

Good Afternoon,

I am delighted to inform you of our recent rebrand- as you can see we are now called '**Hourglass**' (formerly Action on Elder Abuse.)

We are still the only UK-wide charity dedicated to stopping the harm, abuse and exploitation of older people and promote safer ageing.

The hourglass has long been associated with time passing and old age. It evokes the precious and fragile nature of the human condition as time passes and the need to protect it.

We offer a **confidential** helpline that provides information and support to **anyone** concerned about harm, abuse or exploitation of an older person. This might include **physical, financial, psychological, sexual or neglect**. The helpline is available in England, Wales, Scotland and Northern Ireland.

Hourglass Cymru offers specific, tailored advice to those living in Wales and are the only helpline for abuse of older people

Our trained Information Officers can provide information, advice and support and put you in touch with appropriate local agencies.

Our Helpline is available from 9am to 5pm every Monday to Friday, offering:

- **support for older people who have experienced, or are at risk of, any kind of harm, abuse or exploitation.**
- **support for anyone concerned about an older person, e.g family, friends, neighbours, carers or health professionals, etc.**
- **information and advice relating to safer ageing and prevention.**

The Hourglass helpline is entirely confidential, free to call from a landline or mobile, and the number won't appear on the phone bill.

0808 808 8141

For enquiries please contact Katie Mottram, Project Coordinator

katiemottram@wearehourglass.org

Hourglass is the working name of Action on Elder Abuse, a charity registered in England and Wales (reg. no: 1140543), and also in Scotland (reg. no: SC046278). Action on Elder Abuse is also registered as a company limited by guarantee in England and Wales under number 07290092.