

A Guide to Our Services

Making later life better for everyone in
Hillingdon, Harrow & Brent

Information and Advice



Hillingdon Advice Partnership (HAP)

Our new service commissioned by Hillingdon Council to provide a single point of access providing Information, Advice and Wellbeing services for residents in Hillingdon.

The partnership is formed from four local charities, Age UK Hillingdon Harrow & Brent, Nucleus Legal Advice Centre, Bell Farm Christian Centre and Disability Advice & Support Hillingdon (DASH) and offers support to adults 18 plus.

The quickest and easiest way to self-refer or to make an enquiry on behalf of someone else is by using our “contact form” available on our website www.hillingdonadvicepartnership.org.uk or alternatively you can call to speak to a member of the team on **020 8044 5676** – lines are open Monday to Friday between 9am – 5pm (except bank holidays).

Age UK Harrow and Brent Information & Advice

For information and advice please call **020 8756 3040** (option 1) lines are open Monday to Friday between 9am – 1pm (except bank holidays).

Age UK Brent & Harrow Housing Support Service

A service supporting older private renters (60+) and those threatened with homelessness. To enquire please call **020 8589 0066**.



HomeShare

We have partnered with Two Generations to make HomeShare even more widely available for the benefit of everyone across Hillingdon, Harrow and Brent.

HomeShare is designed to help reduce isolation and improve wellbeing.

It enables two unrelated people to share a home for mutual benefit.

An older person with a spare room (Householder) is carefully matched with a person who is in need of low-cost accommodation (Sharer). In return for accommodation the Sharer gives the Householder 10 hours of their time each week as a combination of practical support and companionship.

Each HomeShare match is individual. The type of support may include some light housework, cooking, shopping, gardening, help with computers and technology, or spending time together over a meal or a cup of tea.

The presence of another person in the house, especially overnight, will also benefit the Householder and reassure their families.

Call: 020 8756 3040



Trusted Traders

We have a list of local Trusted Traders such as plumbers, decorators etc. who you can call to help you with a range of jobs around the home.

They have been carefully vetted and share our commitment to provide high quality services for older people.

We also continuously monitor performance through customer feedback.

Call: 020 8756 3040

All our tradespeople have provided:

- 2 References
- Proof of valid public/employer liability insurance





Lasting Power of Attorney Service

We offer a Lasting Power of Attorney Service to guide you through the process during a face to face visit and ensuring all paperwork is submitted correctly to the Office of the Public Guardian

We can help you to take the next step

Lasting Powers of Attorneys are legal documents that enable you, while you still have mental capacity, to appoint trusted person(s) to make decisions around your health and financial matters, should you lose capacity to make these for yourself.

Whatever your age, it is important to consider your future and take time now to grant Power of Attorney to someone you trust.

Our Prices are competitive.

Call: 020 8756 3040
enquiries@ageukhnb.org.uk



Will Writing Service

We offer a free Will Writing service in Hillingdon, for less complex will writing.

Alternatively we can refer you to a trusted and qualified Legal Adviser who offers a Will Writing and Estate Planning service across Hillingdon, Harrow and Brent.

Call: 020 8756 3040
enquiries@ageukhnb.org.uk





Help at Home

Whatever the reason that you find yourself less able to do things around the house, contact our Help at Home team ...

The Help at Home service aims to support older people by helping with those tasks they may have difficulty doing themselves and thus enabling them to stay in their own home, maintain their independence and improve their wellbeing. This chargeable service offers our clients help with a variety of tasks, such as:

- Cleaning
- Shopping
- Laundry and ironing
- Helping to change beds
- Companionship
- Dementia Sitting
- Taking clients to appointments or social events
- Preparing light meals
- Helping with paperwork
- Having a cup of tea and a chat

(Please note we do not provide personal care)

To offer reassurance to our clients and their families the Help at Home team have a 'Never Walk Away' Policy - this is our Emergency plan that we follow if one of our clients doesn't open the door. We won't leave until we know where our client is - this could be by contacting next of kin, checking local hospitals, Carers or in some cases the police.

The service is available for anyone 50 years or over, living in the Hillingdon or Harrow Boroughs.

Our prices are competitive so call us for a no obligation chat about how we might help you.

Call: 020 8756 3053

Opening Hours: 9am to 4pm



Community Support

Good Neighbours Service – Hillingdon & Harrow

Need occasional help with everyday tasks? Our DBS-checked volunteers offer free one-off support such as:

- Posting/collecting mail or parcels
- Light shopping or prescription collection
- Short walks
- Basic IT help at home
- Low-level gardening
- Telephone support to reconnect with community services (up to 12 weeks)

Steps Programme

Free for residents 65+ in Hillingdon, Harrow & Brent. It helps older people regain confidence through weekly walks with a trained volunteer, a walk-readiness check, and friendly support—ideal for those recently discharged from hospital or feeling anxious about going out alone.

All of our volunteers are DBS checked and our team are happy to discuss any requests you may have.



For more information, please contact our Community team on:

Call: 020 8756 4391
community@ageukhnb.org.uk



Clubs & Groups

Hillingdon

We offer creative and gentle exercise sessions in Ageing Well Clubs to encourage connection and enjoyment.

Harrow

Inclusive programmes promote wellbeing and community for older residents through talks and creative activities.

Townfield Community Centre, Hayes UB3 2EL

We host activities that support mental wellbeing and reduce isolation, including music and mindfulness sessions.



Hospital Support

We have teams of Support Workers based at Hillingdon Hospital and Northwick Park Hospital who are there to support you on your journey through from A&E to discharge.

If you are 60+ and live in the boroughs of Hillingdon, Harrow or Brent our Discharge Teams can:

- Share information and signposting on services available.
- Escort you home from A&E or a ward if you have been admitted.
- Once home we can help with small tasks such as basic shopping, emptying the fridge of out of date food, changing the bed, preparing a drink or light snack, and then opening the post.

If you wish we can call you up to three days post discharge to check all is

well. You may like to have a home visit from one of our colleagues following your discharge to signpost you or assist you to access appropriate internal and external services.

We also have services at Wexham Park Hospital and Stoke Mandeville working alongside our Age UK Bucks colleagues to cover Discharge and Community Support throughout Buckinghamshire

Hillingdon: 020 8756 4393

Northwick Park: 07872 116 298

Buckinghamshire: 01296 2565 132



Social Prescribing Service

We play a key role in delivering the Social Prescribing service in some of the GP surgeries in Harrow.

Social prescribing link workers take referrals from GP surgeries for those in need for help with non-clinical issues such as homelessness, benefits, loneliness, and mental wellbeing. Social prescribing link workers connect them to activities and services in the community.

Upon receiving a referral, a social prescriber calls the patient to understand their support needs and identify sources of further support.

Contact your GP Surgery to connect with your social prescribing link worker or email:

enquiries@ageukhbb.org.uk



Falls Prevention Service

A physiotherapy-led service for people 65 years and over who live in the London Borough of Hillingdon or who are registered with a Hillingdon GP.

This service is for people who are independently mobile (with or without a walking aid), but are feeling less steady and are concerned about falling.

What we offer:

An initial home visit to find out more about your mobility, falls history and health issues that may affect your ability to move around.

We Will:

- Assess your home environment and give you advice on falls risk factors.
- Provide smaller items of equipment and walking aids to help you keep active and independent.
- Complete assessment tests to identify strength and balance deficits.
- Offer follow-up home visits to supervise exercises that will address deficits. Our exercise programme comprises of up to 8 sessions working 1:1 with a member of our team.
- Accompany you outside whilst you build confidence.



We will signpost you to community-based activities and clubs so that you can continue to be active after you have been discharged from our service.

NB: This service is not for people who live in Care Home settings; or for people who have degenerative conditions such as Parkinson's Disease.

For further information contact the service on:

Call: 020 8756 3040
falls@ageukhbb.org.uk



Volunteering

Make a Difference - Volunteer with Us!

We've got a variety of roles for anyone looking to connect with their community and make a real impact. You can volunteer in our retail shops from age 16, or explore other roles if you're 18+. Some positions may require a DBS check – don't worry, we'll take care of that for you.

What Can You Help With?

- **Help reduce social isolation** – run activities or support our social clubs
- **Keep things running smoothly** – lend a hand with admin in our offices
- **Join the buzz** – volunteer in one of our vibrant retail shops
- **Fuel the mission** – help fundraise or organise your own event

Whatever your skills or interests, there's a place for you to make a real difference.

How much time?

It's flexible! Just a few hours during weekdays, a Saturday shop shift, or even a one-off event. Can't commit regularly? Help out at a fundraiser or run your own – every bit counts.

What's in it for you?

- ✓ Learn new skills
- ✓ Boost your CV
- ✓ Knowing you are making a difference.
- ✓ Meet great people
- ✓ Full training & support
- ✓ Travel expenses covered





Gift Donations

A gift donation of £5 could answer a call to our advice line from a vulnerable older person needing support in a crisis

A gift donation of £10 could pay for a member of the hospital team to take an older person home and make sure they are safe.

Boost Your Donation by 25% – At No Extra Cost!

If you're a UK taxpayer, your donation can go even further – completely free to you!

Just take a minute to download & complete the Gift Aid form using the link: [gift-aid-declaration-form.docx](#)

Don't forget to tick the Gift Aid box on the donation form. That simple step means we can claim an extra 25p for every £1 you give – making your generosity go even further!

Donate by post

Send cheques to our head office

**Age UK HHB
Unit 3 Chapel Court
126 Church Road
Hayes UB32LW**

Please may cheques payable to Age UK HHB

Donate online

Payments can be made by all main credit/debit cards or via our Website.

www.ageukhhb.org.uk

Donate by QR code

Payments can be made by all main credit/debit cards or via our Website.

www.ageukhhb.org.uk





Retail

Declutter with Purpose – Donate Today

Having a sort-out, moving house, or just clearing some space? Don't let your quality items go to waste – donate them to our shops and turn your unwanted things into something truly powerful.

Pop in, find something special, and know that every donation helps us do more for those who need it most.

Charity Shop - Ruislip

105 High Street, Ruislip HA4 8JN

01895 625 730

Mon - Sat: 9am - 5pm

Charity Shop - Hayes

266 Kingshill Avenue, Hayes UB4 8BY

020 8839 8516

Mon - Sat: 10am - 4pm





www.ageukhbb.org.uk

Call: 020 8756 3040

enquiries@ageukhbb.org.uk

If you require a copy of this document in a larger print format, please contact us on: 020 8756 3040

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**INVESTORS
IN PEOPLE**
MAKE WORK BETTER

Age UK Hillingdon, Harrow & Brent is a registered charity (No. 1051711) and company limited by guarantee registered in England and Wales No. 3136052.

Registered Office Unit 3 Chapel Court, 126 Church Road, Hayes. UB3 2LW