

FREE!

# agenda news

The newspaper of Age Concern Kingston upon Thames

Issue 10 • Autumn 2011

INSIDE:

Impact report  
– page 4-5

Fixing broken  
Britain – page 3

Benefits for  
pensioners – page 7



# Who pays for care?

**The number of over-65s is expected to double in the next 20 years and at the same time the over-90s will treble.** As we live longer, one in four of us will need support at home, or residential care, as we become frailer. With care homes currently costing anything between £400 and £1,500 per week it's clear that this is not only becoming increasingly unaffordable for individuals and their families but also for local councils as the older population is increasing, whilst at the same time their resources are being squeezed. A recent older people's charity report found the level of support provided by local authorities for those eligible for social care to be 'woefully inadequate'.

This is the dilemma at the heart of the recently published Report on Fairer Care Funding, also known as the Dilnot Report, by the Commission on Funding of Care and Support.

With the issue of care for older people sidelined by other more sensational stories in the media over the summer, we ask: who pays for care?

## Ignored

Care for older people was a major issue during last year's election campaign. Labour proposed a one-off compulsory levy payable by everyone over 65, taken from their estate when they die – the Conservatives dubbed this the 'death tax' and, unfortunately, there ended any sensible discussion of the issue.

The last government set up a Royal



**Over the next 20 years, the numbers needing care are predicted to rise from just under 6m to 7.6m.**

Commission to look into the financing of long-term care, but then ignored its findings - that was over 10 years ago. Last year the Coalition government set up the Dilnot Commission to look at it again.

The Commission found: 'The current system is broken and needs to be fixed... it makes it clear that funding arrangements are not fit for purpose and need urgent lasting reform... Existing assessment processes are complex and opaque. More needs to be spent on social care – both now and in the future...'

The Dilnot Report has raised again the debate about how we pay for care.

## The Dilnot Commission's recommendations are:

- individuals' lifetime contributions towards their social care costs – which are currently unlimited – should be capped at £35,000. After the cap is reached, individuals would be eligible for full state support.
- the means-tested threshold, above which people are liable for their full care costs, should be increased from £23,250 to £100,000. (Currently, if you have assets over £23,250 you will receive no financial state support and will need to fund your own care. If you need residential care then the value of your home is taken into account – so we are witnessing many more people forced to sell their homes to pay for care.)
- national eligibility criteria and portable assessments should be introduced to ensure greater consistency.
- all those who enter adulthood with a care and support need should be eligible for free state support immediately rather than being subjected to a means test.

Long-term care is as universal as education and health, so why isn't it free? What are we paying taxes for if not for care for those who need it? Experts suggest that the money for Dilnot's recommendations could be raised by putting just ½p on income tax or 0.5% on VAT.

## Unsustainable

There is a general consensus that the social care system is not fit for purpose. According to the Office for Budget Responsibility, without more money being raised from tax revenues, the pressure on public finances resulting from people's health and long-term care needs as they grow older is 'unsustainable'. Crises such as the collapse of the care home provider Southern Cross point to a system on the brink of disaster.

The findings of the Dilnot Commission have received a lukewarm response

from the Government, who are due to respond formally in the spring. With the political agenda dominated by faltering economic growth, and now a renewed focus on 'fixing broken Britain' which the Prime Minister states is 'back at the top of my political agenda', it looks as if the problem of paying for care will not be tackled head on but may once again be put quietly away in the 'too difficult' box.

## Choice

The Commission estimates that its proposals – based on a cap of £35,000 – would cost the state around £1.7 billion – just 0.25% of current overall state spending. It will be outrageous if this issue is ducked again – it is about choice on how our public money is spent, but it is also about what matters: the kind of society we want, how we look after people who are ill and frail and how we plan to pay for that.

Long term care: an insoluble problem? Write and give us your views.

## Cheques to stay

The Payments Council has announced that cheques will stay for as long as customers need them. This is great news for the three quarters of people over 65 who use them.

However, recent research shows that, even with cheques, many people with bank accounts are effectively unable to make payments safely and independently because they do not have systems which meet their needs. Nearly one in five over-65s use someone else to withdraw their day-to-day spending money. 11% of people aged 75+ who have a Chip & PIN card do not find it very easy to use, due to mobility, dexterity and other physical impairments.

You can no longer guarantee a cheque using a guarantee card and the target date of 2018 for phasing out cheques is still in place.

# GP partnership work praised

Age Concern Kingston's StayWell programme has been highlighted as an example of good practice in a report by the All Party Parliamentary Group on Housing and Care for Older People.

The StayWell programme currently works with seven local GP practices. Practice managers screen patient lists looking for older people with risk indicators, eg taking four or more prescribed medications or known to be socially isolated. With the patient's permission, Age Concern Kingston will then contact them to offer practical support and advice which can help people stay living independently and safely in their own homes as they grow older.

The *Living Well At Home Inquiry* concludes that relatively modest investments in helping people remain independent – that little bit of help in the home or quite simple adaptations, from hand rails to stair lifts – can save the costs and traumas of moving into residential care. And safer, more accessible, homes can help the NHS with fewer accidents, fewer patients in hospital, early discharge and fewer expensive re-admissions.

Age Concern Kingston's CEO, Shane Brennan, said: 'We're delighted that our local work has once again been recognised at a national level, further evidence that preventive interventions such as StayWell work.'

For more information about StayWell contact Tulloch Kempe on **020 8942 8256**, email [tulloch@ageconcernkingston.org](mailto:tulloch@ageconcernkingston.org).



Handrails can help prevent falls

## Staff celebrate one year on!

Your Healthcare was created as a mutual co-operative independent social enterprise to deliver healthcare services to our local community and has just celebrated its first birthday. It is a not-for-profit organisation staffed with former NHS personnel, delivering the same services as they did when they were part of NHS Kingston (formerly Kingston Primary Care Trust). Siobhan Clarke, Managing Director said: 'Not just business as usual, but better able to respond to patients' needs in our community. Our staff continue to deliver high quality services which include District Nursing, Health Visiting, School Nursing, Rehabilitation, Learning Disability Services, Physiotherapy, Podiatry and Speech and Language provision.'



## Canbury Good Neighbours

Local residents Andrew and Helen Hain have set up Canbury Good Neighbours to provide support for frail, elderly and other members of the community with a wide range of needs in the Canbury area. The scheme offers help with light domestic tasks, collecting prescriptions, befriending, assistance with form filling etc.

To offer your help as a volunteer, or to register and request assistance, contact Canbury Good Neighbours on **07826 866318** between 9.00am and 10.00am on Tuesdays and Thursdays, or email [canburygoodneighbours@hotmail.co.uk](mailto:canburygoodneighbours@hotmail.co.uk).

## Digital switchover to start April 2012

TV is going digital. This means that the existing analogue TV signal will be switched off and replaced with a new, stronger digital TV signal and almost everyone will be able to receive digital TV through a Freeview aerial.

To keep your TV service, you will need to convert your TVs to digital before the switchover date, which for the London TV region, including Kingston Borough, will happen in two stages, on 04 Apr 2012 and 18 Apr 2012. All households with a Freeview TV or box will also need to re-tune at both stages of switchover and from time to time thereafter to keep receiving channels and services.

Digital TV offers a greater choice of channels and features such as on-screen listings, interactivity, audio description and subtitling for people with visual and audio impairments.

Switching is easy, you just connect a digital box to your existing TV. Age Concern Kingston's Handyperson service can help with this or you may be entitled to extra help – see box below. Information about the switchover is available online at [www.digitaluk.co.uk/home](http://www.digitaluk.co.uk/home).

### The Switchover Help Scheme can help you make the switch to digital TV

It can help you convert your TV to digital if you:

- are aged 75 or over; or
- get or could get Disability Living Allowance, Attendance Allowance, Constant Attendance Allowance or mobility supplement; or
- have lived in a care home for six months or more; or
- are registered blind or partially sighted

[www.helpscheme.co.uk](http://www.helpscheme.co.uk)

**0800 4085 900**

How to contact us:

**Age Concern Kingston upon Thames**

14 Nelson Road, New Malden, KT3 5EA

Telephone: 020 8942 8256

Email: [admin@ageconcernkingston.org](mailto:admin@ageconcernkingston.org)

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

Editorial Team: Tom Bell, Anne Bren, Shane Brennan, Janet Evans.

agenda email: [agenda@ageconcernkingston.org](mailto:agenda@ageconcernkingston.org)

You can now view agenda on our website: [www.ageconcernkingston.org](http://www.ageconcernkingston.org) and follow the links.

The views expressed in agenda are not necessarily those of the trustees, staff or volunteers.

Published by Age Concern Kingston upon Thames.

Registered charity no. 299988 Company no. 2272550

Design: Eileen Higgins, email: [eileen@eh-design.co.uk](mailto:eileen@eh-design.co.uk)

Print: Park Communications Ltd, telephone: 020 70556500. Printed on 100% recycled paper





Please send your comments and feedback to *agenda*  
Age Concern Kingston upon Thames  
14 Nelson Road, New Malden, KT3 5EA  
or send an email to [agenda@ageconcernkingston.org](mailto:agenda@ageconcernkingston.org)

### Raleigh Saturday Club

We would like to say how much we enjoy attending the monthly Saturday Club at Raleigh House for people living with dementia, which is run by Age Concern Kingston. In July we had a lovely BBQ and the weather was kind allowing us to enjoy the lovely patio and gardens – we have quizzes and a sing song and a chance to meet other people. We are there for three hours but the time just flies by because we are enjoying ourselves so much. We would urge you to come along and enjoy it with us.  
*Mr & Mrs McCarthy*

### Computer lessons

I am writing to say how much I am enjoying my computer lessons at Raleigh House. When I started I could just about turn on the laptop but gradually with the volunteer's help it is falling into place. Raleigh House is so welcoming, in a lovely setting. Everyone is so happy and helpful. Here's hoping many others will be able to make the most of these wonderful facilities.  
*Valerie J Hughes*

## Fixing broken Britain

**MANY HAVE** been shocked by the Tottenham riot in early August and the sporadic looting and disturbances that followed across 22 London boroughs and throughout the country. While the underlying reason for this destructive behaviour has been overly simplified as 'pure criminality', the correlation between the areas of looting and children living in poverty sends a clear message, highlighting divisions within society.

David Cameron puts the blame for societal breakdown on 'irresponsibility, selfishness, broken families, schools without discipline, reward without effort, crime without punishment and rights without responsibility'.

There are said to be around 5,000 children in Kingston living in poverty; many young people believe they face a bleak future with few prospects for improvement. Over the last few years the country has witnessed cuts in university places, an increase in tuition fees, the closure of youth services and the removal of the Education Maintenance Allowance (EMA). Future years will see children from low income families less likely to achieve university places.

### Disconnection

While Kingston escaped the destruction seen elsewhere, there remains a need to build further on community cohesion. A growing sense of disconnection within the community is felt not only by young people but equally those who are older. The retired population is an overlooked resource, perfectly suited to support the young to develop self esteem and personal ambition. Yet despite the experience they possess, many people hit retirement and find themselves unexpectedly marginalised and without a sense of purpose.

Age Concern Kingston has a strong track record of bringing young and old together – indeed in 2007 we received the Queen's Award for our Age and Youth school-based work. For over the past ten years we have supported volunteers in raising youth confidence and helping individuals to reach their goals and ambitions.

### Intervention

Our current project, A Significant Other, creates partnerships between retired men and boys who find secondary school life daunting, are not achieving academically and may be at risk of exclusion. All too often these young men are from fractured backgrounds and lack positive male role models in their lives; A Significant Other strives to counter this. This simple yet effective intervention: the presence of someone who takes a dedicated interest in a young individual, protects against the isolation and depression associated with under-achievement. We believe that people are able to change. With the right support our young people can start to think positively, broaden their horizons and take ownership of their futures. This process takes time, dedication, and commitment, and changes are likely to be noticed over years rather than overnight.

The August disturbances have led the Prime Minister to return to what he calls his central theme of 'fixing broken Britain' – funding for intergenerational programmes will be a critical test of how serious he is about this.



Age Concern Kingston's work has been shortlisted to win a Charity Times Award, we will let you know how we get on in the next edition of *agenda*

Kingston Council has published its Annual Report of Performance for 2010/11. The Council says it's committed to ensuring the voluntary sector plays a greater role in shaping and delivering public services in the future. It also says it will establish a fund to support preventative care initiatives; introduce Personal Budgets to all social care users during 2011/12 and look at changes to the ways day services and residential care are provided.

RBK spent £62.9 million on adult social care last in the last financial year – 15% of its budget. David Smith, Director of Health & Adult Services, will speak at Age Concern Kingston's AGM at the Bradbury Centre on 20th October.

## Part-time work opportunities with Age Concern Kingston

**Help@Home workers wanted for our new Help@Home service providing practical support to older people living in their own homes.**

You will carry out everyday domestic tasks, including cleaning, shopping, laundry, social support etc. No personal care is involved.

- Employed on a Zero Hours contract basis £8-£9 per hour.
- All applicants require an understanding of, and empathy with, the needs and issues of older people.
- Benefits include 25 days annual leave (plus public holidays), contributory pension scheme, training opportunities, flexible working practices.
- You must be available for work for a minimum of 14 hours per week.
- CRB check and two references will be required.

To find out more, call us on 020 8942 8256 or email [alison@ageconcernkingston.org](mailto:alison@ageconcernkingston.org).



# impact report 2011

*Passionate people, offering quality services, delivered with flexibility, care and energy, helping you to live a greater life...*



**This year we mark 65 years of work in the community and have celebrated our achievements, not just over the last twelve months, but over more than six decades.** The relationships we have with the leaders of our council, the NHS and GPs have been forged over many years. These are not partnerships which can be created in weeks or months. As this report demonstrates, we have proved that we deliver and because we are closely connected with our users and our community we are able to identify need and work with partners to evolve innovative solutions.

More importantly, we continually look ahead, to ask what older people need and want, and to explore how we develop our services in response to this.

We work in challenging times: state resources are shrinking. Over the past twelve months we have turned a budgeted deficit of £100,000 into a small surplus, through strong financial management and the commitment of our staff, who have worked flexibly, developing new projects in order to bring in additional resources and broaden our reach, without increasing overhead costs. We have also welcomed many new volunteers, whose input, skills and experience add measurable value to our services.

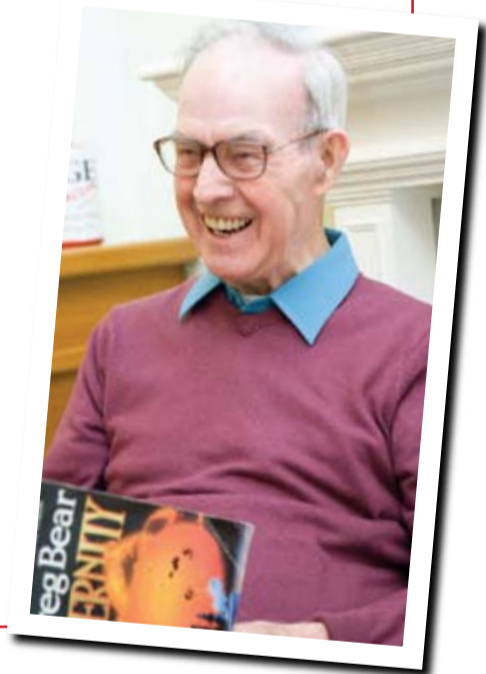
For every pound we earned from our Service Level Agreement with the local authority in 2010-11, we spent an additional £1.40 on providing services for

older people. We bring in money from trusts and central government to invest in services. By helping our users claim their financial entitlements and employing local people, we contribute to a multiplier effect which benefits the local economy.

We believe that our work contributes to the growing body of evidence that investment in preventive social care services more than pays for itself in savings to the NHS. Our work has been recognised at a national level. In January 2011 our CEO was invited, as a member of a small delegation, to meet David Cameron and other ministers at 10 Downing Street, to discuss the future role of the voluntary sector.

This year, after much consideration and deliberation, we took the decision not to take up the offer of becoming an Age UK 'brand partner'. Age Concern Kingston is, and always has been, an independent charitable enterprise, dynamically delivering both free and paid for services. We believe that maintaining our distinctive local identity is crucially important, and is the best way to continue to enjoy the support of the community, now and in the future.

Over the past year we have worked with thousands of people and the feedback we receive is overwhelmingly positive. The year's highlights are outlined in this report, adding up to an impact which is strategic, economic and has made a profound difference to the lives of many.



## What we said we would do

- maintain our commitment to providing quality services that help make later life a greater life
- ensure that the organisation is flexible, responsive and innovative in order to respond to changes in the structure and funding of adult social care
- continue to work with our local authority and health service partners to develop more joined-up services for older people
- develop new sustainable services which will support older people living independently, including a Home Help service
- improve access to effective, timely, advice and information – demonstrating and promoting its importance for older people
- adapt our day services in response to the changing needs of older people and local priorities
- increase access to our services for people living with dementia and work with partners to develop new targeted services
- build on the success of our healthy ageing projects by targeting hard to reach individuals
- continue to work with organisations and individuals from diverse communities in the Borough and to raise the profile of the organisation through our *agenda* newspaper
- increase our income from donations and fund-raising by raising awareness of the importance of voluntary income
- pilot a new intergenerational mentoring scheme focussing on men and boys
- use our outcomes data more effectively to demonstrate the value, quality and importance of our services

**Get involved** Call 020 8942 8256 email: [admin@ageconcernkingston.org](mailto:admin@ageconcernkingston.org)

## What we did

- achieved 1,816 successful outcomes on behalf of clients of our Information, Advice and Advocacy service
- helped clients of our Information, Advice and Advocacy service maximise their incomes to the value of over £400,000
- increased our expertise and capacity to offer specialist information and advice on housing issues through our partnership with FirstStop
- worked with our local authority partners to sustain funding for our preventive day care and advice services
- raised the quality and range of activities at our Raleigh House day service and increased daily attendance
- provided one-to-one computer lessons to over 100 people through our participation in the BBC First Click scheme
- launched our Saturday Club for people living with dementia and their families and carers
- provided ten Fit as a Fiddle courses to 166 people from hard to reach groups, of whom 97% increased their activity levels
- placed our first group of male mentors in Coombe Boys' School as part of our A Significant Other project
- increased the numbers of people supported at home through our volunteer-based Home Response service by 40%
- continued to resource our StayWell programme whilst seeking external funding, working with a quarter of the Borough's GP practices
- exceeded all the outcomes targets for our Handyperson service and achieved 100% satisfaction ratings
- launched our Help@Home service to provide practical domestic and social support to help people continue to live independently in their own homes
- kept in regular contact with 52 isolated people through our In Touch telephone befriending scheme
- taught healthy cooking skills to 37 people through our Cook and Eat workshops in partnership with NHS Kingston Public Health
- published and distributed 12,000 copies of our *agenda* newspaper, raising awareness of older people's issues and the services available to support them
- increased our volunteer numbers to 150, adding capacity to our work to the value of £335,700



*'Excellent support at a time when I had lost all confidence... an excellent service which should be maintained and extended. This type of support really helps individuals back to self confidence, sufficiency and fitness.'*



## Next year we will ...

- continue to champion quality information and advice and its crucial importance for older people
- renew our Community Legal Services quality mark
- enhance support for carers of those near the end of life through our new Horizons project
- continue to provide high-quality, sustainable and popular day services which meet the changing needs and choices of older people into the future
- work with our local authority partners to ensure that any changes to services arising from the need to cut spending does not negatively impact our users
- demonstrate the quality and value of the day services we provide
- seek funding to sustain and develop our popular Saturday Club for people living with dementia
- increase joint working with partners to ensure our active living work can be sustained and developed to benefit more people in the future
- explore further ways to provide opportunities for intergenerational working through our project A Significant Other
- support greater numbers of people to remain living independently in their own homes through integrated and enhanced delivery of our StayWell and Home Response programmes
- increase the level of activity of our Handyperson service through marketing it more widely and establish its viability beyond its initial funding
- explore opportunities for continuing to deliver advice on housing issues, building on the success of our Housing Choices project
- focus on developing our Help@Home service, to meet the demand from older people for practical support in the home
- seek funding to support and expand our In Touch telephone befriending scheme
- increase the print run of our *agenda* newspaper in order to widen its distribution and seek further funding to sustain it
- maintain our commitment to providing quality services that help make later life a greater life



*'They offer information and help about services that I did not realise existed that could help my mother and myself cope with the problems that we face at this stage of life.'*



**Get help or advice** Call 020 8408 8171 email: [firstcontact@ageconcernkingston.org](mailto:firstcontact@ageconcernkingston.org)

## Raleigh House

**Raleigh House** provides a warm and friendly environment for those over 60 who are seeking friendship and daily activity.

You can choose to attend for a full day, including a hot lunch, or half a day.

Transport is available to and from the centre for those who need it, every day except Wednesday, or we can help you access alternative transport.

The centre is spacious, with a large lounge and dining room, an arts and crafts room, a coffee lounge and a pleasant courtyard garden and terrace. One-to-one computer lessons are also available for members and non-members.

Opening times: Monday – Friday: 10.00am – 4.00pm

**Raleigh House, 14 Nelson Road, New Malden KT3 5EA**

Telephone: **020 8949 4244**

Email: [dcadmin@ageconcernkingston.org](mailto:dcadmin@ageconcernkingston.org)

Centre Manager: **Cathy Weight**



## The Bradbury

**The Bradbury** offers a wide range of affordable social, keep-fit (including gentle exercise to music), health-related and learning activities for the over 50s in a friendly, lively and welcoming environment. We are just 10 minutes' walk from Kingston town centre. Our café serves drinks, snacks, lunches (including roast lunch every Wednesday) and homemade cakes and we have a pleasant patio garden.

**The Bradbury, 37b Grange Road, Kingston KT1 2RA**

Telephone: **020 8549 1230** Email: [bradbury@ageconcernkingston.org](mailto:bradbury@ageconcernkingston.org)

Centre Coordinator: **Lucy Webster**



## Friendship group

**Maggie East (second left) writes about her involvement with the Friendship Group at The Bradbury and Milaap**

After retiring, I took a course to qualify as a teacher of English to non-English speakers and still do some ESOL (English for speakers of other languages) and Citizenship teaching for the Borough. This work takes me amongst our diverse local communities and I have realised that, whereas young people from all our Borough communities mix in school, college and university, there are fewer opportunities for those of us who are older.

One of my classes is held at Milaap, the multi-cultural centre for older people that meets in part of the old Murray House building, on Acre Road, Kingston. There, I meet people who tell me how they would like to develop their English further, or keep it alive (the latter particularly true for those with Commonwealth country origins), but who find they rarely have the opportunity to do so. The class, intended for lower ability speakers, is not the ideal place for this. So the idea developed, following discussions with Age Concern and Milaap, of introducing members from the Bradbury Centre to people who attend Milaap. We felt it would give the Milaap members chance to practise

their English, and the Bradbury members the chance to meet and learn about some different cultures and backgrounds.

Hopefully, it would allow both sides to make friends with people from very different backgrounds from their own.

What do we do? Chat, mostly! That's what it's about. We've had a session exchanging childhood experiences of growing up in Sri Lanka (then Ceylon), Taiwan, Singapore, Hong Kong and the UK, with photographs to add visual explanation and interest. Our Sri Lankan member brought with her, for one session, a portfolio her grandson had been preparing at his school; it was a wonderful aid to talking about, and learning more about, life and culture there. At Milaap, the 'Brits' learnt to play Mahjong (well, almost!); we have played Scrabble (not too competitively!) and enjoyed a visit to Ham House.

We usually have eight to ten people at any one session, and could easily accommodate, in fact would welcome, more. You don't have to be a member of Bradbury or Milaap to attend. If you are interested yourself, or know someone who you think would enjoy or benefit from joining us, please tell them about us, too. In short – come along and meet us – we're the Friendship Group!

For more information, speak to the manager at either centre, or contact us on **020 8549 1230**.



Members of the Saturday Club enjoyed a delicious barbecue in June, ably cooked and served by volunteers Steve and Helen Brett, and Del Whibley. The rain held off and, with some pleasant sunshine, guests were able to enjoy Raleigh's lovely patio garden. The Saturday Club is for people living with dementia, their families and carers. See Diary Dates on page 7 for more information.

## Design for fundraising

Melissa and Fan, two students from Kingston University's MA Design for Development have been collaborating to find a way for Age Concern Kingston to increase its fundraising and volunteer base, by connecting with Kingston University students.

They designed a campaign based on the idea of reciprocity and inter-generational storytelling and visited the Raleigh House day centre, along with their colleague Paula, to share their ideas with members, over tea and cake. We're looking forward to hearing more of their ideas as to how to take the project forward. The students have a course blog, which you can read at <http://mad4d.wordpress.com/>

**(First Contact • 020 8408 8170)**

# Benefits for pensioners: are you missing out?

## More than £4.2bn of means-tested benefits go unclaimed by older people every year.

Many pensioners struggling to make ends meet wrongly assume they are not entitled to claim means tested benefits. There are changes every year, so even if you were not eligible in the past, you may be now.

Age Concern Kingston provides a robust welfare and benefits advice service and has acted as an Alternative Office for the Department of Work and Pensions (DWP) since 2005. As an Alternative Office we issue benefit forms and help people to complete them as quickly and accurately as possible. The Alternative Office is free and local. Call us and we will carry out a benefits check over the phone to find out what you are currently receiving and to establish what you might be entitled to claim. If need be, we can then visit you at home.

During the home visit, our adviser will ask questions, and advise you what issues are most important for your particular claim and help you

complete the form. We know what information is most important to include and what issues are often overlooked or misstated. Because all forms are date stamped with the date you first contacted the service, successful claims will include back pay to that date.

We can also verify identification and other documents – such as those required for means-testing – on behalf of the DWP. When the forms are completed by an Alternative Office, the DWP accepts the information as accurate.

### Expert knowledge

The success of the service is down to the experience and dedication of our advisers and volunteers who have expert knowledge of benefits. We actually fill in the form with you rather than just giving verbal advice. This is the most effective way to ensure that you receive everything to which you are entitled. For those unable to leave their homes due to disability or



**Don't miss out on your rights – call First Contact 020 8408 8170**

caring responsibilities, the home visit is crucial. Our advisers understand that everyone's circumstances are different and we make sure we allow sufficient time to go through everything in detail and get your claim right.

As an Alternative Office we have helped raise well over £1.5 million of additional income for older people in the Borough, making a genuine difference to quality of life for many people through providing access to advice and information; relieving poverty; de-stressing the claiming process and maximising income.

## Fit as a Fiddle!

Are you over 50, live in the Borough of Kingston, and want to lose weight, get fit, and improve your physical and mental wellbeing?



Did you know that exercise can help reduce stress, depression, and improve mental health? So why not come and join us?

Free 6 week healthy lifestyle courses starting in September 2011

Nordic Walking • Aquacise • Body Balance • Singing

Contact: **Grace Shorthouse**  
Tel: **020 8942 8256**

Email: [grace@ageconcernkingston.org](mailto:grace@ageconcernkingston.org)

Write: **Raleigh House, 14 Nelson Road, New Malden, KT3 5EA**



## Seasonal Flu Jab

Autumn is nearly with us and this is the best time to get a flu vaccination, before the cold weather kicks in. GP surgeries will be running flu clinics over the next couple of months and vaccination is recommended if you are over 65 or if you are the main carer for an older or disabled person.

The flu jab is free to these groups. Speak to your local surgery for more information.

## DIARY DATES

### Age Concern training and events

#### Raleigh Saturday Club

A service for people living with dementia, their family members and supporters. Second Saturday of the month, 11.00am – 2.00pm at Raleigh House.

Next dates: 10th September, 8th October, 12th November £3 per person including refreshments and a light lunch (served at 12.00 noon).

Contact Raleigh House on **020 8942 8256/020 8949 4244** or email [saturdayclub@ageconcernkingston.org](mailto:saturdayclub@ageconcernkingston.org) if you would like to attend and for more information.

#### Mobility Club

For people using mobility scooters or wheelchairs. Second Wednesday of the month, 3.00pm – 4.30pm at Raleigh House

Contact Cathy on **020 8942 8256/020 8949 4244** or email [cathy@ageconcernkingston.org](mailto:cathy@ageconcernkingston.org) if you would like to attend and for more information.

#### The Bradbury Internet Café

First Tuesday of the month, 2 – 4pm £2 per person including tea/coffee. Contact Lucy on **020 8549 1230** or email [bradbury@ageconcernkingston.org](mailto:bradbury@ageconcernkingston.org).

#### The Law and Later Life

Talk by Daniel Sheridan from Sheridan & Co Solicitors 2.00pm Tuesday 11th October at The Bradbury

#### Lunch clubs

In partnership with RBK in Chessington and New Malden.

##### The Fountain Court Lunch Club

Tuesdays (12.00pm – 2.00pm)  
Fountain Court, New Malden

##### The Charles Lesser Lunch Club

Wednesdays (12.00pm – 2.00pm)  
Charles Lesser House, Chessington

For more information call **020 8942 8256**.

## What's on in Kingston

### Kingston Pensioners' Forum

Second Monday of the month at Richard Mayo Hall, United Reformed Church, Eden Street, Kingston. For more information call the Secretary on **020 8241 9913**.

### U3A Kingston

First Monday of the month, 1.30pm at the Richard Mayo Hall. For more information see the website [www.kingstonu3a.org.uk](http://www.kingstonu3a.org.uk) or call **020 8399 0163**.

### Bounce Theatre: Things to do in a Blackout

ACT Theatre, Kingston College, Kingston Hall Road 21st September, 7.30 pm. Culmination of a community project, this performance uses tiny fragments of memories, to chart the bravery of ordinary people living in the extraordinary times of WW2. A play about stories, families, laughter, love and spirit. A play about history and a play about the future!

## Do you or anyone you know, need help with any of the following?

- Cleaning
- Laundry and ironing
- Shopping, collecting prescriptions and posting letters
- Cooking and other household tasks
- Regular social outings

# Help really is at hand!

As we grow older, managing the everyday practicalities and tasks of a home in later years can be both difficult and daunting and can also be a worry for our family and friends.

**Help@Home** provides support with a range of practical tasks in and around the home, as well as social support and a direct link to all of Age Concern Kingston's other services, such as our In Touch telephone befriending scheme and Handyperson service. All staff members are trained, fully insured and CRB checked and can make sure that you get the right help if your circumstances change.

### How does the Help@Home service work?

We will arrange an initial home assessment at a convenient time for you, and then match you with an experienced Home Helper. You will also receive an information pack about our full range of services.

### How much does the Help@Home service cost?

There is a straightforward hourly charge of £14 (plus any expenses such as petrol for shopping trips).

To find out more contact us at Age Concern Kingston on **020 8942 8256**.



## Little jobs need doing? Get them fixed for spring

Our **Handyperson** service can carry out small repairs, maintenance and adaptations which you might find difficult to do yourself, such as fitting a grab rail or curtain rail, changing a light bulb, hanging a shelf or fitting window locks and door chains.

We aim to ensure that our customers remain safe and secure within their homes. We can carry out tasks that help prevent falls and improve home safety.

The service is open to anyone over 55 years old and any adult with a disability who lives in the Borough of Kingston. It costs £20 for up to two hours, with materials charged at cost.

Plus! We can provide one to one computer tuition and help with setting up laptops, tuning in digiboxes, DVD recorders and players.

For more information or to book an appointment call Heather on **020 8408 8177** or email: [heather@ageconcernkingston.org](mailto:heather@ageconcernkingston.org).

