

Other Useful Contacts

First Contact Telephone Helpline

020 8408 8170

First Contact provides information and advice to people over 60, their families, friends and carers.

It is open Monday to Friday, 10am to 12 noon.

www.telecaremadeeasy.com

A new website which offers a wealth of information and advice on equipment & services that support safety & independence in the home.

Age Concern Kingston
14 Nelson Road, New Malden,
KT3 5EA

www.ageconcernkingston.org



Contact Information

Tina English & Alison Wakefield
Home Response Co-ordinators

Office: 020 8408 8176

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(Mon, Tues, Weds)

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(Weds, Thurs, Fri)

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Registered charity no. 299988

Home Response Service



A service to help older people remain at home during a period of ill health by meeting short term, practical needs.

AGE
Concern

Kingston upon Thames

*Making later life
a greater life...*

Home Response

WHAT IS IT?

The scheme consists of a network of volunteers supported by two part time co-ordinators employed by Age Concern Kingston upon Thames.

WHAT DOES IT AIM TO DO?

The aim is to provide short term practical help to older people during a period off ill health, to enable them to remain at home and to prevent unnecessary admission to hospital.

HOW DOES IT WORK?

When a client is referred to the service a Project co-ordinator will visit them to assess their needs. Support will then be offered for up to 6 weeks by our network of volunteers.



WHO ARE THE VOLUNTEERS?

People from all walks of life who have volunteered for Age Concern Kingston upon Thames. Each volunteer has had an enhanced CRB check carried out and references taken to assess their suitability for the role. They have all been given appropriate training, and supervision and support are ongoing.

WHAT CAN WE HELP WITH?

- Shopping
- Laundry
- Prescription collection
- Meal preparation
- Clearing space to avoid falls
- Taking rubbish out
- Visiting to help someone regain their independence and confidence
- Pet care, eg. Walking the dog

WHAT DOES IT COST?

Age Concern Kingston upon Thames does not charge for this service.



THE SERVICE DOES NOT INCLUDE:

Personal care
Transport
Moving & handling individuals
Administering medication
Long term help