



Our Guide to Services



We help older people to be involved, valued and supported across East Sussex.

Your local charity

Age UK East Sussex is your local, independent, charity. We are part of the Age UK family but remain independent in our work and how we raise funds.

Since 1948, our vision is to make East Sussex a great place to grow older. Through our teams of dedicated staff and amazing volunteers we deliver services and activities for older people across East Sussex.

What sort of work do we do?

- Information & Advice
- Benefits & Entitlements
- Befriending
- Health & Wellbeing
- Scams & Fraud Prevention
- Home from Hospital
- Declutter & Downsizing

We are proud to be led by the needs and aspirations of those in later life across East Sussex.





Information & Advice

We know that growing older doesn't come with a manual. That's why we provide free information and advice to help you on topics as diverse as claiming benefits to finding care homes.

We offer free and confidential advice for older people, their families and friends. Visit our shops or website for a range of handy information guides, or you can phone or email us too.

Benefits & Entitlements

Each year, billions of pounds in benefits go unclaimed by older people. We can help make sure you're not missing out. You could be entitled to help with bills and keeping warm. Support to pay for care, or so that you can remain in your home. Our specialist teams offer a free benefits check and can help with filling in forms. Families and Friends can access this service too, with agreement from the older person. Call or email to find out more.

For more information:

01273 476 704

customerservices@ageukeastsussex.org.uk

www.ageukeastsussex.org.uk

Search:
'ageukeastsussex'
on social media



Befriending

Loneliness can affect everyone but we know that as we get older we often have fewer friends and family. One of the ways we can help is through our befriending service. Our volunteer befrienders can give you a weekly call so you can enjoy chatting with someone over the phone, all from the comfort of your own home.



Health & Wellbeing

Keeping well, both physically and mentally, is really important for enjoying later life. At Age UK East Sussex we operate the popular Isabel Blackman Centre in Hastings. This is a health, leisure and wellbeing centre for the over 50's. It's not your usual centre for older people though; with a fully accessible gym

and exercise studio, educational and activity classes, dances, shows and events and a super cafe its a great place for everyone.

01424 235 535

www.isabelblackmancentre.co.uk

Scams & Fraud Prevention

It's perfectly normal to feel worried about scams. Our team can help you spot and avoid the latest scams targeting you and your money. Visit our website for further information, or join one of our Scam & Fraud talks across the county.

Are you a victim of a scam or worried about something not being right? Our team can help look at your situation and provide advice on what you can do.

De-clutter & House Clearance

Keeping on top of our homes can become harder as we get older. Over the years we can accumulate many things and it's often hard to decide what to keep and what to let go. You may be moving to a smaller place, or have the daunting task of dealing with a home after a loved one has passed away.



MacMillan Home Support

We run this service in partnership with Macmillan Cancer Support to provide practical and emotional support to local older people affected by or living with Cancer.

The service is tailored to meet individual needs and our volunteers help through home visits for up to 12 weeks doing light housekeeping, collecting prescriptions and shopping, preparing light snacks. Anyone over 30 years of age living in East Sussex can self refer or friends, family and other professionals can refer on their behalf.

“With Maxine’s support, as well as your kind attention and my MacMillan counsellor, I am in a better place now to cope with my present circumstances, and I sincerely thank you all for helping me at this time.”

Social Prescribing

Our team of Social Prescribers work closely alongside doctors and nurses in GP surgeries in Lewes, The Havens and Wealden. We advise on a range of services, support and activities available in your local area:

- Social activities
- Liaising with health services
- Finding wellbeing activities
- Support with bereavement
- Support with caring
- Planning for the future
- Assistance with home care
- Improving safety at home
- Help with practical needs
- Community transport
- Help with form filling

“I felt very supported. The Social Prescriber was kind and caring. She helped me with services I knew nothing about. The whole experience was excellent and having people you could talk to was the best.”

The Social Prescribing service is accessed via a referral within your surgery.

Support us

As an independent charity we rely upon the support of local people to provide our services.



Volunteer

Our volunteers are the backbone of our charity and we could not do our work without them. Whether its befriending, providing advice, supporting someone in their home or working in our shops we only exist thanks to the kind support of so many people. Our volunteers make people smile and if you would like to too please contact us to find out more.

Shop in our shops

Our shops and furniture warehouses sell a wide range of quality pre-loved and new goods. From clothing to shoes, books, antiques and furniture; every day you will find something new in our stores. We have shops in Lewes, Battle, Bexhill, Hastings and Brighton. We have furniture warehouses in Newhaven and Eastbourne.

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Donate to our shops

We only have great things to sell as so many people donate such great items. Donate clothing, shoes, bags, bric a brac, antiques, furniture and so much more.

Leaving a Gift in your Will, or in Memorandum

Every legacy, or gift in memory, no matter the amount, will help to ensure that an older person, somewhere in East Sussex, will get the help and support they need.

We recommend that you speak to a qualified professional, such as a solicitor, when making or amending your will.

If you would like to leave a legacy to Age UK East Sussex to help local older people, please call us on **01273 476 704** or e-mail **customerservices@ageukeastsussex.org.uk** and we will send you a legacy pack.



How you could make a difference

Donations

It costs £3,000 every day to provide our services in East Sussex. Though this is really great value only 30% of this comes through the government. The rest we have to raise ourselves.

Call our fundraising team to make a donation over the phone on **01273 476 704**. You can also donate online at www.ageukeastsussex.org.uk or scan the QR code below.

£10 could help to provide our **befriending service** to an older person. Offering companionship and support especially in lonely times.

£20 could help to provide an **information and advice session** for an older person.



£40 could help to **provide specialist training for an advisor** to enable them to give vital information and support to an older person.

£60 could pay for an advisor to work with an older person to **complete a benefits assessment**.



For more information please call **01273 476 704**
email customerservices@ageukeastsussex.org.uk
or visit www.ageukeastsussex.org.uk

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