

# Help us create communities that feel like home for older people with these top tips



## Most of us will feel lonely at some point.

Hopefully this moment will pass. But for more and more older people in our communities, loneliness becomes a permanent feeling that can have a devastating impact on their health and wellbeing.

Organisations like Age UK help tackle the complex causes of loneliness and provide specialist support to older people.

But you can do your bit too. Even small gestures make a difference. Here are some ways you can help Dunelm and Age UK create communities that feel like home for older people and everyone!

# Greet your neighbours with a smile

A friendly smile or helpful gesture can go a long way: stopping and talking to an older neighbour if you pass them on the street, or wishing an older person 'Good morning' at a bus stop, in a café or on a shopping trip.

Keep conversation light. We all love talking about the weather, which can be a good place to start.

If you see someone struggling, offer to help – even the offer itself could make someone's day.



# Make time for older loved ones



A phone call, popping in for a chat or sending a card could make a big difference to older relatives and friends.

Let the older people you care about know they can call on you if they need help.

If you know someone doesn't get much company, why not discuss with other friends or family how best to make sure they see or hear from someone regularly.

It's meaningful conversations that really build connections. So give a little more time if you can, and really listen – and who knows what interesting stories you might hear.

If starting a proper conversation with an older person is a bit daunting, a good idea is to plan a few questions in advance. Ask questions that require more than a 'yes' or 'no' reply, for example, 'Why did you become a teacher/engineer/hairdresser, etc' – or start a sentence with 'Tell me about...'

# Get help when you need it

The charity for older people, Age UK, is here for older people and their families across the country.

So get in contact if you need some practical support or a friendly chat. And pass on the details below to anyone you think might need them.



For information and advice, contact  
Age UK Advice Line on  
**0800 169 65 65**  
(open 8am-7pm) or visit [ageuk.org.uk](https://www.ageuk.org.uk)

For a cheerful chat, day or night, contact  
Age UK's Silver Line Helpline on  
**0800 470 80 90**