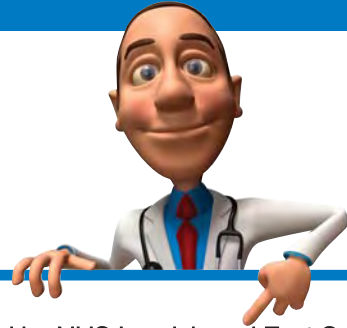


# A Guide to

# keeping healthy and happy in later life



This handbook has been produced by NHS Ipswich and East Suffolk Clinical Commissioning Group  
For further copies of this booklet go to [www.ipswichandeastsuffolkcccg.nhs.uk](http://www.ipswichandeastsuffolkcccg.nhs.uk)

**My nearest pharmacy is at:**

.....  
.....  
Tel: .....  
Opening hours:  
From.....to.....  
.

**Doctor or GP:**

Tel: .....  
Website: .....  
**My nearest A&E:**  
.....  
.....  
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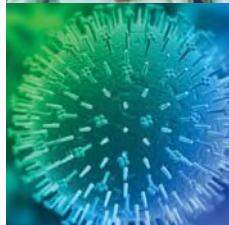
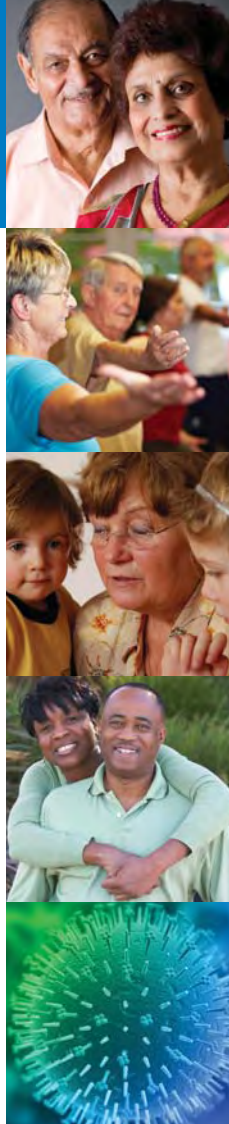
**Other useful contact numbers:**

Tel: .....  
Tel: .....  
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Tel: .....  
Tel: .....

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*Ipswich and East Suffolk Clinical Commissioning Group*



# Welcome

## You are 55 years young, or more!

This handbook has been put together by local healthcare professionals. We want to celebrate age, provide answers about health, ageing, services available locally and we want you to know about them too! We want to ensure that there are opportunities for us all to age well and experience a more positive and healthier older age.

The population of Suffolk is growing older and it is increasingly important for older people to take an active role in looking after their health and well-being. Give yourself a head-start by protecting yourself mentally and physically, by learning to recognise the possible signs of illness and by having regular health checks and screening tests.

This handbook does not have all the answers but it can help point you in the right direction. It cannot replace specialist care, so you need to seek medical advice if you are worried. We hope this information will help you to choose the best services for you and your needs.

Visit [www.ipswichandeastsuffolkccg.nhs.uk](http://www.ipswichandeastsuffolkccg.nhs.uk) to view this booklet online.

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# A guide to services

Here in Suffolk we have a wide range of healthcare services.  
See which service or professional is best to help you.

CALL  
**111**

When it's less urgent  
than 999

## NHS 111

NHS 111 is the service which makes it easier for you to access local health services. Calls are free from landlines and mobile phones. If you need urgent healthcare, you should call NHS 111 before you go to any other service. By calling NHS 111 you will be directed straightaway to the local service that can help you best. It is available 24 hours a day, 365 days a year. When should I call NHS 111?

- When you need help fast but it is not life threatening.
- When you are unsure if you need to go to A&E or another NHS urgent care service.
- When it's outside of GP surgery hours.
- When you are visiting the area.
- When you do not know who to call for medical help.



## Pharmacist

Your local Pharmacists can provide advice on most common health issues. They can suggest and dispense medicine and other health products. There are often Pharmacists in supermarkets and many are open late. Visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) where you can find the service locator that will help you find the Pharmacist nearest to you.



## GP

You will need to register with a GP (to find a GP in your area, use the NHS Choices Find Services System on: [www.nhs.uk/servicedirectorios](http://www.nhs.uk/servicedirectorios) Your GP can advise, give medicines and information on other services. You will need to make an appointment but most GPs will see an older person quite quickly if you are worried. After 6.30pm weekdays, at weekends and public holidays most services are covered by a GP out-of-hours service call **NHS 111**.

## Occupational Therapist

An Occupational Therapist looks at problem areas that patients may have in their everyday lives, such as dressing or getting to the shops, and will help them to work out practical solutions.

## Physiotherapist

Physiotherapy aims to restore movement and normal body function in cases of illness, injury and disability. Physiotherapists help and treat people of all ages with physical problems caused by illness, accident or ageing.

## Podiatrists

Podiatrists (also known as Chiropodists) treat a wide variety of conditions of the foot and lower leg. They play an important role in helping older people stay mobile and independent.

## Accident & Emergency

For immediate, life-threatening emergencies, please call 999. A&E and 999 are emergency services that should only be used when you are badly injured or show symptoms of critical illness such as choking, chest pain, blacking out, or blood loss.



## Social Care

Suffolk County Council advises and/or supports people with social care needs. For information visit [www.suffolk.gov.uk](http://www.suffolk.gov.uk) or call **0808 800 4005**.

## Aids and Adaptations

Older people and their carers can access equipment to help you live at home safely. Equipment ranges from things like a simple handrail, or ramp to a wheelchair or stairlift. [www.suffolk.gov.uk](http://www.suffolk.gov.uk)

## Dentist

A Dentist will treat and prevent dental and oral health problems, such as tooth decay and gum disease. They can also offer advice and tips on how to care for your mouth and teeth and can help with dentures. For out-of-hours Dentists call **NHS 111**.



**1**  
I want to be generally more healthy and enjoy my old age.

**2**  
There is no secret to well-being. Follow the 3 lifestyle changes.

**3**  
1. Stop smoking.  
2. Cut down on alcohol.  
3. Eat well.  
It's simple.

**SMOKEFREE** Call 0800 022 4332 or visit [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

**NHS recommends**  
MEN **3-4** UNITS DAILY  
WOMEN **2-3** UNITS DAILY  
SHOULD NOT REGULARLY EXCEED

# Lifestyle & well-being

## Make the 3 simple changes now

There are 3 major lifestyle changes you can make which will help you live a longer, healthier life.

**1** Giving up smoking has huge health benefits. It is never too late to give up. Just because you've tried to give up before and not succeeded, does not mean you can't do it. Many people make several quit attempts before they succeed.  
**Stop Smoking Service 0845 601 3116**




**2** Cut down on alcohol. It is recommended that men drink no more than three to four units of alcohol a day and women no more than two to three units of alcohol a day (with two days off per week). Older people may be more susceptible to the effect of alcohol, so drinking less is recommended. If you are taking medication and drinking alcohol, check with your GP or Pharmacist that it is safe.

**3** Your diet should include starchy foods such as rice and pasta, protein such as meat, fish, soya products and dairy products such as milk and cheese and fruit and vegetables. Try to avoid too much fat and sugar. Balance is the key.  
**Five portions of fruit and vegetables per day.**

**Giving up smoking will:**

- Eliminate carbon monoxide from your body within 24 hours.
- Reduce your risk of heart attack by half in just a year.
- Reduce your risk of Lung Cancer.
- Improve your appearance - skin loses its greyish pallor and becomes less wrinkled within 1 month!
- Reduce coughing and wheezing within 3-9 months.

**How many units?**

			
1 pint lager/ beer/cider (ABV 3.6%)	1 pint lager/ beer/cider (ABV 5.2%)	1 large wine (250ml) (ABV 12%)	Single shot of spirits (ABV 40%)
<b>2 units</b>	<b>3 units</b>	<b>3 units</b>	<b>1 unit</b>

## 8 tips to healthy eating

1. Base your meals on starchy foods (potatoes, cereals, pasta, rice and bread). Choose wholegrain varieties when you can.
2. Eat lots of fruit and veg. It's recommended that we eat at least five portions of different types of fruit and veg a day.
3. Eat more fish. Fish is a good source of protein, vitamins and minerals.
4. Cut down on saturated fat and sugar.
5. Eat less salt.
6. Don't get thirsty. We need to drink about 1.2 litres of fluid every day to stop us getting dehydrated.
7. Don't skip breakfast. A healthy breakfast is an important part of a balanced diet.

Source: [www.nhs.uk/Livewell/Goodfood](http://www.nhs.uk/Livewell/Goodfood)



## Examples of physical activity

### Moderate intensity activities:

- Brisk walking
- Ballroom dancing

### Vigorous intensity activities:

- Climbing stairs
- Running

### Physical activities that strengthen muscles:

- Carrying or moving heavy loads (such as groceries)
- Activities that involve stepping and jumping such as dancing or chair aerobics

### Activities to improve balance and co-ordination:

- Tai chi
- Yoga

# Weight management & eating well

## Help you feel your best

People who are physically active, eat well and maintain a healthy weight are less likely to get heart disease, diabetes and certain cancers or have a stroke.

Being overweight can damage your quality of life and can often trigger depression. Losing excess weight will improve overall health and help you to feel your best, even losing a small amount of weight can make a big difference.

The causes of obesity are often very varied. Two key factors are the amount of energy consumed (what we eat) and the amount of energy expended (how active we are), and the balance between the two. As we age physical activity levels tend to reduce as does the amount of lean muscle mass we have, but body fat tends to increase.

There is no magic wand to losing weight. Eating healthily is the most important factor, with being physically active assisting in weight loss programmes. Exercise prevents weight gain and helps to maintain your weight loss.

## How much exercise?

1. Any amount of physical activity is better than none, and more physical activity provides greater health benefits.
2. Adults 65+ should aim to be active daily. Over a week, activity should add up to at least 2 1/2 hours of moderate intensity activity in bouts of 10 minutes or more.
3. For those who are already regularly active at moderate intensity, benefits can be achieved through 1 1/4 hours of vigorous intensity activity spread across the week or a combination of moderate and vigorous activity.
4. Older adults should also undertake physical activity to improve muscle strength on at least two days a week.
5. Older adults at risk of falls should incorporate physical activity to improve balance and co-ordination on at least two days a week.



1

My GP has advised me to change my diet to reduce my blood cholesterol, I am unsure what to eat.

2

The most important thing to do is to cut down on saturated fat. It is also a good idea to eat more fruit, vegetables and fibre.

3

Cut out or reduce meat pies, bacon, sausages and fatty cuts of meat, butter, lard, cream, hard cheese, cakes and biscuits.



Call 0800 022 4332 or visit [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

# Well man

## Keeping well into older age

Just because you are now a little older does not mean you cannot be as fit and healthy as you have always been. You will need to take a bit more care with your personal health. You need to take stock of your lifestyle, what you eat, how much alcohol you drink, your weight, how much you exercise, self-check yourself and keep up regular health checks. If you smoke make the effort to stop now.

A healthy diet is key. Eat less salt, less saturated fat and five portions of fruit and vegetables a day.

High blood pressure increases your risk of having a heart attack or stroke, but there are things you can do to lower your blood pressure. Exercise, eat well, cut down on salt, limit your alcohol intake and do not smoke.

Erectile dysfunction can be a sign of other health problems, speak to your GP who can help. Don't be embarrassed to ask for advice.

Physical activity and exercise can help you stay healthy, energetic and independent as you get older. Exercise also has a really positive effect on the way you feel.

### GP says

#### Know your prostate

The prostate is located below the bladder. The prostate often enlarges as men get older and for most does not cause any problems.

Most men with early Prostate Cancer have no symptoms at all. Some of the symptoms of Prostate Cancer can also be caused by other prostate problems. Symptoms include:

- Needing to urinate often, especially at night.
- Difficulty starting to urinate.
- Straining to urinate or taking a long time to finish.
- Pain when urinating or during sex.

If you experience any of these symptoms visit your GP.

#### Testicular Cancer

- Regular self-examination.
- If you notice a lump or abnormality in your testicles see your GP immediately.

1

As you age maintaining your weight gets harder particularly during and after the menopause.

2

Remaining active prevents weight gain. Join a gym, walking group or learn a new sport.

3

Cook and eat healthy meals. Reduce fat and sugar in your diet and cut down on alcohol intake.



Call 0800 022 4332 or visit [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

## Menopause

The menopause can make you feel as if you're not in control of your own body, but there are ways to ease the symptoms.

- To ease hot flushes and night sweats exercise regularly, wear lighter clothing, keep your bedroom cool and try to reduce your stress levels. Avoid triggers, such as spicy food, caffeine, smoking and alcohol.
- Get some exercise - there is evidence that women who are more active tend to suffer less from the symptoms of the menopause.
- Stop smoking - women who smoke have an earlier menopause than non-smokers, have worse flushes and often do not respond as well to tablet forms of HRT. It is never too late to stop smoking.

# Well woman

## Keeping well into older age

Just because you are now a little older does not mean you cannot be as fit and healthy as you have always been. You will need to take a bit more care with your personal health. You need to take stock of your lifestyle, what you eat, how much alcohol you drink, your weight, how much you exercise, self-check yourself (breasts) and keep up regular health checks. If you smoke make the effort to stop now. Women as well as men need to take care of their heart (see pages 28-29).

The menopause can be an unsettling time in a woman's life and every woman will go through it. It doesn't happen at a particular age or last for a fixed period of time, and it can cause a variety of different symptoms, both physical and emotional.

There are free breast screening services. You will be invited (aged 50-70) for routine screening every three years. See page 21 for details on Breast Cancer. If you do not get an invitation contact your GP.



### GP says

Our bones gradually lose their density as a natural part of ageing. This happens to everybody but the change is faster in women after the menopause. Osteoporosis increases the risk of breaking bones, especially those in the wrist, hip or spine. There are several things you can do to help maintain your bones and reduce Osteoporosis.

- Eat calcium-rich foods.
- Go easy on the protein.
- Get your sunshine quota.
- Quit smoking.
- Cut out the salt.
- Be active.
- Drink sensibly - avoid caffeine.
- Maintain a healthy weight. Crash dieting can increase the risk.

1

If you are dating and having sex, be safe and use a condom. Sexually transmitted diseases affect the young and old.

2

Discuss areas of concern such as erectile dysfunction with your GP or Practice Nurse.

3

Sex has many health benefits. It is fun, it keeps you active and is a great stress reliever!



# Sexual health

## Loving in later life

Desiring sex and having sexual relationships does not go away as we get older.

Older people can get Sexually Transmitted Infections (STIs) too. It is easy to forget if we are in a new relationship and new to the whole dating experience that we need protection. Older people are less likely to use condoms because they do not consider themselves to be at risk but they are just as likely to get an STI as a younger person. The most common STIs are Herpes, Genital Warts, Chlamydia and HIV. As we age our immune system becomes less effective and our risk of getting an STI increases.

### Your changing body

It is an inevitable fact that, however young we feel inside, physically our body is changing. You may also be suffering from sexual problems related to age. Men may find it more difficult to get and maintain an erection, while women find lubrication a problem.

There are drop-in clinics available in Suffolk, call **0300 123 3650** for details. [www.suffolksexualhealth.com](http://www.suffolksexualhealth.com)



### The health benefits of sex

There are many reasons why regular sex is good for you. In women, it can increase blood oestrogen levels, helping to protect against coronary heart disease and osteoporosis, and helps keep the pelvic floor muscles toned, reducing the risk of incontinence. In men, sex releases hormones which help strengthen bones and muscles, protects against heart disease and may relieve congestion in the prostate gland. For both sexes it is a great stress reliever, induces sleep and is fun!





# Aches and pains

## Don't ignore them

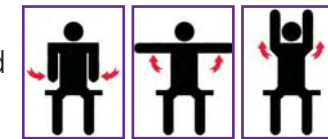
As our bodies age we can often suffer from minor aches and joint pains, but by leaving this pain unchecked, over 60s could be putting themselves at risk. Do not dismiss aches and pains as simply a sign of ageing. Whilst it is probably nothing to worry about, if the pain is persistent and severe do talk to your GP.

Back and shoulder pain is a common condition that affects many people at some point during their life.

There are many things you can do at home to help such as simple movements and exercise.

### Arm raises while sitting:

Breathe out as you raise arms and in as you lower. Repeat five times.



### Sideways bend:

Bend to the left keeping arms at sides. Repeat to the right. Hold each stretch for two seconds. Repeat three times on each side.



## Arthritis

Arthritis is a common condition that causes pain and inflammation within a joint. There are many different symptoms which may vary depending on the type of Arthritis.

Common symptoms include:

- Joint pain, tenderness and stiffness.
- Inflammation in and around the joints.
- Restricted movement of the joints.
- Warmth and redness of the skin over the affected joint.
- Weakness and muscle wasting.

Your GP may refer you to an Occupational Therapist who can assess and suggest practical ways to help you continue with your normal routine. They may also suggest specialist equipment and aids for use around the home.



 **SMOKEFREE** Call 0800 022 4332 or visit [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

# Cancer

## A scary word

You can reduce your risk of cancer by leading a healthy lifestyle. It is never too late to make healthy lifestyle changes. There are no proven ways to prevent cancer but you can reduce your risk of getting it.

It is important to know your body and recognise any changes, such as lumps or unexplained bleeding and to get advice about whether they might be serious. Check yourself regularly. The most important thing is not to ignore something you notice. Take advantage of the free screening available. Screening aims to pick up cancer at an early stage when treatment is likely to be more effective. Many cancers can be controlled and cured if caught early on. Some of the most common forms of cancer are Breast Cancer, Lung Cancer, Prostate Cancer, Bowel Cancer and Skin Cancer. See the following pages for more details on these types of cancer.

### Lower your risk of developing cancer by:

- A healthy balanced diet and keeping to a healthy weight.
- Drinking less alcohol.
- Stopping smoking.
- Protecting your skin from harmful sun damage.



### GP says

#### Screening

If you are aged 60 to 69 you will automatically be invited for screening for a range of cancers every two years. People aged 70 and over can request screening if they have not been automatically invited. Over 70s can request a testing kit by calling the free helpline on **0800 707 60 60**.

All women aged 50 to 70 are invited to attend mammograms every three years at a hospital or mobile screening unit. After the age of 70, women can make their own appointments for screening every three years.



### GP says

There are over 200 types of cancer which can cause a number of different symptoms. Often these symptoms are not cancer at all but it is far better to get checked out 'to be safe', and if it is, get early treatment.

Lung and Bowel Cancer are the most common types of cancers in both sexes.

[www.nhs.uk/be-clear-on-cancer](http://www.nhs.uk/be-clear-on-cancer)



## LUNG CANCER

### FACTS:

Lung Cancer is more common in the over 50s. Finding it early improves the chances of successful treatment. Not only smokers get Lung Cancer (around 1 in 8 of sufferers has never smoked).

### SYMPTOMS:

- Coughing for 3 weeks or longer.
- Repeated chest infections.
- Ache in the chest.
- Coughing up blood.
- Breathlessness.
- Feeling extra tired.
- Losing weight.



## BOWEL CANCER

### FACTS:

Bowel Cancer is more common in the over 50s. Finding it early improves the chances of successful treatment.

### SYMPTOMS:

- Blood in your poo or it's been looser for 3 weeks or longer.
- A pain or lump in your tummy.
- Feeling extra tired.
- Losing weight for no obvious reason.

Not all symptoms mean it is Bowel Cancer, and other conditions such as piles have similar symptoms.



## SKIN CANCER

### FACTS:

There are different types of Skin Cancer but most Skin Cancers are caused by long-term exposure to the sun. Fair skin is more at risk of sun damage. As we age our skin has more time to build up sun damage.

### SYMPTOMS:

- Unusual lumps and sores.
- A spot or sore that does not heal within 4 weeks.
- A spot or sore that continues to itch, hurt, scab, crust or bleed for more than 4 weeks.
- Areas where the skin has broken down or become an ulcer and it does not heal within 4 weeks.



## PROSTATE CANCER

Wish you knew the signs?  
Look closer, talk sooner.

### FACTS:

Prostate Cancer generally affects men over 50. It is the most common type of cancer in men. It differs from most other cancers, in that small areas of cancer within the prostate are common and may stay dormant for years.

### SYMPTOMS:

- Problems passing urine.
- Lumps or changes in testicles.
- Painful ejaculation.
- Blood in urine or semen.

Not everyone experiences symptoms of Prostate Cancer. Many times, signs are first detected by a Doctor during a routine check-up.



## BREAST CANCER

Wish you knew the signs?  
Look closer, talk sooner.

### FACTS:

Breast Cancer is the most common cancer in the UK. About 46,000 women get Breast Cancer in the UK each year. Most of them (8 out of 10) are over 50.

### SYMPTOMS:

- Breast Cancer can have a number of symptoms but usually shows as a lump or thickening in the breast tissue (although most breast lumps are not cancerous).
- Lumps or changes in breast(s) - size, shape and skin.
- Discharge from either nipple (which may be streaked with blood).
- A lump or swelling in either armpit.



**WHAT TO DO: Go to your GP.**

Most cancers if diagnosed early on are easier to treat and have a greater chance of being treated successfully.

1

Do you have difficulties in thinking clearly, understanding words, recognising people or common objects as well as loss of memory?

2

Confusion or forgetfulness does not mean someone has dementia. Other conditions such as common infections can cause similar problems.

3

Seek advice from your GP. Help and support is there when it is needed.

For more information on dementia call the Alzheimer's Society Ipswich and East Suffolk **01473 237301** West Suffolk **01284 766433** For advice contact Suffolk PALS on **0800 585544** or direct dial **01473 329110** or visit [www.dementiawebsuffolk.org.uk](http://www.dementiawebsuffolk.org.uk)

# Dementia

## Why am I being so forgetful?

Dementia is a general term used to describe a range of illnesses with different symptoms that affect the brain. There are many kinds of dementia but the most common are Alzheimer's disease and Vascular Dementia. What all types of dementia have in common is that they damage brain cells, so that the brain cannot work as well as it should.

However, a healthy lifestyle may reduce your risk of developing dementia, so keep your body healthy by eating well, being active, keeping a healthy weight and watching your blood pressure and cholesterol. Also don't forget stress and anxiety, depression, lack of sleep and the side effects of some medicines can affect your memory.

You should seek advice if you have symptoms such as:

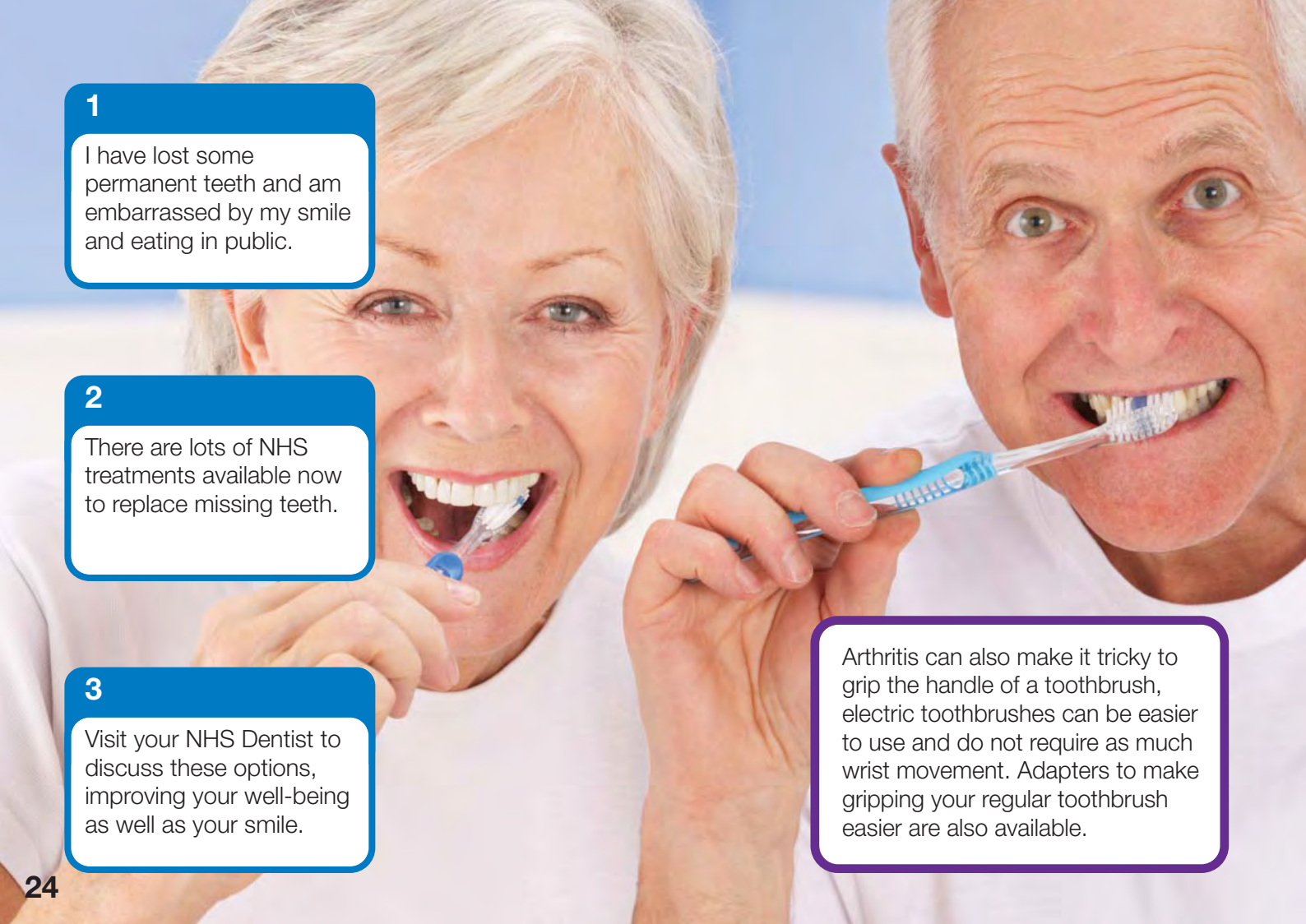
- Finding it hard to follow conversations or programmes on TV.
- Mood changes, depression and emotional upsets.
- Difficulty planning and completing simple tasks, for example making a meal.
- Difficulty concentrating and becoming easily distracted.
- Feeling confused even in familiar surroundings.



### GP says

Confusion or forgetfulness does not mean you have dementia. Other conditions such as infections can cause similar problems, so visit your GP as soon as you can.

If your GP thinks the reasons for the symptoms are not clear or would benefit from further investigation, they may refer you on to a specialist service. Early diagnosis is so important and some treatments may be available which help some people with the symptoms of some forms of dementia, particularly Alzheimer's disease. Get the help and support you need. There is practical and emotional advice available providing options, including equipment, that can support you and your family with day-to-day living.



1

I have lost some permanent teeth and am embarrassed by my smile and eating in public.

2

There are lots of NHS treatments available now to replace missing teeth.

3

Visit your NHS Dentist to discuss these options, improving your well-being as well as your smile.

Arthritis can also make it tricky to grip the handle of a toothbrush, electric toothbrushes can be easier to use and do not require as much wrist movement. Adapters to make gripping your regular toothbrush easier are also available.

# Good oral health

## A healthy mouth for life

The condition of our mouths and teeth can affect our communication, smile and self-confidence. Some degree of tooth decay can affect people's general quality of life, and more seriously can lead to problems with eating.

Due to improving oral health people are now retaining their teeth into old age, and maintaining good oral health is important for daily comfort and living. Regular tooth brushing, flossing as well as following a healthy diet will help.

A dental check up is not just limited to checking the health of your teeth, people without teeth should still attend the Dentist for a dental check-up. When you visit your Dentist, they will check your cheeks, tongue and the rest of the mouth as part of your dental check up. This is also done to spot, for example, any early signs of Mouth Cancer. Early diagnosis improves survival chances to more than 90%.

As we move through life we become more vulnerable to root decay as our gums recede, therefore good oral health becomes even more important.



### Dentist says

You do not have to register with a NHS Dentist and you can change your Dentist whenever you like. Call PALS on **0800 389 6819** to find an NHS Dentist near you or visit NHS Choices [www.nhs.uk](http://www.nhs.uk)

#### Dental Urgent Care

To find a Dentist in your area call **0800 389 6819** (8.30am-4.30pm). Out of hours call NHS 111.

### Top tips

- Use a fluoride toothpaste and 'spit don't rinse' (so fluoride is not diluted).
- Brush twice daily for 2 minutes, especially last thing at night.
- Cut down on sugar.

1

I have incontinence and have stopped drinking very much so I do not wet the bed accidentally.

2

Could drinking less water be bad for my health?

3

In drinking less water you may become dehydrated. Talk to your GP and get the problem sorted out.

# Incontinence

## Surprisingly common

Incontinence is surprisingly common. Embarrassment stops many people from talking to their GP.

Whilst it is more likely, it is not inevitable, that we may lose some bladder control as we get older.

In general, urinary incontinence affects twice as many women as men and becomes more common with increasing age.

It is normal to go to the toilet four to seven times a day and pass up to a pint of urine at a time. People with urinary (wee) incontinence get the urge to go far more often and pass a lot less urine each time. Bowel incontinence can be a bowel accident, when you don't reach the toilet in time, or leaking from the bowel that you are unaware of. Make sure you do not stop drinking, this can lead to dehydration, bladder infection, dizziness and other complications.

If you have incontinence, don't be embarrassed about talking to your GP. The symptoms can be improved, and often cured, with simple methods. Your GP can also check the symptoms for other complications.

### GP says

There are several forms of effective treatment, including:

- Lifestyle changes, such as losing weight.
- Pelvic floor muscle training (exercising your pelvic floor muscles by squeezing them).
- Bladder training, so you can wait longer.

Your GP or the Suffolk Continence Service **01379 873762** can assess whether you have incontinence, decide which type of incontinence you have, give general advice on controlling symptoms, give information on pelvic floor exercises and bladder training and give treatment with prescribed medicines. Regular clinics are held across Suffolk on an appointment basis.

If lifestyle changes and treatments do not solve the problem, you may be referred to a Continence Adviser or specialist.

## What is a stroke?

A stroke is a serious medical condition that occurs when the blood supply to part of the brain is cut off. Strokes are a medical emergency and fast treatment is essential because the sooner a person receives treatment for a stroke, the less damage is likely to happen.

### Symptoms:

The Face-Arm-Speech-Time (FAST) test lists the main symptoms to look out for:

- **Face.** Has the person's face fallen on one side? Can the person smile? Has their mouth or eye drooped?
- **Arms.** Can the person raise both arms and keep them there?
- **Speech.** Is their speech slurred?
- **Time.** It's time to call 999 if you see one or more of these signs.

### Prevention:

Eat a healthy diet, exercise regularly, do not smoke (or quit now) and be careful with alcohol.



Call 0800 022 4332 or visit  
[www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

# Healthy heart

Love your heart



Lifestyle has a big impact on our health as we grow older. People who are physically active, eat well and maintain a healthy weight are less likely to get heart disease or have a stroke. We should all be thinking about our heart health and what we can do to keep as healthy as possible.

A fatty diet can raise your cholesterol, increasing your risk of heart disease and stroke. You're twice as likely to have a heart attack if you smoke. If you have family history of cardiovascular disease, make sure you tell your GP. They may want to check your blood pressure and cholesterol.

### Top 'Love your Heart' tips:

1. Get checked. Ask your GP about having a health check to assess your risk of developing heart disease.
2. Stop smoking, now!
3. Get moving.
4. Lose weight if you need to.
5. Change shape. Your shape matters as well as your weight, if you have excess fat around your middle (apple shape) you are at higher risk of heart attack.
6. Drink wisely. Drinking a little alcohol regularly may be good for your heart, but make sure you stay within the recommended limits.
7. Balance your diet.
8. Cut down on salt.
9. Manage your stress.

## What is a heart attack?

A heart attack is a serious medical emergency in which the supply of blood to the heart is suddenly blocked, usually by a blood clot. Lack of blood to the heart can seriously damage the heart muscle.

### Symptoms can include:

- Chest pain: The chest can feel like it is being pressed or squeezed by a heavy object, and pain can radiate from the chest to the jaw, neck, arms and back.
- Shortness of breath.
- Feeling weak and/or lightheaded.
- Overwhelming feeling of anxiety.

### Prevention:

There are five main steps you can take to reduce your risk of having a heart attack (or having another heart attack): Eat a healthy diet, lose weight if you need to, exercise regularly, do not smoke (or quit now) and be careful with alcohol.



1

I had a bad fall and I am not sure what to do to make things safer.

2

Ask your GP about the Falls Service.

3

The Falls Service holds workshops and clinics. For more information contact PALS Helpline on **0800 389 6819** who can direct you to a local clinic or contact your GP.

# Trips and falls

## Staying steady on your feet

There are many simple things that you can do to help stay steady on your feet. It is very common to feel anxious if you have had a fall or feel unsteady.

Regular physical activity such as walking or gardening can help keep you fit and healthy. There are also specific exercises to strengthen the muscles of your legs and improve your co-ordination and balance. Vision plays an important role in your sense of balance too so have your eyes checked regularly.

Some medicines can make you feel faint or unsteady. Let your GP know if you ever feel like this.

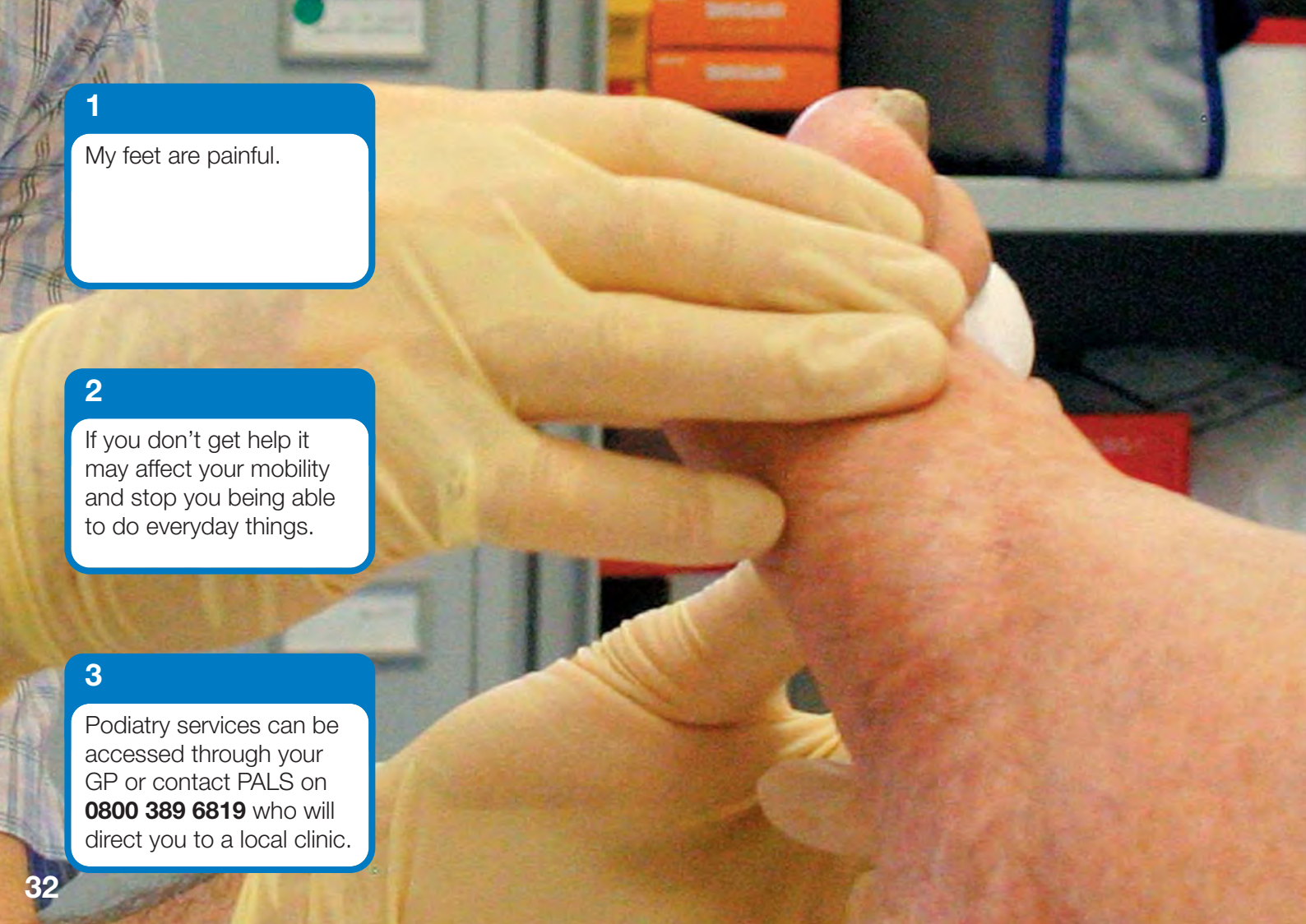
Foot problems can have a major effect on our balance and stability. Wear shoes that fit you well. Avoid loose slippers or those with no backs, sandals and high heels.

Always take care on the stairs and consider an extra banister or handrails to make everyday activities safer. Keep the floor free from clutter, which you may trip over. If you fall and are worried ask your GP to refer you to the Falls Service.

### Keep your home safe:

- **In the bathroom** - Test your bath water to prevent scalding. Use a non-slip rubber mat. A handrail is useful for extra support. It is a good idea to leave the door unlocked in case you need help.
- **In the bedroom** - Always switch off your electric blanket before getting into bed and check their cords regularly for scorch marks. Have your electric blanket tested annually. Before getting into bed, make sure that anything you need is within easy reach - a lamp, drink, medicines and perhaps a torch by the bedside. If you feel dizzy when you first sit up, wait a couple of minutes before standing up.
- **In the living area** - If rugs are frayed, it is safer to remove them. Secure trailing wires and have heating equipment checked regularly. Check smoke alarm batteries. The Fire Service do home safety visits and will fit smoke alarms free of charge for older people. Consider having a personal alarm so you can get help whenever you need it.





1

My feet are painful.

2

If you don't get help it may affect your mobility and stop you being able to do everyday things.

3

Podiatry services can be accessed through your GP or contact PALS on **0800 389 6819** who will direct you to a local clinic.

# Foot care

## Put your best foot forward

Keeping active into older age is the key to staying fit, mobile and independent. Foot care is one of the most important aspects of personal healthcare whatever your age. However, painful and uncomfortable feet need not be something to 'put up with' as we grow older.

Foot care problems tend to happen if you are less mobile than you used to be. Poor eyesight and stiff hands, can also make it harder for you to look after your feet.

Keeping feet clean is an essential part of any good healthy feet regime. Wash feet daily in warm soapy water, rinse well and dry well. You may need to apply a foot cream, massage the cream from the toes upwards to the knees. Trim toenails regularly, cutting straight across and making sure you do not cut too short. Wear well fitting shoes that provide good support, are wide enough and allow feet to breathe. Exercise feet regularly to tone muscles, strengthen arches and improve blood circulation.

If you have Diabetes it is even more important to take care of your feet.



### Podiatrist says

Podiatrists (also known as Chiropodists) treat a wide variety of conditions of the foot and lower leg.

If you want NHS Podiatry treatment, the first step is to see your GP or Practice Nurse who can refer you to an NHS Podiatrist if you qualify for free treatment. You may want to see a Podiatrist for advice and treatment if you have painful feet, thickened or discoloured toenails, cracks or cuts in the skin, growths such as warts, scaling or peeling on the soles or any other foot-related problem.

Podiatrists can also supply orthotics (tailor-made insoles, padding and arch supports).

Source: NHS Choices



1

I find it difficult to hear in social situations and feel really isolated and embarrassed by having to keep saying “pardon”.

2

Our senses are really important. Don't wait for the problem to get worse.

3

Talk to your GP who will do some simple tests and try to find a way to help.

# Your senses

## Sight and hearing loss

Having control over our lives is important and adjusting well to change is central to our psychological well-being. A loss of eyesight or hearing can have a huge impact on our lives if not dealt with.

### Sight

Our eyes are one of our most valuable senses yet as we age our eyesight can be one of the first things we notice deteriorating. Glaucoma is one of the most common causes of preventable blindness. People over 60 are eligible for a free NHS sight test every two years, annually if you are over 70. See your Optician for more information.

### Hearing

More than 50 per cent of people over 60 will be affected by some type of hearing loss. Older people can feel vulnerable, lonely and isolated and can wait many years before seeking help. It can be better to find out about hearing aids sooner rather than later as getting used to amplified sound is harder if you've already got used to a 'quieter world'. If you think you may have some hearing problems you should visit your GP as soon as possible, who will do some simple tests.

### GP says

If you visit your GP about your hearing they may refer you to an Ear, Nose and Throat (ENT) specialist or (particularly if you are over 60) an Audiologist. They will test you further to determine the cause of your hearing loss and work with you to find the best possible treatment.

### Optician says

If you visit your Optician about your eyesight they will check for Glaucoma, which usually starts by affecting your side vision (peripheral vision). We often don't notice this as our brain compensates for a large amount of this part of our vision being affected. If Glaucoma isn't caught and treated early - then it can go on to cause fairly serious 'tunnel vision'. Eventually, without treatment, it will also affect your central vision.

## Coping with flu

Try to rest, eat well, and drink plenty of fluids.

Going to your local Pharmacy could save you time and avoid a trip to your GP. You can get professional advice and treatments without an appointment. There are many medicines that you can buy over-the-counter which will ease the symptoms.

- Painkillers such as paracetamol, ibuprofen and aspirin, can bring down your temperature and help with aches and pains.
- If you have a stuffy nose, decongestants can help. They reduce the swelling inside your nose so you can breathe more easily. You could also inhale steam with a decongestant in it which will help clear a blocked nose.

Contact your GP if:

- You already have a heart or chest complaint, Diabetes, a serious medical condition, or if you are worried.

# Keeping well in winter

## Keep warm, keep well

In the winter, colds and flu are circulating and older people can be particularly vulnerable to the effects of cold weather. Certain health conditions are more obvious when a cold spell takes hold - more people experience chest problems, such as infections and breathing problems.

### Winter health

Winter can affect our health in all sorts of ways. Lack of natural daylight can lead to the winter blues, winter health risks like colds, flu and falls on ice, and winter weight gain is common.

### Get the jab

The best time of the year to get a flu vaccination is in the Autumn from September to early November. It is free and it is effective against the latest flu virus strains. Even if you've already had a flu jab in previous years, you need another one this year. GP practices in Suffolk are offering flu clinics, contact your GP surgery for details.

### There are three main ways of preventing flu:

- Hygiene - handwashing
- Flu jab
- Antiviral medicines (Relenza or Tamiflu)

### Key tips to staying warm

- **Keep your home warm.** Your main living room should be between around 18-21C (64-70F). Use a hot water bottle or electric blanket (but not both at the same time) to keep warm while you're in bed.
- **Wrap up warm, inside and out.** Several thin layers of clothes are better than one thick layer. If possible, stay inside during a cold period if you have heart or respiratory problems.
- **Keep active.** Move around at least once an hour and don't sit down for long periods of time. Even light exercise will help keep you warm.
- **Eat well.** Eat warming hearty and healthy meals. Porridge makes a really filling, warming and healthy start to the day.



For information on money matters, benefits, keeping healthy, travelling, working and more, contact Age UK Ipswich and East Suffolk **01473 359911** West Suffolk **01284 757750** [www.ageuk.org.uk/suffolk](http://www.ageuk.org.uk/suffolk)

 **SMOKEFREE** Call 0800 022 4332 or visit [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

# Long-term conditions

## Management and education

Long-term conditions include heart disease, Arthritis, Diabetes and respiratory disease, which cannot be cured but can be controlled by medication and other therapies.

Living with a long-term condition or having a partner who is affected can be a daily challenge. Keeping on top of the condition, understanding it and managing it helps. Visit your GP to review your condition and medication regularly. Knowing about and understanding your long-term condition can really help and there is plenty of information available.

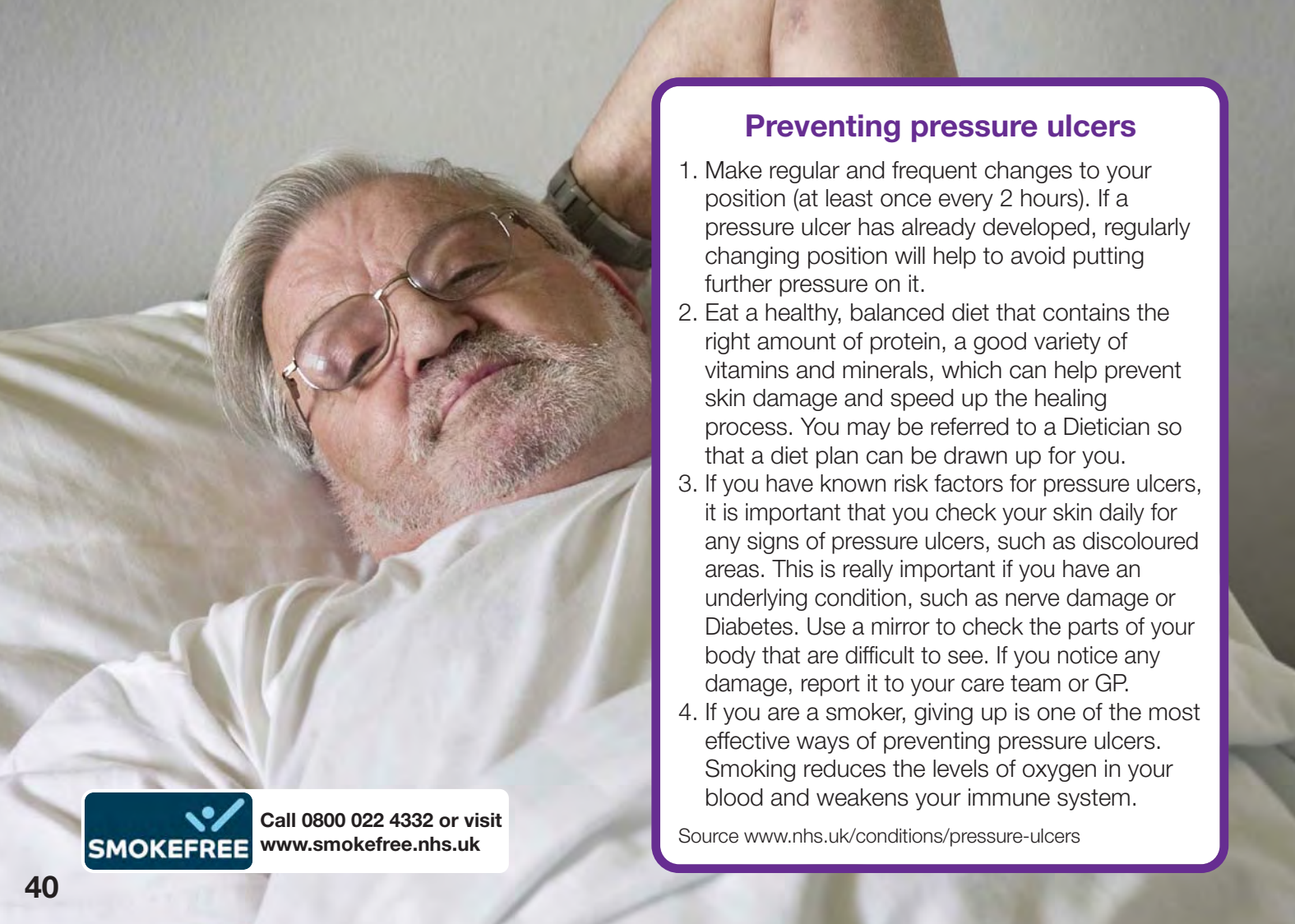
Whether your diagnosis is recent or you have had your condition for some time there is lots of support available. There are many ways to help manage your condition including training, support and counselling, and aids and adaptations for your home.

For more information on self care and personalised care and planning for people with long-term conditions visit [www.nhs.uk/yourhealth](http://www.nhs.uk/yourhealth)



Around 15 million people in England, or almost one in three of the population, have a long-term condition. Half of people aged over 60 in England have a long-term condition which can often result in having more than one long-term condition.

Your GP, Practice Nurse or Social Worker will support you by helping you develop your own personalised Care Plan. By talking about or reviewing your Care Plan regularly, you decide together what care and support you need and how it will be provided. Everyone with a long-term condition can have a Care Plan - just ask.



### Preventing pressure ulcers

1. Make regular and frequent changes to your position (at least once every 2 hours). If a pressure ulcer has already developed, regularly changing position will help to avoid putting further pressure on it.
2. Eat a healthy, balanced diet that contains the right amount of protein, a good variety of vitamins and minerals, which can help prevent skin damage and speed up the healing process. You may be referred to a Dietician so that a diet plan can be drawn up for you.
3. If you have known risk factors for pressure ulcers, it is important that you check your skin daily for any signs of pressure ulcers, such as discoloured areas. This is really important if you have an underlying condition, such as nerve damage or Diabetes. Use a mirror to check the parts of your body that are difficult to see. If you notice any damage, report it to your care team or GP.
4. If you are a smoker, giving up is one of the most effective ways of preventing pressure ulcers. Smoking reduces the levels of oxygen in your blood and weakens your immune system.

Source [www.nhs.uk/conditions/pressure-ulcers](http://www.nhs.uk/conditions/pressure-ulcers)



Call 0800 022 4332 or visit  
[www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

# Bed & pressure sores

## Keep on moving

Pressure sores, sometimes known as bedsores or pressure ulcers, are painful sores which occur when the blood supply to parts of the body is interrupted and skin and underlying tissue becomes damaged. In very serious cases, the underlying muscle and bone can also be damaged. People who are unable to move some or all of their body due to illness, paralysis or advanced age can develop pressure sores. If you have Diabetes you may be more prone to bedsores.

Pressure sores can quickly develop, sometimes over the course of a few hours.

If you notice any possible signs of damage such as areas of discolouration and patches of skin that feel unusually spongy, or tough to the touch, you should contact your GP.


Making regular and frequent changes to your position is one of the most effective ways of preventing pressure sores. If you are unable to change position yourself, a carer, or relative will be needed to assist you.



### Nurse says

Seek medical advice if more than three of these conditions apply:

- You are over 70.
- You can't move easily.
- Your skin is dry, sweaty or red.
- You are under or overweight.
- You are eating well but have lost weight.
- You have had a recent blood test.
- You are diabetic.
- You use a wheelchair.
- You are bedridden.
- You have another health condition such as dementia or chest problems.



For more information contact Ipswich and East Suffolk St Elizabeth Hospice **0800 5670111** or West Suffolk St Nicholas Hospice **01284 766133**.

### The Suffolk ACP Project

Most people would choose to die at home if they were terminally ill. The Suffolk ACP Project began following a two year Marie Curie Programme. NHS Suffolk is working in partnership with the Marie Curie Cancer Care, Suffolk County Council's Social Services, voluntary organisations and local charities to deliver the Marie Curie Delivering Choice Programme. This programme works towards allowing more people to be treated and to die at home.

# End of life care

## Support for people and their families

If you have a terminal illness, or are approaching the end of your life, it may be a good idea to make plans in advance for the future of your care. Planning ahead in this way is sometimes called advance care planning. It involves thinking and talking about your wishes for how you are cared for in the final months of your life.

End of life care helps you to live as well as possible until you die, and to die with dignity. It also includes support for your family or carers.

If you have an incurable illness, palliative care will help to make you as comfortable as possible while providing psychological, social and spiritual support for you and your family or carers.

Many healthcare professionals can be involved in providing end of life care. Most hospitals have special palliative care teams who co-ordinate all these services. When end of life care begins depends on your needs, it may last a few days, or for months or years. End of life care begins when you need it, and will continue for as long as you need it.

### Plan ahead

If you are not approaching the end of your life, you may still want to think about your wishes for your own end of life care. This could include:

- If you don't want certain kinds of treatment in the future, you can make a legally binding advance decision.
- Where you would prefer to die, your wishes for your funeral, who you would like to make decisions about your care if you are not able to decide for yourself.
- Find out how to legally appoint someone to make decisions about your care in the future if you become unable to make decisions yourself (Lasting Powers of Attorney).
- Make a will to ensure your property and finances are dealt with according to your wishes after your death.



1

Are you a carer?

2

You may not think so. 'Hidden' carers care for their family or partner as part of everyday life and don't access the help available.

3

Get support. You are entitled to help too.

# Support for carers

## They need care too



You are a carer if you are looking after someone else because of age, illness or disability. This could be your spouse, partner, parent, another relative or a friend.

Being a carer can be very rewarding, but it is also hard work. You may face issues you may not have had to deal with before and it can be hard to adjust to having someone dependent on you for support.

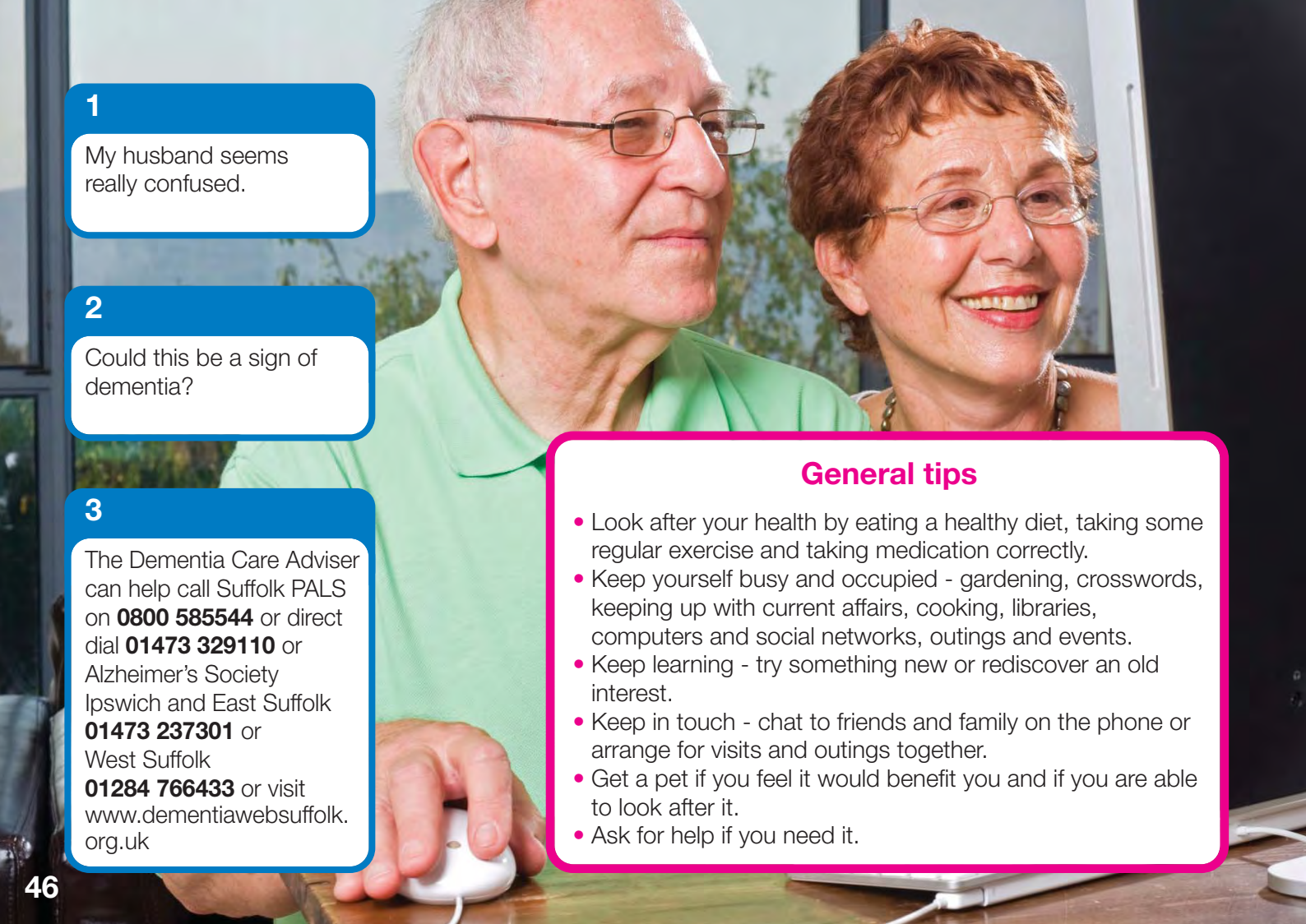
Being a carer can mean major changes in your life as well as the life of the person you are caring for. You may need to make practical changes with adaptations and improvements to your home such as bath rails or making a home suitable for wheelchair access.

If you feel under pressure there are people who can help. Make sure you do not miss check ups and health appointments, if you are unwell you cannot be a carer. It is important that you make sure you are cared for too.

Contact Suffolk Family Carers **01473 835400** or visit [www.suffolk-carers.org.uk](http://www.suffolk-carers.org.uk)

### You are not alone

- One in ten people are carers.
- Let your GP know you are a carer so they can support you by looking after your health.
- You are not alone. Ask for help.
- Looking after yourself - your health (emotional and physical) and well-being are very important.
- A carer's assessment is a way of finding out what help you need with caring, help to maintain your own health and well-being with your life, work and family commitments.
- Financial support may be available.
- Try to keep doing your hobbies and meeting friends.



1

My husband seems really confused.

2

Could this be a sign of dementia?

3

The Dementia Care Adviser can help call Suffolk PALS on **0800 585544** or direct dial **01473 329110** or Alzheimer's Society Ipswich and East Suffolk **01473 237301** or West Suffolk **01284 766433** or visit [www.dementiawebsuffolk.org.uk](http://www.dementiawebsuffolk.org.uk)

### General tips

- Look after your health by eating a healthy diet, taking some regular exercise and taking medication correctly.
- Keep yourself busy and occupied - gardening, crosswords, keeping up with current affairs, cooking, libraries, computers and social networks, outings and events.
- Keep learning - try something new or rediscover an old interest.
- Keep in touch - chat to friends and family on the phone or arrange for visits and outings together.
- Get a pet if you feel it would benefit you and if you are able to look after it.
- Ask for help if you need it.

# Mental health & well-being

## Taking control of your mental health

Mental well-being means the positive ability to enjoy life and cope with its difficulties and challenges.

Ageing does not have to mean a decline in mental health. There are many ways in which you can maintain good mental health, even if physical and health issues are making life more of a challenge. Just as we care for our bodies, we need to look after and exercise our minds.

Being a bit forgetful can often come with age, and does not mean you have dementia.

We all feel a little sad or down from time to time but feeling down is not the same as being depressed or having depression. Take steps to help prevent depression. Depression can affect older people. Many older people experience psychological or emotional distress associated with factors linked to old age, including loss of independence, loneliness and losses of many kinds, including bereavements. If you feel unable to cope it is important to tell your GP, don't suffer in silence and get help.

### Coping with depression

Recognising symptoms of depression and getting help early is important. Depression can just happen, but often it is 'triggered' by things that happen like losing a partner or illness.

Symptoms may include loss of appetite, being unable to sleep, weight loss, and having little energy. Talk to your GP if you are affected by a combination of symptoms for a period of time.

### Dementia

Dementia is a common concern for many as they grow older. Symptoms, such as forgetfulness, confusion, and emotional outbursts may not be recognised as dementia at first, but may gradually worsen. If you think you or your partner are being affected by dementia (see page 22), talk to your GP.





## Age UK

If anyone is suffering from loneliness or feeling isolated, help is available from Age UK. A friendly chat over the telephone or meeting each week can really cheer you up if you live alone, and that's the principle behind the Age UK Suffolk Befriending Service. Maybe you could become one of Age UK's volunteers and not only help yourself but others too. Call Age UK on **01284 757750** (West Suffolk) **01473 359911** (Ipswich and East Suffolk)

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

# Loneliness & socialising

## Socialising keeps us well and happy

Over a third of people aged 65+ in Great Britain feel lonely according to research from Age UK\*.

Loneliness can have a huge impact on both physical and mental health. As well as depression, persistent loneliness can also cause stress. Loneliness makes it harder to control habits and behaviour which can lead to health problems. Lonely older adults drink more alcohol, have unhealthier diets and take less exercise than the socially contented.

The Internet is a vital tool in tackling isolation and loneliness but don't just keep in touch on-line. Face to face contact is very important too. Taking the first step can be difficult, but the long term benefits can be enormous. If you are lonely, try and involve yourself in some social activities. Find out about older people's forums, partnerships, befriending services and groups or take up a new hobby.

To help combat loneliness try to get out. Even walking to the local shops if you are able, will bring you into contact with people and help boost your confidence.

\*According to research from Age UK

## Why do we become lonely?

- The loss of a loved one.
- Physical limitations like illness or poor mobility can affect a person's ability to go out and meet people.
- Redundancy or retirement can lead to people becoming more isolated, as they adjust to new roles.
- Sensory impairment can also be a barrier to social contact as many people are concerned that they will not be able to communicate.
- Incontinence can also be an issue for some people and make them fear leaving the house (see page 26).
- Older gay and lesbian people have experienced fear about 'coming out' or have never done so.
- Financial issues can lead to isolation. Make an appointment with your Citizens Advice Bureau to ensure that you are receiving all the benefits you are entitled to.



1

Losing someone close to you is a highly traumatic event.

2

Talking about death and the person who died helps as does dealing with the practical aspects of your new life.

3

Speak to your GP. Contact Cruse Bereavement Care Suffolk. [www.suffolkcruse.co.uk](http://www.suffolkcruse.co.uk)

# Loss & bereavement

## Your changing emotions

Losing someone close to you is a highly traumatic event. Although each person will deal with loss in their own way, there are several recognisable emotions and reactions that people go through. This is an entirely normal part of grieving.

You may think you should be able to cope, especially if the death was expected, but you still find you can't. You may think you've done all your grieving and then find you haven't. You may think that having other people who care for you will make everything alright but it doesn't. If other people were not aware of the nature of your relationship with the deceased you may feel excluded.

Anger is a common part of grieving - anger at yourself, anger at the person who died, anger at friends and family, anger at the system and/or anger at your God. Talking helps. Allow yourself to express your feelings and talk about the person who has died. Dealing with the practical aspects involved when someone dies can also help.

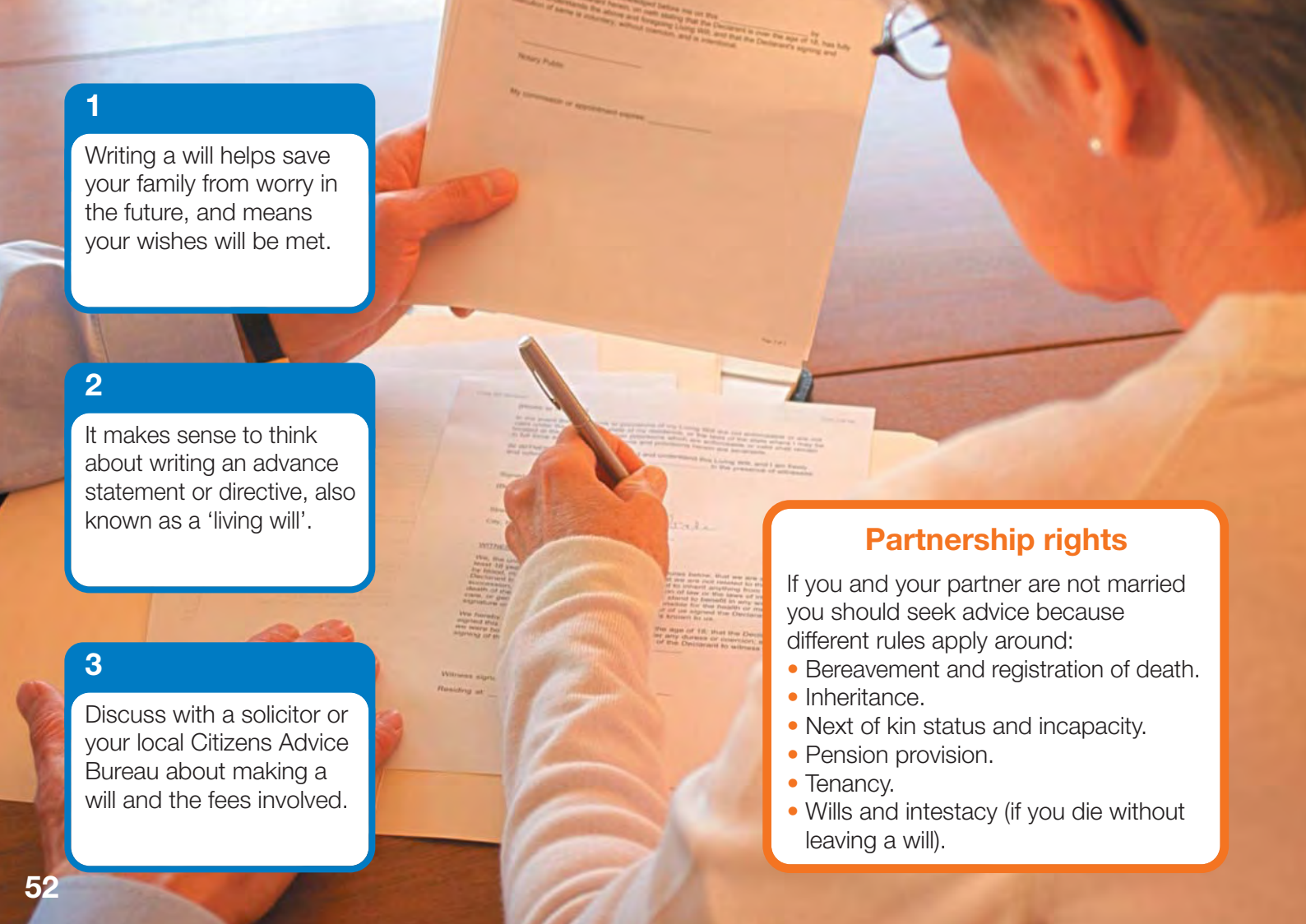
## Being practical

There are a number of practical things to be done following a death. If you can, ask a family member or friend to help.

- A Doctor will need to issue a death certificate.
- You should appoint a funeral director to make the arrangements. You may be entitled to help with funeral expenses.
- You must register the death within five days. You need to take the death certificate with you.
- Tell family members, friends and colleagues.
- There may be organisations to notify.

If the deceased was receiving welfare benefits you should inform the Benefits Office. Other organisations to inform are the DVLA, the UK Passport Agency, the Inland Revenue and any Bank or Building Societies.

You may also need to contact their personal or occupational pension provider, insurance companies, mortgage provider, housing association or council housing office, social care services and utility suppliers.



1

Writing a will helps save your family from worry in the future, and means your wishes will be met.

2

It makes sense to think about writing an advance statement or directive, also known as a 'living will'.

3

Discuss with a solicitor or your local Citizens Advice Bureau about making a will and the fees involved.

### Partnership rights

If you and your partner are not married you should seek advice because different rules apply around:

- Bereavement and registration of death.
- Inheritance.
- Next of kin status and incapacity.
- Pension provision.
- Tenancy.
- Wills and intestacy (if you die without leaving a will).

# Your will & legal matters

## Making your wishes known

Even if you feel you do not have much to leave, it is important that what you do have is left to those you care about. If you do not make a will, this means you die intestate. Your spouse will be the main beneficiary unless stated otherwise. If you are not married to your partner they will not automatically be a beneficiary, so make arrangements in advance. The absence of a will causes lengthy delays so organise things in advance.

Age UK provides a document that provides information so your family and friends understand your wishes after your death. This document should be given to a trusted family member for safe keeping. It cannot be used as a will. Call the Age Concern Information Line on freephone **0800 169 65 65** and ask for the form headed 'To my family, friends and executors...'

### Other legal matters

Visit [www.lawsociety.org.uk](http://www.lawsociety.org.uk) to find details of a suitable local solicitor. Some solicitors may have funding schemes to help with the cost. Remember to check in advance what fees will apply.

### Living will

A living will (also known as an advance directive) usually takes the form of a written statement setting out what types of medical treatment the maker of the will does or does not want in specific circumstances should they be incapable of giving or refusing consent. It must be signed whilst the maker is mentally competent.

### Lasting Power of Attorney

A Lasting Power of Attorney (LPA) is a legal document by which one gives another person (the Attorney) the power to act on their behalf and in his or her name. It can be drawn up at any time while you have capacity to do this but it has no legal standing until it is registered with the Office of the Public Guardian.

## National contacts

### Age UK

0800 169 6565  
www.ageuk.org.uk

### Alcoholics Anonymous

0845 769 7555  
www.alcoholics-anonymous.org.uk

### Crossroads

Caring for Carers 0845 450 0350  
www.carers.org

### Carers UK

CarersLine 0808 808 7777  
www.carersuk.org

### Cruse Bereavement Care

0844 477 9400  
www.cruse.org.uk

### Drinkline

0800 917 8282  
24 hour Confidential Advice

### NHS 111

If you need urgent medical help or advice but it's not life-threatening.

### Emergency Ambulance

999

### NHS Smoking Helpline

0800 022 4 332  
www.smokefree.nhs.uk

### Royal Society for the Prevention of Accidents (RoSPA)

0121 248 2000 www.rosipa.com

### Podiatrist (Chiropodist)

General enquiries regarding NHS Podiatrist (Chiropodist)  
01473 275 204

### Alzheimers Society

020 7423 3500  
enquiries@alzheimers.org.uk  
www.alzheimers.org.uk

### British Heart Foundation

0300 330 3311  
heartmatters@bhf.org.uk  
www.bhf.org.uk

### Diabetes UK

0845 120 2960 - careline  
0843 353 8600 - peer support line  
info@diabetes.org.uk  
www.diabetes.org.uk

### Mind - for better mental health

0300 123 3393  
info@mind.org.uk  
www.mind.org.uk

### Menopause Matters

www.menopausematters.co.uk

### Citizens Advice

www.citizensadvice.org.uk

### FirstStop Advice

www.firststopcareadvice.org.uk

### National Domestic Violence Helpline

0808 2000 247  
www.nationaldomesticviolencehelpline.org.uk

## Local contacts

### Age UK

Ipswich and East Suffolk  
01473 359911  
www.ageuk.org.uk/suffolk

### One Suffolk

08456 808406  
www.onesuffolk.net  
Email: info@onesuffolk.co.uk  
We respond to all the emails we receive.

### Suffolk Artlink

www.suffolkartlink.org.uk  
Suffolk Artlink is a registered charity whose main aim is to improve the quality of life of some of Suffolk's most vulnerable people through the provision of creative activities.  
01986 873955

### Cruse Bereavement Care

Ipswich and East Suffolk  
01473 230888  
www.suffolkcruse.co.uk

### Citizens Advice

Ipswich and East Suffolk  
01473 219777  
www.citizensadvice.org.uk

### Healthy Ambitions

www.healthyambitionssuffolk.co.uk  
www.angcn.nhs.uk  
www.suffolk-carers.org.uk

### Dementia Care

NSFT PALS 0800 585 544  
01284 766433  
Alzheimer's Society  
Ipswich and East Suffolk  
01473 237301

### Patient Advice and Liaison Service (PALS)

0800 389 6819

### End of life care

Ipswich and East Suffolk  
St Elizabeth Hospice  
0800 5670111

Sources: NHS Choices, Sunsmart, Cancer UK, Age UK