

Age Alliance Wales

Compendium of Preventative Services

2018



Population projections estimate that by 2030, the number of people aged over 65 living in Wales will increase by 34%. The largest increase will be in the number of people aged over 85 which is forecast to rise by 80%.

The Social Services and Well-being Act (Wales) places a duty on local authorities to work with partners to provide preventative services. This provides an opportunity for the voluntary sector to strengthen partnerships with local health boards and local authorities. The Act does not provide a definition of preventative services. Age Alliance Wales (AAW) believes that it is vital that all sectors gain a shared understanding of the concept of prevention in order to facilitate integrated preventative action and to encourage agencies to adopt a broader preventative approach to care for older people. AAW has developed the following definition;

1. Any interventions designed to reduce the risk of mental and physical deterioration, accident, disease or ill health and / or to promote long-term physical, social, emotional and psychological wellbeing;
2. services that enable people to live independently or support people to live independently for longer;
3. services that aim to promote quality of life, self-determination and community engagement.

Preventative services should not be viewed solely as a means to reduce current pressure on the NHS, but as way in which the Welsh Government can plan effectively to maintain the health and well-being of the rising number of older people in Wales.

The voluntary sector has an important role to play in supporting people to age well, cope better with illness and improve their wellbeing. In the face of public sector cuts, enabling citizens to take advantage of and capitalise on available community assets is vital. Age Alliance Wales organisations deliver services that are agile and responsive to need and are well placed to support older people to identify and achieve their personal goals by capitalising on community assets. The value of this approach should not be underestimated.

Preventative services delivered by members of Age Alliance Wales

All services listed in this report can be termed preventative even though they provide support for older people at different stages of their lives or illness. We provide, over following pages, examples of the preventative services offered by our members:



Action on Hearing Loss Cymru

Live Well with Hearing Loss is funded by Welsh Government and offers people support with assistive equipment in their own homes and out in the community.

Hear to Help Powys is funded by Powys LHB and offers people support with hearing aids from trained volunteers across Powys. The project helps people with hearing loss to avoid unnecessary trips to hospital audiology departments.

Hear to Help ABMU is funded by the Changing for the Better grants scheme and offers people support with hearing aids from trained volunteers across Swansea/Neath Port Talbot/Bridgend. The project helps people with hearing loss to avoid unnecessary trips to hospital audiology departments

Hearing Check is an online, free tool that allows people to test their hearing. People on average take 10 years to address their hearing loss. This simple test can overcome the stigma of a visit to the GP and enable people to carry out the check in their own home and to contact a GP or audiology department if needed.

Information Service provides information on assistive equipment, signposting to local support, publications and web-based advice to individuals on how to adapt to hearing loss.

Hospital Hearing Friends is funded by WCVA and offers support to people with a hearing loss within a hospital setting in the Aneurin Bevan LHB.

Aged Veterans is funded through the Aged Veterans Fund and offers practical support and information to older veterans with a hearing loss and/or tinnitus

Online Today is funded by The Big Lottery and helps people with a hearing loss or who are Deaf to get the most out of new technology.



Age Connects Wales

Each year, Age Connects Wales (ACW) members help in excess of 45,000 people directly and many more through marketing and outreach delivery strategies. Services include:

Independent Information and Advice Service offers a wide range of information and advice to help people live independently, stay in their own home and maximise their income.

Independent Advocacy - staff and volunteers will help with various advocacy matters, including safeguarding issues involving abuse or neglect.

Volunteering is essential to ACW members and we offer a wide range of opportunities. Currently we have over 500 active volunteers throughout Wales.

Befriending services aim to reduce loneliness and isolation for those with little or no social networks. Volunteer led group befriending schemes encourage the formation of friendship groups and offer reciprocal and on-going support. For those unable to participate in community activities, we provide a telephone befriending service.

Activities – ACW delivers a range of self-sustaining activities which improve physical and emotional health and well-being. These programmes encompass skill building, volunteering, learning, physical and social activities that keep people connected in their community and help them remain independent. Activities are delivered through a structured programme or allow participants to express their 'Voice and Choice' through service user consultation. Programmes are delivered through a number of channels which include ACW Centres, community facilities, day units, evening clubs and residential homes.

Nail Cutting

This convenient and chargeable service is available at various outreach locations, with home visits available for those with mobility problems.



Age Cymru

Age Cymru and its local partners across Wales deliver a range of preventative services which include:

Information and Advice Service including a free, national advice line for people over 50 and those who care for them, which offers quality, free, impartial advice on a range of topics. Age Cymru also produces a suite of free information guides and factsheets. Local partners provide information and advice in outreach locations and via home visits including benefit checks, income maximisation, signposting, referrals and practical help with telephone calls and letter writing.

Handyperson schemes/ Home Support/Cleaning Services

Small odd jobs are undertaken around the home to support older people's independence, sense of security and safety.

Toe Nail Cutting - good foot care is essential for the dignity, quality of life and wellbeing of older people. Many older people struggle to care for their feet due to health problems, such as sight impairment and arthritis. Quality foot care services are therefore key in enabling older people to remain active and maintain their independence and reduce the likelihood of a fall.

Anglesey Age Well Initiative is a partnership between the local authority, health board and Age Cymru Gwynedd a Môn and aims to promote personal independence, involvement and

participation. Activities include falls prevention clinics, a national referral scheme, gardening, sporting, musical and art activities, food nutrition awareness and intergenerational projects.

Age Cymru Gwent Prevention of Admission to Hospital Service (PATH) is a fast response, time-limited service that supports older people in their own homes during a time of temporary incapacity, for example, after a fall at home. Following referral by a GP or medical staff, the service offers up to 7 days of support, which may include meal preparation, dressing/undressing, putting to bed, shopping/collection of prescriptions, basic household tasks, such as laundry, and help with personal hygiene, including assisting with the toilet.

Age Cymru Swansea Bay Floating Support Service focuses on achieving outcomes that support older people to remain in their own home which can include increasing participation in their local community and breaking down social isolation.

Nordic Walking is a programme run by Age Cymru which uses peer volunteers to deliver sessions as a low cost physical exercise which contributes to maintaining health and wellbeing.



Alzheimer's Society

The Dementia Support service improves knowledge and understanding of living with dementia, signposts to local support, offers practical advice on managing finances and accessing

benefits, and improves coping strategies. Services such as Dementia Cafes, Singing for the Brain groups and befriending encourage and support social interaction, mutual support, information exchange and meaningful activity. These services mitigate against feelings of isolation, a lack of information, and a lack of choice and control often experienced by people affected by dementia.



GOFAL ARTHRITIS
ARTHRITIS CARE



Arthritis Care

Living Well with Arthritis Community Hubs focuses on self-management and early intervention approaches, raising awareness of the impact of arthritis and providing people with the tools, skills and support they need to take a proactive role in managing their health and wellbeing. The program is delivered by trained volunteers who provide a range of peer mentoring support either 1-1 or in group settings.

The service aim is to improve the ability of people with arthritis to cope with the physical, mental and emotional aspects of their arthritis and, by working with local health and social care providers, to improve the quality of their care. Our volunteers work alongside community groups, health trainers and health and social care professionals using their life experience and understanding of arthritis to help people in their community to:

- make positive life changes

- enhance self-management skills and be more informed
- participate in shared decision making and become more confident
- reduce isolation

Get Active for Arthritis Project in Mid and North Wales promotes the benefits and opportunities to increase physical activity and live a healthy active life. Addressing gaps in current service delivery the project takes a mentoring-based approach supporting individuals to take control of their condition, reduce isolation and become more active, healthier and enjoy a more fulfilling life.

Helplines team provides free, confidential, practical support and information by phone, letter email and online.

Peer support volunteers run local Arthritis Care branches and groups across Wales, where people find support and encouragement as well as a range of talks, activities and training workshops.

Information resources are devised with and for people with arthritis. A wide range of free booklets and factsheets offer information on a broad range of subjects, from dealing with pain to exercise and living independently.

Campaigning to raise greater awareness of the effects of arthritis, the needs of everyone with arthritis and improved services.



British Lung Foundation

The British Lung Foundation (BLF) was established in 1985 and works for the one in five people across the nation affected by lung conditions and their families. People with poor lung health are always at the heart of everything we do. Not only do we fight for them, we offer them support through our Breathe Easy Groups our Helpline, health information and online web community.



BritishRedCross

British Red Cross Wales

Everyday First Aid provides flexible and tailored first aid learning to groups or individuals who have specific first aid needs such as older people and carers. Everyday first aid uses

scenario based learning to help people to prepare for incidents relevant to them in a way which is easy to remember and do.

Gofal is a service which improves the well-being and welfare of people over the age of 50 by providing a befriending and enabling service for 12 weeks. The service is driven to alleviate isolation and loneliness and encourage social interaction and emotional well-being, helping people to remain independent for longer and improve their quality of life. After the 12 weeks, individuals are linked in to our telephone support service which continues to help them to maintain and develop their quality of life whilst enabling us to respond to any deterioration in their well-being.

Our Hospital Discharge services range from providing personal care to practical and emotional support for six weeks after a person has been discharged from hospital to help them recover and regain their independence and reduce the likelihood of them returning to hospital.

Tenancy Support helps to address homelessness, insecure tenancy, and inappropriate housing issues. Service users may have suffered a stroke, have mental health or substance misuse issues, or be undergoing cancer treatment.

The **Mobility Aids Service** allows people to loan medical aids quickly, such as wheelchairs, commodes, bath-aids, bed aids, and toilet aids, which helps to facilitate hospital discharge, improve mobility and enable individuals to stay at home.

Patient transport supports the statutory services to ensure safe and timely discharge from hospital and helps people get to medical appointments and undertake essential journeys, such as food shopping, to support them in managing their health and well-being.

Carers Support includes offering carers' respite breaks, tailored first aid skills, and an emergency carers' card to help them continue their caring role and feel more confident that the person they look after will be safe should anything happen to them.



Care & Repair Cymru

The Core Service provides tailored solutions for older people living in poor housing. Improving energy efficiency, tackling dampness and disrepair, providing adaptations, all help to keep older people safe, warm and independent, and reduce or prevent the need to go into hospital and/or residential care.

Healthy Homes Check identifies the need for repairs, maintenance, energy efficiency work and adaptations to prevent accidents and falls or the worsening of existing health conditions.

The Financial Advice Service includes welfare benefit checks and applications. Help is also given with applying for grants and charitable funding where available, to support those who may have difficulty in funding their own essential works to the home. Increasing household income helps reduce fuel poverty and increases wellbeing by enabling people to do basic things such as paying for a taxi to do the shopping or to visit friends and relatives.

Handyperson services help directly with small jobs around the house and in some agencies, with gardening and decorating services. Carrying out small but essential work quickly can have a huge impact on people's lives by giving peace of mind, preventing falls and enabling people to return home from hospital into a safe environment.

The Rapid Response Adaptations Service (RRAP) is funded by Welsh Government and delivered across Wales by Care & Repair Agencies. It specifically funds small improvements and adaptations (typically costing around £150) to enable safe discharge from hospital or to help prevent admission into hospital. In 2016/17, 4,394 (23%) were helped return home from hospital and 14,805 (77%) had works that helped prevent hospital admission.

The Managing Better Service is funded by Welsh Government and is a joint partnership service with RNIB Cymru and Action on Hearing Loss Cymru. The Wales-wide service is delivered out of the 13 Care & Repair Agencies by specialist caseworkers who work proactively with health and Social Care to identify vulnerable, frail older people with sensory

loss to achieve a safe, healthy home before they reach a crisis point and enter the statutory system of hospitals, GPs or residential care. In 2016/17 the service helped 1,425 people, resulting in direct NHS/Social Care savings estimated at £3,268,923.

The Attic Project is funded by the Big Lottery and is an new innovative pilot project between Care & Repair and VCS Cymru which offers a de-cluttering service to older homeowners living in Cardiff, The Vale of Glamorgan and Newport. The project supports older people to organise their possessions to enable them to down –size or allowing access for repairs, adaptations and home improvements to be carried out.



Carers Trust

Network partners provide:

Care in the home to enable carers to take a break. With recent reports showing the toll caring can have on a person's physical and mental wellbeing, this support remains the vital core of what we do.

Emotional support by providing opportunities for carers to talk through their concerns, both individually and in group sessions, with staff, trained volunteers and other carers who understand their situation, thus helping to alleviate isolation and stress.

Advocacy at tribunals, assessments, case reviews and assistance to access funds and services.

Practical help - befriending, breaks, transport, benefits advice.

Training and education in skills often needed by carers, such as moving and handling people; first aid, and care giving; personal development; stress reduction through reflexology and aromatherapy; and training and education for professionals on carer-related issues.

Rapid or crisis response services which prevent either a person's unnecessary admission to hospital or a delay in their discharge. The aim of their work is to help ensure that no carer has to reach crisis point before they get the support they need. In short, to make it easier for carers to cope.

Referral to other care or health professionals including occupational therapists or memory clinics to support and implement wellbeing or reablement programmes.

Carers Wales

Information and Advice Service Help by providing expert advice, information and support – through our website, free advice line, online tools, factsheets and guides.

Peer support Connect carers so no-one has to care alone through our peer support services over the phone, online and face to face.



Campaigning Campaign and lead the carers' movement, bringing carers together to have a voice, raise awareness and influence decision makers for lasting change.

Providing awareness raising and training to ensure organisations can recognise and support carers and understand carer's rights.

Volunteering We engage carers through our volunteer network and have a range of volunteer opportunities.

Digital products We develop products and tools to help people better manage care.



Contact the Elderly

The model is based on a simple yet very effective concept: free, monthly tea parties for small groups of older people and other volunteers within their community which bring all ages together, develops fulfilling friendships and support networks, and gives everyone something to look forward to. Contact the Elderly currently has over 800 groups in England, Scotland and Wales, which provide a regular, consistent and vital friendship link every month to over 6,000 older people, aged 75 and above. There are currently over 10,000 volunteers supporting the groups: volunteer drivers collect the older guests from their homes and accompany them to tea parties, while volunteer hosts hold the tea parties in their homes. Contact the Elderly's tea parties are complemented by other services; as the older guests become more confident, many start to take up other activities.



Deafblind Cymru

Deafblind Cymru offers one to one befriending, with the aim being to reduce social isolation for those over the age of 50 with combined sight and hearing loss. Following an introduction made by Deafblind Cymru, volunteer befrienders regularly visit individuals with combined sight and hearing loss, enabling them to do more of the things they enjoy. This could include a visit to the local café, leisure activities such as rambling, help with accessible technologies or a cup of tea and chat at home reducing loneliness and isolation.

Peer Support and Social Groups provide those with both combined sight and hearing loss, plus their carers or family, an opportunity to meet, create friendships, support one another and share stories. At regular meetings, all members are encouraged to get involved in the decision making process to determine what activities the group should do. These often include social outings within the local community and arranging information sessions for guests to speak on subjects of interest. The groups help to reduce social isolation, and provide important information that may otherwise be inaccessible.

Providing awareness raising and training to health professionals in the NHS, Care Homes and others to ensure that deafblindness is recognised and understood.



Royal Voluntary Service Cymru

One-to-one social support offering that 'little bit of help' which can prevent an older person from becoming isolated in their own home and from feeling that they can no longer cope without more formal interventions.

Community Transport Services which provide support to get out and about and to access to the shops or to hospital appointments.

This support is particularly needed as more supermarkets move to out of town centres, and hospitals begin to provide fewer specialist services.

Nutritional support by providing meals on wheels or lunch clubs which ensure that an older person has a nutritious, hot meal on a regular basis, even when they are unable to cook for themselves.

Organised social support such as day centres and social clubs enabling older people to socialise in a relaxed environment and offering 'something to look forward to' which is very effective in reducing loneliness.



yn cefnogi pobl ddall ac
â golwg rhannol
supporting blind and
partially sighted people

RNIB Cymru

National Eye Health Week is an annual national campaign which promotes the importance of eye health and the need for regular sight tests for all. RNIB Cymru coordinates a Wales advisory group involving

representatives from a wide range of organisations. During the week, partners are involved in awareness raising activities in their organisations to promote the importance of eye health. 50 percent of sight loss is avoidable with early detection and treatment, so this campaign really helps raise awareness of simple things that people can do to look after their sight.

Eye Care Liaison Officer (ECLO) - this role is an integral part of the eye care pathway. RNIB Group ECLOs in Wales provide emotional and practical support tailored to the needs of the patient diagnosed with sight loss. ECLOs regularly refer patients on to rehabilitation, welfare rights services, the low vision service in Wales, and local social and support groups. Information is provided to patients on a wide range of topics and in an appropriate format.

Cardiff Institute of the Blind is part of the RNIB Group and offers direct services and support for blind and partially sighted people in South Wales. Various groups and activities are run by volunteers and staff which include gardening, singing, poetry, luncheon clubs, confidence building, befriending services and computer training. The services help to enable people to feel less isolated and promote independence, support and emotional health and wellbeing.

Visibly Better is an accreditation scheme which is run and administered by RNIB Cymru. It offers support, guidance, training, and recognition for organisations who can demonstrate their services are accessible to blind and partially sighted people. The scheme predominantly supports local authorities and housing associations in their sheltered and extra care accommodation. The accreditation is also transferable to other settings including other supported accommodation, registered care homes and hospital/inpatient services.

Further preventative services provided by RNIB Cymru include:

Transcription services

Welsh talking books

RNIB helpline offering practical and emotional support to anyone in the UK living with sight loss

RNIB publications including several magazines for people with sight loss

Welfare rights service providing information and guidance to people with sight loss about claiming appropriate benefits and signposting to relevant services.



Stroke Association

A range of high profile campaigns, such as the FAST campaign, raise awareness of stroke, including the risk factors and effects. Ask First provides information on how to monitor blood pressure. The organisation also provides stroke prevention information and undertakes research into the needs of stroke survivors.

Stroke Health Improvement Project provides support for carers and families via hospital and home visits, drop in surgeries, access to peer-support groups, information and advice, and signposting to appropriate agencies.

Information and Support Service provides practical advice, essential information and emotional support and works closely with stroke survivors to set their own goals and to ensure that any needs are met to make the best possible recovery. Older people can access assistance to join friendship networks, local leisure groups, social activities and referrals to other agencies.



RSVP Wales (Retired and Senior Volunteer Programme) is part of **Volunteering Matters**, a national volunteering and training charity and offers a

volunteering and befriending service:

Welcome Friends is working to reduce loneliness and isolation among older people living in Blaenau Gwent, Rhondda Cynon Taf, Carmarthenshire and Pembrokeshire. The project aims to increase social interaction for older people so that they feel a significant improvement in their sense of well-being whilst also raising their confidence and self-esteem to make positive choices about their engagement and personal development. Welcome Friends offers a range of befriending activities to effectively engage with older people across the full 50+ age spectrum; this includes engaging older people as volunteers, providing tailored support to encourage older people to join an existing local group, establishing new groups based on local interest, and offering one-to-one befriending in the home.

Age-Friendly Communities - Volunteering Matters is leading on the development of age-friendly communities across Wales to develop communities where people are better included and networked to promote their well-being, participation and engagement and remove barriers to them accessing support and opportunities. There is a strong evidence base that such approaches not only improve people's health and resilience but also embed preventative approaches in the local community.

Volunteering - RSVP Wales' core mission is to promote volunteering by older people in their communities. As well as benefitting participants engagement in volunteering has a strong evidence based impact on the health and well-being of the volunteers. Learn Together Cymru is one national example of such an approach with older people across Wales being recruited to volunteer to work with young people.

Appendix 2

The following 21 organisations are members of Age Alliance Wales:

Action on Hearing Loss are experts in providing a wide range of services and support for people with hearing loss and tinnitus, and can provide speech-to-text note takers, lip speakers, sign language interpreters and other communication support. The organisation offers practical advice to help people protect their hearing; campaigns to change public policy around hearing loss issues; signposts to social services, fire services, audiology and local organisations and support groups; supplies communication services and training; provides day-to-day care for people who are deaf and have additional needs, and supports research into an eventual cure for hearing loss and tinnitus.

Age Connects Wales aims to provide older people throughout Wales with the assistance, support and services that they need to live a healthier, more active and independent life. The philosophy is to make services as accessible as possible, and members offer differing levels of support according to individual need. These include a number of preventative programmes, which focus on the individuals perceptions of their own needs, whilst at the same time promoting positive ageing.

Age Cymru is dedicated to improving the lives of all older people and is the leading charity for all older people in Wales. Age Cymru campaigns, undertakes research and fundraises to build a better life for all older people. Age Cymru ensures older people's voices are heard, challenges and changes attitudes; fights discrimination and tackles elder abuse in all its forms.

Alzheimer's Society aims to provide a range of services that support people with dementia and their carers to live well and enable them to remain independent and in their own communities for as long as is possible. Local services include day care and home care for people with dementia, as well as support and befriending services to help partners and families cope with the demands of caring. Alzheimer's Society provides training for health and care professionals, and publishes a wide range of training materials and books.

Arthritis Care and Arthritis Research UK merged on 1 November 2017. We believe that together we can overcome the pain, isolation and fatigue of arthritis and have a greater

positive impact on the lives of the 10 million people across the UK who are currently living with the condition. Our ambition is to integrate cutting edge research with the expertise and growing involvement of people with arthritis to make everyday life better for people living with arthritis. We provide a wide range of services across Wales for people living with over 200 different forms of arthritis, including their families, friends and carers. We are here to give people the confidence and support to take control of their arthritis, stay active, independent and connected. We also campaign to improve services and ensure the voice of people living with arthritis is heard and acted on.

British Lung Foundation was established in 1985 and works for the one in five people across the nation affected by lung conditions and their families. People with poor lung health are always at the heart of everything we do. Not only do we fight for them, we offer them support through our Breathe Easy Groups our Helpline, health information and online web community.

British Red Cross delivers three core service delivery programmes in Wales; emergency response and recovery; resilience; and health and social care. Services help people in Wales to prepare for, respond to and recover from emergencies. Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

Care & Repair Cymru Care & Repair Cymru is the national body for Care & Repair in Wales, and the “Older People’s Housing Champion.” It is a registered charity working to achieve the vision of a Wales where all older people can live independently in warm, safe and accessible homes. There are 13 Care & Repair Agencies covering the whole of Wales. Each Agency provides a wide range of services and support for older and vulnerable people, helping them to remain living independently in their own homes and communities.

Carers Trust works to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. With Network Partners (Crossroads Care and PRTC Carers Centres), Carers Trust aims to ensure that information, advice and practical support are available to all carers across Wales.

Carers Wales supports carers by providing information and advice and campaigns to make life better for carers. Carers Wales influences policy makers, employers, and service providers to help them improve carers’ lives.

Contact the Elderly are a national charity which aims to relieve the acute loneliness and isolation of very elderly people in the UK who live alone, without family, friends or other support networks nearby. Contact the Elderly’s mission is to encourage very elderly people living alone to develop social interests by bringing friendship into their lives, to help such people to establish social contact with those who are similarly placed and to encourage volunteers to devote some of their spare time to these purposes.

Cruse Bereavement Cymru delivers support and counselling to bereaved people across Wales. Cruse is committed to breaking the stigma around grief and ensuring that everyone, no matter how old or young, can access the highest quality support following a bereavement.

Deafblind Cymru offers specialist services and human support to deafblind people and those who have progressive sight and hearing loss acquired throughout their lives. Deafblind Cymru aims to enable deafblind people living with this unique disability to maintain their independence, quality of life, and reduce the isolation that deafblindness creates.

Disability Wales is a national association of disabled people's organisations, striving to achieve rights, equality and independence for all disabled people in Wales, regardless of physical, sensory or neurological impairment, learning difficulty or mental health condition. Disability Wales recognises that many disabled people have many identities and can face multiple-discrimination.

Learning and Work Institute promotes the interests of adult learners with a particular focus on those who are least skilled, most disadvantaged and whose motivation, economic and social circumstances present barriers to engaging in learning.

Prime Cymru is an initiative for mature enterprises established by HRH the Prince of Wales. The charity is dedicated to helping people over 50 in Wales to become economically active through self-employment, employment and volunteering as a stepping stone towards more formal economic activity.

RNIB Cymru campaigns for the inclusion of people with sight loss and promotes eye health through national campaigns and working closely with third parties to deliver change. We provide many pan-Wales services for people with sensory and sight loss; many in partnership with other Wales-wide local charities and groups.

Royal Voluntary Service Cymru (formerly WRVS) aims to make Wales a place where every older person has the choice and opportunity to live the life they want. RVS Cymru offers older people a wide range of services that are delivered through the power of volunteering to make Wales a great place to grow old.

Sense Cymru Sense is a national charity that supports people who are deafblind, have sensory impairments or complex needs, to enjoy more independent lives. Our expertise in supporting individuals with communication needs benefits people of all ages, as well as their families and carers. We provide information and advice, offer a wide range of flexible services and campaign passionately for the rights of the people we serve.

Stroke Association believes in life after stroke and supports stroke survivors to make the best recovery they can. Stroke Association campaigns for better stroke prevention and care and funds research to develop new treatments and ways of preventing stroke.

Volunteering Matters - formerly CSV, is a national charity with over 50 years' experience

in Wales. Our Retired and Senior Volunteer Programme (RSVP) engages and develops older people as volunteers in a range of volunteer led activities. By investing in people through volunteering we can reduce inequalities and isolation to build stronger more inclusive communities.

**For more details of members of Age Alliance Wales, visit the website:
www.agealliancewales.org.uk/Age_Alliance_Members/**

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