nursing homes as well as specialist care for Dementia, Huntington's and Parkinson's patients.

## Convalescence: Nursing and Home Health Care

Certain types of care help towards a recovery to normal health after an illness or operation either as a hospital outpatient or under GP care. They are covered by the World Bank Retiree Medical Insurance Plan (RMIP) as set out in the box below.

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CIGNA International Option RMIP Plan 1 Nursing and Home Health Care		
<i>Effective January 1 2013</i>	U.S. Network Aetna Open Choice PPO	Out of Network
Skilled nursing facility (e.g., rehabilitation center): <i>maximum 60 days per condition per plan year</i>	90% after deductible	80% after deductible
Convalescent Care: <i>Maximum 60 days per condition per plan year</i>		
Visiting nurse: <i>maximum 120 days per condition per plan year</i>		
Private Duty Nursing: <i>Contact insurance administrator for authorisation</i>		
<i>Extracted from "International Option (Vanbreda) Retiree MIP Plan 1" available on:</i> <a href="#">GuideRMIPSummaryPlanDescription.pdf (worldbank.org)</a>		

## Respite Care

Respite care is primarily for the carer. It allows that person to have a break and recharge their batteries. This might be accomplished by substituting another carer, either a family member or professional, in the family home. Alternatively, it might be done by short term in-patient care. Respite care is not normally covered by RMIP, although it could be considered on a case-by-case basis if a carer (who is also insured by RMIP) suffered medical or psychological problems as a result of their caring duties. Some agencies to consider are listed below.

- Helping Hands [www.helpinghandshomecare.co.uk](http://www.helpinghandshomecare.co.uk) 0330 060 2687 Offers short term respite care.
- BUPA has a number of homes that provide respite care: [Search Result \(bupa.co.uk\)](#)
- The Good Care Group [www.thegoodcaregroup.com](http://www.thegoodcaregroup.com) 0808 2580 372

## Hospice and Palliative Care

Hospice care is designed to improve the quality of life for people who have a terminal illness. The approach is holistic and takes account not only of the patient's physical and medical needs, but is interdisciplinary in supporting their emotional, spiritual and social needs and those of the family. Professionals and volunteers work in partnership towards making the patient as comfortable as possible at a life limiting time. This is achieved through managing pain control and symptoms as well as addressing a patient's social care needs. Hospice care might be offered in the comfort of your own home or at the hospice (on a day care basis or as an inpatient). Palliative care can also be given in assisted living, care homes and hospitals. Hospice UK is the UK Charity for Hospice Care and contact details are listed below along with some other useful resources.

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- NHS End of Life Care Choices [www.nhs.uk/planners/end-of-life-care/Pages/End-of-life-care.aspx](http://www.nhs.uk/planners/end-of-life-care/Pages/End-of-life-care.aspx)
- Hospice UK [www.hospiceuk.org](http://www.hospiceuk.org) 020 7520 8200. This website offers information and advice to those patients and their families needing palliative care as they face life limitations. Hospice UK can also help you find a Hospice in your area.
- Macmillan Nurses [www.macmillan.org.uk](http://www.macmillan.org.uk) 0808 808 00 00. These nurses, trained by the NHS, can give expert palliative care and well as social care information and advice in your own home from the point of diagnosis.
- Marie Curie Cancer Care [www.mariecurie.org.uk](http://www.mariecurie.org.uk) 0800 090 2309. This charity maintains 9 hospices around the UK and supplies a national home nursing service. Marie Curie nurses provide care at home to people approaching the end of their lives.
- Maggie's Centres [www.maggiescentres.org](http://www.maggiescentres.org) 0300 123 1801 Cancer Caring Centres offering psychological and emotional support through all stages for patient and family.
- Sue Ryder [www.sueryder.org](http://www.sueryder.org) 0808 164 4572 and Rennie Grove Hospice Care (Herts. and Bucks.) [www.renniegrove.org](http://www.renniegrove.org) 01923 606030, are two charities who offer much information on outpatient and inpatient hospice care.

## Power of Attorney

If, due to either mental or physical incapacity, you anticipate that you will no longer be able to manage your property or financial affairs yourself or may become unable to make decisions about your medical care, you may wish to appoint someone else to act on your behalf in due course by granting them a Lasting Power of Attorney (LPA). This can be easily set up by anyone over the age of 18 and is obviously best done whilst you are able to make your own decisions. Acting on someone else's behalf is a very responsible role. Therefore it is important to choose someone in whom you have absolute trust. This should be a person with whom you have shared your wishes and intentions regarding your property, financial affairs and your medical plans. It should be someone who will always act in your best interests commensurate with the decisions you have already made yourself. Refer to the links below for detailed information. The Citizens Advice guide is particularly useful.

If someone loses their ability to handle their own affairs ("loses mental capacity") and no LPA is in place it may be necessary to ask the Office of Public Guardian to authorise someone to act on the individual's behalf.

- [www.gov.uk/power-of-attorney/overview](http://www.gov.uk/power-of-attorney/overview)
- Citizens Advice information on [Managing affairs for someone else](#)
- [www.which.co.uk/money/retirement/guides/how-to-set-up-a-power-of-attorney/what-is-power-of-attorney](http://www.which.co.uk/money/retirement/guides/how-to-set-up-a-power-of-attorney/what-is-power-of-attorney)
- [www.ageuk.org.uk/money-matters/legal-issues/powers-of-attorney](http://www.ageuk.org.uk/money-matters/legal-issues/powers-of-attorney)
- [www.gov.uk/office-of-public-guardian](http://www.gov.uk/office-of-public-guardian) 0300 456 0300
- [www.publicguardian-scotland.gov.uk](http://www.publicguardian-scotland.gov.uk) 01324 678 300

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## Next Steps

We hope that 1818 Society British Chapter members will find the information contained in this booklet useful. Once again, we suggest that you may wish to share it with your families when they are involved in your care decisions.

If any members have come across other useful resources or organisations that we have not included, please send the information to David Potten ([davidpotten@compuserve.com](mailto:davidpotten@compuserve.com)) so that the booklet can be enriched and updated from time to time.

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## ANNEX 1: CONTACTS FOR SPECIFIC MEDICAL CONDITIONS

The organisations listed below all offer information and support for patients and their families dealing with specific medical conditions. Several have established help lines as well as offering free publications on a number of related topics.

Condition	Website	Telephone
ALZHEIMERS UK <sup>2</sup> ALZHEIMERS Scotland	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a> <a href="http://www.alzscot.org/">http://www.alzscot.org/</a>	0333 150 3456 0808 808 3000
ARTHRITIS	<a href="#">Versus Arthritis   A future free from arthritis</a>	0800 5200 520
BLINDNESS	<a href="#">RNIB   Homepage of the Royal National Institute of Blind People</a>	0303 123 9999
CANCER	<a href="http://www.cancerresearchuk.org/home/">http://www.cancerresearchuk.org/home/</a>	0808 800 4040
	<a href="http://www.macmillan.org.uk/Home.aspx">http://www.macmillan.org.uk/Home.aspx</a>	0808 808 0000
	<a href="http://www.maggiescentres.org">www.maggiescentres.org</a>	0300 123 1801
	<a href="http://www.mariecurie.org.uk">www.mariecurie.org.uk</a>	0800 090 2309
DEMENTIA (including Admiral Nurses specialised mental health services in the community and other settings)	<a href="http://www.dementiauk.org">www.dementiauk.org</a>	0800 888 6678
DIABETES	<a href="http://www.diabetes.org.uk">www.diabetes.org.uk</a>	0345 123 2399
HEARING ISSUES	<a href="#">RNID - National hearing loss charity</a>	0808 808 0123
HEART ISSUES	<a href="http://www.bhf.org.uk">www.bhf.org.uk</a>	Heart Helpline: 0808 802 1234
HUNTINGTON'S	<a href="http://www.hda.org.uk">www.hda.org.uk</a>	0151 331 5444
LUNG ISSUES	<a href="http://www.blf.org.uk">www.blf.org.uk</a>	0300 222 5800
MENTAL HEALTH	<a href="http://www.mind.org.uk">www.mind.org.uk</a>	0300 123 3393
MULTIPLE SCLEROSIS	<a href="http://www.mssociety.org.uk/">http://www.mssociety.org.uk/</a>	0800 800 8000
OSTEOPOROSIS	<a href="#">Osteoporosis Research   ROS (theros.org.uk)</a>	0808 800 0035
PARKINSON'S	<a href="http://www.parkinsons.org.uk">www.parkinsons.org.uk</a>	0808 800 0303
STROKE	<a href="http://www.stroke.org.uk">www.stroke.org.uk</a>	0303 3033 100

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## ANNEX 2: CONTACTS FOR OTHER HELPFUL AGENCIES

Agency	Website	Telephone
<b>BAFUNCS</b>	<a href="http://bafuncs.org/">http://bafuncs.org/</a>	
<b>CRUSE BEREAVEMENT CARE</b>	<a href="http://www.cruse.org.uk">www.cruse.org.uk</a>	0808 808 1677
<b>CITIZEN'S ADVICE</b>	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a> for general information and how to find a Bureau and for online information (England – there are separate sections for Wales and Scotland)	0800 144 8848 0800 702 2020 (Wales)
<b>ACTION ON ELDER ABUSE (Hourglass)</b>	<a href="http://www.elderabuse.org.uk">www.elderabuse.org.uk</a>	0808 808 8141
<b>RED CROSS</b>	<a href="http://www.redcross.org.uk">www.redcross.org.uk</a>	0344 871 1111
<b>SAMARITANS</b>	<a href="http://www.samaritans.org">www.samaritans.org</a>	116 123 (in an emergency)
<b>RVS (previously WRVS)</b>	<a href="http://www.royalvoluntaryservice.org.uk/">www.royalvoluntaryservice.org.uk/</a>	

# The 1818 Society British Chapter: Elderly Care in the UK

## ANNEX 3

### GUIDE TO THE BAFUNCS BENEVOLENT FUND

#### (B B F)

The latest version (21<sup>st</sup> November 2017) of this guide can be found here

[Publications – BAFUNCS](#)

# The 1818 Society British Chapter: Elderly Care in the UK

## ANNEX 4

### BAFUNCS Guide to Personal Information

Updated 2 March 2021

#### Contents

1. Introduction
2. Lions Message in a Bottle Scheme
3. Age UK LifeBook
4. Wills and Lasting Powers of Attorney
5. Further Reading and References

#### 1. Introduction

If you become seriously ill or incapacitated, it is very important to have easily accessible personal information in the home for the emergency services or carers. This note provides details of the Message in a Bottle Scheme for Emergency Data and the Age UK Lifebook, both of which are easily available for recording personal information. It is essential and your responsibility to protect personal details against possible misuse and to identify a secure location to store this confidential information.

#### 2. Lions Message in a Bottle Scheme

The scheme, which is now run by [Lions Clubs British Isles](#), enables you to keep your personal and medical details with emergency contacts in a recognisable plastic bottle in the fridge, where they can easily be found in the event of an emergency. Two green cross stickers are provided so that emergency services will know that you are signed up to the scheme - one for the inside of your front door and one for the front of your fridge.

A Message in a Bottle may be obtained from your local pharmacy or your GP surgery.

Alternatively contact [Lions Clubs British Isles](#) for more information. An online form is available, and they can send a bottle through the post.

Email: [enquiries@lionsclubs.co](mailto:enquiries@lionsclubs.co)

Telephone: **0121 441 4544**

#### 3. Age UK Lifebook

The **Age UK LifeBook** is a free booklet in which you can write important and useful personal information. This will help you to organize your data and will be invaluable to a family member or a friend if they need to find important information about you in an emergency. We recommend that you keep the information safe in a place known to a few friends or family members. You may also wish to leave a copy with someone you trust. The following types of information can be included in the Lifebook:

- **Personal Details** – family, friends and pets



# The 1818 Society British Chapter: Elderly Care in the UK

- **Documents** - location of your will
- **Life contacts** – Friends, Clubs, GP, Utilities
- **Possessions**- Valuables
- **Financial** – Bank, insurance policies
- **Final wishes**- e.g. funeral arrangements and obituary.

The **Lifebook** is available in a booklet **OR** an e-copy can be emailed to you to complete and store on your computer.

Call **0345 685 1061** quoting **ALL 721** or download the [request form](#)

## **4. Wills, Lasting Powers of Attorney and Living Wills**

You may consider giving a **Lasting Power of Attorney** (or the equivalent in other parts of UK) for

1) Property and Finance, and 2) Health and Welfare,

to at least one trusted person you have listed as an emergency contact. We strongly advise our members to make a will as otherwise your possessions will be distributed according to intestacy rules rather than to your own wishes.

- BAFUNCS advice on how to set up a **Lasting Power of Attorney** and a **Will** can be found in Information Note 8 [Wills and Succession](#)
- Advice for a surviving spouse or civil partner on steps that need to be taken can be found in Information Note 2 [When a pensioner dies](#)

An advance decision (sometimes known as an advance decision to refuse treatment, an ADRT, or a living will) is a decision you can make now to refuse a specific type of treatment at some time in the future. Further information on this and advance statements can be found at [NHS](#) end of life care and at the Age UK link below.

Advice on all the above areas can be found in BAFUNCS Benevolent Fund publication [Guide to Physical Frailty, Dementia and long term health care.](#)

## **5. Further Reading and References**

Preparing a personal information list will assist you in preparing your will or even household contents insurance. Apart from professional advisers such as accountants and solicitors, other sources of information include organisations for retirees and the elderly, particularly Age UK, as **well as government and local council departments.**