



Age UK Bromley & Greenwich Guide to Services



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Age UK Bromley & Greenwich are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision:

To make Bromley and Greenwich places where all can enjoy later life.

Mission:

Age UK Bromley & Greenwich will be the voice of older people in both boroughs. We will work with older people to enable, support and connect.

We will promote independence and well-being.

Values:

Equality - We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect - We respect the life histories of our staff, volunteers and clients. We believe in their potential and we will help to realise their ambitions.

Creativity - We encourage innovation in the solutions we adopt.



Bromley Dementia Support Hub

We support people living with dementia in Bromley, and their carers, providing information, advice and help to find the most suitable services and support for their individual needs.

How we can help: finding and accessing relevant local support, Information and advice and guidance, Support to plan for the future.

Carers support, including: learning about dementia, coaching on how best to care for the person living with dementia, help with coping strategies.

Befriending: specialised volunteer support to help people stay active and get out and about.

Memory Lane Cafe: Join us for tea, cake, companionship and fun every Friday. Please get in touch with the Bromley Dementia Support Hub below to confirm attendance.

When: Every Friday 11.00am - 12.30pm

Where: Community House, South Street, BR1 1RH

Young Onset Dementia: We provide practical support to individuals who develop dementia before the age of 65. Our approach is a holistic one, which includes employment support, if required, and the needs of clients with young families.

When: Every Thursday 11.00am - 12.30pm

Where: Community House, South Street, BR1 1RH

You can also find out more details about the support on offer by visiting the Bromley Dementia Support Hub website.

For more information please contact:

Telephone: 020 8315 1850

Email: info@ageukbandg.org.uk

Care Navigation

Care Navigators work with Clinical, Medical Therapy and Social Care professionals, to provide patients with a more integrated service. The aim of the integrated model is to ensure that services and professionals work together to provide an all-in-one service, which is more responsive to the needs of the people, is focused on preventing ill health and proactively managing and supporting people in a more co-ordinated way.

Proactive Pathway

GP referrals via the three Integrated Care Network Hubs (Beckenham, Bromley and Orpington) in the Bromley Borough



Frailty Pathway

Referrals from Multidisciplinary Team professionals at the Churchill Ward, Orpington Hospital.

The Service is pivotal in capturing the patients non-medical support needs, navigating them through the system, identifying other support required and provides information and sign posting accordingly.

Please note to access this service you must be referred by a medical professional.

For more information please contact:

Telephone: 020 8315 1850

Email: info@ageukbandg.org.uk

Clip It Nail Cutting

We provide a simple nail cutting service to residents of Bromley and Greenwich at various clinics across the boroughs. This is a charged for service and the cost of your first appointment is £25 which includes a set of tools for you to keep. All follow-up appointments are charged at £20, with an additional fee of £5 for fingernail cutting.



Please be aware that certain medical conditions and medications may affect your foot health and result in you needing a more specialist foot care service.

Appointments are booked in 30min blocks between 9am – 3pm

Weekly

Monday – Community House, South Street, Bromley

Wednesday – St John's Church, 251 Eden Park Avenue, Beckenham

Thursday – Age UK B&G, 2-6 Sherard Road, Eltham

Friday – Saxon Centre, Lych Gate Road, Orpington

Fortnightly

Tuesday – Richard Neve House, 57 Plumstead High Street, Plumstead

Monthly

Wednesday – St. Mark's Church, 10 Church Road, Biggin Hill

Clinics listed may be subject to change so please contact us to confirm current availability.

This service is strictly by appointment only

For more information please contact:

Telephone: 020 8315 1853 / 1867

Email: services@ageukbandg.org.uk

Health, Wellbeing & Befriending Development Greenwich

We are pleased to offer our new Health Wellbeing & Befriending Development Service. This service is for Greenwich residents aged 50 years + who are on their own and unable to get out.

This service will aim to:

- Provide person centred support through one-to-one home visit and telephone befriending.
- Enable people to develop confidence to go outside, to take part in groups and activities online and in some instances to progress onto joining our groups and activities in person.
- Organise and deliver a calendar of activities and events to engage you and enable you to make links with the wider community.

We provide support thanks to a team of volunteers who have all been trained and DBS checked.

A full programme of events will be available on request so please do get in touch if you feel this service would benefit you or someone you know.



For more information please contact:

Email: hwbdgreenwich@ageukbandg.org.uk

Information & Advice Greenwich

Our Information, Advice and Guidance service offers a free, confidential and independent advice service to older residents living in Greenwich.

Our expert advisors provided generalist advice on a range of issues including employment rights, welfare benefits, housing, relationships, and consumer rights.

If you would like some help with any of the above we may be able to assist.

We also keep stocks of free leaflets and fact sheets which cover a huge range of subjects as well as lists of local services which you may find useful.



Greenwich Drop In Surgery:

Time: 9.30am-1.30pm Monday to Friday*

Place: Age UK Bromley & Greenwich Resource Centre, 2-6 Sherard Road, Eltham, SE9 6EX

In some circumstances we may need to make an appointment for you to come back another time.

For more information please contact:

Telephone: 020 8315 1850

Email: info@ageukbandg.org.uk

Memory Singers

The Memory Singers Choir is for Bromley residents living with dementia and their carers. The Choir started in 2012 and is jointly run by Age UK Bromley and Greenwich and U3A (University of the 3rd Age).

When: Every Wednesday 2.00pm till 3.30pm

Where: The United Reformed Church, Widmore Road, Bromley

This project provides an opportunity to sing, have fun and socialise in a relaxed and informal setting.

Our wonderful volunteers will welcome and assist everyone who wants to take part.

No previous singing experience required but we do require you to register before joining.



We are working with support from the
U3A in Bromley

For more information please contact:

Telephone: 020 8315 1850

Email: sstowe@ageukbandg.org.uk

Men & Women in Sheds

Our Men & Women in Sheds' programme is an activity-based package for men and women 50 years +. We have 2 sheds, one in Eltham and one in Penge.

Each offers a friendly and stimulating environment with different choices of activities including: woodwork, carpentry, gardening, repairs & restoration, community projects, commissions, and volunteering opportunities.

Bromley

Penge Men & Women in Sheds
Age UK Bromley & Greenwich
Kingsdale House
Kingsdale Road
Penge
SE20 7PR

Greenwich

Eltham Men & Women in Sheds
Age UK Bromley & Greenwich
2 – 6 Sherard Road
Eltham
SE9 6EX



For more information please contact:

Email: meninsheds@ageukbandg.org.uk

Nepalese Gurkha Veterans Project

The Nepalese Gurkha Veterans Community Project is a social and education group helping Gurkha veterans, their wives, widows and families to adjust to new lives in the UK.

Gurkhas played a vital role in the British Army for 200 years and were granted residency rights by the UK government.

Age UK Bromley & Greenwich supports the Gurkha community to enjoy life in the UK and deal with the challenges they face, including language and social barriers.

The Nepalese Gurkha Veterans Community Project offers a stimulating environment, where promotion of health and wellbeing is paramount and access to Age UK Bromley & Greenwich's vital services are available

The group meets every Thursday between 11:00 and 16:00pm at:

YMCA
Antelope Road
London
SE18 5QG



This project is supported by funds from the National Lottery Community Fund.

For more information please contact:

Telephone: 07435044462

Email: pcahill@ageukbandg.org.uk

Shopping

BROMLEY

The Home Shopping service is available to residents living in the Borough of Bromley and offers you the convenience and flexibility of receiving shopping to your door from a reliable, friendly and fully vetted member of staff.

Our dedicated home shopper will purchase your shopping according to your personalised list and preferences. We will deliver your shopping to your home and can assist you to unpack your groceries if required.

The service is available Tuesday-Thursday each week and all staff receive a full DBS check .

Please note this is a charged for service and costs £20 on top of the cost of the shopping.

For more information please contact:

Telephone: 020 8315 1853

Email: services@ageukbandg.org.uk



GREENWICH

The Shopping service in Greenwich can only be accessed by a referral from the Royal Borough of Greenwich's brokerage team.

It is for clients aged 65+ who are not able to organise shopping for themselves. No 3rd party referrals will be accepted.

Take Home & Settle

Greenwich, Bexley and Lewisham

GREENWICH AND BEXLEY

The service enables safe discharge by supporting patients home and settling them in on arrival. We can deliver and install equipment as well as medication and belongings. If needed, we can do a one-off emergency shop and provide a follow up call to check on their welfare the next day.

On call hours:

9:00am to 21:30pm Monday to Friday & Public Holidays

9:00am to 17:00pm Saturday and Sunday

Telephone: 07494 972 778

Email: bridgingservice@ageukbandg.org.uk

LEWISHAM

Age UK Bromley & Greenwich Take Home and Settle Service support patients aged 18 and over home from Lewisham Hospital. We contribute to early safe discharge by settling people home, completing a one-off shop if required and delivering medication, equipment and property. The service also supports with access visits, property and key safe checks gas and electric top-ups and welfare checks.

On call hours:

9:00am to 21:30pm Monday to Friday & Public Holidays

9:00am to 17:00pm Saturday and Sunday

Telephone: 07399 202 311

Email: thaslewisham@ageukbandg.org.uk

Please note to access either service you must be referred by a member of hospital staff.

Adult Carers Support

The Adult Carers Service supports unpaid carers aged 19+ by providing practical, emotional, and planning support to help maintain their caring roles.

The service offers the following:

- 1-2-1 support - face to face and over the phone
- Information, guidance, and signposting
- Free training courses and workshops
- Forth-nightly peer support groups where you can meet other carers
- Forums where issues relating to unpaid carers are discussed
- Social activities
- Support to develop emergency plans
- Monthly e-bulletins. You can sign up for these by visiting: www.bromleywell.org.uk/our-services/carers



For more information please contact:

Telephone: 020 8315 1925

Email: carers@bromleywell.org.uk

Befriending Bromley

This service offers a vital lifeline to older people who are experiencing social isolation and or loneliness. Working with our trained volunteers, we provide a wide range of support.

***Home Visiting:** A weekly one to one home visit from a volunteer for a good chat and perhaps a cup of tea.

***Telephone Befriending:** A weekly telephone call from a telephone companion.

***Out and About:** A Bromley Well volunteer companion will encourage and motivate you to get back into the community by accompanying you on walks until you feel confident to do it alone.

Community Hubs: A place to socialise, make new friends and take part in fun activities.

Chair Based Exercise:

2 sessions per month are available. Please call or email befriending for further information.

Monthly Walking Group:

Based at Kelsey Park in Beckenham on the first Tuesday of each month. Please call or email befriending for further information.

For more information please contact:

Telephone: 020 8315 1868 / 07498 250350

Email: befriending@bromleywell.org.uk

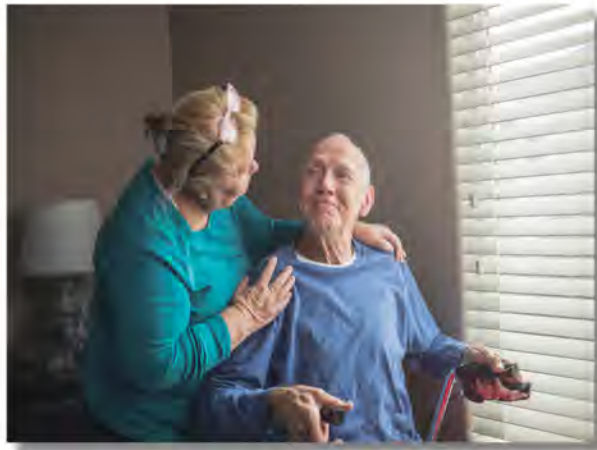
*please note there may be a waiting list for some support offered



Care Navigation

Hospital Discharge Care Navigation

Our Bromley Well Frailty Care Navigator is based at the Princess Royal University Hospital (PRUH). The Care Navigator supports older/vulnerable clients as the hospital team prepare for discharge. The Care Navigator liaises with staff, clients and clients family/carers and can make onward referrals to support the discharge process. The Care Navigator refers into other Bromley Well and Age UK Bromley & Greenwich services as well as other voluntary services where appropriate.



Post Covid Care Navigation

Our Post-Covid Care Navigator works with Bromley Healthcare on the Post-Covid Syndrome Community Pathway. The pathway launched in 2021 and supports clients to navigate symptoms following a diagnosis of long-covid. Our Care Navigator works with health care professionals to guide clients following their diagnosis. This includes running peer support groups & being the first point of contact for the team. Referrals into this pathway are via a Bromley GP or specialist consultant review.

For more information please contact:

Telephone: 0808 278 7898

Email: spa@bromleywell.org.uk

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Forms Completion

We provide a free form filling service. If you don't have someone who can help you fill in forms, get in touch.

*We help fill forms on:

- **Carers Allowance**
- **Attendance Allowance**
- **Disability Living Allowance (DLA)**
- **DLA claimants moving on to Personal Independence Payment**
- **PIP claims**
- **Work Capability forms for Universal Credit**
- **HC1 form (claim for help with health costs)**
- **Blue Badge**
- **Taxi Card**
- **Dial A Ride**



Our volunteers are able to help you at home or a suitable meeting place within the community.

All volunteers are trained and DBS checked.

If you are looking for help to check that you are getting all the benefits you are entitled to and give you information on other benefits you may be able to claim in order to maximise your income please see our Information & Advice service.

For more information please contact:

Telephone: 0808 278 7898

Email: spa@bromleywell.org.uk

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*please note there may be a waiting list for some support offered

Working in partnership with

Bromley Well

Handyperson

This service provides practical support and assistance to enable people to maintain their independence, keep their home environment safe and accessible and reduce the need to rely on statutory services.

Minor Repairs: fitting curtain rails, shelving, replacing tap washers, changing light bulbs and fuses.

Home Security: installing key safe units and door security chains.

Safety Measures: fitting grab rails and securing floor coverings.

Energy Efficiency: installing draught excluders, bleeding and checking radiators.

Other minor works can be carried out on request, to enhance independent living.

The Handyperson Service will not offer gardening, painting and decorating services or moving furniture.

Referrals for this service can come from clinical staff, the Transfer of Care Bureau and Bromley Local Authority staff, including Social Care Practitioners.

If you are not eligible for the free handyperson service but live in the Borough of Bromley, we offer the service at an hourly rate.

For more information please contact:

Telephone: 07985 434262

Email: handyperson@bromleywell.org.uk

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Hospital Aftercare

This is a free service where experienced and dedicated volunteers support vulnerable or mildly frail older people, who live alone or need assistance to regain their confidence to prevent re-admission to hospital.

Our aim is to support older people to work towards self-selected goals enabling them to regain their confidence and independence in their home environment

The service offers up to six weeks short term support in the client's own home and can include:

- Emotional support and companionship
- Practical tasks, help with shopping and other errands
- Going out for short walks where appropriate
- Providing access to information and other help available to older people



The service is for Bromley residents. Anyone can refer, including older people themselves, family and friends as well as health and social care professionals.

For more information please contact:

Telephone: 07494 972778

Email: services@bromleywell.org.uk

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Information & Advice Bromley

Our information and advice service for older people provides a free, confidential and independent service for anyone aged 65+ living in the borough of Bromley.

Our experienced advisors provide general advice on a range of issues including:

- **employment rights**
- **welfare benefits**
- **housing**
- **relationships and family**
- **consumer rights**
- **adult social care**

We also keep stocks of free leaflets and fact sheets which cover a huge range of subjects as well as lists of local services which you may find useful.



There is currently no drop in service offered in Bromley but it is possible to book a face to face appointment with an advisor.

For more information please contact:

Telephone: 020 8315 1850

Email: iag@bromleywell.org.uk

Long Term Health Conditions

The Long Term Health Conditions Support Service helps people aged 18+, who are Bromley residents and are living with physical health conditions.

This service provides free and person-centred, practical lifestyle planning support to help people manage their conditions, while increasing their confidence and resilience.

- **Programmes to help you develop the skills and confidence to manage your condition**
- **1-2-1 lifestyle support face to face, over the telephone, virtually via Microsoft teams, text & email**
- **Opportunities to meet others and share your experiences**
- **Information, advice and guidance**
- **Access to support groups and networks**
- **Access to our handyperson service for minor adaptations to your home**
- **Help with finding specialist services**

Our 8 week health & wellbeing programme, support sessions and activities are accessible at different locations throughout Bromley as well as online.

For more information please contact:

Telephone: 07985 444210 / 07399 202313

Email: enquiry@bromleywell.org.uk

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Sitting

This service supports vulnerable, or mildly frail, older people from the age of 55 who live alone in the community or do not have anyone who can provide them with adequate support or assistance.

The Sitting Service is only available by referral from health and social care professionals.

It is a 'light-touch service' and no personal care can be provided by our assistants. The aim is to provide short-term support – typically one x 3 hour home visit – focussing on settling the client back into their home after discharge from hospital and aiming to prevent readmission.

- **Companionship, conversation, reassurance, and confidence building**
- **Help people adjust to being at home**
- **Help clients identify and access support services that they might benefit from**
- **Signpost clients to other services and make referrals on their behalf.**



This service is free and available between 9am and 5pm Monday to Friday

We cannot guarantee a home visit on the day of hospital discharge, but we do contact clients as soon as we can to offer support and arrange a mutually convenient home visit appointment if requested.

For more information please contact:

Telephone: 07983 902432

Email: sittingservice@bromleywell.org.uk

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Take Home & Settle Bromley

The Bromley Take Home and Settle service is for people being discharged from hospital wards, Clinical Decision Unit, Emergency Department or Urgent Care at Princess Royal University Hospital and the Frailty Unit at Orpington Hospital.

You can be referred for this service by a nurse / ward matron / occupational therapist or social worker.

The service provides a friendly assistant to drive you home from hospital and to ensure you are:

- **Safely and comfortably settled into your own home**
- **Provide you with reassurance and maybe a hot drink**
- **Ensure you have collected your prescriptions**
- **Ensure that you have basic food provisions**
- **Provide information about services and help available to older people.**



Please note we are unable to support people who may be displaying challenging behaviour or who are in need of personal care unless separate provision is in place by care managers.

For more information please contact:

Telephone: 07506 247 822

Email: takehomeandsettlebromley@bromleywell.org.uk

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Ways of Giving

We rely on your support to help older people in Bromley & Greenwich. You might not realise that Age UK Bromley & Greenwich is an independent charity – we raise all our own funds locally, and all our funds are spent locally – supporting older people across both boroughs. Together we can help improve the lives of local, older people.

The impact of your donations

£10 could provide a couple of cups of tea and a slice or two of cake for our befriending walks.

£15 pays for zoom licenses for one month to host digital socialising sessions.

£30 could go towards providing emergency shopping for older people being discharged from hospital.

£50 could pay for a musician at our Dementia café.

Ways to give:

Donate online

www.justgiving.com/ageconcern-bromley

or via our website www.ageukbromleyandgreenwich.org.uk

QR Code

Use your device's camera to scan this QR code, it will take you directly to our donation page.



Ways of Giving

Donate by credit or debit card

Please telephone 0208 315 1869 to make a donation by credit or debit card.

Donate by cheque

If you would like to write us a cheque, please make it payable to Age UK Bromley & Greenwich and pop it along to our offices or post it to us at our registered address for the attention of the Finance Manager.

Leave a Legacy

Leaving a gift to us in your Will enables us to continue to provide vital services for older people in Bromley and Greenwich. Every gift in every Will, no matter how large or small, makes a difference. If you would like to know more about how you can remember us in your will, please email fundraising@ageukbandg.org.uk

How to leave a gift in a will?

Having a will and keeping it up-to-date helps ensure that your wishes can be respected and your property and assets benefit people and causes you really care about. We would always recommend that you speak to a qualified professional such as a solicitor, when making or amending your will.

Your solicitor will be able to advise you on the required wording to carry out your wishes. If you wish to leave a gift to Age UK Bromley & Greenwich in your will, all you need is our charity details below:

Age UK Bromley & Greenwich is a trading name of Age Concern Bromley, our registered charity number is 1060861 and our address is: Community House, South Street, Bromley, BR1 1RH

Ways of Giving

If I already have a will?

If you already have a will and you want to include a gift to Age UK Bromley & Greenwich in it, there may not be a need to rewrite it. You can ask a qualified professional such as a solicitor to add an amendment (called a codicil). As a general rule, if the change you wish to make is quite small or simple, you can use a codicil, and if the change is more significant or complex you should make a new will.

What kind of gift can I leave Age UK Bromley & Greenwich?

You can leave a specific sum of money or an item such as jewellery or a piece of art. Or you can leave a share in, or all of, what's left of the value of your estate after family and friends have been taken care of. The advantage of leaving a share (also known as residuary gift) is that it remains the same over time, and you won't need to change your will to keep up with inflation.

If you have any questions about leaving a legacy, or would like to know how you could make a donation today, please email fundraising@ageukbandg.org.uk, or write to us at Age UK Bromley & Greenwich, Community House, South Street, Bromley, BR1 1RH



Volunteering

Volunteering is a great way to meet new people, learn new skills, and support the work we do in the community. It's a chance to make a difference to someone's life, to give back and to belong to Age UK Bromley & Greenwich's amazing volunteer team.

Almost anyone can be a volunteer and we have a wide range of roles to suit different people and skillsets. If you would like to volunteer, you can fill out our online form or request one to be posted out to you, attend an informal volunteer interview, complete an Enhanced DBS and an induction.

We also ask that you sign up for our online training courses with Grey Matters, and this is at no cost to yourselves.

Volunteering is at the heart of many of our services across both boroughs and we also need volunteers to help with events and fundraising throughout the year.

If you have time to give and would like to take part in rewarding work within the local community, we would love to hear from you!

We need volunteers across both boroughs.

For more information please contact:

Telephone: 020 8315 1883

Email: volunteering@ageukbandg.org.uk





Age UK Bromley & Greenwich is a trading name of Age Concern Bromley, registered charity no 1060861 and company limited by guarantee registered in England and Wales no. 3304510