East Sussex age UK

Guide to Services

About Age UK East Sussex Services

Age UK East Sussex is the main countywide charity serving people in later life in East Sussex.

We have a higher than national percentage of people of pensionable age and a higher than national percentage of people aged 75+.

It is our mission to enhance the quality of later life for people in East Sussex. We provide a number of services to help you stay independent for longer and offer support, for example, after a hospital stay.

All our services are person-centred, that means you, the client, tell us what you would like to achieve by using our services and together we work out a support plan.

Our services are dementia-friendly and our dedicated team are trained in dementia awareness and we are represented on several dementia action alliances across the county.

Whether you are an older person yourself, caring for an older person or a professional working with older people, we hope that you will find this guide informative and useful.

The valuable work we do is made possible with the help of volunteers. Our trained and vetted volunteers enjoy sharing their expertise and their time with you.

We hope you will enjoy your experience with us, as have many others.

Cornelia Dietze
Services Director

Day Clubs

Companionship and support for people in later life.

What we offer:

Our Day Clubs offer a friendly and caring environment for people in later life who need a little extra help to enjoy their day. Our activities and support are person centred and can meet a wide range of physical and mental health needs, including the early stages of dementia.

We provide:

- Friendship and the chance to meet other people
- Activities including quizzes, reminiscence, singing and entertainment, arts & crafts
- Exercises
- Celebrations and fun events
- Trips
- Freshly cooked lunches and refreshments throughout the day
- Information and advice
- Respite support for carers

Who can use the service?

Anyone aged 65+ who does not need personal care.

Is there a charge?

Yes, there is a charge which includes lunch, details are available on request.

How can I access the service?

Please contact **01273 476704**.

When and where does the service take place?

Monday:

Heathfield Day Club at Holdenhurst,
Mill Road, TN21 0XD.
10.30am - 3.30pm

Tuesday:

The Havens, Kempton House, Cavell Avenue, Peacehaven, BN10 7NJ.
10.00am - 3.00pm.

Heathfield Day Club at Holdenhurst,
Mill Road, TN21 0XD.
10.00am - 3.30pm

Wednesday:

The Havens, Newhaven Age Concern Club, West Quay, Newhaven, BN9 9BP.
10.00am - 3.00pm.

Friday:

Heathfield Day Club at Holdenhurst,
Mill Road, Heathfield TN21 0XD.
10.00am – 3.30pm.

Footcare

Do you find it difficult cutting your toe nails or need help looking after your feet?

What we offer:

A helpful, friendly service, professional care and advice at competitive prices.

We provide:

- Basic toenail cutting
- Qualified podiatrists who are able to attend to more complex needs
- A home visiting service which is registered with the Care Quality Commission

Who can use the service?

Anyone aged 50+. We will also support younger disabled clients.

Is there a charge?

Yes, there is a charge, please contact us for details.

How can I access the service?

Please contact **01273 476704** for further information.

When and where does the service take place?

The service operates 9.00am to 5.00pm, Monday to Friday. We run clinics across the county, please contact us for details. We also offer a home visiting service, please contact us to arrange this.

Home from Hospital

Are you concerned about how you, or a friend or relative will cope at home after leaving hospital?

What we offer:

After a hospital stay our Co-ordinator will visit you to draw up your support plan. Our trained volunteers will then visit you once a week over a 6 week period.

We provide help with:

- Obtaining any immediate shopping you may need
- Collecting prescriptions and shopping
- Making a hot drink and preparing a snack
- Light housekeeping
- Accompanying you to a hospital or doctor's appointment
- Signposting and referring to other services

Who can use the service?

- Anyone aged 55+
- Living in Hastings, Rother, Lewes or Wealden
- Living alone, or with a carer
- About to leave hospital or recently discharged from hospital

Is there a charge?

The service is free of charge.

How can I access the service?

For Lewes and Wealden please call **01273 476704 ext. 225**
For Hastings and Rother please call **01424 233104**

Where does the service take place?

At the client's home.

When does the service take place?

The offices are open from 9.00am to 5.00pm, Monday to Friday and volunteer visits will be arranged at a time which suits both parties.

How long can I use the service for?

Once a week for up to 6 weeks.

Macmillan Home Support

Are you concerned how you, or a friend or relative will cope at home whilst receiving treatment for cancer?

This service is run by Age UK East Sussex in partnership with Macmillan Cancer Support and is tailored to support older people living with cancer who would benefit from some help with domestic duties with the aim of supporting them to complete their treatment plan.

What we offer:

Our Co-ordinator will visit you to draw up your support plan. Our trained volunteers will then visit you once a week over an 8 week period.

We provide help with:

- Obtaining any immediate shopping you may need
- Collecting prescriptions and shopping
- Making a hot drink and preparing a snack
- Light housekeeping
- Accompanying you to a hospital or doctor's appointment
- Signposting and referring to other services

Who can use the service?

- Anyone aged 55+ who is living with cancer
- Living in East Sussex
- Living alone or with a carer
- Undergoing cancer treatment

What we cannot do:

- Wound dressing
- Lifting clients
- Counselling

How can I access the service?

To make a referral call **01273 476704** or email **macmillanhomesupport@ageukeastsussex.org.uk**

Where does the service take place?

At the client's home.

When does the service take place?

The offices are open from 9.00am to 5.00pm, Monday to Friday. Volunteer visits will be arranged at a time which suits both parties.

How long can I use the service for?

Once a week for up to 8 weeks.

Information and Advice

What we offer:

Information and advice that is free, confidential, independent and impartial.

We provide:

Information and advice on a wide range of topics such as:

- Housing
- Social care
- Welfare benefits
- Local information
- Help with form filling
- Publications - we stock a large selection of Age UK booklets, factsheets and information sheets, which are nationally produced guides

Who can use the service?

- Anyone aged 50+ living in East Sussex
- Their carers, relatives and friends
- Professionals working with older people

Is there a charge?

The service is free of charge.

How can I access the service?

By telephone: **01273 476704 9.30am to 4.00pm, Monday to Friday**. At one of our outreach sessions at Hastings, Peacehaven, Lewes, Crowborough - by appointment only; please phone **01273 476704**. On Wednesdays drop in at: Age UK East Sussex Furniture Warehouse, Units D1 and E, Ranalah Trade Park, New Road, Newhaven, BN9 0EH.

What we cannot do:

- Give debt advice
- Recommend suppliers of goods and services, although we can give you a list of suppliers

Community Navigators

Working in conjunction with GP surgeries this service provides non-medical support and advice to older people and their carers.

We provide:

- Help with attending local groups and activities
- Referrals for advice on benefits, housing or social care issues
- Help to attend medical appointments
- Support for carers

Who can use the service?

Patients aged 50+ and their carers of a number of designated surgeries in the High Weald and Lewes area.

Is there a charge?

The service is free of charge.

How can I access the service?

This service is by referral from the relevant GP surgery only.

What we cannot do:

- Give medical advice
- Give debt advice

Healthy Living Clubs

This service supports people aged 50+ who are at risk of health inequalities.

What we offer:

The Healthy Living Clubs run across East Sussex and are aimed at encouraging you to become more active, meet new friends and receive information on healthy living.

Who can use the service?

- Anyone aged 50+
- Living in East Sussex

Is there a charge?

There is a charge of £1 per session.

How can I access the service?

To find a club near you please go to our website **ageuk.org.uk/eastsussex** or phone **01273 476704** or email **charles.sheldon@ageukeastsussex.org.uk**

Where do the clubs meet?

At a number of different venues around East Sussex.

When does the service take place?

The clubs meet every two weeks, normally in the mornings and run for two hours. We also run some specialist clubs supporting initiatives such as the LGBT community and specialist activities such as Walking Football.

How long can I use the service for?

There is no time limit.

Take Home and Settle

What we offer:

Helping people in later life return home following hospital discharge. To support a safe discharge from hospital we provide a range of support including:

- Taking a patient home and settling them in
- Obtaining any immediate shopping they may need
- Making a hot drink and preparing a snack
- Light housekeeping
- Installing/positioning equipment from hospital
- Signposting and referring to other services

Who can use the service?

Residents of East Sussex, who are aged 55+, particularly those who live alone, or who are carers.

Is there a charge?

The service is free of charge.

How can I access the service?

Referrals come from the Hospital Intervention Team, Adult Social Care and other members of the hospital staff. If you are in hospital and think this service would help you please ask one of the nurses or occupational therapists.

Where and when does the service take place?

The service takes place at the Conquest Hospital in Hastings, Eastbourne District General Hospital and Pembury Hospital. The service is available 7 days a week.

How long can I use the service for?

This is a one off service to support the safe discharge of older people from hospital.

Age UK East Sussex and Edna Johnson Wills Trust Scams Prevention

Have you, a friend or relative been scammed or are worried about being scammed? Scams are fraud and fraud is a crime.

What we offer:

Our Co-ordinator will visit you to draw up your support plan together with you. Our trained volunteers will then visit you once a week over a 3 week period.

We provide:

- Home visits
- Telephone advice
- Face to face support from a volunteer
- Tips on handling cold calls
- Benefits advice
- Local group discussions
- Updates on scams in your area
- Help to access other services

Who can use the service?

Residents of East Sussex aged 50

Is there a charge?

The service is free of charge.

How can I access the service?

Please call **01273 476704** or email **scams.prevention@ageukeastsussex.org.uk**

Where and when does the service take place?

At the client's home.
The offices are open from 9.00am to 5.00pm, Monday to Friday.
Volunteer visits will be arranged at a time which suits both parties.

How long can I use the service for?

On average 3 home visits.

Help@Home

Helping you or your loved ones to live independently at home.

What we offer:

We will carry out a free home visit to discuss your needs and together agree a tailored work plan. We will then introduce you to a carefully selected Help@Home Worker. All our Help@Home Workers are employed by Age UK East Sussex; we do not use agency staff. All carry a photo identity card, have been Police checked, are fully insured and receive ongoing training to ensure their work is of the highest standard.

We provide:

- Cleaning
- Companionship - if you would like someone to accompany you to appointments or just sit with you and enjoy a cup of tea over a friendly chat
- Read you a book or newspaper
- Shopping
- Snack preparation
- Collecting prescriptions
- Laundry and ironing
- Dog walking

Who can use the service?

Anyone who needs domestic help.

Is there a charge?

There is a charge of £15.50 per hour.

How can I access the service?

To make a referral call **01273 476704** or email **helpathome@gaeukeastsussex.org.uk**

Where and when does the service take place?

- From Hastings to Eastbourne and the surrounding areas.
- Provided from 9.00am-4.00pm, Monday to Friday at the clients' home.