



**Independent  
Age**

Free, confidential  
advice for older  
people, their families  
and carers

# Call our free Helpline

Our Helpline team is friendly and helpful. If we can support you right away, we will. And, if you need more in-depth advice, we will arrange a time for you to speak with one of our advisers.

## Our areas of expertise

We always aim to give you advice or support directly, or to point you in the right direction. While we try to help with any issue affecting older people, our particular areas of expertise are:

- care and support
- money and benefits
- health services
- housing options
- connecting with other people if you're lonely.



**0800 319 6789**

**Monday to Friday,  
8.30am to 6.30pm**

We're closed on weekends  
and bank holidays.

## Our advice service

If you need more in-depth or specialist advice, we provide a confidential telephone service for people over the age of 65, their families and carers.

### **We give free, impartial advice on issues like:**

- staying independent at home
- arranging care for you or someone you know
- hospital discharges
- paying for care
- choosing the right care home
- welfare benefits.

We offer this advice through a telephone appointment, available from Monday to Friday between 9am and 4.30pm. If you need an appointment at a specific time or urgently, please let the Helpline team know when you're booking.

You can also email [advice@independentage.org](mailto:advice@independentage.org) for advice in writing. We aim to respond to most emails within 3–5 days.

# Free guides for later life

Our free guides and factsheets are full of information to help you boost your income, find the care you need, choose the right place to live, stay connected with others and more.







To order your free copies, call **0800 319 6789** or visit [independentage.org/publications](https://independentage.org/publications).

Large-print and audio versions are also available – just ask.



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