

Making life better

Services we offer in the local area



For more details, please contact Age UK Hythe & Lyminge at:

01303 269 602

www.ageuk.org.uk/hytheandlyminge

Welcome to Age UK Hythe & Lyminge.

Our services

Age UK Hythe & Lyminge encourages and enables the independence and well-being of people in later life. We aim to reduce social isolation and loneliness, improve quality of life and reduce financial hardship for older people. We manage two centres – one in the coastal town of Hythe and the other in the rural village of Lyminge, and provide an extensive range of opportunities to support your wellbeing:

In our centres

(transport can be provided five days a week):

- two-course, home-cooked, hot lunches (seven days a week)
- Activities and groups include singing, cooking, book club, art, sewing, knit and knitter, men in sheds, ukulele lessons, and to promote physical well-being seated exercise, chairobics, walking, chair yoga and Tai Chi.
- computer training
- assisted bathing
- hairdressing
- chiropody
- hearing aid clinic

In people's own homes:

- home-delivered, ready-to-eat, hot meals (seven days a week and Bank Holidays)
- independent living service (help with shopping and light household jobs)
- handy person
- gardener
- befriending
- sewing service

Information and advice

We provide FREE personalised advice on benefits, assistive equipment, social and health services and much more. We can visit people at home or meet people in either centre. There is a national 7 days a week telephone service.

We aim to be as flexible and responsive as possible so please call 01303 269602 to discuss your needs.

Please note, although we are a charity we do have to make some charges for our service. Please ask for details.



Assisted bathing

If you need help to have a bath, you could benefit from our assisted bathing service, which provides a trained male or female bathing assistant to support you. You can have the same support worker each week to provide your personal care. This service is open to all our clients and is delivered in Hythe where we have the use of a specially adapted Sovereign spa bath and Parker bath, to make access in and out of the bath much easier and safer.

This service is available twice a week by appointment. There is a small charge for this service.*

Befriending

Our free befriending service provides friendship and support for older people who feel lonely or isolated. Our volunteers visit people in their own homes, normally once a week for around an hour, and care is taken to match the interests of both volunteer and older person as far as possible.

Chiropody and footcare

A qualified chiropodist, registered with the Society of Chiropodists & Podiatrists, provides nail cutting or general foot care. The chiropodist comes to the centre but can also visit you at home.*

Convenience shop

We have a convenience store within our centres where you can buy basics, such as biscuits, canned produce, cards and confectionery. We also sell green garden waste sacks and recycling small bin refuge bags. All goods are priced individually.

Gardening

This service provides general garden maintenance. We can provide a regular weekly or monthly, maintenance service or we can also cater for one-off gardening jobs.*

Hairdressing

We have fully equipped hairdressing salons with a team of friendly and professional hairdressers. They cater for both ladies and gentleman and offer a wide range of services, including perming, colour, cut and blow dry. The charge for this service varies depending on what you have done.

Handyperson

This service provides practical help with simple home maintenance tasks, such as replacing light bulbs, repairing broken hinges or mending doors that stick. We also supply and fit key safes. The level of priority a job is given will depend on how urgent it is. High priority jobs such as those affecting a person's personal safety will be tackled within a week.*

Hearing clinic

Hi Kent, a charity that offers sound support for people who are deaf or are hard of hearing, visits once a week to give advice on your hearing aid and to distribute batteries. Some of our staff are trained to change tubing on hearing aids and to distribute hearing aid batteries.

Sewing service

We have volunteers with sewing expertise who can mend or adjust clothing. Items needing attention can be brought to the centres.

Computer classes

We are able to offer one-to-one sessions at the centre with a volunteer who will help you get the most out of using your computer, laptop or iPad at home. We run small group sessions too when required. iPad tuition is available with iPads provided or you are welcome to bring your own device. Beginners are welcome.*

Independent living service

This service promotes independence, assisting you to access services of your choice in the community by providing transport to medical appointments or social activities, for example. You can also receive support to carry out household chores, such as washing, cleaning or ironing, preparing a meal, or going shopping.*



Information and advice

We know that growing older doesn't come with a manual, so we have a wide range of information leaflets and factsheets to help you deal with some of the challenges we face in later life, such as coping with bereavement and claiming benefits. We also have fully qualified staff who will support you all the way, at our office or in your own home. Our information and advice is free, impartial and easy to understand, although it's not intended to replace professional or legal advice.

Laundry

We can collect, wash, dry, iron and return your laundry if you wish, or you can choose the level of service you require. There is no need to label clothing as all laundry is laundered separately. We collect and deliver in each area once a week. *



Meals

We freshly cook delicious and nutritious two-course meals in our own kitchens every day. You can eat in the centres (transport can be provided) or you can have them delivered to your home (our delivery driver is a friendly face who will also check all is well with you). The menu changes daily and is available two weeks in advance. Dietary requirements are catered for and alternatives offered.

Please order meals to eat in our centres, or to be delivered, before 10.30, at the latest, on the day you want it.

- Meals can be delivered seven days a week, including Bank Holidays.
- Meals are served in our Hythe centre seven days a week.
- Meals are served in our Lyminge centre five days a week.

Both centres are open for teas, coffees and light snacks on a drop-in basis. *

Religious support

The local Rector and Methodist lay preachers voluntarily visit our centres regularly and hold Holy Communion. They also offer spiritual support on a one-to-one basis if requested.

Carol services are held in both centres at Christmas. Support is offered to attend services in the community if required.

Seated exercise

As we age, we lose lean muscle mass unless we perform physical activity to help maintain it. By our mid 50s, the rate of loss increases to about 1 per cent per year. Chair exercises provide the opportunity for us to stay active and to combat this muscle loss. The low-impact movements are easy on the joints, and seated positions provide a safe environment if you struggle with balance or are at risk from fractures if you fall.

Shopping service

This service works alongside the Independent Living Scheme and is tailored around your needs. We could either take you shopping or you could give us a list and we'll deliver the items to you. Or, we can process an internet order for delivery to you.*

Transport

We have a fleet of vehicles that cater for all levels of mobility, including vehicles adapted for wheel chair use and with tail lifts for easy access. Our vehicles will bring you to the centre and back to your home at the end of the day*.

Paying for our services

Cash, cheque or debit card payments can be made on a daily basis for any of our services. Alternatively, we can send you a monthly invoice for all the services you receive and you can pay by cash, debit card, cheque or BACS at the end of the month.

If you're in receipt of a Kent Card, we can accept payment over the telephone, or you can pay at either one of our centres.

* These services have to be charged for. Please ask for details.



For more information on any of our services call us on

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How you can help us

There are many ways you can help to provide support and services for older people in Hythe and Lyminge.

Become a volunteer

Our regular volunteers help us provide all our services, raise funds and promote our work. We certainly could not operate without their committed support. We have many different volunteering roles available, in the centres or in the community, these include:

- driver
- cafe assistant
- kitchen assistant
- fundraiser
- activity assistant
- store room assistant
- admin support worker
- meal delivery driver
- befriender

By volunteering, you can ensure that your life experiences, work skills, talents and abilities help others.

It may also help you to learn new skills and change your life, work or outlook on life in a very positive way.

Friends of Age UK Hythe and Lyminge

We are supported by a volunteer-led group of "Friends of Age UK Hythe and Lyminge" who provide practical assistance at fundraising and awareness events and who also raise funds in their own right to provide extra assistance for our centres.

If you are interested in becoming a volunteer or a friend, please call Age UK Hythe and Lyminge on **01303 269602** or email to **volunteers@ageukhl.org.uk**

Join our 100+ Club

Pay just £12 a year and get the chance to win as much as £325 in one year by becoming a member of the 100+ Club.

Prize draws are made monthly:

1st prize £25

2nd prize £15

3rd prize £10

December draw:

1st prize £50

2nd prize £30

3rd prize £20

New members are always welcomed.

Make a donation

Giving a small amount regularly, rather than a one off larger donation, is the most effective way you can help Age UK Hythe & Lyminge to provide the best support to older people who live in your community. A regular donation means that we can plan ahead and expand our services to meet the needs of the growing older population.

You can send a cheque or postal order, made payable to Age UK Hythe & Lyminge, to Sanford House, Stade Street, Hythe, Kent CT21 6BD

If you wish to set up a standing order, call us on **01303 269 602** to find out how.

Donate your unwanted goods

If you have any items of clothing or other things you no longer want (except electrical items which we can't resell), please donate them to us. We can resell them in our charity shops. If you can't get the items to us, we're happy to collect them from your home. Also watch out for some of our goods on eBay.

Donate in memory

Have you considered donating to Age UK Hythe & Lyminge in memory of a friend or relative? You may prefer to make a donation instead of, or as well as, flowers at their funeral.

Leave a legacy

When writing your will, you may want to think about leaving a little something to charity. After ensuring that your family has been taken care of, please think about continuing to support Age UK Hythe & Lyminge beyond your own lifetime.

Remember that charitable bequests are free of inheritance tax.

Sign up to gift aid

By signing up to gift aid, you can increase the worth of your donation without doing anything else. If you are a UK taxpayer, we will receive an extra 25p from HMRC for every pound you give us.

Donate by text

Age UK Hythe & Lyminge can receive donations by text. You can donate in multiples of £1, £2, £3, £4, £5 and £10. Just text **'AGEC10'** followed by the amount you want to donate and send to **70070**.

You'll receive a reply thanking you for your donation. Please respond to this. It won't cost you anything, but for every £1 you have donated, we'll be able to claim a further 25p from the government, thanks to gift aid.

Contact details

Hythe office (head office)

Sanford House
Stade Street
Hythe
Kent CT21 6BD
t 01303 269 602

Lyminge office

Jubilee Day Centre
Everist Court
Station Road
Lyminge
Kent CT18 8HQ
t 01303 269 602

Who's who?

Chief Officer

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Volunteer contact

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Find us
Age UK Hythe and Lyminge



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