

## Useful Contacts

### **The Urgent Care Team**

☎ 077 66 40 661

You can call the team for help and advice 24 hours a day for the following ailments:

- Breathing problems
- Chest infection
- Abdominal pain
- Allergic reactions
- Had a fall
- Animal bites
- Diabetes

When you call, the nurse will ask you questions relating to the condition of the patient. They will arrange to visit or give advice over the phone. If in doubt call 999 for an ambulance.

### **Social Services**

24 hour Emergency Number

☎ 0191 553 1991

### **Northumbria Police**

☎ 08456 043 043

### **Crime Prevention Officer**

☎ 08456 043 043 Ext. 666 38

### **Mission Statement**

"To promote the well being of all older people throughout the City of Sunderland, improve their quality of life and help them maintain independence".

*Make  
the first move  
and make a difference*

Please take the time to read this leaflet.

By making the first move you can help to make your community a better safer place to live. Don't forget that one day you or a member of your family might be grateful of this scheme.



In order to improve our service we would like to hear your comments and suggestions regarding this project or if you require more information or extra leaflets please contact the Good Neighbour Co-ordinator at:

**AGE** Sunderland  
*Concern*

The Bradbury Centre  
Stockton Road  
SUNDERLAND  
SR2 7AQ

☎ 0191 514 1131

Fax: 0191 567 0378

E-Mail [adriennerowly@acsunderland.org.uk](mailto:adriennerowly@acsunderland.org.uk)

**AGE** Sunderland  
*Concern*

## Good Neighbour Project



*Make  
the first  
move and  
make a difference*

## Are You A Good Neighbour?

**How many of your neighbours do you know?  
Do you know their names?**

Age Concern Sunderland is challenging the people of Sunderland to get to know their neighbours. It's not that the people of Sunderland are unfriendly, quite the opposite. It's that our lifestyles have changed and we're busier than we used to be and we seem to have forgotten to take the time to stop and talk to each other!

It's not just for older people, it's for everyone young and old. If we can encourage everyone to get to know their neighbours we can make our community a better, safer place to live.

There are other benefits too:

- **Security** – Neighbours can look out for strangers while you are out at work or away on holiday.
- **Help each other out with small tasks** – We all need help now and again. It may be that a retired neighbour could take delivery of a parcel while you are out at work. In return if the weather was poor, you could offer to get the shopping basics while you were out.
- **Peace of mind** – Just knowing that in the event of an accident or and emergency there is someone you know near at hand. You don't have to be elderly to have a fall or an accident in the home!
- **A friendly face** – It's easy for older people to become isolated. Make a point once a week of calling just to say hello and make sure they are well and safe.

## Safety First

Firstly, and most importantly, don't put yourself at risk. Initially, always let someone know that you are going to a neighbour's house and how long you expect to be.

Unless you are really sure of your neighbours, don't invite them in to your home until you feel comfortable to do so. **If you are the one kept standing on the doorstep, don't be offended, your neighbour is being sensible and taking care.**

Don't hand over large amounts of money to strangers if they offer to pay a bill or do the shopping for you and never give out bank details or card pin numbers.

## Share Information

If you visited your neighbour and you had concerns about their health or welfare, would you know who to contact?

Do they have family you could contact?

If they were taken into hospital are there pets left at home? Who will look after them?

**On the next page there is space to record your neighbours contact details and any special arrangements they may wish you to know.**

If you had an accident would your neighbour know who to contact for you?

Share your information with them.

**Keep the information handy by the phone in the event of an emergency.**

## Neighbours Contact Details

Neighbour's name .....

House Number .....

Next of kin contact name.....

Relationship .....

Address .....

.....

☎ Home .....

☎ Work .....

☎ Mobile .....

Special arrangements .....

.....

.....

Neighbour's name .....

House Number .....

Next of kin contact name.....

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Special arrangements .....

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