

agenda

Issue 8 • Spring 2011

Your view, your life, your news

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Older people's care – the future is personal

Kingston's adult social care budget of £47 million is to be cut by almost £2 million from April. Savings are being sought in services for older and disabled people, through changes in the way such services are paid for and cuts to existing provision.

By June, 3,000 people who currently receive council-provided day, home or residential care services, will be given a personal budget with which to pay for their care, says Kingston Council's Simon Pearce. The council envisages that in the future anyone using centres such as Newent House in Surbiton or Raleigh House in New Malden will have to pay the full cost of those services. Such centres will no longer be supported by the council, and if they do not attract enough paying customers to cover their costs, like any other business, they will simply go bust.

Budgets

It is Government policy for all adults who are entitled to care to be given personal budgets. This has worked well for people with disabilities, many of whom have chosen to use their budget to pay for mainstream activities, such as going to a football match, rather than using traditional facilities like day centres. However, in trials this worked least successfully with older people, many of whom did not want the additional burden of

having to plan and manage their own support.

These changes are intended to improve people's choice and control over their lives. When we are older we are more likely to be looking for support at a time of crisis, when we may feel less able to make important decisions, so we are likely to need more help than others with making choices. Tom Bell of Age Concern said: 'We are concerned that the current proposals from the local authority do not guarantee independent advice and support to older people in deciding how to use their personal budgets. It is also not clear that older people will be treated equitably with other client groups in the way that the size of these budgets will be calculated.'



Your care in the future – join the debate

What do you think? Will personal budgets improve life for vulnerable older people? What is your experience of getting and using a personal budget? We will publish your views and stories on our website and in the next edition of agenda.

Kingston council gives an example of how an older person might choose to spend a personal budget:

Mrs S is 75, she is very active but suffering from dementia. She had lived alone at home for a long time but was no longer managing. She did not want any help from social services and did not want to attend a day centre. Her Care Manager was able to help her to arrange support that was more appealing to Mrs S. She was able to use her Personal Budget to pay her carer to escort her to pottery classes and then afterwards to a café.

Kate Harrison, a member of the Bradbury Active Age Centre, says:

'I live on my own and although I am lucky in that I am still physically well and able to get out and about to cafes, museums and so on, life can be very lonely. If I come to The Bradbury, I am surrounded by people. There is a huge choice of activities. We can have a lively discussion; we help and support each other. If I go to the café, I only talk to the waitress. You don't build social networks in the café.'

Civil Society Minister drops in at The Bradbury

Nick Hurd, the Minister for Civil Society, paid a visit in November to The Bradbury Active Age Centre. The venue was suggested by council leader Derek Osbourne who wanted to showcase the Borough's voluntary sector.

Nick Hurd is at the forefront of the Government's plans for the 'Big Society', which aims to give charities, social enterprises and voluntary organisations a greater role in the provision of community services.

Nick chatted to some of The Bradbury's users, who were keen to describe the importance of the centre in keeping them mentally and physically active. Regular user Erica Wright explained how she had joined The Bradbury and made friends at a time when she had been feeling extremely lonely following the death of her husband, commenting: 'This place keeps us out of hospital.'

A number of The Bradbury's team of committed volunteers were on hand to give the Minister a glimpse of the 'Big Society' in action. Meanwhile an enthusiastic chair-based exercise class continued uninterrupted.

Shane Brennan, Chief Executive of Age Concern Kingston upon Thames, told the Minister that The Bradbury was a very tangible example of what the voluntary sector could achieve: 'We are hugely proud of The Bradbury Centre, and this is only one of the many ways Age Concern Kingston works with and supports older people. Given the resources and the opportunity, we would do even more.'

The Minister was in Kingston to meet with council and voluntary sector leaders, including Derek Osbourne and Kingston Voluntary Action CEO Hilary Garner, and to announce the opening of a new fund intended to help the charities, voluntary groups and social enterprises that are most vulnerable to public spending cuts.



The Bradbury welcomes new members – for more information see page 6.

Age Concern Kingston meets the Prime Minister

Age Concern Kingston's Chief Executive, Shane Brennan, was a member of a delegation of public service delivery charities which have warned the Prime Minister about the impact of cuts on the voluntary sector at a meeting to discuss their role in the reform of public services.

Members of the National Council for Voluntary Organisation's Public Service Delivery Network met David Cameron and other ministers, including Greg Clark, the decentralisation minister, and Francis Maude, the Cabinet Office minister, at 10 Downing Street in January.

Shane's main aim was to give the ministers a flavour of the potential of a local, community-embedded organisation such as Age Concern Kingston in delivering innovative public services.

Afterwards Shane said 'This invitation demonstrates that the quality of Age Concern Kingston's work has been recognised at the highest level. I was able to explain to the Prime Minister that Kingston Borough is unique in that we have already made headway in developing our own local agenda for reform of health and social care. At Age Concern Kingston we have strong relationships with GPs, with the council and with the NHS and we are all committed to working for better outcomes for residents. It is vital that budgetary cuts are not allowed to undermine or destabilise the good work that is being done.'

Shane Brennan has been with Age Concern Kingston for 11 years and has been CEO since 2005.

Age Concern Kingston bucks the trend

The proportion of people who volunteer has fallen every year since 2005, according to the latest Citizens Survey published by the Communities and Local Government department.

The survey found that 38 per cent of respondents had volunteered formally – defined as unpaid help through groups and organisations – at least once in the 12 months before the interview. The figure was 44 per cent in 2005 and has fallen steadily since then.

In the poll of 10,000 adults in England and Wales, 24 per cent of respondents said they had volunteered formally at least once a month between April and September 2010. The figure was 29 per cent in 2005.

By contrast, Age Concern Kingston's volunteer numbers have grown steadily over the past five years, rising to 150 currently – a 20% increase. Our volunteers are a diverse group, working across a range of services. As one

volunteer told us: 'Volunteering for Age Concern makes you feel you are part of something.'

The government's recently published Giving Green Paper emphasises that volunteering plays an important role in society. Many studies have shown that volunteering improves well-being and there is increasing interest in volunteering in older age as a means of reducing social exclusion – creating a 'virtuous circle' whereby both volunteer and the beneficiaries of volunteering activities can benefit.

If you are interested in finding out more about becoming a volunteer for Age Concern Kingston we would love to hear from you. Call **020 8942 8256** or email **admin@ageconcernkingston.org**.



How to contact us:

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You can now view *agenda* on our website: www.ageconcernkingston.org and follow the links.

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

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Care charges to increase

The increases in charges for users of home-based support services have been the subject of a well-publicised and angry campaign locally. People who need help with daily living – for example washing and dressing, or taking medication – will have to pay the full cost of their care if they have savings of £23,250 or more. The council has retreated on its original plans to take 100% of a person's available income as a contribution to the cost of their support, compromising on 75%, with no upper limit on the total charges.





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

Challenging changes

Kingston comcab taxi card changes

Although Kingston is one of the best Boroughs operating this scheme for disabled residents and its concession to delay the across the board changes in Greater London until after 31st March is much appreciated, nevertheless I am devastated at the difference it will make to my life, particularly the loss of the second 'swipe', I write on behalf of the many ComCab users who are similarly affected.

I live on the Borough border and very occasionally can get to Kingston town for £1.50 (one swipe). More often it takes two with traffic congestion. When the increased charges operate from 1st April, one 'swipe' will cost £2.50 and will only take me part way to town and the ongoing cost at normal taxi rates would be prohibitive. Even if the two swipes are granted (and please, that is the least I am asking) it would cost £5 instead of £1.50 and a return journey would be £10. It would use up my 104 journeys a year in no time at all, at a cost of £208 a year which I can ill afford, living on pension as I do.

I would no longer be able to attend the Kingston Age Concern Bradbury Active Age Centre (which has been a lifeline to me over the past four years) if it would cost £10 for a single return journey. There are very many ComCab users who must be in the same position. Is there any chance that this situation can be reviewed?
Pauline Lindsey, Tolworth

Excellent service

I just wanted to write to thank you for the warm hospitality that I received on my recent visit to Kingston. I was very pleased to meet you and your staff as well as your service users. It was very heartening to see the excellent service that you provide for local residents and to hear about the strong partnership you have with the local statutory sector. I believe that it is partnerships like this that will be fundamental in driving forward public service improvement and achieving the Big Society.

Nick Hurd, MP

The following is an extract from a letter sent to the Raleigh House Manager: M is living with the early stages of dementia and the writer is M's friend and carer.

I could tell from the first day I brought M into the centre that it had a good feeling and welcoming atmosphere and that this was a place that I was happy to leave her.

I have seen a real difference in M since coming to Raleigh House. She might not always remember what she has eaten or done but she is much more alert and stimulated and talkative when I pick her up.

Thank you to you and your staff. Knowing M is happy means I can have some time to myself without worrying.

Thanks to local organisations!

We are very grateful to the following for kindly donating raffle prizes over the Christmas period. Cath Kidston (Kingston), Rose Theatre, Kempton Park Racecourse, 99p Store (Kingston), Lidl (Kingston), Sainsburys (Kingston), Dianne Maginnis from GCM.

Our thanks also go to M&S for giving us the opportunity to raise money by packing bags for their customers just before Christmas.

Local council leaders are facing unprecedented challenges.

Against a backdrop of cuts, there are major changes to the way health and social care is provided locally. Our front page covers new arrangements for social care and on page four we outline the changes in the NHS locally.

The Council needs to find around 26% savings over the next four years. This year it will reduce spending by £13m, including a reduction of £2m in spending on older people's services. Council leaders state they are keen to protect frontline services – working in meaningful partnership with local providers will be essential if this is to be achieved within these tight financial constraints. Without this, there are real concerns that vital and popular services will close and older people will be isolated at home leading to more illnesses such as depression.

Proposals

We applaud the Council's intention not to cut grants to local voluntary groups. However, Age Concern's funding relationship with the Council is different. It is probably the only local charity to have a contract service agreement with Social Services and, at the time of going to press, it is not clear how we will be affected by planned cuts that include a budget reduction of £400,000 in day care. The Council's own consultation on the proposals showed that day services and personal and practical care at home were amongst the services that respondents felt strongly should be most protected.

Spotlight

In making these changes, the Borough is also under the Government spotlight. Firstly, Kingston is to be an early adopter of the new GP 'Pathfinder' Consortium, meaning that our GPs will soon be responsible for all spending on local health care. Secondly, the Norbiton area is one of only nine places nationally to be a test-bed for a 'Local Integrated Services' arrangement for spending on things like health, social care and policing, where local people will be given more say over how both Government and local authority money is used in their community.

Our council declares it has embraced localism and the Big Society. It is clear that its leaders will need to show high levels of competence, commitment to getting change right and strong leadership if Kingston is successfully to meet the challenges ahead. Age Concern Kingston is willing to work in partnership with the council and others and take a lead on older people's services to ensure that the community does not lose out as a result of these changes.

65 and still going strong!

This summer, Age Concern Kingston upon Thames will celebrate its 65th birthday with a party for all volunteers, friends and supporters. A huge number of people have been involved in the organisation over the years, and have helped build the successful, thriving charity that exists today. Were you involved in Malden and Coombe Older People's Welfare Association or in Age Concern Kingston when it was based at Bardwell House? Have you benefited from our services? Send in your stories, memories and pictures and join the celebration!



Some 70 volunteers and supporters enjoyed a Christmas party at our Raleigh House Centre in December. We have two events each year to thank our volunteers for all their hard work and to celebrate the contribution of volunteers to all our services. These are the nights when Age Concern staff give their time freely to serve food, fill glasses, run raffles, wipe tables and generally ensure that the volunteers have a great time. We always welcome new volunteers. To find out more, call **020 8942 8256** and ask for Nina.

Kingston GPs lead NHS reforms

The Coalition Government has embarked upon the most radical restructuring of the NHS since its establishment in 1948. Amid mounting criticism of the scale and speed of the changes, from both within and without the Coalition, Kingston GPs are at the vanguard of the transformation.

The Government plans to scrap the ten Strategic Health Authorities and all Primary Care Trusts (PCTs) by 2013 and

put 80% of the health budget – about £80 billion – under the control of family doctors. Currently, area-based PCTs are responsible for commissioning (buying) health services for their local populations: hospital treatment, ambulance services, district nurses, physiotherapy and so on. These 152 PCTs will be replaced by about 500 GP ‘consortia’. GP consortia will have a lot less money than PCTs – as overall the NHS needs to

save £20bn over the next five years. Under the reforms patients will be allowed to choose services from ‘any willing provider’ – including private and voluntary sector organisations – and targets deemed ‘bureaucratic’, such as waiting times for A&E and ambulance response times, will be abolished. Instead, there will be a focus on health outcomes. The proposals include measures to further integrate health and social care, and age discrimination in NHS and social care will be banned from 2012.



David Smith, new Director of Health and Adult Services: ‘If you can’t make this work in Kingston, where can you make it work?’

Pathfinder

The Kingston Consortium is one of 54 ‘pathfinder’ consortia which will trial the new commissioning arrangements. Its 27 GP practices serve a local population of almost 182,000.

Kingston GP, Dr Charles Alessi, who led the pathfinder bid for the Kingston Consortium declared: ‘This is the start of a new journey and an exciting time for the NHS. We believe that removing management tiers and putting the clinician-patient relationship at the centre of commissioning means we can get better outcomes for patients.’ However, many health bodies, including the BMA, are expressing real concerns about the Government’s approach to NHS reform.

Responsibility

Kingston was already at the forefront of changes in the NHS initiated under the previous Labour Government. Its community-based healthcare services, including district nursing, rehabilitation and physiotherapy have, since last August, been provided by not-for-profit social enterprise Your Healthcare. Kingston’s Liberal Democrat Council has made moves to become an early adopter of the new joint arrangements for health and social care. Responsibility for public health, which deals with problem issues such as smoking, obesity and alcohol abuse, will move to the council and Kingston PCT boss, David Smith, has taken on a new role in the local

authority overseeing all health and social care in the Borough.

The reforms will see a shake-up in hospitals, which must all become Foundation Trusts by 2014, giving them more freedom as to how they provide their services. They are also being encouraged by Health Secretary Andrew Lansley to become employee-owned businesses, along the lines of John Lewis. Kingston Hospital had ambitions to become a Foundation Trust in 2010, but this has been delayed due to a review of acute care provision in London. During the election campaign concerns were raised over possible closure of Kingston’s A&E and maternity services.

Services

It may be some time before patients see any changes to local health services. The current Kingston LINK (Local Involvement Network) was set up less than two years ago to enable local people to have a voice in matters relating to health and social care in the Borough. The Government’s changes will see LINKs replaced by a local ‘HealthWatch’ body, which is expected to take on additional responsibility for complaints, advocacy and supporting choice.

‘This is the start of a new journey and an exciting time for the NHS’
Dr Charles Alessi



First Contact ● 020 8408 8170

Age Concern Kingston telephone helpline number, open Monday to Friday 10.00am – 12.00 noon

New support for carers

Some eight years ago the carers' charity Kingston Crossroads closed down. Local charity Crossroads Care Richmond upon Thames has been providing respite care for the Borough of Richmond for more than 21 years and has now won Approved Provider Status from Kingston Council to deliver services in Kingston Borough.



Crossroads takes care of people of all ages in the comfort of their own homes, giving their carers time to relax and spend a couple of hours doing things that they would not normally have the time to do. Maybe they just want to attend an appointment, meet with friends, play a round of golf or just sit and read a newspaper or a good book. For more information contact:

Richmond Crossroads Care

Tel: **020 8943 9421** Email: richmonduponthames@crossroads.org.uk
www.crossroads.org.uk/richmonduponthames

New advice service at Hawks Road Health Clinic



Age Concern Kingston's Information, Advice and Advocacy Team is now offering a free, confidential and independent advice service at the Hawks Road Health Clinic. Our team will be working alongside the services that already take place in the building, such as GP and podiatry (foot) clinics. If you are 60 or over and living in Kingston Borough you can contact us and arrange an appointment. With our detailed knowledge of issues of particular concern to older people including money and benefits, transport options, housing issues, social activities and how to get help at home; whether you have a simple one-off query, or a complex problem, we can help. Give us a call on **020 8408 8170**.

Increases in state pension and working age benefits



Know your rights

The Basic State Pension will increase by £4.50 to £102.15. Pensioners on a low income will benefit because most people who receive Pension Credit will get a £4.75 increase in guarantee credit. Cold Weather Payments will be permanently increased from £8.50 to £25. The majority of working age benefits will increase by 3.1 per cent. The new benefit rates will apply from the week beginning 11 April 2011.

Attendance Allowance will increase to £73.60 High Rate and £49.30 Low Rate. Carers Allowance will increase to £55.55. Guaranteed Pension Credit will increase for a single person to £137.35 and for a couple to £209.70.

Please ring First Contact Age Concern Kingston on **020 8408 8170** for further information about benefits and how to apply.

Triple guarantee

Minister for Pensions Steve Webb said: 'We've taken a decision to restore the link with earnings and increase the basic State Pension by the highest of prices, earnings or 2.5 per cent. This triple guarantee will ensure that pensioners can expect a decent offering from the state in retirement.'

Fire safety – planning could save your life

The recent death of former Essex and England cricketer Trevor Bailey, 87, in a fire in his retirement home is a sad reminder that over half those killed in accidental house fires are older people. Despite this fact, the vast majority of us don't consider fire a risk and over-estimate our ability to escape.

Many people don't realise that just two to three breaths of toxic smoke could leave you unconscious. You have less than two minutes to escape in a fire before your lungs fill up with smoke and you can't breathe, so it's vital to plan and practise for an emergency.

- Make sure you have a working smoke alarm and test it weekly.
- Preparing and practicing a plan of action will help you act quickly if there's a fire in your home – it could even save your life.
- Make sure you've chosen your escape route and think of any difficulties you may have getting out and help you may need, such a torch to light your way, or a stair rail.
- Consider a place to go if you can't escape, especially if you have trouble moving around, or can't get downstairs on your own.
- Make sure everyone knows where the door and window keys are kept.

Age Concern Kingston's Handyperson Service offers safety checks and can fit handrails. We can also refer you to have a smoke alarm fitted. Call Heather on **020 8942 8256**.

Raleigh House

Over 60, want to get out more?

Raleigh offers a warm and friendly environment for those over 60 who are seeking friendship and activity.

The centre is bright and spacious, with a large lounge and dining room, a den with snooker and a computer suite, an arts and crafts room, a coffee lounge and a pleasant courtyard garden and terrace with seating.

The centre offers a range of activities to suit all tastes, including chair based exercises and Tai Chi; quizzes and indoor games; snooker and bingo; singing and book groups; gardening and cooking. Entertainment, talks, trips and special events take place all year round.

Why not try a computer class and learn how to email family and friends who live far away, or do your shopping on line? You can get your hair, hands and feet done at low-cost, or enjoy a relaxing massage.

A two course lunch is available, with a choice of menus. 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.

Our friendly staff and volunteers will be happy to show you round the centre and discuss your needs and wishes.

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

Telephone: **020 8949 4244** Email: dcadmin@ageconcernkingston.org

Centre Manager: **Cathy Weight**



The Bradbury

Over 50, want to get more out of life?

The Bradbury Active Age Centre is located just a 10 minute walk from Kingston town centre with easy reach of public transport. It offers a wide range of activities varying from Tai Chi and yoga, line dancing and salsa to arts and crafts. There is a bereavement support group and weekly walking and swimming groups, plus lots more.

You might just enjoy a chat and a cup of tea, or a browse of the web in our computer suite. Tuition in small groups is available if you haven't used a computer before. The Bradbury also organises events and outings, such as pub lunches and trips to various attractions.

There is a café at the Bradbury which caters for all tastes. The menu offers sandwiches, fish and chips, Paninis, homemade soups and a weekly roast dinner. Those with a sweet tooth will enjoy our home made cakes and our coffee comes at keen prices!

If you fancy a massage why not book an appointment with our therapist or put a spring in your step by visiting our podiatrist? Our award winning garden is a relaxing, tranquil place with a water feature and outside seating.

If you would like to find out more about what the Bradbury Centre has to offer, just pop in and see for yourself – you will receive a warm welcome.



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

Telephone: **020 8549 1230**

Email: bradbury@ageconcernkingston.org

First Click success

Volunteer Jane Pringle with the first two proud 'graduates' of the First Click computer course held at The Bradbury in December. Following a campaign by the BBC, The Bradbury was inundated with enquiries from those keen to get online and internet savvy. More volunteers are needed to help show others the ropes. One-to-one computer classes are also available at Raleigh House. Contact us for details.



Pianist/keyboard player wanted

The Bradbury needs someone to accompany a Singing for Fun group starting in the spring. If you can play the piano/keyboard and could spare an hour a week to play some of our favourite songs, please call Lucy on **020 8549 1230**.



The Mayor, Councillor Chrissie Hitchcock, paid a visit to the Raleigh House Day Centre before Christmas. The Mayor chatted to members, volunteers and staff as members enjoyed a Christmas dinner with all the trimmings.

Both our centres are available to hire for celebrations, meetings or other events.

We can also provide catering. If you are interested and would like to find out more, please get in touch.

For more information about the centres, please contact them directly or see our website www.ageconcernkingston.org.

Having a party?

A Significant Other project

Establishing significant relationships across the generations



Age Concern Kingston has an exciting new intergenerational pilot project called 'A Significant Other' and needs men of retirement age to get involved. We will be working closely with Coombe Boys' School, providing a team of mentors to build significant and mutual relationships with young adults.

This is a great opportunity to help a young person develop throughout school, supporting them with life's difficult questions, such as: Who am I? What do I want from school? What do I want from life? Where do I want to be? Those working with younger people have described the experience as inspiring, full of learning and say that it feels really good to be giving back.

One mentor wrote: 'When I retired, for the first six months I was at a loss as to how I was going to fill my time. School certainly did that.'

The project will run for the next 12 months and aims to capture how a young person's life is affected when they embark upon a mentoring relationship with an elder. It also hopes to gain insights into the effects of being a Significant Other in a young person's life.

If you are passionate about personal development, developing young people's learning and would like to mentor, then please contact Debbie at debbie@ageconcernkingston.org or on **07789 794 157**.

For more information about any of our services, or if you would like to volunteer for us, contact **020 8942 8256** or email admin@ageconcernkingston.org. Also see our website www.ageconcernkingston.org.

Fit as a Fiddle on the Alpha Road Estate

Age Concern Kingston is running a series of free six-week 'Fit as a Fiddle' courses across the Borough, to help older people lose weight, get fit, and have fun. The weekly sessions include an activity and a weight loss workshop. A recent Fit as a Fiddle Keep Fit course for people living near the Alpha Road Estate in Surbiton proved very successful. Participants achieved excellent reductions in weight, waist measurements and body mass index. They also increased the amount of exercise they took, and showed improvements in healthy eating habits. Perhaps, most of all, they enjoyed the camaraderie of the group, and the support of the instructors, helping to motivate them. In fact, they enjoyed it so much that they wanted to carry on meeting and Age Concern Kingston was able to help find funding to do this, which has led to the continuation of the group in the New Year.



Fit as a Fiddle for mind and body

Age Concern Kingston has been awarded a further year's funding from the Department of Health to provide another series of 'Fit as a Fiddle' courses. Next time, the activities will be focussed towards improving people's mental, as well as physical well-being. For more information, see the next edition of *agenda*.

DIARY DATES

Age Concern training and events

Raleigh Saturday Club

A service for people living with dementia and their families and carers. Second Saturday of the month, 11.00am – 2.00pm at Raleigh House. Next dates: 12th March, 9th April, 14th May. £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 if you would like to attend.

Age Concern 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 info 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 or call **020 8399 0163**.

Community Coffee Shop

Canbury Pavilion, near tennis courts & playground in Canbury Gardens, entrance off Lower Ham Road. If coming from the River, entrance close to the bandstand. Opening hours: Tuesday to Friday, 12pm to 4pm. Kingston Learning Disability Service project, in partnership with Canbury Community Trust (reg. charity). **07514 012297**

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.

