



Supporting and working with community groups and clubs to promote a deeper understanding of local health and care needs and experiences



## Spotlight on Hourglass



**Hourglass**  
Safer ageing · Stopping abuse

Hourglass is the only charity in the UK specifically dedicated to calling time on the harm, abuse, and exploitation of older people across the United Kingdom.

They offer a national and confidential 24/7 helpline for those experiencing, or concerned about, the harm, abuse, or exploitation of older people.

Hourglass offer a range of other localised services which have been extended into Sussex, including a dedicated Independent Domestic Violence Advisors team who specialise in domestic abuse cases involving victims 60 and over, as well as a Community Hub, which acts as a one-stop-shop for anyone who is concerned about the abuse of older people or needs advice about safer ageing.

As well as their free and confidential National Helpline which is accessible 24 hours a day 7 days a week on: 080 8808 8141, Hourglass also offer:

- live chat service on website
- a chatbot information service on website
- text service
- peer support groups
- specialist volunteering and befriending scheme
- selected group of consultants
- press releases, conferences, and seminars

Hourglass have welcomed a new team of Community Responsive Officers to Sussex and its adjoining boroughs. They will lead the way in implementing Hourglass's aims by providing tailored and specialist support to older victims of abuse and neglect. They will play a key role in meeting the needs of the vulnerable older population across the South of England.

Their Independent Domestic Violence Advisors Intend to collaborate with other charities, organisations, and authorities, in a bid to tackle domestic abuse in Sussex. The model in Sussex will centre on specialist domestic abuse support for older victims.

Hourglass confidential services provide information and support to an older person, or anyone concerned about an older person who is at risk of, experiencing or recovering from any form of abuse or neglect.



<https://wearehourglass.org>



0808 808 8141

Follow Hourglass social media accounts for regular updates:

Facebook: [@Hourglass](#)

LinkedIn: [Hourglass](#)

Instagram: [@we\\_are\\_hourglass](#)

Twitter: [@Hourglass](#)

If you are setting up or would like to share news of a similar project we would be interested to hear from you. Please contact Cheryl Berry, Community Partnership Lead, email: [cheryl.berry@healthwatchwestsussex.co.uk](mailto:cheryl.berry@healthwatchwestsussex.co.uk)

## For help, advice, and information or to share your story



**Healthwatch is your health and social care champion.** If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences.

We have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care. We also help people to find reliable and trustworthy information and advice.



Last year, we helped nearly a million people like you to have your say and get the support you need.



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