



# Winter Newsletter

Trafford Partnership's Winter Newsletter 2018

## WELCOME

Thank you for reading Trafford Partnership's winter newsletter, full of useful information to keep Trafford residents safe, warm and healthy this winter. We have published this newsletter to provide information to those who work with elderly and vulnerable residents to help support them through the winter months.

For further information services and community activities available in Trafford visit our Trafford Service Directory at [www.trafforddirectory.co.uk](http://www.trafforddirectory.co.uk)

## SAFE AND WELL CHECKS

Greater Manchester Fire and Rescue Service can offer Safe and Well Checks to elderly or vulnerable residents. The trained GMFRS officer will make sure residents have working smoke detection and a good level of fire safety awareness.

As well as focusing on fire prevention, the Safe and Well Checks incorporate questions about a person's general health and wellbeing to direct individuals to relevant statutory and community services. GMFRS Volunteers are also available to offer a befriending service to residents who identify themselves as socially isolated.

To arrange a Safe and Well visit, with consent from the resident, phone 0800 555 815. GMFRS will then send a referral form for completion.



GREATER MANCHESTER  
FIRE AND RESCUE SERVICE

## TRAFFORD ASSIST

Trafford Assist is Trafford's Local Welfare Assistance Scheme designed to help residents meet immediate short-term needs in an emergency or to help them live independently in their own home.

Those eligible can apply for furniture or white goods, food parcels, pre-payment cards for fuel or emergency travel expenses.

To apply, please complete an online claim form at [www.trafford.gov.uk/traffordassist](http://www.trafford.gov.uk/traffordassist)

Agencies are asked to help a resident to complete this form if required in order to ensure they can access the assistance they need.

Trafford library staff and volunteers are able to help a person complete the form. A list of our libraries in Trafford can be found at [www.trafford.gov.uk/librariesintrafford](http://www.trafford.gov.uk/librariesintrafford)

## BENEFITS ADVICE

The Benefits Advice team are specialist welfare rights advisors who provide a comprehensive advice service on the whole range of benefits.

For advice, email [welfare.rights@trafford.gov.uk](mailto:welfare.rights@trafford.gov.uk) or telephone 0161 912 2735. Lines are open 9.30am-12.30pm Monday to Thursday (excluding bank holidays).

The advice service will close for the Christmas period on Friday 21<sup>st</sup> December and will re-open on Wednesday 2<sup>nd</sup> January 2019.



# PHARMACY OPENING TIMES

Pharmacy	Christmas Day	Boxing Day	New Year's Day
Boots, Altrincham Retail Park WA14 5GR	Closed	9am-6pm	10am-5pm
Boots, Trafford Centre M17 8BD	Closed	7.30am-8pm	12pm-6pm
Boots, Stamford Quarter, Altrincham WA14 1RH	Closed	8.30-5.30pm	Closed
Lloyds Pharmacy (Sainsburys), Eden Square, Urmston M41 0NA	Closed	9am-5pm	9am-5pm
Timperley Pharmacy, 250 Stockport Road WA15 7UN	10am-6pm	10am-6pm	10am-6pm
Conran Late Night Pharmacy, Moorside Road, Urmston M41 5SJ	9am-7pm	9am-7pm	9am-7pm
Boots, Trafford Retail Park M41 7FN	Closed	9am-5pm	9am-5pm

## TrustCare

### Personal alarms with home response from TrustCare

From personal alarms to falls detectors and GPS monitors, TrustCare has a range of personalised solutions to help people live independently in their own home or in a supported living environment.

Whether someone needs reminding to take medication, is at risk of falling, or has an ongoing health condition such as epilepsy or dementia, TrustCare's alert and response service provides peace of mind for families who live at distance and want to know a loved one is ok.

Personal alarms or sensors in the home send an alert to the 24/7 alert and response centre whenever someone needs assistance. After assessing the situation we'll send help quickly - especially important during winter months when temperatures drop - which may be a call to a family member or carer, GP or local social care team, an immediate visit from our home response and falls lifting service, or if necessary a call to the emergency services.

To find out more call 0300 777 2777 or visit [www.trustcare.org.uk](http://www.trustcare.org.uk)



## FOODBANKS

### Six Trussell Trust foodbanks are in operation in Trafford

**Broadheath:** St Albans Church Hall, Lindsell Road. Open Wednesdays 10.30am-12.30pm

**Partington:** The FUSE, Warburton Lane. Open Thursdays 10.30am-12.30pm

**Sale Moor:** St Francis Church, Budworth Road. Open Mondays 12-2pm

**Sale West:** Sale West Community Centre, Newbury Avenue. Open Tuesdays 11am-1pm

**Stretford:** Trafford Christian Life Centre, Barton Road. Open Tuesdays 11am-2pm and Fridays 11.30am-1.30pm

**Timperley:** Timperley Methodist Church, Stockport Road. Open Fridays 10am-12pm

The Trussell Trust foodbanks operate on a referral scheme which allows agencies to issue foodbank vouchers to people and families who need them.

For a list of agencies who can provide vouchers visit [stretford.foodbank.org.uk/get-help/how-to-get-help/](http://stretford.foodbank.org.uk/get-help/how-to-get-help/)

Some foodbanks may also be able to provide nappies and sanitary wear.

Opening times may differ over the Christmas Period; phone 07749378447 for more information (07564387209 for Stretford Foodbank).

A Food Pantry is also available at The Globe Centre in **Old Trafford** on Cornbrook Street. A small membership fee is required for weekly collection of food. Food is distributed on Fridays 2-4.30pm.

The Bread and Butter Thing based at **Sale Moor** Community Partnership provides weekly groceries at a low price. The membership scheme can be joined by texting 07860063256. Visit [www.salemoorcp.org/whats-on/](http://www.salemoorcp.org/whats-on/) for more information.

# SERVICES IN TRAFFORD

## Counselling for Older People

Talk Listen Change (TLC) provide a free counselling service available to older people. If you work with an older person who would benefit from counselling, please contact Emily Williams on 0161 872 1100 to make a referral. Visit [www.talklistenchange.org.uk](http://www.talklistenchange.org.uk)

## blueSCI

blueSCI provides support and activities to help people improve their mental health and wellbeing. There are four blueSCI Wellbeing Centres in Trafford:

- Partington Library and Wellbeing Centre
- Broomwood Community Wellbeing Centre
- Old Trafford Wellbeing Centre
- Coppice Library and Wellbeing Centre

Website: [www.bluesci.org.uk/](http://www.bluesci.org.uk/)

## Self Help Services

Self Help provides online services to help people who are suffering from mild to moderate level depression, anxiety, panic, stress and/or poor sleep. eTherapy can be accessed at home or at one of the designated centres in Trafford. Phone 0161 226 3871 to self-refer or to make a referral.

## Cyril Flint Befriending Service

Cyril Flint volunteers provide a befriending service for adults in later life. Visit the website for more information and details on how to refer someone to the service: [www.cyrilflint.org](http://www.cyrilflint.org)

## The Fed

The Fed offers a befriending service to the Jewish community in Trafford to support lonely vulnerable people. Volunteers can support by offering a befriending service as well as helping with shopping, medical appointments and supporting carers to have a break. Visit [www.thefed.org.uk](http://www.thefed.org.uk) for more information and contact details.

## Alzheimer's Society

The Alzheimer's Society supports people with dementia and their families. In Trafford, people experiencing dementia can access the Side by Side service which helps the person get out and about with the support of a volunteer. Contact Alzheimer's Society Trafford for more information on 0161 962 4769.

## Age UK Trafford

Age UK Trafford provides information and advice to people over 50 and their families and carers. Age UK also offers a Dementia Service. For more information and contact details visit [www.ageuk.org.uk/trafford](http://www.ageuk.org.uk/trafford) or phone 0161 746 9754.

## Indian Senior Citizens Centre

The Indian Senior Citizens Centre, based in Whalley Range, provides culturally sensitive Day Resource Services for Indian older people. The centre is open Monday to Friday and provides a range of social activities. Visit [www.iscc-manchester.org](http://www.iscc-manchester.org)

## LMCP

LMCP supports the South Asian community and in particular those affected by long term health conditions. LMCP provide information, guidance and support. From January, LMCP will also be delivering fortnightly workshops on keeping warm, maximising income and reducing fuel bills. Visit [www.lmcp.co.uk](http://www.lmcp.co.uk)

## African Caribbean Care Group

Based in Hulme, ACCG offers culturally sensitive day services, advocacy support for individuals and families, and an advice and information service. For more information visit [www.accg.org.uk](http://www.accg.org.uk)

## Support for Carers

Trafford Carers Centre supports unpaid carers of all ages living in the borough. The Centre offers a range of support including counselling, support groups and health and wellbeing advice. Phone 0161 848 2400 or visit [www.traffordcarerscentre.org.uk](http://www.traffordcarerscentre.org.uk)

## Advocacy Focus

An independent advocacy service in Trafford which helps support and empower people to find their voice and communicate their needs and wishes to local authorities, health services and social services. Self-referral or referral by an agency is possible via the website: [www.advocacyfocus.org.uk/forms/get-an-advocate](http://www.advocacyfocus.org.uk/forms/get-an-advocate)

## Drug and Alcohol Support

Achieve is a dedicated service for Trafford residents experiencing problems with drugs and/or alcohol. To self-refer, or make a referral, phone 0161 358 0991.

An initial appointment will then be made to help plan how the service can best suit the needs of the resident. A range of support is offered including peer support groups and intensive one to one support.

## Citizens Advice Trafford

Citizens Advice Trafford helps people resolve their problems including legal, benefits, money, employment and housing by providing information and advice.

Visit [www.traffordcab.org.uk](http://www.traffordcab.org.uk) to find out more or phone 0300 330 1153. Advisers are happy to call back on request. Lines are open 10.00am-4.00pm Monday to Friday (excluding Bank Holidays and Public Holidays).

## MORE SERVICES

### Trafford Leisure

The Physical Activity Referral Scheme allows organisations working with older people to refer them to Trafford Leisure for 8 weeks of unlimited physical activity at a cost of £20. They are supported by an Active Living Manager at Trafford Leisure and the programme is particularly beneficial for those at risk of falls. A referral can be made by a person's GP.

### Health Walks

There are nine Walks for Health in Trafford led by volunteers. The wellbeing walks are open to anyone and range from 45 to 90 minutes in length. The walks are a great way to improve fitness whilst making new friends. For a list of walks, visit [www.walkingforhealth.org.uk/walkfinder/trafford-walk-for-health](http://www.walkingforhealth.org.uk/walkfinder/trafford-walk-for-health)

### Trafford Veterans

Trafford Veterans hold a breakfast morning on the 3<sup>rd</sup> Saturday of each month, 10am-12pm, at the John Alker Memorial Hall, Flixton Road, Flixton M41 6QY. The breakfast is open to veterans and their families and friends. A subsidised breakfast is offered as well as entertainment. More information can be found at [www.traffordveteransuk.co.uk](http://www.traffordveteransuk.co.uk)

## LEAP

Residents may be eligible for a free of charge service called LEAP (Local Energy Advice Programme) to help save money whilst keeping homes warm. To find out if a person is eligible for a free home visit, call 0800 060 7567 (8.45am-5.30pm, Monday to Friday) or apply online at [www.applyforleap.org.uk](http://www.applyforleap.org.uk)



To find out more about making a home more energy efficient such as applying for the Winter Fuel Payment and how to receive extra support from energy suppliers, visit [www.trafford.gov.uk/energyefficienthome](http://www.trafford.gov.uk/energyefficienthome)

## WHAT'S ON WHERE

Home Instead Senior Care create a comprehensive list of activities available for older people in Trafford called the 'What's on Where (WOW) Guide'.

Paper copies of the guides can be requested by contacting the following Home Instead offices for the Trafford area:

Stretford & Urmston area: Trafalgar House, High Lane, Chorlton M21 9DJ. Tel: 0161 884 0562

Altrincham & Sale: The Parflo Building, Huxley Street, Altrincham WA14 5EL. Tel: 0161 870 1136

## ACCESS TRAFFORD

## CONTACT CENTRE CHRISTMAS OPENING HOURS



CHRISTMAS EVE - CLOSED  
CHRISTMAS DAY - CLOSED  
BOXING DAY - CLOSED  
27TH DECEMBER - 8.15AM-4.45PM  
28TH DECEMBER - 8.15AM-4.45PM  
29TH DECEMBER - CLOSED  
30TH DECEMBER - CLOSED  
31ST DECEMBER - 8.15AM-3PM  
NEW YEARS DAY - CLOSED  
2ND JANUARY - 8AM-7PM

## CONTACT US

For more details about the information in this newsletter, please contact the Partnerships and Communities Team at Trafford Council:

Tel: 0161 912 1173

Email:

[partnershipsteam@trafford.gov.uk](mailto:partnershipsteam@trafford.gov.uk)

Website:

[www.traffordpartnership.org](http://www.traffordpartnership.org)

