

Factsheet 5w ● April 2024

## Dental care: NHS and private treatment in Wales



**Age Cymru Advice**

**0300 303 44 98**

**[www.agecymru.org.uk](http://www.agecymru.org.uk)**

## Contents

1	Information about this factsheet	3
2	Finding a dentist who offers NHS treatment	3
3	Dental check-ups and treatment plans	3
	3.1 Check-ups	3
	3.2 Frequency of check-ups	4
	3.3 Dental treatment	5
4	The NHS charging system for dental treatment	6
	4.1 Charging bands	6
	4.2 Things that you should not be charged for	8
5	'Cosmetic' treatment	9
6	Help with charges for NHS dental treatment	9
	6.1 Automatic entitlement to free NHS dental treatment	10
	6.2 The NHS Low Income Scheme (LIS)	10
7	Urgent and out-of-hours treatment	11
	7.1 Charging for urgent or out-of-hours treatment	11
	7.2 What you will receive as part of urgent or out-of-hours treatment	12
	7.3 How to access urgent or out-of-hours treatment	12
	7.4 If a tooth has been knocked out	13
8	Dental emergencies	13
9	Community dental services	14
10	Dental care for care home residents	14
11	Complaints about NHS treatment	16
12	Private dental treatment	16
	12.1 The costs of private dental treatment	17
	12.2 Complaints about private treatment	17
13	Viewing your dental records	17
14	Registration and regulation of dental practices and dental professionals	18
	14.1 The General Dental Council (GDC)	18
	14.2 The Healthcare Inspectorate Wales	18
15	Useful organisations	19
16	Further information about Age Cymru	22

# 1 Information about this factsheet

This factsheet looks at a range of issues around dental care, including:

- What you can expect if you receive NHS dental treatment.
- The charging system for NHS treatment.
- What you can do if you are dissatisfied with the NHS care you receive.
- Various issues concerning private dental treatment (including what you can do if you are not satisfied with any private treatment received).
- The regulation of dental practices.

---

**Note:** The information given in this factsheet is applicable in Wales. Different rules may apply in England, Northern Ireland and Scotland. Contact Age UK, Age NI and Age Scotland respectively for further information.

---

## 2 Finding a dentist who offers NHS treatment

You can choose a dentist in your neighbourhood or further afield as, unlike GP practices, dental practices do not operate a catchment area system. NHS 111 Wales can help you find out which local practices offer NHS treatment and whether they are accepting new patients. You could either:

- call the NHS 111 Wales helpline (telephone **111**); *or*
- visit the NHS 111 Wales website at the following link:

<https://111.wales.nhs.uk/LocalServices>

## 3 Dental check-ups and treatment plans

### 3.1 Check-ups

**You are entitled to free dental check-ups (also known as dental ‘examinations’) if you are 60 or over.**

*However*, you may still have to pay for subsequent dental treatment, unless you qualify for help with these charges (see section 6 below).

The purpose of a check-up is to have a general look at your oral health – your mouth, teeth, gums – and discuss any problems you may have had since your last visit. The dentist may also ask about, and give advice on, the following issues that can affect oral health:

- aspects of your diet or lifestyle (such as smoking);
- teeth-cleaning habits; *and*
- ways you can reduce your risk of issues such as tooth decay and gum disease.

### If you wear dentures

**Regular check-ups are still important even when you wear full dentures.** The dentist can check your overall oral health and the fit of the dentures. Dentures usually need replacing at least every five years because the shape of your mouth changes over time.

---

**Note: Regular dental check-ups can help to prevent, diagnose or treat various issues, such as gum disease and mouth cancer**

Gum disease is a significant threat to teeth. It damages the tissues that hold your teeth in your jaw; teeth become loose and can ultimately fall out. Smokers are at a greater risk of gum disease than non-smokers.

Most cases of mouth cancer are linked to tobacco and alcohol consumption, particularly if they are regularly consumed together. The tradition in some communities of chewing paan or tobacco is particularly dangerous.

For more information about gum disease and mouth cancer, look on the NHS 111 Wales website (you can use the ‘search’ box to access information quickly), or contact their helpline – see section 15.

---

## 3.2 Frequency of check-ups

The National Institute for Clinical Excellence (NICE) publish guidelines to assist dentists to decide how regularly particular patients require a routine check-up. NHS 111 Wales advise that:

“If you have been used to regular check-ups every 6 months, you may be advised that you should come more or less often. The time between routine check-ups can be longer or shorter depending on how healthy your teeth and gums are. Your dentist will discuss this with you and decide on the length of time needed until your next check-up”<sup>1</sup>.

### 3.3 Dental treatment

Following a check-up, you may need further treatment. If so, you can ask the dentist to explain:

- What your dental and/or gum problems are; what treatment options there are for each issue?
- What are the pros and cons of particular options?
- Whether there are other private options as well and, if so, how they differ to what is available on the NHS?
- If the treatment is complex, how many visits to the dentist may be necessary? How often has the dentist carried out the complex procedures before?
- What would happen if you decide to do nothing about a particular dental and/or gum problem?
- How much the treatment will cost? If it is NHS treatment it will come under one of the **three** NHS charging bands – see section 4.1 below for further information. Or, if a private treatment is proposed – for part or all of the treatment – what is the estimated cost of the private element?
- What the dentist can do – and what you can do – to prevent further problems?

#### NHS and private treatment

Many dentists who provide NHS treatment will also offer private treatment, so it's a good idea to make sure the dentist knows if your preference is for NHS treatment only (for example, due to cost considerations).

---

<sup>1</sup> 'Dentists - Frequently Asked Questions', NHS 111 Wales website: <https://111.wales.nhs.uk/localservices/dentistfaq> (last accessed 30 April 2024).

If the dentist suggests private treatment as an alternative to NHS treatment, but this **procedure is available as NHS treatment**, the dentist should **not** imply that it isn't.

You should be told whether private treatment for a particular problem is your only option.

If you are to receive a mix of NHS and private treatment, you should be given a written treatment plan (including costs).

If you are unsure about any aspect of NHS treatment that is proposed, you can ask to be referred for a second opinion, though you may have to pay for this. If the second opinion is different, it is important to remember dentists have the right to disagree and prefer different options.

A charity called the *Oral Health Foundation* can provide information about dental care and treatments – see section 15 for their contact details.

## 4 The NHS charging system for dental treatment

### 4.1 Charging bands

NHS dental treatment falls into one of three charging bands. The amount you pay depends on which band the most expensive part of your course of treatment falls into. You pay only **one charge for each complete course**, even if more than one procedure or visit is necessary (for example, if you required three fillings, you would only pay one treatment charge).

**The current charges in Wales from 1 April 2024 onwards are:**

● **Band 1 = £20.00**

This charge includes:

- A **basic** scale and polish.
- Diagnosis, including x-rays and reports.
- Adjustments to and easing of dentures (or other orthodontic appliances).
- Marginal correction to fillings.
- Check-ups/examination if you are **under** 60 (and therefore don't qualify for this for free).

● **Band 2 = £60.00**

This charge includes:

- **Advanced** scale and polish.
- Permanent fillings.
- Extractions of teeth.
- Oral surgery – including root canal work, or the surgical removal of a cyst.

● **Band 3 = £260.00**

This charge includes:

- Crowns or bridges.
- Fitting of full or partial dentures.
- Orthodontic treatment/appliances.

---

**Note:** **Urgent or out-of-hours treatment** carries a different charge – see section 7 below.

---

## Further information

The Welsh Government have further information on NHS dental charges on their website at:

[www.gov.wales/nhs-dental-charges-and-exemptions](http://www.gov.wales/nhs-dental-charges-and-exemptions)

## 4.2 Things that you should not be charged for

There is no charge for the following:

- An NHS prescription (people of all ages are entitled to free prescriptions in Wales).
- Taking out stitches or if the dentist needs to stop bleeding from your mouth.
- Simple repairs to dentures. In addition, you are not usually charged if dentures require adjusting in the first few weeks after they have been fitted (however, also see the 'Note' overleaf).
- If you need more treatment at the same (or lower) charge level **within 2 months** of seeing your dentist – for example, another filling (though it should be noted that this doesn't apply in the case of emergency treatment, should this be required. Emergency treatment will normally be charged for separately).
- **Missed appointments** – dentists can no longer charge for this. However, if you continually miss appointments, they may not agree to treat you in the future.
- As mentioned in section 3.1 above, if you are 60 or over, you will **not** have to pay for dental check-ups (though you may still need to pay for dental *treatment* – see section 4.1).



---

## Note: NHS dental treatment that goes wrong or dentures that need repair

The NHS 111 Wales website advises that:

If you are provided with a “filling, root filling, inlay, porcelain veneer or crown as part of your course of treatment, and it fails within 12 months, your dentist should carry out any work needed to repair or replace it **free of charge**. You should return to the NHS dentist who did the original work” (emphasis added).

“Repairs to dentures are free of charge”. However, “if you lose [your dentures] or damage [them] beyond repair, it will cost £78.00 to replace them. This does not apply if your dentures are damaged due to wear and tear”<sup>2</sup>.

---

## 5 ‘Cosmetic’ treatment

NHS treatment aims to ‘secure and maintain oral health’ and does not include treatment for purely cosmetic reasons, such as:

- Large white fillings or white crowns on back teeth.
- Tooth whitening procedures.
- Veneers.

You can only have ‘clinically necessary’ treatment on the NHS, so if you want treatments like the ones above, you will need to arrange it as a private patient.

## 6 Help with charges for NHS dental treatment

Some people can receive full or partial help with the cost of NHS dental treatment. Entitlement to free treatment, or help towards the cost of the treatment, is based on your income and savings.

---

<sup>2</sup> Ibid

---

**Note:** Full or partial help may also be available for other types of NHS costs, as well as dentistry – for example, the cost of buying new glasses and, in some circumstances, the cost of travel to receive NHS treatment. This is described in more detail in Age Cymru’s Factsheet 61w *Help with health costs in Wales*.

---

## 6.1 Automatic entitlement to free NHS dental treatment

You are automatically entitled to free NHS dental treatment if you, or your partner, receive certain means-tested benefits, including the **Guarantee Credit part of Pension Credit**.

---

**Note:** You will need to show your award letter for the above when you visit the dentist as proof of your entitlement.

---

## 6.2 The NHS Low Income Scheme (LIS)

If you do not meet the criteria for automatic help, but are on a low income and have difficulty meeting the treatment costs, you may be entitled to full or partial help through the NHS Low Income Scheme (LIS).

**However, you must have savings of less than £16,000 (or £24,000<sup>3</sup> if you live permanently in a care home).**

### ‘Low’ income

Under the LIS rules, your income will be compared with what are known as your ‘requirements’. The requirements consist of all of the following (calculated on a weekly basis):

---

<sup>3</sup> Going back a number of years ago, the NHS Low Income Scheme capital limit for people living permanently in a care home had tended to correspond with the capital limit for help with care home fees from local authorities. However, at the present time, whilst the capital limit in regard to care home means testing has increased significantly to £50k, Welsh Government information indicates that the capital limit for the Low Income Scheme remains at £24k: [www.gov.wales/low-income-scheme-help-nhs-health-costs](http://www.gov.wales/low-income-scheme-help-nhs-health-costs) (last accessed 26 April 2024).

- A personal allowance (this is in line with the basic entitlement to certain welfare benefits – for example, the basic rate of Pension Credit Guarantee Credit).
- Premiums (extra amounts you might be entitled to for severe disability or caring responsibilities).
- The Council Tax you have to pay.
- Other housing costs (this includes mortgage repayments and any rent that isn't covered by Housing Benefit).

**Whether or not your income exceeds your total requirements and, if so, by how much, will determine what level of help you receive towards health costs.**

---

**Note:** Because the LIS eligibility criteria take into account Council Tax and some other housing costs, you may get help from it, even though your income may be too high to receive a means-tested benefit such as Pension Credit.

---

### How to apply

See Age Cymru's Factsheet 61w *Help with health costs in Wales* for further information on applying to the NHS Low Income Scheme.

## 7 Urgent and out-of-hours treatment

### 7.1 Charging for urgent or out-of-hours treatment

NHS 111 Wales advise that “an urgent or out-of-hours course of treatment costs **£30.00**”<sup>4</sup>.

---

<sup>4</sup> ‘Dentists - Frequently Asked Questions’, NHS 111 Wales website: <https://111.wales.nhs.uk/localservices/dentistfaq> (last accessed 30 April 2024).

## 7.2 What you will receive as part of urgent or out-of-hours treatment

Most urgent treatments will be carried out in one appointment which is likely to “include an assessment, diagnosis and preventive care. If necessary, it will include X-rays and any treatment to stop significant worsening of the presenting issue or to address severe pain”<sup>5</sup>. It might also include “repairs to fillings, or a temporary filling”<sup>6</sup>.

“Once your urgent care is complete, you may be advised to make another appointment for a full assessment”<sup>7</sup>. A subsequent appointment, check-up and/or treatment made in this regard will be charged for, as per the information in section 4 above (unless you qualify for help with this – see section 6).

---

**Note:** Some urgent and/or out-of-hours treatment may be classed as a ‘dental emergency’ – see section 8 below.

---

## 7.3 How to access urgent or out-of-hours treatment

**Your regular dentist may offer urgent treatment during normal working hours. Outside normal working hours, call the surgery on the usual number and you should be told how to access urgent care via an answerphone message.**

If you don’t have a regular dentist, but think you need urgent treatment, you could try the following options:

- Call the NHS 111 Wales helpline (telephone **111**)

They should be able to provide details of local out-of-hours services arranged by your Local Health Board (LHB).

- Speak to your LHB directly for information on their dental helpline. Contact details of LHBs are available on the NHS Wales website at:

---

<sup>5</sup> ‘Guidance: NHS dental charges and exemptions’, Welsh Government website: [www.gov.wales/nhs-dental-charges-and-exemptions](http://www.gov.wales/nhs-dental-charges-and-exemptions) (last accessed 26 April 2024).

<sup>6</sup> ‘Dentists - Frequently Asked Questions’, NHS 111 Wales website: <https://111.wales.nhs.uk/localservices/dentistfaq> (last accessed 30 April 2024).

<sup>7</sup> Ibid

## 7.4 If a tooth has been knocked out

The NHS 111 Wales website contains some information on what to do if a tooth has been knocked out. You can either ring them on 111, or follow the advice on their website at:

<https://111.wales.nhs.uk/Encyclopaedia/t/article/tooth,knockedout>

## 8 Dental emergencies

Certain conditions or circumstances are classed as emergencies and the NHS suggest you attend an Accident & Emergency (A&E) department if:

- you have “swelling which is affecting your ability to breathe, swallow, or open your mouth fully”;
- you have “swelling which is close to your eye”;
- you are experiencing “bleeding from the mouth which cannot be stopped **and** you take blood thinners”;
- you have “serious cuts to the mouth or lips”; *or*
- you have a “suspected broken/dislocated jaw or broken bones in the face”<sup>8</sup>.

---

**Note:** “Toothache, no matter how bad, is not a dental emergency”<sup>9</sup>.

However, for advice on this or other urgent dental problems that fall below the threshold of an emergency, see section 7.3 above for an outline of the action you can take.

---

---

<sup>8</sup> Ibid

<sup>9</sup> Ibid

## 9 Community dental services

**Each Local Health Board in Wales provides a Community Dental Service (CDS). These can offer home visits for people who are unable to get to a surgery because of ill-health, a disability or mental health condition.**

You will generally need a referral from your GP or a general dental practitioner (i.e. one who doesn't offer home visits) to receive services from the CDS.

The following may be able to provide further information on your local CDS:

- NHS 111 Wales;
- your local Llais team; *or*
- you could contact your Local Health Board directly.

See section 15 below for contact details for each of these organisations.

## 10 Dental care for care home residents

**If you live in a care home, you should be able to make the same choices about your dental health as you made when living in your own home.**

Ask the care home manager what arrangements are in place to allow residents to see a dentist for regular or emergency care.

The following Welsh Government document must be adhered to by all care home providers. It contains a wide range of standards that care homes must reach in order to provide adequate care and meet the needs of the people who live there:

*The Regulation and Inspection of Social Care (Wales) Act 2016: Statutory Guidance for service providers and responsible individuals on meeting service standard regulations for:*

- *Care home services*
- *Domiciliary support services*
- *Secure accommodation; and*
- *Residential family centre services*

*(Version 3 – March 2024).*

On the subject of dental health, the guidance stresses that:

- individuals should be “encouraged to care for their teeth and mouth and, where necessary [should be] provided with support to do so”;
- “appropriate oral healthcare supplies are [to be made] readily available and kept in good condition”;
- oral healthcare should be “monitored as part of daily care and remedial action...taken where issues are identified”; *and*
- “where appropriate, individuals are assisted to access regular dental health checks or to visit a dentist if pain or decay is suspected”<sup>10</sup>.

---

<sup>10</sup> The Regulation and Inspection of Social Care (Wales) Act 2016: Statutory Guidance for service providers and responsible individuals on meeting service standard regulations for:

- Care home services
- Domiciliary support services
- Secure accommodation; and
- Residential family centre services

(Version 3 – March 2024), Welsh Government.

A copy of the guidance can be found on the Welsh Government’s website at:  
[www.gov.wales/guidance-providers-care-home-and-domiciliary-support-services](http://www.gov.wales/guidance-providers-care-home-and-domiciliary-support-services).

## 11 Complaints about NHS treatment

You can often resolve any concerns about your treatment by speaking to your dentist. If this does not resolve the problem, the practice must follow the guidelines set out in the NHS Wales complaints procedure – Age Cymru’s Factsheet 66w *Resolving problems and making a complaint about NHS care in Wales* explains this complaints process in more detail.

A member of the practice team at the dental surgery should have responsibility for managing complaints and be able to explain the process to you.

If you would like support to make your complaint, you can contact your local Llais team – see section 15 for contact information. Llais are a statutory and independent voice whose role is to represent the interests of the public in regard to health and social care services.

Part of this remit involves providing help and advice to people if they have problems with, or complaints about, NHS services.

Llais will have complaints advocacy staff who can provide confidential advice, as well as support to make a complaint.

You may also wish to read section 14 below in regard to the regulation of dental practices and dental professionals.

## 12 Private dental treatment

Some dentists only accept private patients. Others offer both NHS and private treatment.

Fees for private dental treatment are set by each practice, so it may be worth ‘shopping around’ to get a general idea of fees charged by several local practices. They may have a price list for relatively simple treatments, but this won’t give an indication of the quality of work or the cost of more complex work.

Some dentists offer different ways to pay for treatment. You may pay at the end of a course of treatment, or take an insurance policy to cover the cost of treatment up to an agreed limit. A dentist might also offer a ‘capitation plan’. This involves having a dental assessment and paying a fixed monthly payment based on your expected level of treatment. Your dental needs, and hence monthly payments, are usually reviewed annually.



---

**Note:** It is advisable to discuss your treatment options and ask for an estimated cost of the proposed treatment before going ahead. If expensive treatment is proposed you may want to go away and think about it further, or possibly seek a second opinion.

---

## 12.1 The costs of private dental treatment

There are no specific schemes to help with the cost of private dental treatment – i.e. you **cannot** receive help through the NHS Low Income Scheme or because you receive the Guarantee Credit part of Pension Credit (see section 6 above).

## 12.2 Complaints about private treatment

The NHS complaints procedure does not cover private treatment, even if the dentist concerned also offers NHS treatment.

Practices offering private treatment will have their own complaints procedures, so you may wish to ask about this when making your decision to join a practice.

If you are unable to resolve your complaint with the practice, you can approach the **Dental Complaints Service (DCS)** funded by the **General Dental Council (GDC)** – see section 15 for contact details.

The DCS looks at less serious complaints. If your complaint relates to a dentist's potential fitness to practice, see section 14.1 below.

## 13 Viewing your dental records

Both NHS and private patients have a right to copies of their dental records.

“To obtain copies make a written request to the dental practice. You may be required to pay a fee for obtaining your records (up to £50 for manually held records and up to £10 for computer held records)”.

The dental practice must then supply the copies “within 40 days”<sup>11</sup>.

---

<sup>11</sup> ‘Dentists - Frequently Asked Questions’, NHS 111 Wales website: <https://111.wales.nhs.uk/localservices/dentistfaq> (last accessed 30 April 2024).

## 14 Registration and regulation of dental practices and dental professionals

### 14.1 The General Dental Council (GDC)

Dentists and a range of dental care professionals – dental nurses, dental hygienists, clinical dental technicians, dental therapists and orthodontic therapists – must register with the General Dental Council (GDC) to practice in the UK.

You can check the GDC register to find out if a professional you propose to use is registered with them.

#### 'Fitness to practise' complaints

The GDC has the power to investigate certain types of complaints against dental professionals, working privately or for the NHS.

They will be able to investigate if the complaint calls into question whether they should be able to remain on the register and continue to practise (this could include very poor quality treatment, inappropriate behaviour, safety issues related to poor hygiene practices, or fraud).

---

**Note:** For most complaints it may well be more appropriate to follow the general NHS complaints procedure, or the procedure for complaining about private treatment, as outlined above in sections 11 and 12.2.

---

### 14.2 The Healthcare Inspectorate Wales

The Healthcare Inspectorate Wales (HIW) is the independent inspector and regulator of all healthcare services in Wales, be they NHS or private sector services. As part of this overall remit, they will inspect all dental services in Wales, that is:

- NHS dentists;
- dentists who do private work; *and*
- dentists who do a mixture of private and NHS work.

## NHS dentistry

The HIW will check that dentists are meeting the standards set out in the following Welsh Government document:

### **The Duty of Quality Statutory Guidance 2023 and Health and Care Quality Standards 2023** (*April 2023*)

Additionally, they will look at how dentists meet “any other relevant professional standards and guidance such as the General Dental Council Standards”<sup>12</sup>.

For further information, visit the HIW website at:

[www.hiw.org.uk/dentists](http://www.hiw.org.uk/dentists)

## Private dentistry

The HIW will check that the dentist is meeting the legal requirements set out in the **Private Dentistry (Wales) Regulations 2017** as well as “any other relevant professional standards and guidance such as the General Dental Council Standards”<sup>13</sup>.

For further information, visit the HIW website at:

[www.hiw.org.uk/private-dentistry](http://www.hiw.org.uk/private-dentistry)

# 15 Useful organisations

## Age Cymru Advice

Free and confidential information and advice on matters affecting the over 50s in Wales.

**Tel: 0300 303 44 98**

**E-mail: [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk)**

**Website: [www.agecymru.org.uk/advice](http://www.agecymru.org.uk/advice)**

---

<sup>12</sup> ‘Dentists’, Healthcare Inspectorate Wales website: [www.hiw.org.uk/dentists](http://www.hiw.org.uk/dentists) (last accessed 30 April 2024).

<sup>13</sup> ‘Private Dentistry’, Healthcare Inspectorate Wales website: [www.hiw.org.uk/private-dentistry](http://www.hiw.org.uk/private-dentistry) (last accessed 30 April 2024).

## Age Cymru organisations (local)

Your local Age Cymru may be able to provide advice and support on a range of issues. **Age Cymru Advice** can provide details of your local Age Cymru (see above), or visit the Age Cymru website at:

[www.agecymru.org.uk/local](http://www.agecymru.org.uk/local)

## General Dental Council (The) (including the 'Dental Complaints Service')

The General Dental Council (GDC) is responsible for registering all dentists and other dental care professionals who practise in the UK. You can find out if a professional is registered by searching the register on their website.

Tel: 020 7167 6000

Website: [www.gdc-uk.org](http://www.gdc-uk.org)

The **Dental Complaints Service** assists private dental patients and dental professionals to resolve complaints about private dental services. It is funded by, but independent of, the GDC.

Complaints Helpline: 0208 253 0800

Website: [www.dentalcomplaints.org.uk](http://www.dentalcomplaints.org.uk)

## Healthcare Inspectorate Wales (HIW)

The HIW is the independent inspector and regulator of NHS healthcare and independent healthcare organisations in Wales.

Tel: 0300 062 8163

E-mail: [hiw@gov.wales](mailto:hiw@gov.wales)

Website: [www.hiw.org.uk](http://www.hiw.org.uk)

## Llais

A body that represents the voices and opinions of people in Wales in regard to health and social care services.

Tel: 029 20 235558

E-mail: [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)

Website: [www.llaiswales.org](http://www.llaiswales.org)

Contact details for your local Llais team: [www.llaiswales.org/in-your-area](http://www.llaiswales.org/in-your-area)

## **Local Health Boards (LHBs) in Wales**

Links to each LHB web page can be found on the NHS Wales website at:  
[www.wales.nhs.uk/ourservices/directory/LocalHealthBoards](http://www.wales.nhs.uk/ourservices/directory/LocalHealthBoards)

## **NHS 111 Wales**

NHS 111 Wales can provide contact details for local services – such as dentists, doctors, pharmacists, and support groups – as well as telephone and web advice on general health issues and common illnesses.

Tel: 111

Website: [www.111.wales.nhs.uk](http://www.111.wales.nhs.uk)

## **Older People's Commissioner for Wales**

Independent champion for older people across Wales.

Tel: 03442 640670

E-mail: [ask@olderpeople.wales](mailto:ask@olderpeople.wales)

Website: [www.olderpeople.wales](http://www.olderpeople.wales)

## **Oral Health Foundation (The)**

The Oral Health Foundation is an independent charity that produces a range of information on dental health and dental treatments.

Tel: 01788 546365

E-mail: [mail@dentalhealth.org](mailto:mail@dentalhealth.org)

Website: [www.dentalhealth.org](http://www.dentalhealth.org)

## **Public Services Ombudsman for Wales**

The Ombudsman looks to see whether people have been treated unfairly or have received a bad service from a public body, such as a local authority or the NHS. People who fully self-fund their care also have the right to escalate a complaint about those services to the Ombudsman.

Tel: 0300 790 0203

E-mail: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

Website: [www.ombudsman.wales](http://www.ombudsman.wales)

## Welsh Government

The devolved government for Wales.

Tel: 0300 060 4400

E-mail: [customerhelp@gov.wales](mailto:customerhelp@gov.wales)

Website: [www.gov.wales](http://www.gov.wales)

## 16 Further information about Age Cymru

### 16.1 Who we are

**Age Cymru is the national charity for older people in Wales. We work to develop and deliver positive change with and for older people.**

Together with our local partners:

- we provide information and advice;
- we deliver wellbeing programmes;
- we provide independent advocacy;
- we support carers; *and*
- we campaign and research.

### **Age Cymru**

Mariners House  
Trident Court  
East Moors Road  
Cardiff  
CF24 5TD

029 2043 1555

[www.agecymru.org.uk](http://www.agecymru.org.uk)

Registered Charity 1128436

## 16.2 How we can help

### Age Cymru Advice: our information and advice service for matters affecting people over 50 in Wales

Age Cymru Advice is committed to being the foremost information and advice service to older people in Wales. We aim to provide effective, accessible, high-quality information and advice while offering a free, impartial and confidential service. Age Cymru Advice can assist older people themselves, their family, friends, carers, or professionals. All of our guides and factsheets are available to download from our website, or you can contact our advice line to have copies posted to you for free.

### Local support

Age Cymru Advice also acts as a gateway to our local services. Face to face support via local offices and home visits may be available to people requiring additional or more specialised support.

### Getting in touch

If you want to talk to one of our expert advisers, in Welsh or English, call us on **0300 303 44 98**. Our advice line is open between 9am and 4pm, Monday – Friday.

(Calls are charged at the same rate as a call to a standard 01 or 02 number. They will also be automatically included in any landline or mobile inclusive minutes package).

You can also:

- email us at [advice@agecymru.org.uk](mailto:advice@agecymru.org.uk); *or*
- visit our website at [www.agecymru.org.uk/advice](http://www.agecymru.org.uk/advice)



Gwasanaeth Cwbl Achrededig sy'n cynnwys  
adolygu gan gymheiriad  
Fully Accredited Service with peer review



darparu gwybodaeth a chyngor o safon i bobl Cymru  
a hynny mewn modd sy'n gyson  
providing a consistent approach to quality information  
and advice for the people of Wales



[www.facebook.com/agecymru](http://www.facebook.com/agecymru)



[www.twitter.com/agecymru](http://www.twitter.com/agecymru)



[www.youtube.com/agecymru](http://www.youtube.com/agecymru)

### Sign up to our newsletter

Our quarterly newsletter contains details of our campaigns, services and how you can support our work. Sign up today by visiting:

[www.agecymru.org.uk/agematters](http://www.agecymru.org.uk/agematters)



---

## Disclaimer and copyright information

This factsheet is not a comprehensive statement of the law in this subject. Age Cymru cannot give individual legal or financial advice and some rules may have changed since the publication of this factsheet. Please note that the inclusion of named agencies, companies, products, services or publications in this factsheet does not constitute a recommendation or endorsement by Age Cymru. Whilst every effort is made to ensure accuracy, Age Cymru cannot be held responsible for errors or omissions.

© Age Cymru 2024. All rights reserved. This factsheet may be reproduced in whole or in part in unaltered form by local Age Cymru organisations with due acknowledgement to Age Cymru. No other reproduction in any form is permitted without written permission from Age Cymru.

---

## 16.3 How you can help

All the information and advice we provide is free and completely impartial. In many cases our timely intervention can be life changing. We are an ageing population and more people than ever are coming to us for support. You can help us be there for those that need us most.

### Make a donation

No matter how small or large, donations make a massive difference and help us continue our important work.

Call: **029 2043 1555**

Visit: **[www.agecymru.org.uk/donate](http://www.agecymru.org.uk/donate)**

Every donation we receive helps us be there for someone when they need us.

- £10 helps towards a fully trained expert advice worker to respond to queries from people who need the support of our information and advice service.
- £20 helps towards the cost of us producing free information guides and factsheets that provide useful advice on issues affecting people over 50.

## Fundraise

Whether it is having a bake sale, running a marathon or knitting small hats for the Big Knit, there are so many ways to raise vital funds to support our work.

Call: **029 2043 1555**

Visit: **[www.agecymru.org.uk/getinvolved](http://www.agecymru.org.uk/getinvolved)**

## Volunteer with us

All volunteer roles at Age Cymru support us to improve lives. However you'd like to get involved, we'd love to hear from you.

Call: **029 2043 1555**

Visit: **[www.agecymru.org.uk/volunteer](http://www.agecymru.org.uk/volunteer)**

## Leave us a gift in your will

With a gift to Age Cymru in your will, you can do so much to make sure older people have the support they deserve in the years to come. Leave a world less lonely.

Call: **029 2043 1555**

Visit: **[www.agecymru.org.uk/legacy](http://www.agecymru.org.uk/legacy)**

