HEALTH & WELLBEING
INFORMATION & SUPPORT FOR SENIORS IN THE COMMUNITY
This booklet provides information about the Health and Social Care services the Belfast Trust provides in the community for older people.

It also provides information about key services in the wider community to support older people with their health and wellbeing.

The Belfast Health and Social Care Trust as part of the Age Friendly Belfast Plan 2018 – 2021 has worked along with older people from Belfast to create this information book.
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BHSCT Services for Older People

click here for more information or go to https://belfasttrust.hscni.net/service/older-peoples-service

Hospital Contact Details

Belfast City Hospital ......................................................... 028 9032 9241
Mater Hospital .................................................................... 028 9074 1211
Royal Victoria Hospital ..................................................... 028 9024 0503
Musgrave Park Hospital .................................................... 028 9090 2000

Out-of-hours GP

GP out-of-hours is not a walk-in service. You or your relative must first contact the service by phone. A doctor or nurse will return your call quickly and decide on the best action to take.

North and West Belfast: 028 9074 4447
South and East Belfast: 028 9079 6220

North and West Belfast

GP out-of-hours Urgent Care Centre
64 Crumlin Road (opposite the Mater Hospital)
Belfast, BT14 6AG

South and East Belfast

GP out-of-hours
Knockbreda Centre
110 Saintfield Road
Belfast
BT8 6GR
Belfast Trust Wellbeing & Treatment Centres

These are Centres across Belfast run by the Belfast Trust where you will find a number of services such as GP, social workers, district nurses and weekly clinics.

<table>
<thead>
<tr>
<th>Wellbeing &amp; Treatment Centres</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arches Wellbeing &amp; Treatment Centre</td>
<td>028 9504 7800</td>
</tr>
<tr>
<td>Beech Hall Wellbeing &amp; Treatment Centre</td>
<td>028 9504 0044</td>
</tr>
<tr>
<td>Bradbury Wellbeing &amp; Treatment Centre</td>
<td>028 9504 7770</td>
</tr>
<tr>
<td>Carlisle Wellbeing &amp; Treatment Centre</td>
<td>028 9504 2500</td>
</tr>
<tr>
<td>Grove Wellbeing &amp; Treatment Centre</td>
<td>028 9504 3400</td>
</tr>
<tr>
<td>Knockbreda Wellbeing &amp; Treatment Centre</td>
<td>028 9504 4450</td>
</tr>
<tr>
<td>Shankill Wellbeing &amp; Treatment Centre</td>
<td>028 9504 0043</td>
</tr>
</tbody>
</table>

Belfast Trust Call Management Telephone Numbers

This is the central referral telephone number used by the Trust. All referrals are logged here and then sent onto the required service. If you are making a referral, you will need your date of birth and address, GP name and a contact telephone number. If you are making a referral for someone else, you will also need his or her permission.

Please see each service description for referral details

<table>
<thead>
<tr>
<th>North and West Belfast Call Management Centre</th>
<th>Phone Number</th>
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<tr>
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<td>028 9615 8100</td>
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<tr>
<th>South and East Belfast Call Management Centre</th>
<th>Phone Number</th>
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<td></td>
<td>028 9615 8200</td>
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</table>
Discharging from Hospital

If you have had a stay in hospital there are a number of different things that can happen once you are discharged:

Returning home from Hospital
It may have been decided that you do not need any additional support from Belfast Trust when you return home, or your family may have decided to help you. If you have been assessed (by a health professional) and it has been decided that you need extra support when you return home you can expect a Trust health professional to call with you at your home. See sections below for further explanations of services and health professionals within Belfast Trust.

Additional support at home
If you do return home and then feel you need additional support, you should contact your GP or a community social worker for further assessment. Alternatively, Red Cross and Age NI can offer support at home for short periods.

NOT returning home
If you are not returning home straight away from hospital, as it has been agreed that you need further support, you may be transferred to a care facility for a short time. This could be for rehabilitation. If this is the case, you will be expected to participate in a programme of rehabilitation to help you regain skills and return home. Or you may require support to help you recover. During this time you will be assessed and supported by a social worker to help plan a return home or to make other arrangements.

Community Services for Older Adults provided by Belfast Trust

Community Services for older people that have been assessed (by a health professional) to meet the person’s needs are free at the point of delivery.

Urgent Care Centre at the Royal Victoria Hospital

Urgent Care
This is a service if you have an illness or injury that requires urgent attention but is not a life-threatening situation.

If you have an illness or injury that requires urgent attention you should:
Contact your General Practitioner (GP) as they are the medical practitioner that knows you best and will be able to advise you regarding further treatment. This may be face to face or via the telephone. If your GP decides you require further treatment he or she can make an electronic referral to the Urgent Care Centre. Staff in the Urgent Care Centre will then contact you to advise you of one of the following:

- to attend the Urgent Care Centre for assessment by a medical practitioner (he or she may discharge you following assessment or refer you for further care)
- advise you of a time to attend one of our assessment areas
- attend our Emergency Department.

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Social Workers
Provide support for adults who may be vulnerable because of illness, disability, abuse or neglect, and/or loss. They will help by developing support networks. This may be within families and local communities and with domiciliary care.

Domiciliary Care is a range of services put in place to support an individual in their own home. Services may involve routine household tasks within or outside the home, personal care (such as washing/showering and dressing) and other associated domestic services necessary to maintain an individual in an acceptable level of health, hygiene, dignity, safety and ease in their home.

How to access the service
Referral – You, your family, your GP or a healthcare professional can make a referral

NOTE: not all the services you feel you need can be provided by the Trust, (for example, cleaning and gardening) you will need to find and pay for these services separately.

There are also a number of private care providers who can support you with personal care needs, meal preparation, medication management, shopping and household/domestic needs.

Adult safeguarding
This is the name of the team who can offer extra support and protection to a vulnerable adult who is being mistreated. This may be a friend, neighbour or family member. If you are concerned, that you or someone you know is being mistreated or abused (eg. physically, psychologically, sexually, financially) you can make a referral to the Belfast Trust and they can help the person you are concerned about. The Trust will talk to the person being mistreated to work out how best to help and support them. This help may come from the Trust or other voluntary services, but always with the person’s agreement and consent.

How to access the service

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<tr>
<th>North and West Belfast Call Management Centre</th>
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<td>028 9615 8100</td>
<td>028 9615 8200</td>
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District Nurses
(nurses that work in the community/in your home). Provide care to patients who are housebound to meet their assessed medical needs alongside GPs.

How to access the service
Referral – You or your family, or your GP or a healthcare professional can make a referral

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<tr>
<th>North and West Belfast Call Management Centre</th>
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<tr>
<td>028 9615 8100</td>
<td>028 9615 8200</td>
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Continence Service
(support with bowel and bladder difficulties)
This service will provide an assessment, treatment and support for people who have bladder or bowel problems. The service will also provide support to carers and families.

How to access the service
Referral – You or your family or your GP can make a referral.

Intermediate Care
These services are designed to maximise independence and quality of life. Intermediate care is delivered by different health care professionals and will provide assessment and rehabilitation. All services are for a short time period.

Services include:
Community Discharge Service
This service supports a safe and timely discharge from hospital. It provides assessment within a person’s own home, by a health care professional. Rapid access to care and support is available if required. Or you can be referred to other intermediate care or community services if needed.

Referral: completed by hospital healthcare professional.

Community Rehabilitation Service
This service is made up of different health professionals who assess and deliver rehabilitation in a person’s own home. The team consists of Occupational Therapists, Physiotherapists, Social Workers and Rehabilitation assistants. This service is also available in bed-based facilities - Chestnut Grove Residential Home and Lansdowne Care Home. Both facilities have dedicated health professionals to deliver the service.

Referral: completed by hospital healthcare professional

Reablement
is about promoting and maximising independence to allow people to remain in their own home as long as possible. It is designed to enable people to regain their confidence and skills to live independently, after a health or social care crisis such as illness. Reablement is an Occupational Therapy led service and is Trust wide for those aged 65+.

Referral: from community social work or Community Discharge Service

The Community Stroke Team
This is a service that provides a stroke specific rehabilitation programme to people in their own home. The team has a number of different professionals and its aim is to work along with the patient and family to promote and maximise independence.

Referral: from a professional within a stroke unit.
Community Falls Prevention and Management Service

This service aims to reduce the risk of falling for older adults living in the community.

People are seen by this service if they have fallen or have a fear of falling that restricts their everyday activities. The service provides assessments and interventions by health care professionals, for people who have been identified as being at risk of falling.

The service offers 12 week class based group exercise programs aimed at improving your strength and balance.

How to access the service
Referrals for Falls Assessment – only accepted from the Ambulance service, GP or other health professional.

The service accepts self-referrals for the 12 week class based group exercise programs only by contacting 028 9504 7656.

Mental Health Services
This service will support a person with mental health concerns or dementia and their carer. The range of services offered include:

Psychiatry of Old Age
This service is for adults who are over the age of 65 and have a deterioration in their mental health including: depression, anxiety, psychosis, schizophrenia or bi-polar affective disorder.
Referral: contact your GP

Community Mental Health Team for Older People
Adults of any age can use this service if they have concerns about their memory, mild cognitive impairment or have a diagnosis of dementia.

Referral: Adults under 65 years should contact their GP
Referral: Adults over 65 years can self-refer.

Contact 028 9504 0346 or 028 9504 2700

The service is also offered to carers (who live in Belfast Trust catchment) of people with dementia or functional mental illness who require symptom specific information, advice and support.

BHSCT also provide care at statutory Residential Homes and supported housing accommodation across Belfast for people with dementia.

If you need to speak to someone outside these hours please contact: Regional Social Work Service 028 9504 9999
The Sensory Support Team
Sensory Support Services provide support to adults aged 18+ who:
• have a hearing loss (deaf or hard of hearing)
• have a sight loss (blind or partially sighted)
• have both sight and hearing loss (deafblind)
• are affected by Tinnitus and other sensory conditions.

Social Workers and Rehabilitation Workers from this team will help you to find and to use equipment to maintain your independence.

The team can also offer advice and emotional and practical support to family and carers or help you to access other services and clinics, or information in alternative formats.

How to access the service
Referral from: yourself, a member of your family or carer, GP, optician, audiologist or other healthcare professional, voluntary organisations or support workers

Referrals can be made directly to the team by telephone on 028 9504 0200
by SMS text message to 07738 883116
by Fax 028 9615 9913
by email at sensorysupport@belfasttrust.hscni.net

The Acute Care at Home Service
This is a short-term service to support elderly patients mainly over the age of 75 to avoid unnecessary admission to hospital by providing acute medical care at home, for example intravenous drips, cardiac and blood pressure monitoring, infection treatment.

How to access the service
Referral - by GPs only.

Palliative Care Team
If you have been diagnosed with a life limiting illness, the palliative care team can support you and your family. The Community Specialist Palliative Care Nurse may visit you at home. They will support you by providing advice and information about your illness, and by helping manage any symptoms you might have. They work closely with your GP and District Nurse, who continue to look after your medical needs in the community.

How to access the service
Referral - from your district nurse or GP.

Learning Disability Services
If you or someone you care for, is a person with a Learning Disability and requires support the Belfast Trust offers a wide range of health care services to support you.

How to access the service
Referral - Contact your GP for a referral to this service.
Community Based Health Professionals in Belfast Trust - Their Role Explained
Please click here for more information or go to https://belfasttrust.hscni.net/service/allied-health-professions/

Dietitians
Dietitians are specialists in nutrition for health and wellbeing. Clinical dietitians support people who, due to illness and/or long-term conditions, require specialist practical guidance on diet, nutritional health and lifestyle.

Referrals - come from GPs, other healthcare professionals or hospital dietitians.

The Health and Wellbeing dietitians deliver education programmes to improve cooking skills and knowledge of food budgeting, healthy eating and food labelling. To find a class near you contact your local community group (see contact details throughout this booklet) or contact your local Health and Wellbeing Team.

The Health and Wellbeing dietitians also deliver online webinars on a range of topics including eating well as you age, eating well on a budget and top tips for a healthier weight. Webinars are free, open to all and are advertised on Belfast H&SC Trust social media platforms and Ni Direct.

Occupational Therapy
Community Occupational Therapists assess a person’s ability to carry out their normal occupations and activities including personal care and household tasks in their own environments. They enable people with permanent disabilities to be as independent and as safe as possible in their own home, to promote their quality of life and support their carers to continue in their caring role. If you have equipment provided to you by the Trust which you no longer need and would like it returned please contact 028 9536 1414

Referral: You can refer yourself to the service or your family or GP can refer you.

Ophthalmology
Ophthalmology services include the assessment, diagnosis and treatment of a range of diseases that affect the eye.

Referral - can only be made by your optician or GP.

Eye Casualty is located in the Royal Victoria Hospital. Eye Casualty provides a referral-only (GP or optician) service for patients who require emergency or urgent eye care.
Dental Care
The Belfast Trust provide dental care in Wellbeing and Treatment Centres for adults
- with learning and physical disabilities
- with serious medical conditions
- with mental health conditions
- who are housebound
- who are in residential care.

Referrals - can only be made by GP, your own Dentist or other health professional.

Physiotherapists
Physiotherapists help people improve their movement, function and wellbeing after illness, injury or due to disability, to be as active and independent as possible through physical rehabilitation, injury prevention, and health and fitness.

Referral – can only be made by GP, consultant or other healthcare professional

Podiatrists
Podiatrists work to improve the mobility, independence and quality of life for their service users by assessing, diagnosing and treating a wide range of problems affecting the feet and lower limbs. They also work with people to try to prevent problems.

Referral – Your GP can refer you or you can self-refer by calling

Speech and Language Therapists
Speech and Language Therapy help adults who have difficulties with speech, language and communication, eating, drinking or swallowing.

Referral: Your GP can refer you or you can self-refer by calling
Other Support Services from Belfast Trust

**Self-Directed Support**
Self-Directed Support offers more choice, control and flexibility to individuals and families. It allows you and your family to design a package of support that suits your lifestyle. You will have an informed choice about how your support is provided, and control your personal budget. Self-Directed Support is available to people who have been assessed as in need of social care support.

If you do not already have social care support, you will need to ask for an assessment from a social worker.
You can get more information about Self-Directed Support at Health and Social Care Board’s Self-Directed Support website www.hscboard.hscni.net/sds/

**The Carer Support Service**
The Carer Support Service in Belfast Trust provides support to people who are caring for others. Caring for someone can be rewarding, especially when you can see the person is well and living safely at home. However, it is often hard work and can leave carers feeling exhausted.

Carers who are providing regular and substantial care are able to ask for a Carer Support Plan (previously called Carer Assessment). The support plan involves a discussion about their caring role with a Social Worker. The support plan will identify support required to help the carer which may include information and advice, contact with carer support groups, help with practical tasks, breaks from caring and other activities to support the carers health and wellbeing.

Carers may also sign up to a Carers Mailing List to receive information on a regular basis.

To request a Carer Support Plan referral or to be added to the Carers Mailing List, please email the team on CarerSuppSvcs@belfasttrust.hscni.net or telephone 028 9504 2126 (Monday to Friday, 9am to 5pm). You can get more information about the Carer Support Service at the BHSCT website - Carers’ Services I Belfast Health & Social Care Trust (hscni.net) https://belfasttrust.hscni.net/?s=carer+support+service

**Belfast Trust Health Improvement Team**
The team works with partners to offer support, training and initiatives aimed at improving your health and wellbeing.

The Diabetes Prevention Programme supports those that are at risk of developing Diabetes.

Referral – via your GP
Personal Alarms Systems
This requires the person to wear a pendant or bracelet. There will also be a base unit in your house, linked to the main office (open 24/7). If triggered the office will contact the person wearing the personal alarm to work out what help is needed. You need to have a landline phone line in your home and to be able to nominate 2 people who can respond and come to your home if required.

There are a variety of private providers in the UK. You can ask for a consultation with no obligation to buy.

Independent Living Equipment/mobility aids
If you think you need equipment to support you in your day-to-day activities you can ask for an assessment from an occupational therapist or a physiotherapist.

Occupational therapy - daily living equipment for the toilet, bath/shower, kitchen tasks, help to get out of bed or up from your chair, wheelchair

Physiotherapy - mobility equipment such as a walking stick, Zimmer frame, delta rolator
Northern Ireland Housing Executive and other Belfast Housing Associations – can provide and install grab rails in showers and doors and hand rails on stairs – contact your provider for more information.

Alternatively you can buy small aids/wheelchairs yourself. There is a number of private providers in Northern Ireland and online.

Pharmacy Delivery Service
Pharmacies will often deliver your medication to you if you have no-one to collect it for you. You should contact your local pharmacy for details.

Belfast Health and Social Care Trust Day Centres
A Day Centre is a service provided by either the Health Trust or voluntary/private organisations. As an older person a day service may be an option for you. Each day service has its own eligibility criteria, eg. learning disability, physical disability, mental health issues, loneliness, etc.

If you would like to find out more contact your local Integrated Care Team. They are based at your local Wellbeing & Treatment Centre and you can refer yourself by using the Call Management telephone number or contact the Day Centre for individual criteria and access to the service. There are a number of Day Centres across Belfast provided by Belfast Trust –

click here for more information or go to https://belfasttrust.hscni.net/about/facilities/day-centres/ Private Day Care Providers are also available.
<table>
<thead>
<tr>
<th><strong>Orchardville Training &amp; Resource Centre</strong></th>
<th>028 9504 3160</th>
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<tr>
<td>10 Orchardville Avenue, Belfast, BT10 0JH</td>
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<tr>
<th><strong>Ravenhill Day Centre</strong></th>
<th>028 9504 2980</th>
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<tr>
<td>318-322 Ravenhill Road, Belfast, BT6 8GL</td>
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<th><strong>East Belfast</strong></th>
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<tr>
<th><strong>City Way Day Centre</strong></th>
<th>028 9504 0580</th>
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<tr>
<td>2a Boyne Court, Belfast, BT12 5BL</td>
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<tr>
<th><strong>Edgcumbe Assessment and Therapy Centre</strong></th>
<th>028 9504 3130</th>
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<tbody>
<tr>
<td>8 –10 Edgcumbe Gardens, Holywood Road, Belfast, BT4 2EG</td>
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<th><strong>West Belfast</strong></th>
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<tr>
<th><strong>Ballyowen Day Centre</strong></th>
<th>028 9504 5648</th>
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<tr>
<td>179 Andersonstown Road, Belfast, BT11 9EA</td>
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<th><strong>Beech Hall Day Centre</strong></th>
<th>028 9504 0340</th>
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<tr>
<td>21 Andersonstown Road, Belfast, BT11 9AF</td>
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<tr>
<th><strong>Fallswater Day Centre</strong></th>
<th>028 9504 2840</th>
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<tr>
<td>31 Fallswater Drive, Belfast, BT12 6AX</td>
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<th><strong>Fortwilliam Day Centre</strong></th>
<th>028 9504 0400</th>
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<td>17-19 Alexandra Gardens, Belfast, BT15 3LU</td>
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<tr>
<th><strong>Mica Day Centre</strong></th>
<th>028 9504 2800</th>
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<tr>
<td>1A Mica Street, Belfast, BT12 7BQ</td>
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<tr>
<th><strong>Shankill Day Centre</strong></th>
<th>028 9504 3220</th>
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<tr>
<td>151-157 Shankill Road, Belfast, BT13 1FD</td>
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<tr>
<th><strong>Suffolk Day Centre</strong></th>
<th>028 9504 2922</th>
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<tr>
<td>88 Stewartstown Road, Belfast, BT11 9JP</td>
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<tr>
<th><strong>Whiterock Day Centre</strong></th>
<th>028 9615 2803</th>
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<tr>
<td>(for adults with a Mental Health diagnosis)</td>
<td>6 Whiterock Grove, Belfast, BT12 7RQ</td>
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**Looking for Social Support /want to get out and about more...**

- **Connected Community Care (CCC)** team works across greater Belfast to help connect individuals aged 18 and over to support services within their local area.

- **CCC Wellbeing Coordinators** specialise in supporting those with, or at risk of, developing chronic conditions, isolation, and loneliness. If you need help finding support, groups/activities or accessing emotional/practical support they can help. Referral is through your GP (or social worker if you have one).

- **CCC Dementia Navigators** provide pre-diagnostic information and support to people who have been referred for a memory assessment by their GP and are awaiting an appointment, as well as post-diagnostic support to people who have already been diagnosed with dementia and are living with the condition, as well as their carers. Self-refer: SinglePointMHSOP@belfasttrust.hscni.net or 028 9504 2700, lines are open Monday - Friday: 9am - 5pm

- **Connected Community Care for Cancer Service (CCCfC)**
  Macmillan Community Link Workers specialise in supporting people affected by cancer by connecting them to community, voluntary and cancer specific support services. Self-refer: cccforcancer@belfasttrust.hscni.net

For more information on the CCC services listed contact info@ccchub.co.uk or 028 9590 1407
**Libraries**

Many libraries offer a range of facilities such as ebooks and online magazines, computer access/wifi, and a range of activities such as reading groups, craft groups, social groups.

Contact: Belfast Central Library: **028 9050 9150**
For more information [click here](https://www.librariesni.org.uk/libraries/greater-belfast/belfast-central) or go to https://www.librariesni.org.uk/libraries/greater-belfast/belfast-central

**Local Council**

Your local council will have information about local community groups.

**Belfast City Council**

For a full list of community centres and the classes and services they provide [click here](https://www.belfastcity.gov.uk/community) or go to: https://www.belfastcity.gov.uk/community

Tel: **028 9032 0202**
Text No: **028 9027 0405** (for deaf and hard of hearing users only)
Email: generalenquiries@belfastcity.gov.uk
Website: [Belfast City Council](https://www.belfastcity.gov.uk/community)

**Lisburn & Castlereagh City Council**

[Click here](https://www.lisburncastlereagh.gov.uk) for more information or go to Active Ageing (lisburncastlereagh.gov.uk)

For information on local community groups/activities for older people contact **028 9244 7713**
Age Friendly Coordinator **07880 054840**

**Active Ageing Programmes available across Belfast**

If you would like to take part in some physical activity sessions for older people, there are a range of programmes to choose from across the city. These are delivered by Better NI Leisure centres (manage all BCC leisure centres) and healthy living and community centres, in partnership with Active Belfast.

These classes are a great way of increasing or maintaining physical fitness, developing independence, building confidence and socialising in a supportive environment. Please see list below of centres that deliver programmes and contact details to find out more:

**Better NI Leisure Centres (City wide)**

Contact: Victoria Irving, Health Referral Manager
Tel: **07852 272691**
Email: customerservices@gll.org

**The Hanwood Centre (East Belfast)**

Tel: **028 9041 1970**
Email: info@hanwoodcentre.org

**Maureen Sheehan Healthy Living Centre (West Belfast)**

Tel: **028 9031 0346**
Email: heartproject@btconnect.com

**Shaftesbury Community and Recreation Centre, LORAG (South Belfast)**

Tel: **028 9031 2377**
Email: info@lorag.org
YOU AND YOUR COMMUNITY

**Meals on Wheels/Meals Delivered to your Door**
The meals on wheels provided by Belfast Trust is delivered by Domestic Care. The meals are provided at reduced rate and payment is made weekly by the household.
Referral – from Belfast Trust Social Work Team.

**East Belfast Mission** - deliver daily meals
(Monday - Friday)
Payment made by household
Tel: 028 9045 8560

**Ramsey Fine Foods** – deliver (weekly) fresh meals of various portion sizes/dietary requirements
Payment made by household
Email: info@ramsaysfinefoods.com
Tel: 028 9146 9009

**Wiltshire Farm Foods** - deliver (weekly) fresh meals of various portion sizes/dietary requirements
Payment made by household
Email: coleraine@wiltshirefarmfoods.co.uk
Tel: 028 7035 8880

ADVICE AND SUPPORT

**Make the call**
This service provides free benefit advice and support. Please call **0800 232 1271** (network charges may apply)

**Advice NI**
Provides independent advice to help you improve the quality of your life. They offer information, advice, advocacy and representation on a number of issues:
- Benefits
- Debt
- Tax Credits & HMRC Services
- EU settlement scheme.
Contact: **0800 915 4604** or text **ACTION** to **81025**

**Advice Space** (previously Citizens Advice)
Provides free and confidential advice on a range of topics such as employment, benefits, the law. Helping people understand their rights and supporting them.
**T:** **0300 1233 233**

**Age NI**
Provide free information and advice on a range of topics.
- Money matters
- Care and support
- Working and learning
- Volunteering

call Freephone **0808 808 7575**
Click here for more information or go to https://www.ageuk.org.uk/northern-ireland/information-advice/work-learning/
**Engage With Age**

Engage With Age facilitates programmes to address health, wellbeing and loneliness including:

- Health improvement programmes
- Stress awareness and mindfulness
- Workshops – nutrition, scam awareness, falls prevention
- The PAL Project (People Addressing Loneliness).

Engage with Age,
55 Templemore Avenue, Belfast, BT5 4FP
T: 028 9073 5696
[Click here](http://engagewithage.org.uk/) for more information or go to http://engagewithage.org.uk/

**Greater Belfast Seniors Forums (G6) T: 028 9075 5696**

There are six forums across Belfast. The forums support a vast and wide-ranging number of community groups and activities for older people across Belfast.

**Supported by Engage with Age**
- Belfast East Seniors Forum T: 028 9073 5696
- South Belfast Lifestyle Forum T: 028 9073 5696

**Supported by Volunteer Now**
- West Belfast 50+ Forum T: 028 9023 2020
- Greater Shankill Senior Citizens Forum T: 028 9023 2020

**Supported by North Belfast Senior Citizens Forum**
- North Belfast Senior Citizens Forum T: 028 9075 5894

**Supported by Lisburn & Castlereagh City Council**
- Castlereagh Lifestyle Forum T: 07527 398209

**U3A**

U3A is for retired people to take up new interests and make new friends. To join you should not be in full time employment. There are no age restrictions (most are 50+). They offer a range of activities such as: a variety of walking groups, art appreciation, badminton, book group, archaeology, crafts, creative writing, Irish language, jazz group, Pilates, cycling, French language.

For a full list [click here](http://u3asites.org.uk/Belfast) or go to u3asites.org.uk/Belfast

**Belfast Central Mission**

Provide information and support in a range of areas.

- Activities
- Short breaks
- Befriending service
- Housing/support at home
- Volunteering
- Lunch clubs

Janet Sewell, Community Services Manager
Email: jsewell@belfastcentralmission.org
T: +44 (0)28 9024 1917

**Red Cross**

Offer a range of services

- Support at home (following a hospital admission) up to 12 weeks support available
- transport home from hospital
- door-to-door transport for essential health-care journeys
- help with everyday tasks (for example, picking up prescriptions and shopping)
- companionship
- short-term use of a wheelchair and toilet aids.

T: 028 9073 5350
**ADVICE AND SUPPORT**

**Befriending Services/Volunteering Opportunities**
The PAL Project (People Addressing Loneliness) provide activities and telephone contact to support people who feel they are alone or lonely. T: 028 9073 5696
[click here](#) or visit our website on [www.engagewithage.org.uk](http://www.engagewithage.org.uk)

Red Cross T: 028 9073 5350
Belfast Central Mission T: 028 9024 1917
Age NI T: 028 9024 5729 or for online application [click here](#) or go to [https://www.ageuk.org.uk/northern-ireland/get-involved/volunteer/](http://https://www.ageuk.org.uk/northern-ireland/get-involved/volunteer/)

**Volunteer Now**
Volunteer Now promotes and supports volunteering across Northern Ireland. Working in partnership with organisations across Belfast to provide support, volunteering, governance, and safeguarding. Funding from Belfast Trust helps provide a range of volunteer led services for vulnerable older people (aged 60+) who may be experiencing social isolation and loneliness: Services include:
- Befriending
- Driving support to appointments
- Shopping support
Referral – from Belfast Trust health care professionals
For more information go to [www.volunteernow.co.uk](http://www.volunteernow.co.uk) T: 028 9023 2020 or email info@volunteernow.co.uk

**Lunch Clubs**
There are a number of lunch clubs across Belfast - for your nearest lunch club please contact your local community organisation (see pages 37-39 for details)

**Key Community Contacts**
– for a wide variety of information about your local community, classes, events, support

**Healthy Living Centres**
Ardoyne Shankill Health Partnership 028 9075 6638
ASHLC – Health Knows No Boundaries
una@ashlc.com

East Belfast Community Development Agency 028 9045 1512
info@ebcda.org
[www.ebcda.org](http://www.ebcda.org)

HEART Project 028 9031 0346
http://www.hlcalliance.org
heartproject@btconnect.com

Ligoniel Healthy Living Centre 028 9039 1225
health@ligonielvillage.com

New Lodge Duncairn Community Health Partnership 028 9074 5588
julie@communityhealthpartnership.co.uk
http://communityhealthpartnership.co.uk/

Shaftesbury Community and Recreation Centre 028 9031 2377
nbrennan@lorag.org
https://lorag.org
Transport

Getting out locally - Disability Action Transport Scheme (DATS) is a local specialist transport service for people who find it difficult to use public transport. You can use this service to take you to your work, the local shops, the town centre, the hairdresser, the doctor or to visit your family or friends.

To become a member of the DATS you must meet one of the following criteria:

- be registered blind
- be aged 80 or over
- receive the higher rate of the mobility part of Disability Living Allowance
- receive the higher rate of the care part of Disability Living Allowance
- receive the enhanced rate mobility part of Personal Independence Payment (PIP)
- receive the enhanced rate of the daily living part of Personal Independence Payment (PIP)
- receive the higher rate of the care part of Attendance Allowance

The fare is £2.50 per single journey for adults

To make a booking for this service please call 028 9029 7870
Transport to hospital
Volunteer Now Driving Scheme is a community car service that provides transport for older people within the Belfast area who have no other way to access healthcare due to social isolation or friends and relatives not having the means to support them.

Volunteer drivers use their own cars to collect clients, take them to their appointments and bring them home again.

This service is supported by the Belfast Trust. To access this service you need to be referred by a social worker from the Trust.

For further details speak to your social worker or contact the Trust at the Call Management Number above.
OR contact Community Projects on 028 9023 2020 or email: info@volunteernow.co.uk.

Traveling with Assistance Dogs
The drivers of taxis are under a duty to carry any guide, hearing or other assistance dogs in their vehicles. They cannot charge extra for this. The following types of dog are covered:
- guide dogs - those trained by the organisation, Guide Dogs
- hearing dogs - those trained by Hearing Dogs
- other assistance dogs - those trained by Dogs for the Disabled, Support Dogs or Canine Partners to assist other people with disabilities.

Wheelchair accessible taxi
Belfast wheelchair taxi bus T: 07305 995927
Value Cabs T: 028 9080 9080
Belfast Cabs T: 07446 014761

Blue Badge Scheme
The Blue Badge scheme provides on-street parking concessions for people with severe mobility problems. Benefits include free on-street parking in ‘pay and display’ bays. There is eligibility criteria and a £10 annual cost. For more information and an application form contact:

The Department for Infrastructure’s Blue Badge Unit
PO Box 64, Enniskillen, BT74 0BL
T: 0300 200 7818
Email: bluebadges@infrastructure-ni.gov.uk

click here to apply for or renew a Blue Badge or go to https://www.nidirect.gov.uk/articles/apply-or-renew-blue-badge

Age-friendly Belfast
Can provide information on a range of support, advice, wellbeing programmes and activities for older people in your local neighbourhood Call: 07967 646146 or 07713 684705 or E: seniorsinfo@belfastcity.gov.uk
**EMERGENCY TELEPHONE NUMBERS**

Flood  
Contact the Flooding Incident line to report flooding in Northern Ireland on roads, burst water mains and blocked drains  
**T: 0300 2000 100**  
In an emergency (risk to life) **T: 999**

Electricity supply  
**T: 03457 643 643**

Gas emergency  
**T: 0800 002 001**

Northern Ireland  
**T: 0344 892 0900**

Housing Executive  
**T: 028 9054 0540** (9am–5pm)

Roads emergency  
**T: 028 9054 0540 (9am–5pm)**  
Text phone for deaf and hard of hearing  
**T: 028 9054 0022 (9am-5pm)**

**Fire Safety Check for your home**

A Home Fire Safety Check is a visit to your home to provide advice on how to stay safe from fire.  
[https://www.nifrs.org](https://www.nifrs.org)

Each visit will be carried out by at least two staff from Northern Ireland Fire & Rescue Service (NIFRS) who will be wearing NIFRS uniform and will carry a NIFRS photographic identification card. During the visit they will provide you with fire safety advice (fit or test your smoke alarm, explain the potential fire risks in your home).

You can refer yourself.  
**T: 028 9031 0360 / 028 9266 4221** or  

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**Domestic Support**

**Support with bins at home - Assisted bin lift service**

If you’re physically unable to leave your bin out for collection, and have no-one to help you, you can apply for our free assisted bin lift service. This means our refuse collection staff will take the bin from your property, empty it and then return it to your home.

To apply:  
**T: 028 9027 0230**  
or Email: refusecollection@belfastcity.gov.uk

- You will be sent a registration form to fill in
- Get a health care professional to stamp or sign the form to confirm you’re unable to leave your bin out
- Return the completed form to the Council
- They will assess your request and decide whether you’re eligible, this can take up to four weeks
- If you are eligible, they will add you to our assisted bin lift register and notify you in writing.

**Handyman**

Bryson provides the ‘Belfast Safer Homes’ service.  
Aimed at vulnerable adults or people aged over 65 the service can offer a free home safety check and accident prevention equipment. If the check highlights that repair work is needed to protect against slips, trips or falls – they will also provide a handyman to carry out the repairs at a reduced rate (€5 per hour if you receive benefits and €15 if you do not receive benefits).
Repairs that can be undertaken include fixing loose floorboards, fitting curtain poles, changing light bulbs, or clearing paths.

Referrals can be made on free phone 0800 14 22 865 or by emailing handyman@brysonenergy.org
Monday - Friday: 9am-5pm

Key safe
If you reside in a NIHE rented property they may agree to supply and fit a key safe to your home if this is recommended by a professional.

You can also purchase a key safe privately.

Food banks
There are a number of support agencies across the city who can support and provide food for people struggling financially and are not able to buy enough food to feed themselves and/or their family. Each food bank may work differently but they are all there to help you. If you need support:

- Contact your local MLA
- Contact your local Council (see above for contact details)
- Contact Advice NI T: 028 9064 5919
- Contact Advice Space (Previously Citizens Advice) T: 0300 1233 233

You will be asked about your concerns and difficulties and if appropriate you will be given a foodbank food voucher.

The Trussell Trust foodbank are across Belfast click here for more information or go to https://www.trusselltrust.org/get-help/find-a-foodbank/

West Belfast Foodbank 07802 462836
5-7 Conway Street, Belfast, BT13 2DE
E: info@westbelfast.foodbank.org.uk

South Belfast 07743 332489
10 University Ave, Belfast, BT7 1GY
E: info@southbelfast.foodbank.org.uk

North Belfast Foodbank 07902 099840
Ekenhead Halls, 19 North Circular Road, Belfast, BT15 5HB
E: info@northbelfast.foodbank.org.uk
South-West Belfast Foodbank  07938 706552
122 Stewartstown Rd, Belfast, BT11 9JQ
E: info@southwestbelfast.foodbank.org.uk

Dundonald Foodbank   028 9543 5310 / 07514 213900
971 Upper Newtownards Road, Dundonald, Down, BT16 1RL
E:info@dundonald.foodbank.org.uk
(also have a centre at Orangefield Presbyterian Church)

The Larder
Mersey Street. Contact Louise 07917 802955

Belfast Warm and Well
The project operates across Belfast working directly with people at risk of living in fuel poverty. It will help people struggling to keep their home warm, by offering advice and practical support to stay warm and well. Call: NEA on 028 9023 9909
or E: warmandwell@nea.org.uk
This booklet has been produced by the Belfast Health and Social Care Trust in partnership with Age Friendly Belfast and older people across Belfast.