

# agewell

a guide to services and information  
for people in later life in the Harlow District

*"Growing old doesn't come with a manual" - Age UK*



*“ The Agewell Group in Harlow have put this guide together so that you have information at your fingertips to help you enjoy a better later life. We have tried to feature most of the organisations in the Harlow District. Harlow has so many great organisations working to support and enable you to age well and live a healthy, independent life. We hope you find this useful and please tell us if you think there is anything else we should include in the future. ”*

**Councillor Eugenie Harvey**

Deputy Leader and Portfolio Holder for Community & Wellbeing

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# Home and help at home

Whether you want to find ways to stay independent in your own home or are considering moving to something more manageable, there is plenty of free information and support out there.



## Thinking about moving?

If you are considering moving and need to know what options are available, you can call [Harlow Council](#) on **01279 446655** who can give you some general advice.

[Age UK](#) also has an excellent service where you can discuss your options and find out more about sheltered or retirement homes in your area, call: **0800 169 6565**

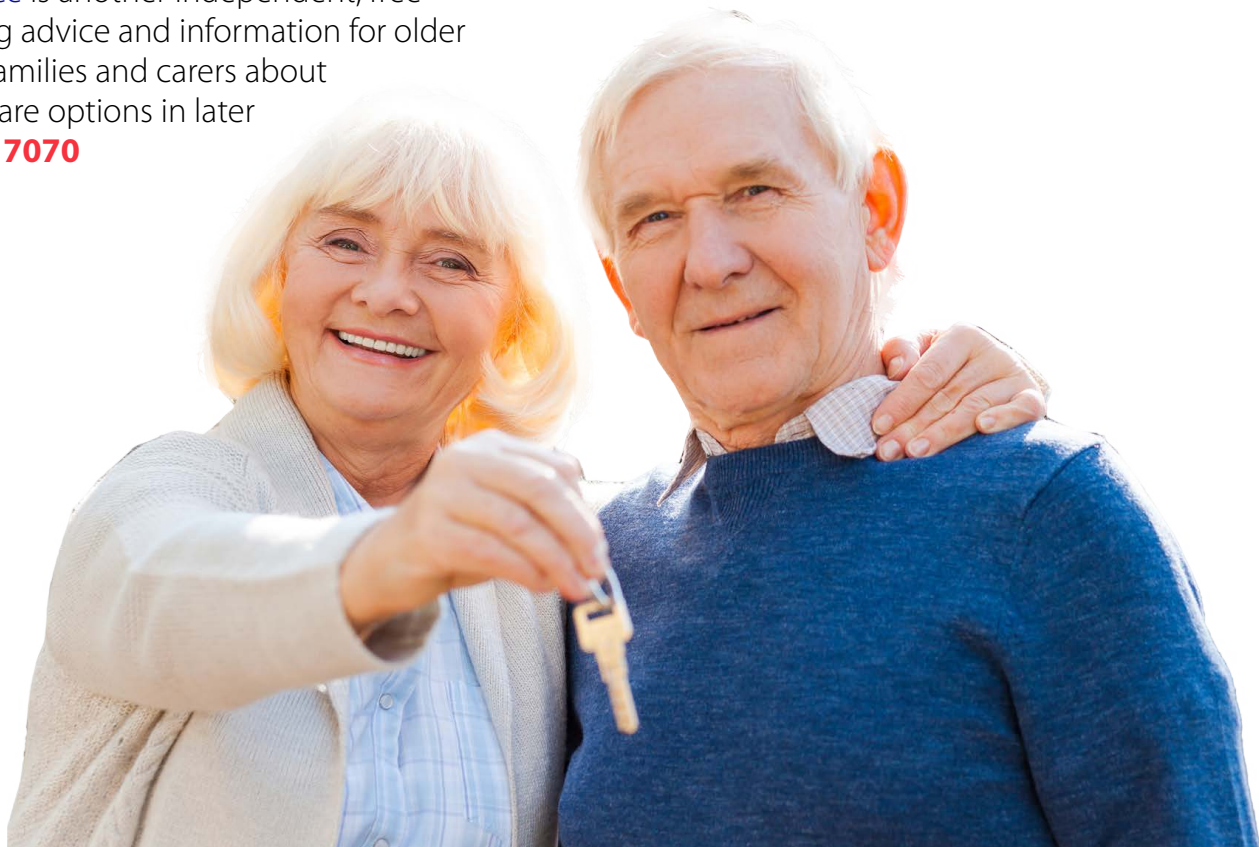
[FirstStop Advice](#) is another independent, free service offering advice and information for older people, their families and carers about housing and care options in later life: **0800 377 7070**

## Sheltered and retirement homes

### To buy...

Most sheltered schemes have a scheme manager on site and communal areas such as lounges.

Local estate agents will be able to provide information on homes to buy.



# Council owned schemes

Council owned schemes are not for profit organisations that can provide homes at reasonable rents. There are several in the Harlow area that provide sheltered housing for older people and extra care sheltered housing for people who need extra help.

## How to apply

If you want to be considered for a property to rent within a council owned scheme, in most cases you must first join the Housing Needs Register managed by Harlow Council. Please contact the council housing team. You can register on the 'Harlow homefinder' website: [www.harlowhomefinder.co.uk](http://www.harlowhomefinder.co.uk) or call Harlow Council on **01279 446655** for more information.

## Staying put in your home

You may need some simple adaptations to your home to make it more suitable for you. There is also a Disabled Facilities Grant to which you may be entitled. Assessments for the grants are made by Essex Direct through Social Services. If you are a council tenant, minor aid and adaptations can be requested from the housing officer, through Contact Harlow.

For free information and advice you can call:  
Essex County Council

**0345 603 7630**

**[www.essex.gov.uk/adapt-your-home-to-work-for-you/Get-help-with-home-adaptations](http://www.essex.gov.uk/adapt-your-home-to-work-for-you/Get-help-with-home-adaptations)**

## Additional information

The council's housing department have tenancy support officers who are able to help tenants with an identifiable support need. They are also able to help tenants wishing to downsize and move to a smaller property. Please call Contact Harlow on **01279 446655** for more information.

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## West Essex Care Navigation Partnership

This scheme is commissioned by West Essex CCG, Public Health and Essex County Council and is a partnership with Age UK, Essex Smartlife, Community Agents Essex and Provide's Lifestyle Service.

A free and impartial service for anyone in West Essex (over the age of 16) looking for help with things that might be affecting their health and wellbeing. If you are a resident of Uttlesford, Harlow or Epping Forest and this could help you please call **0300 303 9988** (Monday – Friday) or email **[westessex.carenavigation@nhs.net](mailto:westessex.carenavigation@nhs.net)**

# Help with housework and shopping

Age UK in Essex offers a reasonably priced housework and shopping service for those who are finding things difficult. Call **01245 346106**.

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## Supported housing in Harlow

There are a number of Supported Housing schemes available across Harlow. For more information on individual accommodation types and facilities available please visit **[www.harlow.gov.uk/supported-housing](http://www.harlow.gov.uk/supported-housing)** or call Supported Housing on **01279 446356**.

### **Fenner Brockway House**

Maddox Road, CM20 3RL

### **Fountain Farm**

Tye Green Village, CM18 6RB

### **Halyday House**

Hull Grove, CM19 5RP

### **Hintons**

Broadley Road, CM19 5RZ

### **Katherines House**

Brookside, CM19 5NL

### **Latton Hall Close**

The Spinney, CM20 3D

### **Manderville Close**

Chapel Fields, CM17 9HB

### **Manor Hatch Close**

Tumbler Road, CM18 6EG

### **Morris House**

Finchmoor, CM18 6TZ

### **Sewell Harris Close**

Minchen Road, CM20 3HB

### **St Michaels Close**

Maddox Road, CM20 3QH

### **Sumners Farm Close**

Phelips Road, CM19 5SL

This 'independent living scheme' is owned by Harlow Council, with care provided by Essex County Council and caters for frail older people who wish to retain their independence. It offers a 24 hour on-site care team and midday meals. Prospective tenants apply through joining the housing needs register.

### **The Wayre and Rosemary Close**

High Street, Old Harlow, CM17 0DS

### **Tilegate House**

Tilegate Road, CM18 6LT

### **Toddbrook**

Harberts Road, CM19 4BU

### **Tylny Croft**

Pyenest Road, CM19 4LS

### **Woodwards**

Pyenest Road, CM19 4NZ



# Careline

Harlow Council's Careline service is available 24-hours a day, 365 days of the year, to anyone, of any age, who is vulnerable, living alone, disabled, elderly or feels at risk for any reason, whether they are tenants (council or private), owner occupiers, or living with family.

When the Careline alarm system is activated, an experienced operator will answer your call and request the appropriate assistance on your behalf, whether this is to call a member of your family, your GP, the emergency services or simply to offer advice and reassurance.

If you are in a Supported Housing Scheme this may also be the Housing Support and Telecare Officer.

To request more information on the Careline service and/or a free demonstration please visit **[www.harlow.gov.uk/careline](http://www.harlow.gov.uk/careline)** or call: **01279 446361 / 446169.**



# Living Well Essex

For information on Essex County Council services call **0345 743 0430** or email

**[contact@essex.gov.uk](mailto:contact@essex.gov.uk)**

**[www.livingwellessex.org/](http://www.livingwellessex.org/)**

For Adult Social Care enquiries, call

**0345 603 7630**

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## Help with meals

The Meals on Wheels service is available to those who have met a criteria and who have been assessed as needing the meals as part of their care package. Call to see if you are eligible:

Essex County Council

**0345 603 7630**

## Meal suppliers

Wiltshire Farm Foods

**08000 773 100**

Oakhouse Foods

**08456 432 009**

Herts Meals

**01279 417 087**

## Help at home

If you feel you may need extra help to stay in your own home:

Age UK

**08001 696 565**

Community Agents -

Live Well Link Well Partnership

A county-wide network of agents and volunteers supporting older people and informal carers to find and develop independent living solutions.

**0300 303 9988** (Monday to Friday, 8am-7pm)

Email: [livewell.linkwell@nhs.net](mailto:livewell.linkwell@nhs.net)

Essex County Council

**03456 037 630**

St Clare Hospice

If you are living with a life-limiting illness and need support to help you remain at home, contact your local hospice. Call **01279 773700**

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## Residential care advice

Sometimes there comes a point where managing your home becomes too difficult:

Relatives & Residents Association (Essex)

Provide information and support to older people, their families and friends on matters relating to residential care. Call **02073 598 136**

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## Help with your pets

The Cinnamon Trust

A national charity for older people and their pets.

**01736 757 900**

## Looking after someone

When a family member or friend can't take care of themselves any more, you may choose to take on the responsibility of caring for them. Looking after someone in this way can be rewarding, but you may at times also need help and support.

Action for Family Carers

**0300 7 70 80 90**

Email: [info@affc.org.uk](mailto:info@affc.org.uk)

Adult Carers - Essex

**0300 303 1555**

[www.carersfirst.org.uk/carers-hub](http://www.carersfirst.org.uk/carers-hub)

Essex County Council

**0345 743 0430**

Email: [contact@essex.gov.uk](mailto:contact@essex.gov.uk)

Silver Birch Dementia Care

We are an Essex based 'not for profit' charity supporting carers and their beneficiaries with a variety of services for each individual's caring situation.

Providing specialist day care centres which offer the necessary stimuli for attendees and a full day of respite for their unpaid carer, we accept referrals from the Alzheimer's Society, CCG's, Hospitals, Memory Clinics, Multi-disciplinary teams and others. We do not operate geographical boundaries.

We have specialist Dementia Day Centres in Harlow, at the Learning Centre in the town park and at the Play Barn in Ladyshot.

Packed with information, advice and support, the centres offer activities, light breakfast, a two course lunch and refreshments throughout the day.

We offer free taster sessions before anyone commits to attending.

**01279 912333**

Email: [silverbirch@carerschoices.org](mailto:silverbirch@carerschoices.org)  
[www.carerschoices.org](http://www.carerschoices.org)

### St Clare Hospice Carers' Group

If you care for a friend or relative, you can attend St Clare's Carers' Group for helpful advice and guidance, as well as peer support.

**01279 773700**

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## Priority Services Register

Offers help and support with your energy supply and provides a range of information from protection from cold callers to bills in large print. Contact your energy supplier to sign up.

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## Home fire safety

For a free home fire safety check call:

Essex Fire and Rescue

**03003 030 088**

## Security checks for your home

If you are concerned about security and want advice on how to keep your home safe contact the Harlow area Crime Prevention Tactical Advisor **Ross Brazier** on **101** or email: [essex.crime.prevention@essex.pnn.police.uk](mailto:essex.crime.prevention@essex.pnn.police.uk)



# Affordable warmth

This winter, don't try to save money by turning off your heating. Organisations can offer advice about heating your home.

## Affordable Warmth

You may be entitled to a grant for home improvements such as a new boiler or insulation.

**[www.affordablewarmthgrants.co.uk](http://www.affordablewarmthgrants.co.uk)**

**[www.affordablewarmthscheme.co.uk/uk](http://www.affordablewarmthscheme.co.uk/uk)**

## Citizens Advice Harlow Energy Advice Project

Provides face-to-face appointments giving tailored energy advice, including switching supplier or tariff, accessing discounts or grants and making homes more energy-efficient. Please visit for an initial assessment.

## Harlow Council

Advice on saving energy and waste.

## Winter Fuel Helpline

(A tax free benefit to help pay for heating during the winter) **0800 7310 160**

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# Is your home energy efficient?

You may be able to save money by making your home more energy efficient, for example by:

- using your central heating effectively
- keeping your home warm for longer
- making changes so you use less electricity and gas

If your heating doesn't work try to get it fixed as soon as possible, so you don't need to use things like electric heaters, which cost more.

If you rent your home, ask your landlord to fix the heating. It's usually their duty to make sure your plumbing and heating works.

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## Using less electricity and gas

There are ways to reduce how much electricity and gas you use - for example, you can:

- use energy efficient light bulbs and turn off appliances at the wall if you aren't using them
- make sure your home is well insulated against drafts and close curtains in the evening to keep in heat
- only use as much hot water as you need
- fix any leaking taps

You can get more advice on using less electricity and gas on the Simple Energy Advice website:

**[www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk)**

You may be able to claim financial and practical help with heating your home. Grants available include the **Winter Fuel Payment**:

**[www.gov.uk/winter-fuel-payment](http://www.gov.uk/winter-fuel-payment)**

and the

**Cold Weather Payment**:

**[www.gov.uk/cold-weather-payment](http://www.gov.uk/cold-weather-payment)**

## *Tips for beating the cold:*

- Make sure you are on the cheapest energy tariff, switch if necessary
- Get your heating system checked regularly
- Have your flu vaccine
- Ensure your home is insulated, check with the council about funding
- Keep your main living room at around 18-21°C (66-70°F) and the rest of your home at least 16°C
- Keep your bedroom at 18°C all night if you can – and keep the bedroom window closed
- Draw curtains at dusk and keep doors closed to block out draughts
- Use a hot water bottle or electric blanket to keep warm in bed – but don't use both at the same time
- Several layers of thin clothing will keep you warmer than one thick layer as the layers trap warm air
- Have at least 1 hot meal a day – eating regularly helps keep you warm; and make sure you have hot drinks regularly
- Try not to sit still for more than an hour or so indoors – get up and stretch your legs
- Stay active – even moderate exercise can help keep you warm









# Money Matters

You could be entitled to extra allowances and benefits to make things easier - these days it's so much easier to check.

## Money advice

You can get FREE information and advice from a number of organisations.

Age UK

**0800 1696 565**

Department for Work and Pensions (DWP)

**0800 7310 469**

Citizens Advice Harlow

**0344 477 0808**

Harlow Council

**01279 446655**

Home visits are available for housebound residents to help with council tax and housing benefit forms.

Tax Help

**0845 6013321 - 01308 488066**

Winter Fuel Helpline (DWP)

**0800 7310 160**

Harlowsave Credit Union

**01279 451234**

**[www.harlowsave.coop](http://www.harlowsave.coop)**

Situated on the first floor of the library in the Town Centre, this local community financial cooperative provides banking services including loans, savings accounts, money management schemes, flexible savings and options you won't find anywhere else.

## Advice for War Veterans

Veterans UK can provide advice and information to war veterans.

Veterans UK

**08081 914 218**

Veterans Gateway

**[www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)**

ssafa - The Armed Forces Charity

**08452 417 141**

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## Check your entitlement

Online calculators to check your entitlement, allowances and benefits are available at:

**[www.direct.gov.uk](http://www.direct.gov.uk)**

**[www.ageuk.org.uk](http://www.ageuk.org.uk)**

**[www.harlow.gov.uk](http://www.harlow.gov.uk)**

You may be entitled to:

- Attendance Allowance
- Carers Allowance
- Council Tax discount
- Disability benefits
- Health benefits
- Pension credit
- Housing benefits
- Help with heating

## Legal matters

For help and advice on your financial affairs, including dealing with benefits, taxes and leaving care.

Visit [www.gov.uk](http://www.gov.uk) and search for:

Information on power of attorney

Making a will

Inheritance tax

Trusts

Changes in circumstances

## Scams and fraud

To help you spot and avoid the latest scams targeting your money, call Age UK advice line on:

**0800 169 6565**

Friends Against Scams is a National Trading Standards Scams Team initiative, which aims to protect and prevent people from becoming victims of scams by empowering them to take a stand. Visit [www.friendsagainstsams.org.uk](http://www.friendsagainstsams.org.uk)

What to do if you're targeted by a scam

If you think you've been scammed or that someone has tried to scam you, report it to Action Fraud. You can report the scam online at [www.actionfraud.police.uk](http://www.actionfraud.police.uk) or by calling **0300 1232 040**.





# Getting Around - Local Transport

There are a vast number of options available as an alternative to driving and with a little planning there is no reason why you can't enjoy similar levels of freedom. It's surprising how many schemes are available to help you get around.



# Harlow Community Transport

Community Transport

**01279 798876** or email

**[efct@efcommunitytransport.org.uk](mailto:efct@efcommunitytransport.org.uk)**

Harlow Community Transport is a charity that meets the needs of local people who for various reasons are unable to use conventional public transport. Dial-a-Ride, Shopper Buses with timetabled public service routes and car schemes with voluntary drivers are available to members.

If public transport is limited or you find it difficult to get around then use the fully accessible minibus or car options available.

This is perfect if you need to get to a health related appointment, go to the shops, visit relatives or friends or go along to clubs or social events.

Community Transport also provides minibus hire for social groups, trusts and charities for events and activities.

*Mrs C. said:*

*"Without Community Transport I would be housebound. I use the service twice a week for shopping and to get to my appointments, the drivers are kind and don't rush me"*





# Blue Badges

Those entitled to use a blue badge include people with physical and hidden disabilities (assessment criteria applies). The Blue Badge Scheme allows you to park close to where you need to go. To find out more and apply for a Blue Badge call:

Essex County Council

**0345 603 7630**

(please select option 2 when prompted)

# Planning your travel journeys across the UK

Use **[www.traveline.info](http://www.traveline.info)** to plan how to get around Great Britain. Traveline helps you find the journey that suits you best, using the most up to date information around the UK from all transport companies.

# Free bus travel

Once you reach state pension age you are entitled to free bus travel anywhere in the country. To apply call: **0345 200 0388** or visit **[www.essexhighways.org/Transport-and-Roads/Getting-Around/Bus/Fares-and-bus-passes/Concessionary-fares.aspx](http://www.essexhighways.org/Transport-and-Roads/Getting-Around/Bus/Fares-and-bus-passes/Concessionary-fares.aspx)**

You may be able to collect an application form from your local library, or download one at: **[www.canigetapass.org.uk](http://www.canigetapass.org.uk)**

For information on local bus times visit:  
**[www.bustimes.org/localities/harlow](http://www.bustimes.org/localities/harlow)**

First Bus

Customer services: **0845 602 0121**

# Trains

National Rail Enquiries

For enquiries about train times, fares, season tickets and station information:

**03457 48 49 50** (open 24 hours every day except Christmas Day).

Trainline

**[www.thetrainline.com](http://www.thetrainline.com)**





# Staying Healthy and Happy

Staying in good health is particularly important in later years. There are many charities and organisations that can support and give free advice.

# Health advice and support

Action For Family Carers

**01621 851640**

Alzheimer's Society Essex

**01245 260911**

Email: [essex@alzheimers.org.uk](mailto:essex@alzheimers.org.uk)

The NHS has a section on their website: *About dementia - Dementia guide*. For information visit [www.nhs.uk/conditions/dementia/about/](http://www.nhs.uk/conditions/dementia/about/)

Arthritis Care

**03302 020358**

Asthma UK

**08001 216244**

Befriending (run by Age UK)

**01621 843590**

British Lung Foundation

**03000 030555**

Community Agents Essex -

Live Well Link Well Partnership

**0300 303 9988** (Monday to Friday, 8am-7pm)

Email: [livewell.linkwell@nhs.net](mailto:livewell.linkwell@nhs.net)

Diabetes UK Careline

**03451 232399**

Essex Blind Charity

**01255 673654**

Essex Dementia Care

**01245 363789**

Essex Respite Association

**01245 353855**

Frontline

An online library of local services for self-referral

**[www.harlowfrontline.org.uk/](http://www.harlowfrontline.org.uk/)**

Harlow Carers Trust Crossroads Carers Service

**01708 757 242**

Healthy Minds (West Essex IAPT)

**0300 222 5943**

Hearing Help Essex

**01245 496347**

Keep Safe

A free scheme for those aged 60 or above. Shops, libraries and businesses in the district will let you use a telephone if you get into distress.

Ms Society - East Herts/West Essex

**07880 828 858**

Parkinsons Society

**08088 000303**

Red Cross Equipment Loan Service

**01279 428569**

Rethink, for those who care for people with mental illness

**01376 349549**

St Clare Hospice

Providing free, compassionate care and support to adults with life-limiting illnesses, their families and carers.

**01279 773700**



### St Clare Hospice Compassionate Neighbours

The Compassionate Neighbours project offers local people the opportunity to meet each other and build mutual relationships.

**01279 773700**

### Stroke Association

**03033 033100**

### Support 4 Sight

**01799 523700**

### The Silver Line

Confidential, free helpline for older people, open 24 hours a day, every day of the year. Trained helpline staff offer information, friendship, advice and regular befriending calls.

**0800 4 70 80 90**

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## Meeting people for lunch or a cup of tea and a chat

There are many clubs and groups around the district for you to get out and enjoy other people's company.

### Age Concern

Offer a social space to meet, support and advocacy and an information and referral service. Based at the Leah Manning Centre, they also have a programme of activities.

**01279 415553** or **07824 776 723**

Tuesdays and Fridays 1pm-4pm

**[www.ageconcernharlow.org/](http://www.ageconcernharlow.org/)**

### Bereavement Cafe

St Clare Hospice hosts a number of supportive, informal drop-in groups in Harlow for local people facing bereavement - no matter how recent your loss or if many years have passed.

**01279 773700**

### BDVSA (Braintree District Voluntary Support Agency)

**01376 550507**

### Essex Women's Institute

There are over 234 WI's across Essex. Call the number to find your nearest group.

**01245 382233**

### Home Library Service

**0345 603 7628**

### Rainbow Services

Working for change through projects that support, enable and develop people and organisations in the Harlow community.

**01279 308150 / 01279 210406**

### Relative And Residents Association

**02073 598136**

### University Of The 3rd Age

**02084 666139**



Have you ever thought about becoming a volunteer?

**Harlow Community Transport** meets the needs of local people who are unable to use conventional public transport. If you would like to volunteer as a car or minibus driver, contact: [efct@efcommunitytransport.org.uk](mailto:efct@efcommunitytransport.org.uk) or visit [www.efcommunitytransport.co.uk](http://www.efcommunitytransport.co.uk)

**Harlow Council** - There are many ways to volunteer around Harlow - help to conserve green spaces, look after animals at Pets' Corner, help at the museum or perhaps be an usher at Harlow Playhouse. Call **01279 446655**  
[www.harlow.gov.uk/volunteers](http://www.harlow.gov.uk/volunteers)

**PAH Volunteers** are vital within the Princess Alexandra Hospital Trust, supporting staff in a variety of ways and helping patients and visitors. Email [paht.volunteers@nhs.net](mailto:paht.volunteers@nhs.net)

**Rainbow Services** - Find out how you can earn Time Credits by volunteering for a local voluntary group. Call: **01279 308150 / 01279 210406** email: [info@rainbowservices.org.uk](mailto:info@rainbowservices.org.uk)  
[www.rainbowservices.org.uk](http://www.rainbowservices.org.uk)

**St Clare Hospice** offers voluntary roles for locals from gardening, nursing and therapy support to fundraising and shop volunteers. Call **01279 773773** or visit  
[www.stclarehospice.org.uk/volunteer](http://www.stclarehospice.org.uk/volunteer)

**Volunteer Centre Harlow** is a local project which promotes and supports volunteering. Email Della Nash: [dellanash@volunteercentreharlow.org.uk](mailto:dellanash@volunteercentreharlow.org.uk) or call: **07910 075101**.

## Wellbeing groups and organisations

### Find your Essex Community

The Essex Map is a free tool designed to bring communities closer together by helping you find the services, groups, and activities available in your area.

[www.essexmap.co.uk](http://www.essexmap.co.uk)

### Contact the Elderly is now known as ReEngage

Supported by a nationwide network of over 12,000 volunteers, Contact the Elderly organises free monthly social events for small groups of isolated older people. They also welcome new volunteers to either drive guests or to host tea parties.

**0800 716543**

[www.reengage.org.uk/](http://www.reengage.org.uk/)

### Harlow Men's Community Shed

Providing space for men who, for various reasons, may have arrived at a stage where they have lost some direction. Put men round a workbench, give them a project and they will communicate - opening up possibilities for socialising which would otherwise not exist.

**07935 216808**

Email: [matt@essexshednetwork.co.uk](mailto:matt@essexshednetwork.co.uk)



## Health Watch Essex

Helping people access, understand, and navigate health, social care and wellbeing services in Essex.

**0300 500 1895**

**[www.healthwatchesessex.org.uk](http://www.healthwatchesessex.org.uk)**

## Leah Manning Centre

The Leah Manning Centre provides specialist day care for older Harlow residents with a range of support needs. Under contract with Essex County Council Adult Social Care, the centre offers daytime activities and opportunities that support individuals; maximising independence, gaining and maintaining skills for everyday living and enabling them to be part of their community.

For more information about the Leah Manning Centre please call **01279 446121** or visit **[www.harlow.gov.uk/leahmanning](http://www.harlow.gov.uk/leahmanning)**

## Rainbow Services Community Builder

Rainbow Services works with communities to set up weekly social clubs across Harlow. Each club meets for two hours. Come along and meet new people, make new friends, sit and chat, play games and enjoy refreshments.

### Current clubs:

#### Mondays

10.30am - Harlow Playhouse

1.30pm - Desormeaux Bungalows, School Ln.

#### Tuesdays:

10am - GPCA, Abercrombie Way

10.30am - The Golden Swift, Harberts Road

1.30pm - Hintons, Sumners

1.30pm - The Shark, Hobtoe Road

#### Wednesdays:

10am - Park Inn Hotel, Southern Way

1.30pm - Latton Hall Close, The Spinney

1.30pm - Sumners Farm Close, Phelps Road

1.30pm - Halling Hill

#### Thursdays:

10am - The Wayre, High Street

10am - Katherines House, Brookside

1.30pm - Fountain Farm, Tye Green

#### Fridays:

10am - Netteswellbury Farm, Waterhouse Moor

For up to date information on clubs and events visit: **[www.rainbowservices.org.uk/community-builder/](http://www.rainbowservices.org.uk/community-builder/)**

## United in Kind

Can you help connect your community with kindness? Research has shown that one in five people experience loneliness at some time and kindness could be a tool in tackling the problem. By supporting our communities we hope that people will be inspired to volunteer or take action in other kind ways to address isolation. #unitedinkind

Contact Sarah Ayling **07849 087918** or email: **[sarah.ayling@westessexcan.org](mailto:sarah.ayling@westessexcan.org)**

## Staying fit and active

An active lifestyle is key to energy levels. Regular exercise can help boost your mood, maintain your independence, and manage symptoms of illness or pain.

Exercise can also help you to:

- maintain a healthy weight
- strengthen muscles and bones, reducing the risk of falls and fractures
- manage high blood pressure and angina
- stimulate a poor appetite
- alleviate discomfort if you have arthritis

From walking to swimming or playing bowls there are plenty of ways to enjoy other people's company and help you stay healthy at the same time.



## Social Walking

### Active Harlow Social Strollers

This free activity takes place every other Friday in Harlow Town Park at 10am from School Lane car park and every Sunday at Parndon Wood Nature Reserve, where walks start at 11.30am. All walks last approximately 45 minutes to an hour.

**01279 435466**

### Nordic Walking

Nordic Walking is extremely popular, with several walks taking place each week around the town. It's a good way to exercise as the walking poles help to support your joints as you use 90% of your body's muscles. More information and a list of Nordic Walks is available at:

**[www.harlow.gov.uk/walking-harlow](http://www.harlow.gov.uk/walking-harlow)**

**[www.facebook.com/naturallyattuned](https://www.facebook.com/naturallyattuned)**

Email: **[tara@naturallyattuned@gmail.com](mailto:tara@naturallyattuned@gmail.com)**

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## Walking Football

Walking Football is a slow paced version of the game aimed at over 50's. If you thought your footballing days were over, then think again!

### Harlow Town Football Club

11.30am – 12.30pm every Friday. £3 per session.

**01279 443196**

Email: **[shan@harlowacademy.football](mailto:shan@harlowacademy.football)**

### Parndon Pirates

10am - midday every Thursday. £2.50 per session or £3 including tea or coffee

**01279 418 411**

## Other Walking Sports

### Walking Rugby

7.30pm – 8.30pm every Monday evening  
Harlow Rugby Club, Latton Park, Howard Way  
Email: [rugby@harlowrugby.club](mailto:rugby@harlowrugby.club)

All ages welcome, men and ladies - new to the game and ex-players. The emphasis is on fun and making friends, we'll make sure there's time for a rest and a chat! Please contact us at or just turn up on the night.

### Walking Netball

11am - midday every Thursday (during school term)  
First week free, then £3 per session  
Harlow Leisurezone  
There is no booking, just turn up!  
New members are always welcome.

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## Cycling in Harlow

### Hub and Spoke Harlow

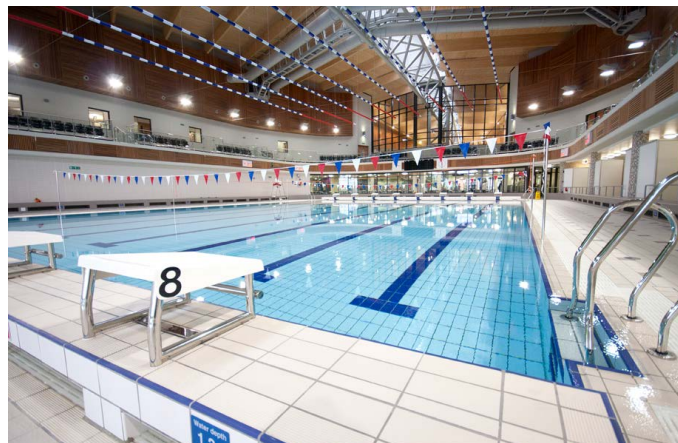
Hub and Spoke Harlow is a not-for-profit community cycling hub. Based at Harlow Museum, they deliver free regular led rides, training, and much more. Wednesdays at 9.30am and Saturdays at 10.30am.

Hub and Spoke are a Cycling Touring Club (CTC) affiliated group. Why not explore the many cycle tracks across Harlow with them?

**01279 431 333**

**[www.hubandspokeharlow.co.uk](http://www.hubandspokeharlow.co.uk)**

## Details of Leisure Centres in Harlow



### Harlow Leisurezone

Second Avenue, CM20 3DT  
**01279 621500**

### Harlow Cycling Stadium Ltd

74 Chapel Field, CM17 9EJ  
**01279 441229**

### Mark Hall Sports Centre Services Ltd

Old London Road, CM17 9HN  
**01279 620650**

### Paringdon Sports Club Ltd

Paringdon Road, CM19 4QT  
Over 50s discounted membership  
**01279 418411**

### The Sumners Leisure Centre

Broadley Road, CM19 5RD



# Harlow Town Park

One of the largest urban parks in the country, Harlow Town Park covers over 160 acres of beautiful green space. The Park has received a Green Flag Award, recognising the highest quality green spaces in the country, for the last three years in a row.

Among the many attractions in the park you can find Pets' Corner, five unique gardens, the bandstand, an outdoor gym, Spurriers House Café and the Stort Valley Meadows.

## Get involved

Town Park volunteers help with gardening work in the park. No previous experience is necessary. Contact Mike Levett on **01279 435466**.

The Town Park Users Group (TPUG) makes a positive contribution towards the ongoing management and development of the park. New members are always welcome. Please contact Mike Ruocco on **01279 425595** or email **michele.ruocco@btinternet.com**

Pets' Corner volunteers and friends of Pets' Corner offer many volunteering opportunities including working with animals, helping with events, in the gift shop or becoming a Friend of Pets' Corner. Please contact Pauline Neate on **01279 422790** for further details.



# Places to visit

The Harlow area has some great places to visit - a few are listed below. For more information visit [www.harlow.gov.uk](http://www.harlow.gov.uk). If you don't have a computer at home, your local library will be able to help you.

CanalAbility - Boating without Boundaries  
**01279 424444**  
[www.canalability.org.uk](http://www.canalability.org.uk)

Essex Outdoors - Harlow Centre  
**01279 620270**  
[www.essexoutdoors.com/harlow.php](http://www.essexoutdoors.com/harlow.php)

Harlow College Skylight Restaurant  
**01279 868060**  
[www.harlow-college.ac.uk/about/skylight-restaurant](http://www.harlow-college.ac.uk/about/skylight-restaurant)

Harlow Museum and Walled Gardens (free entry)  
**07568 103852**  
[www.harlow.gov.uk/parks-and-culture/harlow-museum](http://www.harlow.gov.uk/parks-and-culture/harlow-museum)

Harlow Playhouse  
**01279 431945**  
[www.harlowplayhouse.co.uk](http://www.harlowplayhouse.co.uk)

Harlow Town Football Club  
**01279 443196**  
[www.harlowtownfootballclub.co.uk](http://www.harlowtownfootballclub.co.uk)

Harlow Town Park (free entry)  
**01279 435466**  
[www.harlow.gov.uk](http://www.harlow.gov.uk)

Harlow Town Rugby Club  
[www.harlowrugby.club](http://www.harlowrugby.club)

Herts & Essex Community Farm  
Email: [hello@hecommunityfarm.co.uk](mailto:hello@hecommunityfarm.co.uk)  
[www.hecommunityfarm.co.uk](http://www.hecommunityfarm.co.uk)

Jean McAlpine Park (free entry)  
[www.harlow.gov.uk/jean-mcalpine](http://www.harlow.gov.uk/jean-mcalpine)

Parndon Mill Gallery (free entry)  
**01279 426042**  
[www.parndonmill.co.uk](http://www.parndonmill.co.uk)

Pets' Corner (free entry)  
**01279 422790**  
[www.harlow.gov.uk/pets-corner](http://www.harlow.gov.uk/pets-corner)

Redwings Horse Sanctuary (free entry)  
**0870 040 0033** (visitor helpline)  
<https://www.redwings.org.uk/get-involved/visit/ada-cole-rescue-centre>

The Gibberd Gallery (free entry)  
**01279 446404**  
[www.gibberdgallery.co.uk](http://www.gibberdgallery.co.uk)

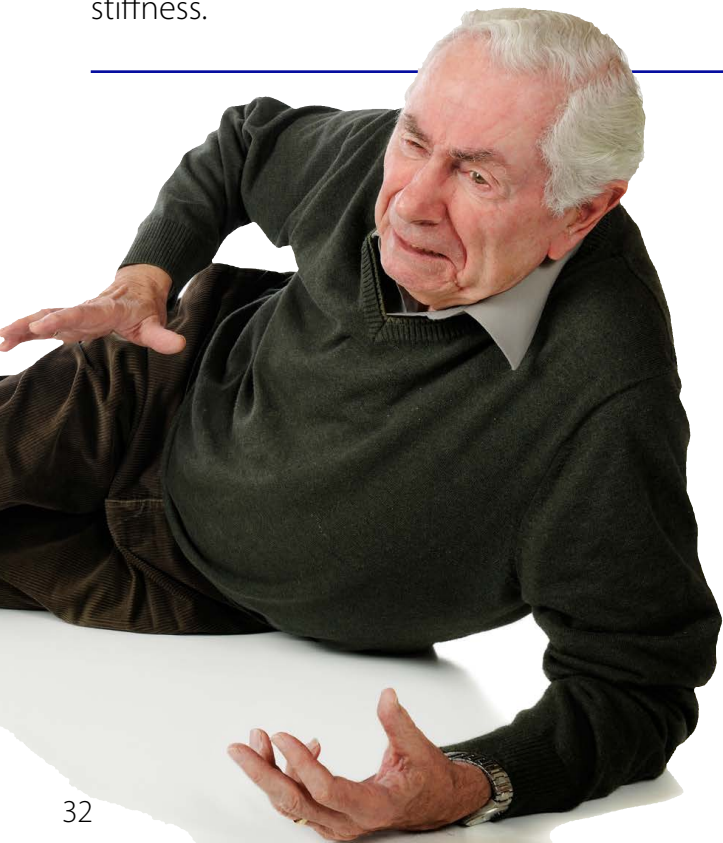
The Gibberd Garden  
**01279 442112**  
[www.thegibberdgarden.co.uk](http://www.thegibberdgarden.co.uk)

The Victoria Hall Theatre  
[www.victoriahalltheatre.co.uk](http://www.victoriahalltheatre.co.uk)

# Preventing falls

Anyone can have a fall, but as we get older, our risk of falling increases, and so does our likelihood of suffering a serious injury. There are, however, a number of simple things you can do to help you stay steady on your feet.

Strengthening the muscles in your legs, arms, back, shoulders and chest are particularly important for aiding balance and preventing a fall. Gardening, T'ai Chi, Pilates and dancing are great ways in which you can get your muscles working. Pilates and other forms of balance exercises can also be particularly helpful if you suffer from joint pain, as they can relieve any stiffness.



## You are at risk of falling if:

- You are unsteady walking, and are unable to move safely in and around the house.
- You are taking four or more medications and/or have difficulties taking medication.
- Your home contains trip hazards, such as rugs or uneven flooring.
- Your home is poorly lit.
- You have ill-fitting or non-supportive footwear.
- You have walking aids that are worn, old and set at the wrong height.

You can reduce your risk of falling by eliminating some of the hazards highlighted above, such as potential trip hazards, improving lighting within the home and getting your eyesight checked regularly.

If you need any further information or guidance please contact Provide's Falls Prevention Service.

Ask your GP to refer you to Harlow's Community Rehabilitation Team who can offer help with falls prevention and specialist exercise classes if appropriate.

If you simply want to become stronger, speak to local leisure providers about activities they have on offer (see page 29).



## Take a look at the checklist and see how many you tick

- ☐ I have had a fall but not seen anyone about it
- ☐ My GP hasn't reviewed my medication in the past year
- ☐ I often need to get up in the night to go to the loo
- ☐ I am probably not as active as doctors recommend (30 minutes moderate activity five times a week)
- ☐ I sometimes feel light-headed on standing or walking
- ☐ I struggle with basic maintenance on my home
- ☐ I wear bifocals or varifocals
- ☐ I haven't had an eye test in the past 12 months
- ☐ I sometimes feel weak when I get up from a chair or the bed
- ☐ A bit of clutter has built up at home over the years
- ☐ I probably don't drink enough fluids (1.6 litres/3 pints a day for women; 2 litres/3.5 pints for men)
- ☐ My slippers have that 'lived-in' look
- ☐ Taking care of my feet is quite difficult these days
- ☐ I have a long-term condition such as Parkinson's, heart disease/stroke, arthritis, COPD, diabetes, dementia
- ☐ I save electricity by turning off unnecessary lights
- ☐ My alcohol intake is probably more than GP's recommended limits (2-3 units a day for women, 3-4 for men)
- ☐ I don't get out as much as I'd like because I worry about tripping, I feel unsteady
- ☐ If I had a fall I would probably be too embarrassed to tell anyone
- ☐ I often get my feet tangled up in things that could trip me; my pets or grandchildren running around worry me sometimes: they make me feel wobbly!
- ☐ I am not always that warm at home

## Eyesight changes

It's not just 'old-age long-sight' that can cause vision problems. Ageing can decrease contrast sensitivity (making it harder to see the edge of steps and kerbs), alter depth perception and cause visual field disturbances - all make you more likely to fall.

## What can I do?

Have a sight test examination yearly, even if you think you're fine (it's free for over-60s) as the optician is also checking for glaucoma, cataracts, macular degeneration and diabetic retinopathy.

Don't rely on supermarket reading glasses long-term: it's rare for both eyes to require identical correction.

## Alcohol

As we get older, drinking the same amount results in higher blood alcohol concentration. This is because fat replaces muscle as we age, and alcohol is not drawn into body fat as well as it is into muscle.

Older people are more likely to experience unsteadiness after drinking alcohol, and so are more susceptible to falls.

# Improving mobility

These activities are fantastic for maintaining balance and mobility:

- ✓ **Gardening**
- ✓ **Housework**
- ✓ **Walking to the shops rather than driving or taking the bus**
- ✓ **Strengthening and balance fitness classes**
- ✓ **Yoga - it's never too late to learn**
- ✓ **T'ai chi - the slow, gentle movements are proven to improve balance in older adults**
- ✓ **When sitting, keep your back as straight as possible to avoid developing a stooped posture - the enemy of good balance**

## Easy exercises:

When watching television, roll your shoulders regularly and get up and walk about in every advert break or between programmes.

# Managing your fears



Some people get so worried about falls that they restrict their movements and spend long periods sitting down. This harms balance, body strength and mobility, which in turn makes a fall even more likely.

It is a vicious circle that damages confidence and independence.

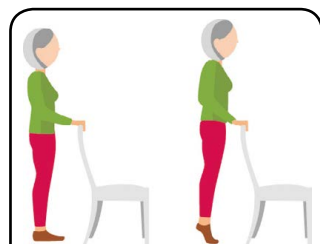
If this is you, set yourself small, gradual goals taking the steps in this booklet. Ask friends or relatives to help, stay positive and practise relaxation exercises for when you feel anxious.

Speak to a physiotherapist for advice or contact your local falls service; your GP will have contact details for these.

# Six exercises for strength and balance

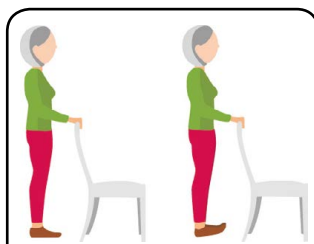
Try these six simple exercises two or three days a week - every day if you like - and you should soon notice improvements to your co-ordination and balance.

- Make sure that the chair you use is sturdy
- Wear supportive shoes
- If you experience chest pain, dizziness or severe shortness of breath, stop and call your GP or call 111
- A slight soreness the day after is quite normal



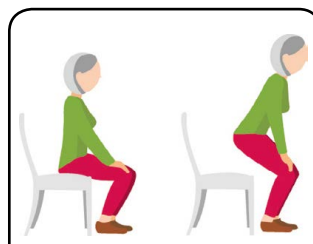
## Heel Raises

Stand tall, holding the back of a sturdy kitchen-type chair or kitchen sink, then lift your heels off the floor, taking your weight onto your big toes. Hold for three seconds, then lower with control. Repeat 10 times.



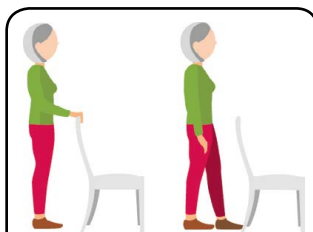
## Toe Raises

Stand tall holding the same support, then raise your toes - taking your weight on your heels. Don't stick your bottom out. Hold for three seconds, then lower with control. Repeat 10 times.



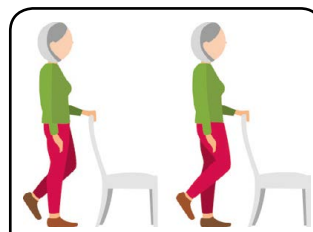
## Sit to Stand

Sit near the front of a chair with your feet slightly back. Lean forward slightly and stand up (with hands on the chair if needed). Step back until your legs touch the chair then slowly lower yourself back into the chair. Repeat 10 times.



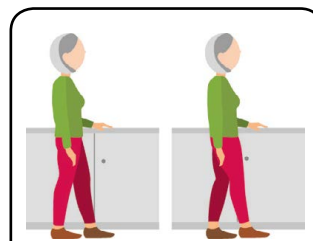
## Heel-Toe Stand

Stand tall, with one hand on your support. Put one foot directly in front of the other to make a straight line. Look ahead, take your hand off the support and balance for 10 seconds. Take the front foot back to hip width apart and repeat with the other foot.



## One-Leg Stand

Stand close to your support and hold it with one hand. Balance on one leg, keeping the support knee soft and your posture upright. Hold the position for 10 seconds. Repeat on the other leg.



## Heel-Toe Walking

Stand tall with one hand on a support like a kitchen cabinet. Look ahead and walk 10 steps forwards, placing one foot directly in front of the other so your feet form a straight line. Take the feet back to hip width apart, turn around and repeat steps in opposite direction.

# Eating well for health

In the UK, life expectancy has doubled over the last 200 years and now around 16% of the population is aged over 65 years. However, it's never too late to start eating healthily. By eating well, you're likely to stay active for longer, feel more energised, protect yourself against illness and manage any health conditions you may have.

A healthy diet can also be the key to staying emotionally balanced and maintaining a positive outlook.

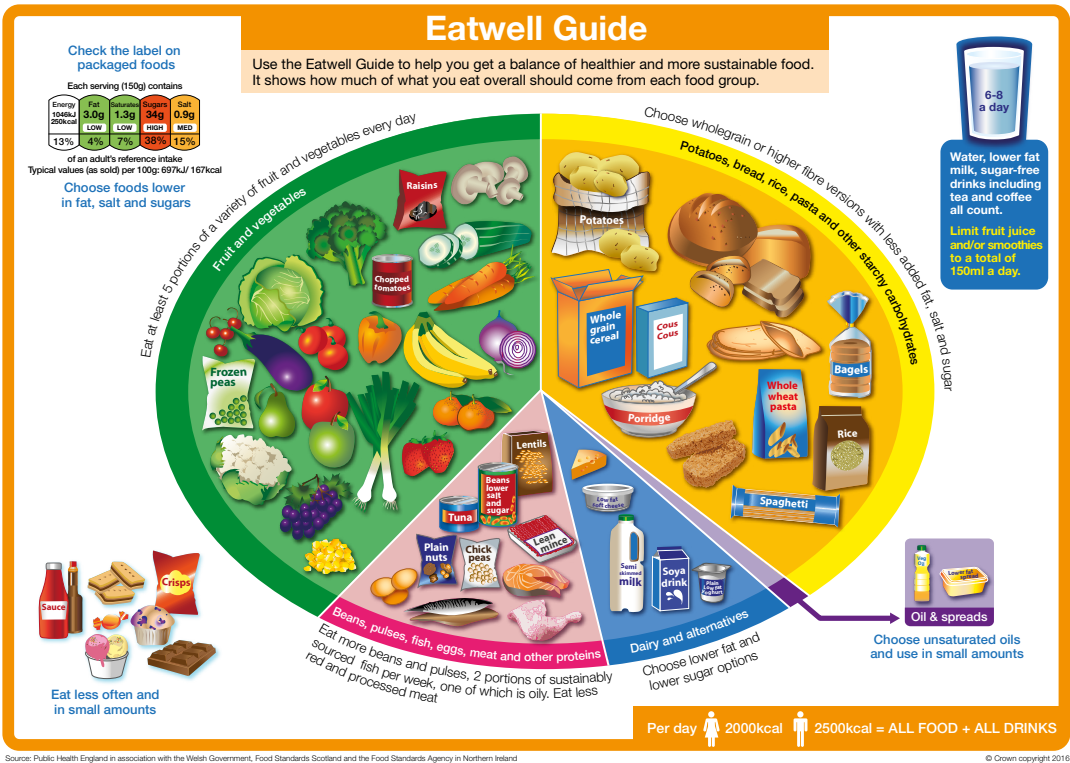
## Healthy balance

Eating a varied diet can help you obtain all the nutrients you need and maintain a healthy weight. Having the right balance of food groups is important. Fruits and vegetables contain vital vitamins and minerals, which support a number of bodily functions, whilst also enhancing immune health. Try to eat 5 or more portions of fruits and vegetables a day.

## Vitamin D

Our body makes most of our vitamin D in reaction to sunlight on our skin. It's also found in a small number of foods including oily fish, eggs, margarine, yoghurt and fortified breakfast cereals. However, people over the age of 65 are at risk of not getting enough vitamin D, especially when we're not exposed to much sun.

For this reason, it's recommended that over-65s take a supplement of vitamin D of 10 micrograms per day. Try to get out in the sun for 10 to 15 minutes a day without sunscreen too.





# Appetite changes

As we get older, our attitude and approach to food changes and it is not uncommon for our appetite to diminish. Even if you don't feel hungry it is still important to make sure your body has the energy and nutrients it requires.

## Snacking

If you can't manage to eat three meals a day then try smaller meals and more frequent snacks. Try not to snack on cakes and biscuits, which have little nutritional value, and instead opt for fruit, vegetables, and wholegrain snacks, which will contribute to your daily nutritional needs.

## Freezing portions

Cooking for one can be demotivating for many people and can also result in food wastage. Instead of buying ready meals for one, why not cook a large meal such as a stew or pasta bake, split it into individual portions and freeze them for future meals.

## Long-life foods

Sometimes it is not always possible to get to the shops. Whether it's because of poor weather or due to illness, limiting your choice and availability of food at home. It's wise to keep a wide range of dried and tinned foods in your store cupboards for times like this.

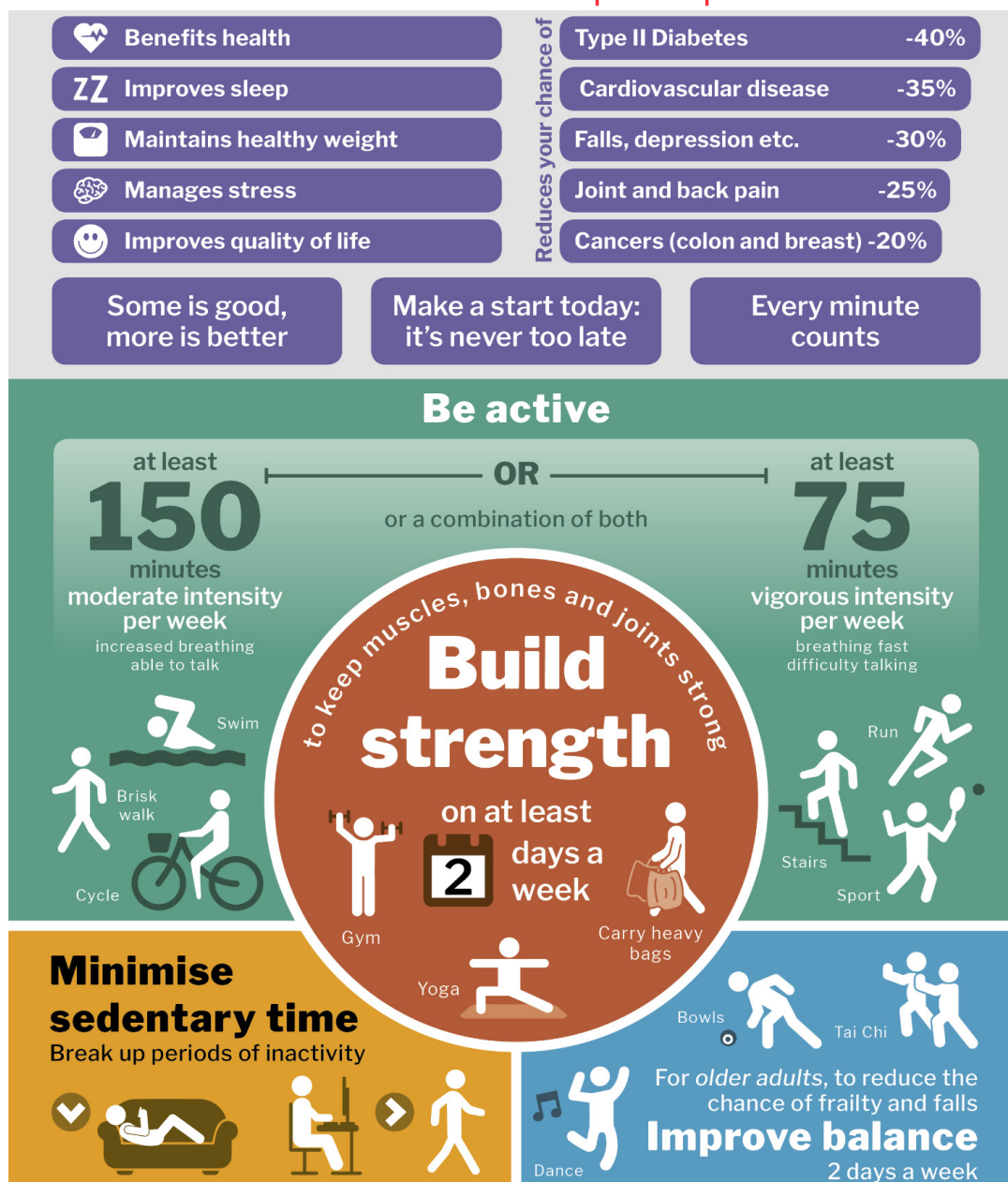
Livewell Campaign  
**[www.livewellcampaign.co.uk](http://www.livewellcampaign.co.uk)**

Age UK  
**0800 678 1602**  
**[www.ageuk.org.uk/information-advice/health-wellbeing/](http://www.ageuk.org.uk/information-advice/health-wellbeing/)**

British Nutrition Foundation  
**020 7557 7930**  
**[www.nutrition.org.uk](http://www.nutrition.org.uk)**



# Physical activity guidelines for Adults and older people





# Your Local Public Services

Useful information about care as you get older.

## Local public services

### Essex County Council

Information about care as you get older.

**03456 037630**

### Harlow Council

Information about council tax, housing benefits, recycling collections and more can be found at

**[www.harlow.gov.uk](http://www.harlow.gov.uk)**

**01279 446655**

### Essex Police

non-emergency number **101**

or alternatively **01245 491491**

### Essex Fire & Rescue

non-emergency number for advice about smoke alarms and fire safety.

**03003 030088**

In an emergency always dial **999**

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## Help in rural communities

### RCCE (Rural Community Council of Essex)

An independent charity that provides specialist support for rural communities, focussing on:

- Village Halls and community buildings
- Affordable rural housing
- Access to services
- Community led planning and engagement

**01376 574330**

**[enquiries@essexrcc.org.uk](mailto:enquiries@essexrcc.org.uk)**

## District Councillors

There are 33 councillors in Harlow, representing the 11 different areas (or wards) that make up the town.

You can find your local councillor information online at: **[www.harlow.gov.uk](http://www.harlow.gov.uk)**

This information can also be found in Harlow Times magazine, delivered to homes in Harlow four times a year

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## County Councillors

Harlow is represented within Essex County Council by elected district councillors. County councillors can help with services like libraries, transport, roads and highways, social care for adults and children and schools.

For more information and to find out who your county councillors are visit **[www.essex.gov.uk](http://www.essex.gov.uk)**

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## Members of Parliament

The Constituency of Harlow is represented within Parliament.

For more details on your Member of Parliament and for information on what MPs do visit **[www.parliament.uk](http://www.parliament.uk)** or write to: House of Commons, London, SW1A 0AA.



# Hospitals and health advice

Addenbrooke's Hospital

**01223 245151**

Broomfield Hospital

**01245 362000**

Chelmsford and Essex Hospital

**01245 362000**

Herts & Essex Hospital (no A&E)

**01279 655191**

The Princess Alexandra Hospital

**Main switchboard: 01279 444 455**

To change an outpatients appointment call

**01279 827 391**

St Clare Hospice 24 Hour Advice Line

For immediate end of life and palliative care advice and guidance call **01279 773773** or call St Clare Hospice on **01279 773700**

St Margaret's Hospital

**01992 561666**



## NHS 111

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and direct you to the best medical care for you.

NHS **111** is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. You can also get help and advice online at **[www.111.nhs.uk](http://www.111.nhs.uk)**

Call **111** if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to call **999**.

If you have difficulties communicating or hearing, you can:

call **18001 111** on a **textphone**

NHS 111 British Sign Language (BSL) interpreter service: **<https://interpreternow.co.uk/nhs111>**

My essential phone numbers:

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If you require this leaflet in a different format please phone Contact Harlow on 01279 446655 who can discuss available options with you.

This information in this guide is correct at the time of printing (January 2020) and is constantly updated on the livewell website:

**[www.livewellcampaign.co.uk](http://www.livewellcampaign.co.uk)**