



**u3a**  
**Vall del Pop**



Welcome to the **u3a Vall del Pop Information Hub**, a Friendship and Support Team initiative. This information hub is designed to signpost you where to find important information that you may find useful.

It is a directory aimed to give members access to a variety of information from helpful organisations, useful contacts and telephone numbers to Emergency protocols and services. Please note, the information has been gathered from various sources in and around the Marina Alta, Costa Blanca.

**The information is NOT created or tested by the u3a Vall del Pop and we strongly recommend you contact the individual organisations to ensure you receive accurate and up to date information.**

**The Friendship and Support Team offer their support and advice to all members. Please do not hesitate to approach any of the u3a committee who will point you in the right direction. We may not have all the answers, but we probably know someone who can help.**

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## 1. Helpful Contacts & Numbers:

Police/Fire/Ambulance Tel. 112  
Alcoholics Anonymous Tel. 648 169 045 [www.aa-costablanca.org](http://www.aa-costablanca.org)  
Samaritans in Spain Tel. Free phone 900 525 100  
Cancer Care Javea Tel. 722 684 093  
Help of Marina Alta Tel. 966 427 044  
Jalon Valley Help Tel. 659624 643  
Citizens Advice [www.citizensadvice.org.es](http://www.citizensadvice.org.es)  
Support in Spain [www.supportinspain.info/helpful-topics](http://www.supportinspain.info/helpful-topics)  
Age in Spain Tel. 932 209 741  
Brits in Spain (via Facebook)  
AFA Teulada Alzheimer's and Dementia support 965 740 497  
Denia hospital 966 429 000  
La Pedrera hospital, Denia 965 579 700  
Parkinson's Support Group (Via Help of Marina Alta 966 427 044)  
Alzheimer's Support Group (via Help of Marina Alta m966 427 044)

### **Citizens Advice**

[www.citizensadvice.org.es](http://www.citizensadvice.org.es)

A comprehensive and useful free information service providing advice for topics related to living in Spain, visiting, owning a holiday home, or investing in Spain. Covers health, taxes and legal matters. They also have a very good Facebook page.

### **Brits in Spain** **Via Facebook**

This is an information service for UK nationals living or visiting Spain. It provides information to help you keep safe and informed. It signposts you to the following official organisations:

The British Consulate and Embassy in Madrid Tel. 917 14 63 00

Foreign, Commonwealth and Development Office

Foreign Travel Advice, Consular help and services abroad, Document legislation.

See website [www.gov.uk/foreign-travel/spain](http://www.gov.uk/foreign-travel/spain)

### **DGT Guardia Civil Trafico**

[www.guardiacivil.es/es/index.html](http://www.guardiacivil.es/es/index.html)

Pay fines

Make appointments for paperwork

Pay traffic fees

Obtain traffic information

### **N332 Facebook Page**

Provides information regarding driving in Spain, with updates in Highway Code. Plus open discussion.

## **Age in Spain**

**Tel. 932 209 741**

**[www.ageinspain.org](http://www.ageinspain.org)**

**Email: [info@ageinspain.org](mailto:info@ageinspain.org)**

Age in Spain helps older English-speaking people and their families, who live in or plan to live in Spain. Providing independent, accessible information for informed later-life decisions plus support for people experiencing practical difficulties that affect their independence.

### **Categories:**

**Disability- Support Groups/Helpline**

**Finances & Benefits- Advice on UK Benefits in Spain**

**Finances & Benefits-Money Planning/Budgeting**

**Finances & Benefits- Spanish benefits available for Britons**

**Guidance- Legal Advice or Aid**

**Guidance- Residency Registration- extra supported**

**Guidance- Social Services in Spain**

**Guidance- Town Hall Padron registration**

**Guidance- Translating Spanish paperwork**

**Guidance- Understanding some forms**

**Healthcare- Registering for Spanish Healthcare**

**Healthcare- Support Groups and Helplines**

**Returning to the UK to live**

**Support- Death and Bereavement**

## **Support in Spain**

**[www.supportinspain.info/helpgul-topics](http://www.supportinspain.info/helpgul-topics)**

Support in Spain is an independent, not-for-profit website aimed at British nationals resident in Spain over 50yrs of age, and others who may need extra advice or help. It provides details of official Spanish government and non-government organisations, as well as many others in the voluntary sector run by local residents. It is designed to help you to quickly find a brief description of the services offered and contact details to support you, or a friend or relative, on a wide range of common issues. These include healthcare, financial matters, emergency advice, social care, and much more.

### **Benefits and personal finance**

**Disability**

**Emergency food, shelter and support**

**Healthcare**

**Help at home**

**Residential Care**

**Returning to the UK**

**Understanding the system**

**Welfare**

**Support**

## **2. Local Medical and Support Services**

**Help of Marina Alta**

[www.helpmarinaalta.org](http://www.helpmarinaalta.org)

**Tel. 966 427 044**

**WhatsApp 634 345 014**

**HELP desk Denia Hospital Tel. 966 429 346/675 311 759**

'HELP' is a volunteer group providing support for the lonely, infirm, elderly, and those in need of care. They offer short-term support and assistance for medical or health-related needs.

**Loan of hospital beds, wheelchairs, walkers and much more.**

There is a dedicated help desk at Denia Hospital, manned in English from 10-1.30pm Monday to Friday, available for enquiries and to book interpreters/translators.

Services are provided free, although donations are appreciated.

There is an activity centre in La Xara offering various meetings and activities. It is a community resource and can be booked by the individual, organisations, and clubs. HELP activities include 'Forget-me-Not' Alzheimer's Respite Care Club, Parkinson's Support Group plus dance and yoga classes. **Booking Tel. 634 345 014** or visit their website for more information.

**'HELP' is not a substitute for professional Nursing or Carer services, or Social Services. It cannot provide financial assistance. It can provide advice on applying for UK benefits and assist with completing the necessary paperwork**

**Jalon Valley Help (JVH)**

[www.jalonvalleyhelp.com](http://www.jalonvalleyhelp.com)

**24hr Helpline Tel. 659 624 643**

**Medical Equipment Hire Tel. 634 357 199**

A Charity Organisation, their primary focus is the provision of care and assistance within the Jalon Valley and surrounding areas, supporting the vulnerable, and providing care to the sick and terminally ill.

**They Offer: 24hr helpline for emergency situations**

**Loan of Medical Equipment, free of charge**

**Access to interpreters, particularly for medical appointments**

**Advice on Social Care and Benefits**

**Help applying for UK Benefits- eg Attendance, Carers'. Disability Living Allowances, Personal Independence Payment living component assistance with completing the necessary paperwork.**

**Animo**, a drop-in facility in Alcalali providing support, advice and social activities for the elderly and seriously ill every Tuesday 10am-1pm for coffee and chat. Supported by Cancer Care Javea a visit from a cancer nurse available to discuss any cancer related issue, 11.30am-1.30pm. No appointment necessary.

## **MABS Cancer Support Fundacion**

[www.mabscancerfoundation.org](http://www.mabscancerfoundation.org)

Tel. 634 311 690

A voluntary organisation in Javea, Spain. 'To care, comfort and counsel people affected by cancer'.

They provide support to those affected by cancer of all nationalities, and their families.

### **They offer:**

**Transport** to and from hospital or clinic appointments

**Patient Escorts** to appointments where possible, if family or friends can not attend.

**Assistance** around the house, ironing, washing, gardening, dog walking, or just a friendly visit now and then.

**Mobility and Medical Equipment**, hospital beds, ripple mattresses, wheelchairs, walking aids and other personal aids on loan.

**Leaflets** on cancers and treatments, information on where to get specific items, and **Counsellors** who can talk through any concerns you have.

**Hospice/Palliative Rooms** available in some areas.

**Arrange** for a qualified nurse to assist with home nursing (a contribution may be asked)

Please note, they do not provide nursing care but work closely with Cancer Care Javea who can provide nursing services on their behalf, possibly funded by MABS depending on personal circumstances.

## **Cancer Care Javea**

[www.cancercarejavea.org](http://www.cancercarejavea.org)

Tel. 722 684 093

Cancer Care Javea is a charity dedicated to supporting local people and beyond who are affected by cancer. They collaborate with other charities and organisations to provide greater help, hope and support.

### **'Living for today with hope for tomorrow'**

The organisation works closely with professionals and experts to deliver care and meet the needs of people throughout their cancer journey. This extends geographically throughout the Marina Alta region, not just within Javea, and covers the Jalon and Orba valleys and villages.

They aim to provide help where it is most needed, with a vision to provide a nursing team similar to Macmillan nurses. They work closely with MABS to provide nursing services on their behalf. They also offer bereavement counselling and have a list of recommended carers.

**As stated above a nurse visits the Animo, Alcalali, on Tuesday between 11.30am and 1.30pm at the Jalon Valley Help coffee morning to offer support and advice to anyone affected by cancer. No appointment is necessary.**

## **The Royal British Legion**

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

Email [SpainNorth.communitysupport@RBL.com](mailto:SpainNorth.communitysupport@RBL.com)

Tel. +34 676 451 780 UK +44 2033 768 080

Various branches in our area:

Javea ([javea.bcs@rbl.community](mailto:javea.bcs@rbl.community)) Tel +34 711 09 48 60

Calpe ( +34 665 03 66 44) Meet every Friday at Bar Bolero, adjacent to Playa La Fossa , Calpe.

All offer support to veterans, families and supporters of the Armed Forces. Plus a varied programme of social events.

### **RAF Benevolent Fund**

[www.rafbf.org](http://www.rafbf.org)

Offering support to members of the RAF family through thick and thin providing practical and emotional support.

## **3. Home Meal Services**

### **Grandma Kate's Kitchen**

[www.prep2u.goprep.com](http://www.prep2u.goprep.com)

Tel. 711 037 421

'Real Food, Made With Love & Delivered To Your Door'

An ideal solution to preparing your own meals, especially if you don't have time or the inclination and it's also a great way to get a nutritional meal whilst convalescing. Grandma Kate does the hard work offering a varied menu, with no added chemicals or preservatives. The meals are frozen and then delivered. They ship all over Spain but the company is based in Lliber. Special Dietary needs can be catered for, just call to ask what they can offer.

They also offer a fresh option (unfrozen).

Please ask the Friendship and Support team for a possible discount code for free delivery.

## **4. Residential Care**

The Friendship and Support Team recommend visiting several care homes to compare costs, facilities and suitability. The Team do not recommend any particular one as this must be a personal choice. The following is not a comprehensive list and just a few of the many care homes available in our province.

The Team can occasionally arrange viewing visits. Please ask if there is somewhere you feel is suitable.

It may be possible to apply for a subsidised place at some care homes depending on individual circumstances. These are allocated by Social Services and may take a while to be approved. Enquire via local town hall/social workers.

**Ciudad Patricia**, senior resort Benidorm.

[www.ciudadpatricia.com](http://www.ciudadpatricia.com)

Tel. 678 908 229

Apartments on a lifelong right of use basis. It is a lifestyle choice, with a vibrant and open community. They take care of your health and ensure all services are at your fingertips.

### **Domus V1, Calpe**

[www.domusvi.es](http://www.domusvi.es)

Tel. 900 456 985

Located in Calpe. Offers a variety of rooms, single or shared. Short or long term stays. Its spacious and bright facilities are distributed in independent living units to facilitate personalised care. It does offer specialised care for Alzheimer's and other dementias and in convalescence and rehabilitation.

### **Colina Club, Calpe**

[www.colinaclub.com](http://www.colinaclub.com)

Tel. 965 83 52 26

A purposed built continuous care complex. Offers 48 x 1 and 2 bed independent living apartments to rent long term unfurnished. An on site nurse and prescription service. Personal Help alarms. A library, swimming pool and activities. Plus a free mini bus service to Calpe.

The care/nursing part of the facility closes in Nov 2024 but it is unclear at time of print if the apartments will remain. Please contact the Colina Club.

### **Anneke Residence**

[www.anneke.es](http://www.anneke.es)

Tel. 966 814 034

A small nursing home situated in the Belmonte district of L'Alfaz del Pi, 7km from Benidorm.

The home has 48 rooms for single use. Anneke Residence is very suitable for people with memory and/or orientations disorders and those suffering from a terminal illness who cannot or do not wish to be looked after at home or in hospital. Short term respite is available.

### **Benimeli Club Residential**

[www.benimeliclubresidential.com](http://www.benimeliclubresidential.com)

Tel. 965 587 616

Stays at Benimeli Club Residential can be temporary ( minimum 1 month) or permanent. Rooms can be single or double and can be personalised. It is a centre for the elderly of different nationalities who need help with daily life. There is a team of qualified professionals.

### **Forum Mare Nostrum L'Alfaz del Pi**

[www.marenostrum-alfaz.com](http://www.marenostrum-alfaz.com)

Tel. 966 848 400

Forum Mare Nostrum is a residential community located on the Costa Blanca, with more than 20 years of experience. Designed especially for senior people. It is made up of 233

properties and a large central building, where a healthy and active life is enjoyed thanks to a range of social, health and cultural services.

### **Bon Retir**

[www.bonretir.com](http://www.bonretir.com)

Tel. 688 883 155

Bon Retir Residential and Respite Care Home is situated in Javea. It provides qualified staff composing of a doctor, nurse, clinical assistants, social worker, physiotherapist, psychologist, occupational therapist and other professionals. English is spoken. Established over 20 years and prides itself on the family orientated approach to care.

### **Live-In home Care could be an affordable option.**

### **Aterima Care**

[www.aterima-care.es](http://www.aterima-care.es)

Tel. 931 727 639

A live-in care giver provides discreet and considerate help with personal routines, such as dental and bodily hygiene. The Aterima Team enable people to remain comfortable and independent in their own homes. We advise you contact them with your needs and requirements.

We (u3a Friendship and Support team) do not provide a published list of private carers but are aware of carers who come highly recommended and we can provide contact details if required. In addition, we may also be able to help with details of physiotherapists, chiropodists, interpreters/translators etc.

## **5. Spanish Social Services**

Contactable via the town hall. Worth approaching the local social worker via the town hall to see what state help is available. Support may be means tested according to savings and pension.

**Support in Spain:** Generally, if you have recently received hospital care and your doctors feel you need post-treatment care at home, the doctor will contact social workers to assess your needs. This may be implemented before you leave hospital or at a follow-up outpatients or doctor's appointment.

What help is given in these circumstances is limited and subject to doctors' advice relative to your medical treatments. General home support and long-term home help will not be provided.

Depending on your circumstances and condition, as a UK national resident in Spain you may be able to access further nursing care services via your local-town-hall-based social services/social care coordinators.



Except in very urgent circumstances, it may take some time for your need to be assessed and any support you are entitled to provided. It is therefore important to start this process promptly.

Those entitled to be assessed by local-town-hall-based social workers are evaluated under national dependency legislation (*Ley de Dependencia*). If you qualify, an appointment will be made for a trained assessor to visit you and assess your needs and what support or services you may be entitled to.

## **6. Help from British government benefits**

Depending on your personal circumstances and if you have links to the British social security system, for example, through a pension, or you or your spouse have worked in the UK and paid National Insurance contributions, you may be entitled to benefits to help towards care, even if you live full-time in Spain.

### **UK benefits for disability or carer supported**

If you (or a parent or spouse) moved to Spain **before 31<sup>st</sup>. December 2020** you could still be entitled to one of the following UK allowances (among others) if you have a particular illness or disability even if you are resident in Spain.

**Attendance Allowance or Carers' Allowance**  
**Disability Living Allowance care component**  
**Personal Independence Payment living component**

**\* Jalon Valley Help and Help of Marina Alta can advise on applying for benefits and assist with completing the necessary paperwork.**

### **Armed Services**

#### **RAF Benevolent Fund for ex-service personnel**

**Royal British Legion-** if you are a serving, or have served or are the independent or carer of someone who has served in the UK's Armed Forces, then you could be eligible for help.

## **7. Personal Alarms**

Teleassistance (Teleasistencia) or Telecare are the common names for services. These services and products aim to provide peace of mind and promote independent living. Typically, in the form of a pendant or bracelet, worn or carried, with a button which calls for help, they can incorporate other monitoring systems and personal alarms for the home and street.

Private Teleassistance operators are common in Spain, however, they can be expensive systems. There is an inexpensive operator available to British nationals living in Spain provided by the Red Cross.

Mobile phones may offer a solution too, there are many useful Apps available.

Also, it is worth noting, that for those with an assessed disability or a care need, free Teleassistance may be available from local council social service departments, although it is subject certain criteria.

### **Spanish Red Cross, Teleassistance (operating nationally)**

The Spanish Red Cross (Cruz Roja) operate a Teleassistance service that is open to all. It offers help in English at its call centres. There is a monthly cost.

The Red Cross can offer a GPS monitoring service to locate somebody with light to moderate memory loss while they are out on the street as well as general mobile phone Teleassistance/Telecare.

For information contact the Red Cross: Tel. 900 100 333

[www.cruzroja.es/principal/web/teleasistencia](http://www.cruzroja.es/principal/web/teleasistencia)

Caixa Bank might also provide personal alarms with a monthly charge.

## **8. Emergency and Evacuation advice in case of an emergency**

We are lucky to live in a beautiful area of Spain, but with that beauty comes some dangers, particularly with the weather. Extreme heat in the summer can cause fires, extreme rainfall causing flooding. These extremes need to be taken seriously and if we are prepared for the worst and can look after ourselves, this can only help emergency services and emergency volunteers use their expertise more effectively.

### **MOST IMPORTANT..... FOR ALL EMERGENCIES CALL 112**

#### **Think People:**

**Make a plan with your household to get out of the house-**

**Regularly check the exits, are they blocked with items you could fall over in the dark should the electrics fail.**

**Have a torch accessible and check that the batteries are charged.**

**Make sure everyone knows the plan and what their individual roles are.**

#### **Pets:**

**Keep pet carriers and leashes readily available to lead pets to safety/get them into vehicles.**

### **EVAC-PACKS**

**You will need a strong box/boxes or suitcase/s.**

#### **Contents of your Evac-Pack:**

**1. Emergency food and water:** Snacks for the kids. Formula for babies, bottles of water. Pet food and pet treats ( you may have to calm pets down)

**2. Photos:** Put all negatives, CDs or pen drives of photos in the pack. If there are any special photo albums, put them in too. Or in this day and age store them on the digital cloud.

**3. Papers:** Consider a bank deposit box and put all your important papers in there, just keeping copies at home. If, you don't have a bank deposit box put all your important documents and papers in the Evac-Pack. Insurance policies, Birth & Marriage certificates, ID/ Residencia copies, Passports (or copies), pet passports/documents, house deeds, rental contracts, pension details, health cards/documents (or copies), copies of your bank/credit cards, contracts, guarantees, in fact, any documents which would be difficult to replace.

**4. Prescription Medicines:** Don't forget to take your medicines with you. Don't forget the ones in the refrigerator, such as insulin. If, you have spare medication put it in the Evac-Pack. ( Remember to check the 'use by' dates every so often and replace them as necessary).

**5. Money:** The Evac-Pack is where you would keep an emergency amount of money. You may not be able to use the ATMs if there is a power outage.

**6. Petrol/Diesel:** Make sure your vehicle has half a tank of fuel. Evacuation routes may be bumper to bumper traffic. Having half a tank at least will reduce your stress. Also, consider having a small amount of cash hidden in your car, because again, you may not have access to payment machines at fuel stations/or ATMs.

**7. Address/phone Books:** Most of us will have important addresses and phone numbers stored on our phones, but if we don't have access to the internet or online facilities, store an address book in your Evac-Pack.

**8. Chargers:** Keep them handy to throw in the Evac-Pack at the last minute! Chargers for phones, laptops, tablets etc. These items could provide entertainment if you are evacuated to community centres.

**9. Emergency Clothes:** According to the weather conditions, pack a change of clothes in your Evac-Pack. If, you do have babies remember nappies! Remember to grab a favourite blanket or toy for your child/children. A game or deck of cards for entertainment.

**10. An old calendar:** Handy to have for important dates, birthdays, anniversaries, appointments. These may be on your phone, but if the batteries run down you can't access them.

**11. Personal Protection for ladies:** Sorry guys, for mentioning this, but ladies do have 'that time of the month'! Make sure you pack a spare box/pack of your preferred protection. These items may be difficult to come by if shops are shut. Stress can affect our bodies. So be prepared. Pack any medication for cramps too.  
Not just the ladies, but do you need other personal protection or sanitary items

**12. Battery powered radio:** Worth considering! Tune it into a local radio station and keep up to date with emergency bulletins.

**13. Photos or video of your house and contents:** Insurance companies are asking for proof of your belongings and the contents of your property when they are processing claims. Something we are unlikely to prove unless we have the written or photographic evidence.

**14. Patience:** This is one of the most important things to pack. Keep it inside of you so that you have a calm clear head. Having your Evac-Pack will give some peace of mind. In the event of an evacuation there will be a lot of displaced people. Being patient will make things less stressful. Children need to see you calm and collected. Be patient with volunteers and emergency staff too.

**Finally:** If your property is in real danger of being damaged by fire and you have gas tanks and a pool, throw the tanks in the pool water before evacuating.

**Remember!** We can fly in the face of danger and emergency if we are prepared. Don't wait to prepare your Evac-Pack until you are being asked to evacuate!

**Everyone thinks that it couldn't happen to them.  
Well it could and it is up to you to make sure you are prepared.  
Don't wait! DO IT NOW!  
Above all stay safe everyone!**

## **8. Funeral and Bereavement Advice**

### **Age In Spain**

[www.ageinspain.org/post/when-someone-dies](http://www.ageinspain.org/post/when-someone-dies)

Age in Spain has an excellent step by step guide as to what action to take when a person dies in Spain. The information is grouped into the following sections:

- Planning ahead**
- Informing the authorities**
- Protecting funeral wishes**
- Death certificates**
- Registering a death**
- Funeral arrangements**
- Wills and inheritance**
- Useful contacts**

**It is worth remembering that funerals tend to happen quickly in Spain which is difficult when you are coping with a bereavement.**

It can be helpful to employ a professional to assist you with the paperwork if you are not familiar with the funeral systems in Spain and/or find communicating in Spanish difficult.

The simplest way to complete the necessary administration is through a lawyer or gestor (an agent with specialised training in certain legal/fiscal activities, but not a lawyer). The amount of administration undertaken will depend on the individual's estate for example; do they own property, a car, have a bank account, amount of savings etc. A gestor will advise you.

If you require help please ask a family member, close friend or trusted acquaintance to attend the process with you as it may seem complicated, especially at a difficult time.

You may wish to consider a pre-paid funeral plan whereby your chosen funeral arrangements are agreed and paid for in advance and carried out as per your wishes.

Upon death a single call to your plan provider initiates the funeral arrangements, together with support and guidance.

Well known providers include Avalon and Golden Leaves amongst others. Take advice and compare costs to make an informed decision before purchase. Costs will differ upon the type of funeral you choose.

**Please remember you are not alone in Spain. The u3a are here to support members. Please contact us if you need any help, advice or support.**

