We support, inform and campaign on behalf of older people in care

For further information about our work contact:

The Relatives & Residents Association

1 The Ivories
6-18 Northampton Street
London
N1 2HY

Office: 020 7359 8148
Helpline: 020 7359 8136
Email: info@relres.org
Web: www.relres.org

The Relatives & Residents Association is a registered charity (No. 1020194) and a company limited by guarantee (No. 2813362) 5/2013
The Relatives & Residents Association, founded as a national charity in 1993, exists to promote the well-being and to represent the interests of older people in care homes.

There are almost half a million older people in care in the UK and they are among the most vulnerable groups in society. Most are over 80 years old, very frail, and a majority have some level of dementia, many having no-one to champion them and act on their behalf. Making a decision to go into a care home is hard both for individuals themselves and their relatives who often have to take the lead in helping the older person make the decision.

The Association employs the unique perspectives of residents and their relatives to help improve services and standards for older people and influence policy and practice for all those living in care homes. This is achieved by:

**Providing advice, support and information**

- through its Helpline (020 7359 8136) and other information services
- by helping older people and their relatives make informed choices about moving into care
- by helping potential residents, their families and friends be better informed about their rights, entitlements and standards they should expect
- by disseminating information and influencing practice through training courses, conferences, seminars, publications and training materials

**Building positive relationships**

- between care homes, older people and their families and friends
- by empowering older people, their relatives and friends to stand up for the human rights of those in care homes
- by supporting families and close friends in their roles as principal advocates acting in the best interests of older people in care
- by promoting and supporting relatives and residents groups in care homes and local areas

**Influencing public and professional opinion**

- through its research, policy work and intelligence gathering on all matters to do with residential and nursing care
- by providing informed feedback to central government, care homes, regulators and others on what is happening in practice
- by lobbying and influencing opinion leaders to recognise the need for high quality residential care and support improved practice

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**In carrying out its mission, the Relatives & Residents Association always puts the needs of care home residents first**

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**Join us today**

Why not become a member and keep up to date with R&RA events and support the work of the Association?

Individual membership (annual subscription £24)  
Corporate membership (annual subscription £100)

I would like to make a donation of  
£10  £20  £50  Other £  
Total Amount: £

Surname:  Title:  
First name:  
Organisation (where applicable):  
Address:  
Post code:  
Tel:  
Email:  

For taxpaying individuals:  
Please treat all my donations as Gift Aid until I notify you otherwise.

Signature:  Date:  

Please make cheques payable to  
The Relatives & Residents Association and send to:  
1 The Ivories, 6-18 Northampton Street,  
London N1 2HY  

I am interested in becoming a volunteer

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