



## Customer Feedback:

'Claire is very caring and goes over and above what is expected to help me lead the life I want to.'

## myHOME Helpers

Our team of reliable, friendly, caring and trustworthy myHOME Helpers can help with:



Cleaning, ironing, & changing bed linen.



Doing shopping or accompanying to the shops.



Escorting to appointments, going for short walks & posting letters.



Preparing light meals or snacks.



Personal care, short term respite/ sitting service for carers

**Coming soon: Happy Feet toenail cutting service from Age UK Lewisham and Southwark.**

myHOME  
with Age UK Lambeth

powered by  
Lambeth  
ageUK



**Address: Age UK Lambeth, 336 Brixton Road,  
Brixton, SW9 7AA**  
**Phone: 0207 346 6800**  
**Email: [sail@ageuklambeth.org.uk](mailto:sail@ageuklambeth.org.uk)**  
**Web: [www.myhomelambeth.org.uk](http://www.myhomelambeth.org.uk)**

Registered charity number: 1063497

Helping with the little things that  
make a **big difference.**

**0207 346 6800**

**[www.myhomelambeth.org.uk](http://www.myhomelambeth.org.uk)**

## At Age UK Lambeth we understand the challenges faced as we get older. We are here to help.

myHOME from Age UK Lambeth provides practical help to enable people to feel comfortable, safe and secure at home for a competitive price.

We also provide a short term respite/ sitting service for carers. We offer the carer quality time outside of their caring role to have space for themselves with peace of mind.

myHOME from Age UK Lambeth is a flexible and trusted service which can provide as much or as little help as needed. Our home helpers are fully trained, supervised and police (DBS) checked.

## As well as the practical help and support received, we can connect people to other services provided by Age UK Lambeth including:

- Face to face and telephone befriending
- Support for health conditions
- Social events around Lambeth with MYsocial.
- Handy person service, to help with odd jobs around the home.

**For odd jobs around the house such as fitting grab rails, moving furniture or fitting a key safe please contact our Handyfix service on 0203 1435 836 or visit the website at [www.handyfix.org.uk](http://www.handyfix.org.uk).**



We can arrange a free benefits check with Age UK Lambeth's Information & Advice service to make sure all eligible benefits are being claimed – if eligible for Attendance Allowance this could help with the cost of the myHOME service.

## What else do I need to know?

- We're working with a range of trusted charity partners to deliver high quality services across the borough.



- We charge an hourly rate to cover the cost of providing the flexible and trustworthy service. All of our partners pay the the Living Wage.
- As a charity we make no profit. Neither do our care providers, the payments go to paying the staff and keeping services running.
- The services we offer vary depending on where you live in the borough and each service has different eligibility criteria. Some services are open to all ages. The best way to find out what we can offer is to get in touch.

## What is your “Never Walk Away” policy?

This is a pre-arranged emergency plan that we follow if one of our clients doesn't open the door. We won't leave until we know where the client is – this could be by contacting next of kin, hospitals, carers or in some cases the police. This policy offers reassurance to clients and their families.

## What happens next?

If you are interested in finding out more about the service give our SAIL team a call on 0207 346 6800. For more information and details of costs visit our website at [www.myhomelambeth.org.uk](http://www.myhomelambeth.org.uk)

We will arrange a time to come round and have a no obligation chat to find out how we can help.

