

# Health and wellbeing

Amended April 2024

This local information pack covers:

- information and advice about health and wellbeing
- benefits and help with health costs
- **a list of support organisations for different conditions and illnesses**
- finding and using health services
- healthy eating and losing weight
- keeping fit
- looking after your mind and body
- families and relationships

Details are subject to change, please check with the organisation concerned. Amendments and additions are also welcome. If you cannot find what you are looking for:

- please ask Age UK if we can help further
- or search Health Help Now [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net)
- or contact Healthwatch 0808 801 0102 [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

We publish other local information packs covering:

- Care agencies and support for carers
- Care homes
- Help at home
- Housing
- Legal advice and power of attorney
- Memory loss and dementia
- Money matters
- Social activities
- Transport, travel and leisure

Age UK Sevenoaks & Tonbridge is a registered charity no. 1088213  
01732 454108 [www.ageuksevenoaksandtonbridge.org.uk](http://www.ageuksevenoaksandtonbridge.org.uk)

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## Information and advice on health and wellbeing

### Age UK Sevenoaks & Tonbridge

Free information and advice

- 01732 454108
- [office@ageuksevenoaksandtonbridge.org.uk](mailto:office@ageuksevenoaksandtonbridge.org.uk)
- [www.ageuksevenoaksandtonbridge.org.uk](http://www.ageuksevenoaksandtonbridge.org.uk)
- Age UK produce publications on help with bladder & bowel problems, continence, healthy living, keeping warm in winter and staying cool in a heatwave
- Ask Age UK if there is a support organisation for your condition or illness

### Independent Age

6 Avonmore Rd, London W14 8RL 0800 319 6789, 020 7605 4200

[advice@independentage.org](mailto:advice@independentage.org) [www.independentage.org](http://www.independentage.org)

- Free telephone and email service offering advice on benefits, care and social activities
- Free handbooks and advice guides: Your Health & the NHS explains what your rights are and where to go to get your health needs met

### Livability

Christian disability charity (formerly John Grooms & Shaftesbury Society) offering a range of services

50 Scrutton St, London EC2A 4XQ 020 7452 2000 [info@livability.org.uk](mailto:info@livability.org.uk)

[www.livability.org.uk](http://www.livability.org.uk)

### NHS Choices

[www.nhs.uk](http://www.nhs.uk)

### Police

Non-emergency advice 101 Emergency 999 [www.kent.police.uk](http://www.kent.police.uk)

### Silver Line

A free, confidential helpline offering information, friendship and advice to older people 24 hours a day, every day 0800 470 8090 [www.thesilverline.org.uk](http://www.thesilverline.org.uk)

### Social Services

Free assessments for those who have care and support needs. The assessment is a discussion between the client (or the person you look after) and a trained person either from the council or another organisation that the council works with. They talk about the situation and what changes could be made to find out how needs could be met. 03000 416161 [social.services@kent.gov.uk](mailto:social.services@kent.gov.uk) [www.kent.gov.uk](http://www.kent.gov.uk) If you are looking after someone it may be quicker to get a free carer's assessment from INVOLVE 0300 081 0005 [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) [www.involvekent.org.uk](http://www.involvekent.org.uk) If you live in Swanley contact IMAGO 0300 011 1965 [hello@imago.community](mailto:hello@imago.community) [www.imago.community](http://www.imago.community) There is no such thing as registering as "disabled" but they can help in lots of other ways

## Benefits and help with health costs

### Attendance Allowance and Personal Independence Payment

Health benefits are not means-tested. In other words they do not depend on your savings or income. Instead they depend on whether you are having any difficulties or struggling with anything because of your health. For example, does anything give you pain or make you breathless or take longer than it used to? Or do you need reminding or prompting to

do anything? It could be because of eyesight, hearing or memory problems; not just physical or mental health problems. The main health benefits are:

- Attendance Allowance if you start having difficulties after they turn 65
- Personal Independence Payment if you start having difficulties under 65

There are different rates depending on the level of difficulties, for example whether you are having difficulties at night as well as during the day. For further information and help filling in forms:

- Age UK. We can help you at our office or we may be able to visit you or arrange for DWP to visit you 01732 454108
- Citizens' Advice can also help you. Free phone advice Monday-Friday 9am-5pm. Some office appointments may be possible.
  - Aylesford, Larkfield, New Ash Green, Otford, Sevenoaks, Snodland, Swanley and Tonbridge 0808 278 7810
  - Edenbridge and Westerham 0808 278 7962

### **Disability Living Allowance and Personal Independence Payment**

- If you started having difficulties before 8 April 2013 you may be on a previous benefit called Disability Living Allowance.
- If you were 65 before 8 April 2013 you will continue on DLA.
  - If your care needs change it may be worth asking for an increase. You will need to fill in further DLA forms and it will be reviewed but you will not have to attend an assessment.
  - However if your mobility needs change, it can only be increased if your mobility deteriorated before you were 65.
- If you were under 65 before 8 April 2013, DLA is being phased out and you will be asked at some point to re-apply for Personal Independence Payment instead (either randomly if your DLA was awarded indefinitely or when your DLA runs out if it was only awarded temporarily).
  - If your needs have changed you could ask for an increase. However this is risky as PIP rules are stricter than DLA rules and you will be immediately re-assessed.
- If you are under 65 and never received DLA you will need to apply for PIP.
  - However if you are turned down you can apply for Attendance Allowance after you turn 65.
- If you are over 65 but applied for PIP before you turned 65 and your needs change after you are 65:
  - You can apply for an increase in the daily living component if you already get it
  - However you cannot apply for an increase in the mobility component if you already get it.
  - If you only receive the mobility component and develop care needs, you can apply for the daily living component.
  - However if you only receive the daily living component and develop mobility needs, you cannot apply for the mobility component.

### **Help with health costs**

#### **Are you entitled?**

- Prescriptions and NHS sight tests are free if you are over 60 (or in certain other circumstances)
- You may be able to get free dental treatment if you get Pension Credit Guarantee Credit (or subsidised dental treatment in certain other circumstances)

- You may be able to get help with the cost of glasses or contact lenses if you get Pension Credit Guarantee Credit (or in certain other circumstances)
- You may be able to get help with travel costs if you get Pension Credit Guarantee Credit (or in certain other circumstances)

### **Do you automatically qualify?**

If you are getting Pension Credit Guarantee Credit to top up your pension then you may automatically qualify for help with health costs. Just show the letter confirming that you receive Pension Credit Guarantee Credit. You should not need to fill in any further forms. For example, opticians should offer you a free NHS eye test and a voucher for glasses; in some cases this may cover the whole cost of glasses but in other cases you may have to pay something towards them.

### **Can you still apply even if you don't automatically qualify?**

Attendance Allowance, Personal Independence Payment or Disability Living Allowance do not count but you may still get some help through the NHS Low Income Scheme. This scheme provides help for people on low incomes but who are above Universal Credit (Income Support) level. Anyone may make a claim.

### **How they work it out**

Your entitlement to help through the Low Income Scheme is worked out by comparing your income with your needs. Your needs include a personal allowance for day-to-day living expenses, premiums for special circumstances, housing costs (for example, rent or mortgage payments, including capital repayments – the repayment which covers the main amount borrowed not the interest) and council tax. If you have a partner, their income, savings, property, and needs, are counted with yours. A partner is a person you live with as part of a couple of the same or opposite sex, whether or not you are married or have a civil partnership. If you have capital (savings, or the value of a property you don't live in) which is more than £16,000, or £23,250 for people who live permanently in a care home, you cannot get any help through the NHS Low Income Scheme.

### **Getting hold of the form**

You need to ask for an HC1 Help with Health Costs claim form. 0300 123 0849 [nhsforms@spsl.uk.com](mailto:nhsforms@spsl.uk.com) Or you can get it from a Jobcentre Plus office or NHS hospital. Your GP, dentist or optician may have copies as well

### **Help filling in the form**

Fill in the HC1 and send it off in the envelope that comes with it. The claim form may ask you to send in evidence of your income. If you need

- Tonbridge or we may be able to visit you or arrange for DWP to visit you 01732 454108
- Citizens' Advice can also help you. Free phone advice Monday-Friday 9am-5pm. Some office appointments may be possible.
  - Aylesford, Larkfield, New Ash Green, Otford, Sevenoaks, Snodland, Swanley and Tonbridge 0808 278 7810
  - Edenbridge and Westerham 0808 278 7962

### **How it works**

If you qualify for help, you will be sent a Health Costs certificate (HC2) for full help or an NHS certificate (HC3) for partial help. The certificate will tell you who it covers, what help it provides and how long it lasts. If your circumstances change for the better, you do not need to report it, or return your certificate. If your circumstances change for the worse, you should make another claim.

When you go for treatment, tell the hospital (or place where you are being treated) that you are eligible for help with health costs. If your place of treatment issues payments, you will be able to claim your money back during your visit. They will ask you to show proof of your entitlement, such as your Pension Credit letter or your Health Costs certificate. You will need to keep any tickets or receipts you have as proof of the cost. If your place of treatment does not issue payments (for example, a GP practice or dental surgery where you have been referred for specialist treatment), you will need to claim back your expenses using claim form HC5(T). You can print a copy of the form from [www.nhs.uk/healthcosts](http://www.nhs.uk/healthcosts) or order one by phoning 0300 123 0849.

### **Further information**

If you are not sure what health costs you can get help with, ask the hospital, your local NHS Clinical Commissioning Group or the person who refers you. Do this before you pay for things. For more information, go to [www.dh.gov.uk](http://www.dh.gov.uk) and use the search facility to look up help with health costs.

### **Paying VAT for people with disabilities**

Disabled people do not have to pay VAT when purchasing or hiring equipment designed or adapted to help with daily living. This includes:

- medical and surgical appliances such as TENS machines or oxygen concentrators (but not bandages, plasters or wound dressings)
- leg braces, neck collars, specialist clothing/footwear or wigs
- adjustable beds (but not orthopaedic beds)
- lifting equipment such as stairlifts, hoists or riser-recliner chairs (but not chairs that simply recline)
- commodes, incontinence products or toilet frames
- wheelchairs and some mobility scooters (but not golf buggies)
- tinnitus maskers, induction loops or TV hearing devices (but not hearing aids)
- white canes or magnifiers (but not glasses or contact lenses)
- voice-recognition computers or assistive technology (but not ordinary computers)
- emergency alarm call systems (but not burglar alarms, CCTV or phones)

To qualify for this exemption the equipment must be intended for use by disabled people and must relate to their disability. In addition, there is no VAT payable on the costs of servicing or maintaining disability equipment. Ask whether you can receive this VAT exemption before buying or ordering equipment. The supplier needs to be registered for VAT and they should ask you to sign a form or written statement declaring that you have a chronic illness or disability. You may be able to get it refunded afterwards but it is easier to tell them in advance so that you don't pay it! You can get further advice by visiting [www.gov.uk](http://www.gov.uk) or ringing HMRC 0300 123 1073

### **Conditions and illnesses**

- See also our Help at Home information pack for getting back on your feet after illness and medical condition alerts
- See also our Memory Loss information pack for Dementia and Memory loss

### **Alcohol misuse**

#### **Alcoholics Anonymous**

Meet Thursdays 8pm at Bridges Centre, 40 High St, Edenbridge TN8 5AJ.  
[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

#### **CGL (West Kent Drug & Alcohol Wellbeing Service)**



Charity that offers a pathway to recovery for adults challenged by the use of drugs or alcohol. Provide a range of intensive support, treatment and rehab services. Also support family and friends. 0844 225 0652 [www.westkentrecovery.org.uk](http://www.westkentrecovery.org.uk)

### **One You**

0300 123 1220 [oneyou.kent@nhs.net](mailto:oneyou.kent@nhs.net) [www.kenthealthandwellbeing.nhs.uk](http://www.kenthealthandwellbeing.nhs.uk) Lifestyle advisers can support you with alcohol misuse. They can offer you 6 free confidential sessions where you can discuss the changes you want to make and they can support you to set achievable goals on how to reach them.

### **Kent County Council Alcohol & Drug Support**

Provide effective and accessible preventative information, treatment, support and recovery services [www.kent.gov.uk](http://www.kent.gov.uk)

### **Kenward Trust**

Provides personalised therapeutic intervention and one-to-one support for drug and alcohol dependence 01622 814187 [enquiry@kenwardtrust.org.uk](mailto:enquiry@kenwardtrust.org.uk)  
[www.kenwardtrust.org.uk](http://www.kenwardtrust.org.uk)

### **Rehab 4 Alcoholism**

Helpline aiming to stop addiction before it becomes too late 0800 111 4108  
[www.rehab4alcoholism.com](http://www.rehab4alcoholism.com)

### **West Kent Recovery Service**

Mill House, Mill St, Maidstone ME15 6XH 01622 690944

### **Allergies**

See also our Help at Home information pack for other medical condition alerts.

### **MedicAlert**

MedicAlert House, 327-329 Witan Court, Upper Fourth St, Milton Keynes MK9 1EH 01908 951045 [info@medicalalert.org.uk](mailto:info@medicalalert.org.uk) [www.medicalalert.org.uk](http://www.medicalalert.org.uk) MedicAlert ID bracelets, necklaces and watches help make sure that you receive fast, relevant treatment in an emergency. Worn on your pulse point, they carry the international medical symbol and are an effective way to communicate vital details of medical conditions, allergies and your next of kin. Useful if you are unconscious or unable to speak. There is a charge for these bracelets.

### **Medical Alert Assistance Dogs**

Can sniff and tell you if there are airborne allergens in your environment. Medical Detection Dogs, 3 Millfield, Greenway Business Park, Winslow Rd, Great Horwood, Milton Keynes MK17 0NP 01296 655888 [operations@medicaldetectiondogs.org.uk](mailto:operations@medicaldetectiondogs.org.uk)  
[www.medicaldetectiondogs.org.uk](http://www.medicaldetectiondogs.org.uk)

### **Arthritis including osteoarthritis and rheumatoid arthritis**

There are 200 types of arthritis which is a musculo-skeletal condition. The 2 main types are osteoarthritis ("wear & tear") and rheumatoid arthritis (inflammatory)

### **Age UK**

We produce publications on joints 0800 169 6565

### **Arthritis Action**

56 Buckingham Gate, London SW1E 6AE 020 3781 7120 [info@arthritisation.org.uk](mailto:info@arthritisation.org.uk)  
[www.arthritisation.org.uk](http://www.arthritisation.org.uk)

Hands-on help to combat arthritis pain through self-management and lifestyle reducing the need for medical intervention. For a membership fee of £15-20 per year (£100 for life) you get:

- one-to-one nutritional consultations with their registered dietitian covering healthy eating and weight management
- two annual subsidised clinical support sessions with access to osteopathy, physiotherapy and acupuncture
- self-management events to help you take control of your arthritis
- local arthritis groups to reduce isolation, share experiences and tips on reducing pain and managing arthritis

### **Arthritis Care**

Free information and support. Also offers free advice on managing symptoms, events about living with arthritis and local groups 0808 800 4050 [services@arthritiscare.org.uk](mailto:services@arthritiscare.org.uk)

### **Autism**

- Kent Autistic Trust 01634 405168 [www.kentautistic.com](http://www.kentautistic.com) Support groups, care homes, supported living, day centres, respite care, family support
- National Autistic Society provide impartial, confidential information alongwith advice and support for autistic people and their family carers [www.autism.org](http://www.autism.org)

### **Bladder and bowel problems**

- You can get an information guide on bladder and bowel problems by ringing Age UK on 0800 169 6565
- Support is available from the Bladder & Bowel Foundation 0845 345 0165 [www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.org)
- The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can now be found in shopping centres, pubs, cafés, department stores, bus and train stations and many other locations in most parts of the country. You can order a key from Disability Rights UK (formerly RADAR - the Royal Association for Disability & Rehabilitation) 020 7250 8191 [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org) You can also order it through other suppliers such as online through Amazon or you may be able to get it from Town & Country Home Improvement Agency 0845 605 7017. However if you order it from Disability Rights UK, you can also get a list of where the toilets are in your area. You may also be able to get one from Age UK 0800 169 6565
- Kent Continence Service can provide treatment 0300 790 0310

Things that might help:

- commodes including adjustable ones (see below)
- toilet frames including adjustable ones (see below)
- raised toilet seats
- toilet risers
- safety rails which drop down or give support and toilet frames including adjustable ones and ones with seats
- bottles/urinals
- pelvic health aids
- continence pads
- pads and protection for chairs and beds
- bottom wipers

- bidet bowls
- bed pans
- disposable gloves, aprons and commode liners

How to get them:

- You may be able to get them free or at reduced cost.
  - Phone Social Services on 03000 416161 and ask for an Occupational Therapist to visit you.
  - In Sevenoaks District it may be quicker to contact the Your Home co-ordinator. They may be able to help you get raised toilet seats, toilet frames, commodes and other toilet aids. Contact James Keast 07864 959141 [jameskeast@ageuksevenoaksandtonbridge.org.uk](mailto:jameskeast@ageuksevenoaksandtonbridge.org.uk)
  - You may also be able to get a commode through your GP or District Nurse
  - You can also ask if Community Navigators can help you get toilet rails. Contact INVOLVE 0300 081 0005 [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) If you live in the Swanley area contact IMAGO 0300 011 1965 [navigation@imago.community](mailto:navigation@imago.community)
- You can also buy them if you prefer. The Disabled Living Foundation can give you more information on choosing products for older and disabled people 0300 999 0004. You can also get a factsheet on disability equipment by ringing Age UK 0800 169 6565. It may be worth shopping around. There are many organisations which offer continence pads and other products including Kent Mobility Ltd. 6 Sanderson Way, Orchard Business Centre, Tonbridge TN6 1QG 01732 770998. Also offer hire, repairs and servicing. Age UK 0800 169 6565 may also be able to help you get incontinence pads/pants, bed pads, duvet/pillow/mattress protectors, medical gloves, skin wipes, commodes and disabled toilet keys
- If your disability is temporary you can borrow commodes from the British Red Cross. They charge £7 per week for a commode. The nearest are:
  - **Maidstone** 01622 758643 to arrange collection or delivery on Mondays, Wednesdays and Saturdays
  - **Bromley** 0300 456 1914 to arrange delivery on Thursdays
  - **Purley** 0300 456 1914 to arrange collection or delivery on Thursdays
  - **Crawley** 01293 649079 to arrange collection or delivery on Mondays, Tuesdays, Thursdays and Fridays
- You may also be able to get continence pads from Kent Continence Product Delivery Service 0300 123 1955
- If you need to go to the toilet more often or can't wait due to cancer treatment you can get a Toilet Card which you can show staff in shops, offices, cafes, pubs etc to allow you to use their toilets without them asking awkward questions. You can get it from Macmillan Cancer Support 0808 808 0000 [www.macmillan.org.uk](http://www.macmillan.org.uk)

## **Breathing problems including chest infections**

### **Air Alert**

Free service which sends a message by phone, text or email to people with respiratory problems warning that high air pollution is forecast for the next day [www.airalert.info/kent](http://www.airalert.info/kent)

### **Air pollution forecast**

0800 556677 <https://uk-air.defra.gov.uk/forecasting/> You can put in your postcode to get the air pollution forecast in your immediate area and a map covering about a 6 mile radius - helpful if travelling. It also has useful health advice according to the severity of the pollution.

### **Asbestos Justice**

Oliver & Co Solicitors Ltd, Douglas House, 117 Foregate St, Chester CH1 1HE 0800 038 6767 [helena.cameron@oliverandco.co.uk](mailto:helena.cameron@oliverandco.co.uk) [www.asbestosjustice.co.uk](http://www.asbestosjustice.co.uk) Legal advice, benefits guidance and practical support for anyone with a persistent cough, breathing difficulties, tiredness or unexplained weight loss who may have been exposed to asbestos. For example former tradespeople such as electricians, joiners, carpenters, plumbers and heating engineers.

### **Breathe Easy local support groups**

- Maidstone Group 01622 664943
- Tunbridge Wells, Sevenoaks & Tonbridge Group 01892 823736

### **British Lung Foundation**

Support and advice for anyone living with a lung condition 03000 030555

### **Chemists**

Your local chemist (for example, Boots) may be able to provide support for people with asthma etc. Ask your chemist what services they offer.

### **Mesothelioma & Asbestosis support group.**

Community Centre, Cramptons Rd, Bat & Ball. Monthly meetings

### **West Kent Pulmonary Fibrosis Support Group**

Meets Tuesday 2-4pm every 2 months at Elim Christian Centre, Cherry Avenue, Swanley BR8 7DX Contact Dee 07775 616769 [deebryan@me.com](mailto:deebryan@me.com)

### **Cancer**

#### **Bowel Cancer UK**

0800 840 3540 [www.bowelcanceruk.org.uk](http://www.bowelcanceruk.org.uk)

#### **Brain Tumour Charity**

Support for carers and patients. Contact Olwen O'Dowd 01634 263622 [mum144@outlook.com](mailto:mum144@outlook.com) [www.thebraintumourcharity.org](http://www.thebraintumourcharity.org)

#### **Brains Trust (brain cancer)**

4 Yvery Court, Castle Rd, Cowes, Isle of Wight PO31 7QG [hello@brainstrust.org.uk](mailto:hello@brainstrust.org.uk) [www.brainstrust.org.uk](http://www.brainstrust.org.uk)

#### **Breast Cancer Care**

National helpline 0808 800 6000. Local support group meets Tuesdays 10.30am-12.30pm at House in the Basement café behind Stag Theatre, London Rd, Sevenoaks

#### **Cancer Research UK**

Working to help prevent cancer, diagnose it earlier, develop new treatments and make current treatments more effective. Helpline 0808 800 4040. Information Line 0300 123 1865. Also local group based in Sevenoaks.

### **Chemists**

Your local chemist (for example, Boots) may be able to provide support for people with cancer. Ask your chemist what services they offer.

### **Crossroads Care Kent**

170 Tonbridge Rd, Wateringbury ME18 5NS

0345 095 6701, 01622 817114 [enquiries@crossroadskent.org](mailto:enquiries@crossroadskent.org) [www.carerskm.org](http://www.carerskm.org) The Carers Health Appointment Service will look after the person being cared for during the

day while you have treatment such as chemotherapy or radiotherapy. No waiting list. Available whenever you need it

### **Leukaemia Research Fund (Sevenoaks Branch)**

Publishes booklets on leukaemia, lymphoma, myeloma and other blood cancers. Contact Mrs Maureen Wilson-Wright, 7 Middlings Rise, Sevenoaks TN13 2NS 01732 457594

### **Macmillan Cancer Support**

89 Albert Embankment, London SE1 7UQ Helpline 0808 808 0000 [www.macmillan.org.uk](http://www.macmillan.org.uk)  
Macmillan Cancer Support can help in various ways. Macmillan Nurses are well-known for providing nursing support. You can also contact them for other practical support. One example is a Toilet Card if you need to go to the toilet more often or can't wait due to cancer treatment; you can show it to staff in shops, offices, cafes, pubs etc to allow you to use their toilets without them asking awkward questions. Provide small, mostly one-off payments to help people with local level of income and savings with costs of extra clothing, heating bills or having a break.

Macmillan are best known for their Macmillan Nurses but they also run the Macmillan Crossroads Volunteer Service to give emotional and practical support to people living in Kent with cancer (or their carers). Trained volunteers can offer:

- Support getting to and from hospital
- Someone to accompany people to medical appointments
- Someone to talk to about cancer
- Counselling for carers of people with cancer
- Information & guidance on cancer
- Practical help around the home or garden including light housework
- Help with form-filling
- Help collecting prescriptions or picking up shopping or taking out shopping
- Playing board games & companionship
- Respite breaks for family carers

Run by Macmillan Cancer Support volunteers in partnership with Crossroads. Contact Jen Lane or Philip Moore, 170 Tonbridge Rd, Wateringbury ME18 5NS 0345 095 6701  
[enquiries.macmillan@crossroadskent.org](mailto:enquiries.macmillan@crossroadskent.org)

### **Myeloma UK**

22 Logie Mill, Beaverbank Business Park, Edinburgh EH7 4HG 0131 557 3332  
[myelomauk@myeloma.org.uk](mailto:myelomauk@myeloma.org.uk) [www.myeloma.org.uk](http://www.myeloma.org.uk)

### **Research**

Research is ongoing into whether Bio Detection Dogs can detect early signs of breast and prostate cancer. More information from Medical Detection Dogs, 3 Millfield, Greenway Business Park, Winslow Rd, Great Horwood, Milton Keynes MK17 0NP 01296 655888  
[operations@medicaldetectiondogs.org.uk](mailto:operations@medicaldetectiondogs.org.uk) [www.medicaldetectiondogs.org.uk](http://www.medicaldetectiondogs.org.uk)

### **Cerebral palsy**

[info@cerebralpalsy.org.uk](mailto:info@cerebralpalsy.org.uk) [www.cerebralpalsy.org.uk](http://www.cerebralpalsy.org.uk)

### **Neuro Rehab Kent Ltd**

Contact Elissa 01732 357943 or Jane 01732 451352 [info@neurorehabkent.com](mailto:info@neurorehabkent.com)  
[www.neurorehabkent.co.uk](http://www.neurorehabkent.co.uk) Private physiotherapists who specialise in neurological conditions. Also run small group sessions for people living with MS, Parkinson's and other neurological conditions. Can provide physiotherapy in your own home, at Springbank Clinic in Sevenoaks or at Tonbridge Clinic or at your local gym. Can show your family or

carers how to help you with exercises. You can find other private physiotherapists who specialise in MS by contacting the Chartered Society of Physiotherapy, 14 Bedford Row, London WC1R 4ED 020 7306 6666 [www.csp.org.uk](http://www.csp.org.uk)

### **Scope DIAL UK**

6 Market Rd, London N7 9PW 0808 800 3333 (open Mon-Fri 9am-5pm)  
[dialuk@scope.org.uk](mailto:dialuk@scope.org.uk) [www.scope.org.uk](http://www.scope.org.uk) For people with cerebral palsy

### **Diabetes**

See Sight Loss (below) for Diabetic Retinopathy

### **Chemists**

Your local chemist (for example, Boots) may be able to provide support for people with diabetes. Ask your chemist what services they offer.

### **Chiropodists and podiatrists**

If you are diabetic, your feet are at risk. Neuropathy (nerve damage) means that you are less likely to feel injury or pain, circulation is impaired and any wounds can heal poorly leading to infection. Your GP may be able to refer you to a free NHS service. There is a weekly foot clinic for diabetics at Tunbridge Wells Hospital.

### **Diabetes UK Tunbridge Wells, Tonbridge & Sevenoaks Group**

Help and support primarily through group meetings to provide a safe and social forum to discuss managing diabetes. 12 Chaffinch Way, Paddock Wood TN12 6XL

[diabetesuktunbridgewellsarea@gmail.com](mailto:diabetesuktunbridgewellsarea@gmail.com)

[www.tunbridge-wells-area.diabetesukgroup.org](http://www.tunbridge-wells-area.diabetesukgroup.org) Contact Judith Strutt 01732 720148, 01732 447055. National helpline 0345 123 2399, 0845 120 2960

[careline@diabetes.org.uk](mailto:careline@diabetes.org.uk) [www.diabetes.org.uk](http://www.diabetes.org.uk)

### **Lions Clubs**

Diabetes screening in Sainsburys etc. Contact Tonbridge Lions Club Tel: 01732 358218, Email: [info@tonbridgelions.co.uk](mailto:info@tonbridgelions.co.uk) Web: [www.tonbridgelions.co.uk](http://www.tonbridgelions.co.uk)

### **Medical Alert Assistance Dogs**

Can sniff and tell you if you need to have an injection or eat sugary food. Medical Detection Dogs, 3 Millfield, Greenway Business Park, Winslow Rd, Great Horwood, Milton Keynes MK17 0NP 01296 655888 [operations@medicaldetectiondogs.org.uk](mailto:operations@medicaldetectiondogs.org.uk)  
[www.medicaldetectiondogs.org.uk](http://www.medicaldetectiondogs.org.uk)

### **Drug misuse**

#### **CGL (West Kent Drug & Alcohol Wellbeing Service)**

Charity that offers a pathway to recovery for adults challenged by the use of drugs or alcohol. Provide a range of intensive support, treatment and rehab services. Also support family and friends 0844 225 0652 [www.westkentrecovery.org.uk](http://www.westkentrecovery.org.uk)

#### **Kent & Medway NHS & Social Care Partnership Trust (KMPT)**

Provides information and advice about mental health, learning disability and substance misuse services 0300 222 0123 [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

#### **Kent County Council Alcohol & Drug Support**

Provide effective and accessible preventative information, treatment, support and recovery services [www.kent.gov.uk](http://www.kent.gov.uk)



## **Kenward Trust**

Provides personalised therapeutic intervention and one-to-one support for drug and alcohol dependence 01622 814187 [enquiry@kenwardtrust.org.uk](mailto:enquiry@kenwardtrust.org.uk)  
[www.kenwardtrust.org.uk](http://www.kenwardtrust.org.uk)

## **One You**

0300 123 1220 [oneyou.kent@nhs.net](mailto:oneyou.kent@nhs.net) [www.kenthealthandwellbeing.nhs.uk](http://www.kenthealthandwellbeing.nhs.uk)  
One You lifestyle advisers can support you with drug misuse. They can offer you 6 free confidential sessions where you can discuss the changes you want to make and they can support you to set achievable goals on how to reach them.

## **West Kent Recovery Service**

Mill House, Mill St, Maidstone ME15 6XH 01622 690944

## **Dyslexia**

### **West Kent Dyslexia Association**

Contact Sally Candlin (Helpline) 01732 832203 [www.kentwestdyslexia.org.uk](http://www.kentwestdyslexia.org.uk)

## **Epilepsy**

### **Epilepsy Action (previously British Epilepsy Association)**

New Anstey House, Gateway Drive, Yeadon, Leeds LS19 7XY Helpline 0808 800 5050  
Textphone 07537 410044 [helpline@epilepsy.org.uk](mailto:helpline@epilepsy.org.uk)

## **Easylink**

There are many companies which use assistive technology to aid independent living such as epilepsy alarms etc. One example is Easylink, 3 Melbourne House, Corby Gate Business Park, Priors Haw Rd, Corby NN17 5JG 01536 264869 [sales@easylinkuk.co.uk](mailto:sales@easylinkuk.co.uk)  
[www.easylinkuk.co.uk](http://www.easylinkuk.co.uk)

## **Welbeing**

You may be able to get epilepsy sensors from Welbeing 01323 644422  
[www.welbeing.org.uk](http://www.welbeing.org.uk)

## **Flu**

Your local chemist (for example, Boots) can provide flu jabs.

## **Hearing loss including deafness**

See also our Help at Home information pack for fire prevention, home-visiting audiologists, home assessments and equipment, home library services, home safety visits etc. You can get an information guide to NHS hearing services by ringing Age UK 0800 169 6565

## **Wax removal and other private services such as repairing hearing aids**

Some opticians and other places listed below can repair hearing aids or remove wax. These days wax is usually removed by micro-suction rather than syringeing. A few GPs may still offer wax removal through the NHS but there is likely to be a long waiting list (3 months or more). Most will suggest you get it done privately. You should shop around as prices may vary widely.

- Aylesford
  - Specsavers 01622 797200
- Fordcombe
  - Spire 01892 621828

- Kings Hill
  - Kent Hearing 01732 525912
- Sevenoaks
  - Hearbase 0800 028 6179
  - Leslie Warren 01732 452135
  - Sevenoaks Hearing 01732 741486
  - Sevenoaks Medical Centre 0800 028 6179
  - Sevenoaks Pharmacy 01732 453634
  - Specsavers 01732 459588
  - Springbank Clinic 01732 453956
  - Wilkinsons 01732 806157
- Swanley
  - Specsavers 01322 616465
- Tonbridge
  - Just Ears 0345 527 2727
  - Specsavers 01732 370480

### **Do you need a hearing test?**

If you think you may have a hearing problem (or are over 65 and have not had a hearing test for 2 years) you should see an audiologist for a hearing test.

### **How to get a hearing test and hearing aids**

There are many ways to get a hearing test and hearing aids

- RNID (formerly Royal National Institute for the Deaf/Action on Hearing Loss)
  - Free phone-based or online hearing check
  - Freephone 0808 808 0123 [information@rnid.org.uk](mailto:information@rnid.org.uk) [www.rnid.org.uk](http://www.rnid.org.uk)
- Your GP
  - Free short hearing test
  - Your GP will refer you to a hospital or optician that has a contract with the NHS eg Boots, Specsavers etc
  - Appointments tend to last 45 minutes including both the hearing test and fitting hearing aids
  - NHS hearing aids depend on funding so you may be prescribed one aid rather than two aids.
- Other organisations
  - Other organisations also offer hearing aids so it may be worth shopping around
  - Many opticians can also arrange hearing tests privately in their shop or at home eg Specsavers
  - Some organisations offer more in-depth hearing tests which may be more suitable for people with memory loss or dementia as hearing loss can also affect understanding
- The British Legion may be able to pay for private hearing aids or any other equipment/help if you have been in the armed forces for 7 days or more or have completed National Service. This also applies to reservists including the Territorial Army and Merchant Navy.

### **Common problems with hearing aids**

- It can be difficult to suddenly adjust to a hearing aid if you have had several years of hearing loss so you should bear this in mind
- If you have hearing aids but are having difficulties with them you should consider a more in-depth assessment to see if there are other hearing aids that might be better for you



- If you have hearing issues in both ears you should consider two hearing aids to help your balance
- If your batteries frequently run out you could consider a bedside recharging station so you don't have to change them
- If your hearing aids whistle they may be blocked by wax or poorly fitted. Hearing aid aftercare clinics (see below) can help sort this out

### Using the phone

- If you can't hear well, try moving the phone to different positions on your ear, adjusting your hearing aid settings and using any loudspeaker settings on your phone
- You can get a more suitable phone. If you have a landline, some phones come with volume adjustment, tone control, amplifiers or headsets. Make to look out for are Doro, Amplicomms, Geemarc and BT. Some private hearing aid manufacturers even make phones that work with their hearing aids. If you have a mobile, a company called "Audacious" make a SIM card that works with your hearing aid. You can also stream sound direct into a few private hearing aids using Bluetooth.
- Another solution is to use a service that translates voice into text. "Relay UK" is free and uses a person to relay your conversation. You don't need a special textphone and can use a computer, laptop or smartphone. There are also more technical solutions for video calls such as "electronic notetakers", "speech to text reporters" and some mobile apps which do a live transcript in real time but these are not free.
- More information available from Ideas for Ears [info@ideasforears.org.uk](mailto:info@ideasforears.org.uk)  
[www.ideasforears.org.uk](http://www.ideasforears.org.uk)

### Looking after NHS hearing aids

Hearing aid aftercare clinics are offered by HI-Kent (Hearing Impaired Kent). These are free and take place regularly. They can clean hearing aids and also replace batteries free of charge. Clinics are held at the following locations; you can get details by phoning or texting HI-Kent 01622 691151 Textphone 07795 951466 [enquiries@hikent.org.uk](mailto:enquiries@hikent.org.uk)

- Borough Green – Library
- Burham – Old School Community Centre
- East Peckham – Salvation Army hall
- Edenbridge – Bridges Centre
- Hartley – Wellfield Community Hall
- Kemsing – St Edith Hall
- Larkfield – Library
- Longfield & New Barn – Village Hall
- New Ash Green – Village Hall
- Sevenoaks – Hollybush Court Day Centre, Hollybush Close
- Snodland – Christchurch hall
- Swanley – Whiteoak Court
- Tonbridge – Christchurch United Reformed Church, High St
- Walderslade – Net Community Hub
- West Kingsdown – Baptist Church
- West Malling – Memorial Institute
- Westerham – Russell House, Market Square

If you cannot wait for a clinic, you may be able to visit the HI-Kent office at 18 Brewer St, Maidstone ME14 1RU or the audiology department of Maidstone Hospital 01622 226198. They may be able to post batteries or repair NHS hearing aids. If you are on disability

benefits such as Attendance Allowance, the audiology department may be able to replace NHS hearing aids free of charge.

### **Other equipment that might help**

If you're over 65, you are entitled to a free assessment by HI-Kent, probably in your own home, which will look at what equipment might help you in your daily life. This might include TV headsets or hearing loops, doorbells that flash or page you, visual smoke alarms, conversation aids, amplified phones and mobiles, alarm clocks that flash or vibrate etc. You can get details by phoning or texting HI-Kent at 18 Brewer St, Maidstone ME14 1RU 01622 691151 Textphone 07795 951466 [enquiries@hikent.org.uk](mailto:enquiries@hikent.org.uk) If you are unable to call emergency services you can text them at 60066 stating which service you require, what and where the problem is. You can also email the fire service at [rescue@kent.fire-uk.org](mailto:rescue@kent.fire-uk.org) and the police at [enquiries@kent.pnn.police.uk](mailto:enquiries@kent.pnn.police.uk)

### **Lipreading classes and Sign Language courses**

Some are free. You can get details by phoning or texting HI-Kent at 18 Brewer St, Maidstone ME14 1RU 01622 691151 Textphone 07795 951466 [enquiries@hikent.org.uk](mailto:enquiries@hikent.org.uk)

### **Assistance Cards**

Assistance Cards can be shown to bus drivers if you need help. The cards are discreet, easy for you to use and easy for others to understand especially if your disability is hidden. Just show the card to the driver as well as your travel ticket when boarding the bus. You can get them from Arriva 0344 800 4411 [customerservice@arriva.co.uk](mailto:customerservice@arriva.co.uk)  
[www.arrivabus.co.uk](http://www.arrivabus.co.uk)

The cards are:

- Please speak slowly; I am hard of hearing
- Please speak slowly and face me to help me hear better
- Please be patient; I am deaf

### **HI-Kent Social Group for Hard of Hearing People**

Christchurch United Reformed Church, High St, Tonbridge TN9 1SG 01622 691151  
[v.kirk@hikent.org.uk](mailto:v.kirk@hikent.org.uk)

### **Kent Association for the Blind**

Joynes House, New Rd, Gravesend DA11 0AT 01622 691357, 358995  
[enquiry@kab.org.uk](mailto:enquiry@kab.org.uk) [www.kab.org.uk](http://www.kab.org.uk) Produces publications on deafblindness (dual sensory loss) and sensory awareness training (understanding hearing impairment or deafblindness)

### **LRB Organise**

Leanne Bradshaw can help with phone calls if you find it difficult to hear 07854 693711.  
[www.lrb-organise.co.uk](http://www.lrb-organise.co.uk)

### **Power cuts, gas and water interruptions**

You can ask utilities to add you to their Priority Services Register if you are a pensioner, disabled, hearing-impaired, visually-impaired, have a chronic illness or a long-term medical condition. This may give you:

- advance notice if your supply is going to be interrupted
- priority reconnection if the supply is interrupted
- alternative facilities for cooking and heating during an interruption of supply
- help during emergencies

It may also give you other benefits:

- extra help to use your meter or appliances
- annual gas safety checks

- free advice on being more energy efficient
- protection from cold callers
- moving your meter somewhere easier to read
- regular meter readings if you can't read it
- bills sent to a relative, carer or friend to help you check them
- bills and meter readings in large print, braille, audio tape, textphone or typetalk if you're visually or hearing impaired

### **Royal British Legion Veterans Hearing Fund**

Can help fund private hearing aids if your hearing loss was acquired on armed service.  
0808 802 8080

### **SignHealth Domestic Abuse Service**

Domestic abuse service offering practical and emotional support in British Sign Language for deaf women who are experiencing or have survived domestic abuse 07970 350366  
[da@signhealth.org.uk](mailto:da@signhealth.org.uk) [www.signhealth.org.uk](http://www.signhealth.org.uk)

### **Tinnitus Support Group**

The nearest may be in Orpington. You can find out if there is one nearer by phoning or texting HI-Kent at 18 Brewer St, Maidstone ME14 1RU 01622 691151 Textphone 07795 951466 [enquiries@hikent.org.uk](mailto:enquiries@hikent.org.uk)

### **Heart problems**

Health walks (listed elsewhere in this information pack) can help to reduce your risk of heart disease, improve cholesterol and lower blood pressure

### **Age UK**

We produce publications on heart and circulation 0800 169 6565

### **British Heart Foundation**

Helpline 0300 330 3311

### **Cardiomyopathy UK**

Often misdiagnosed as asthma, unexplained breathlessness or tiredness. Helpline 0800 018 1024 [www.cardiomyopathy.org](http://www.cardiomyopathy.org) for details of Kent Cardiomyopathy Support Group

### **Medical Alert Assistance Dogs**

Can sniff and alert you to an impending blackout if you have Postural Tachycardia Syndrome. Medical Detection Dogs, 3 Millfield, Greenway Business Park, Winslow Rd, Great Horwood, Milton Keynes MK17 0NP 01296 655888  
[operations@medicaldetectiondogs.org.uk](mailto:operations@medicaldetectiondogs.org.uk) [www.medicaldetectiondogs.org.uk](http://www.medicaldetectiondogs.org.uk)

### **Huntington's Disease**

#### **Mortimer Society**

Birling House, 89 High St, Snodland ME6 5AN 01634 244689  
[birling.house@mortimersociety.org.uk](mailto:birling.house@mortimersociety.org.uk) [www.mortimersociety.org.uk](http://www.mortimersociety.org.uk) Provide residential and nursing care for people with Huntington's Disease if and when they need it.

### **Insomnia**

#### **Age UK**

We produce publications on sleep 0800 169 6565

## **Sleepstation**

Online help with insomnia and sleep apnoea [www.nhs.sleepstation.org.uk](http://www.nhs.sleepstation.org.uk)

## **Kidney disease**

### **National Kidney Foundation**

Run by kidney patients for kidney patients 0845 601 0209 [www.kidney.org.uk](http://www.kidney.org.uk)

## **Learning difficulties**

Please see our Transport, Travel and Leisure information pack

## **Multiple Sclerosis**

### **Kent MS Therapy Centre**

01227 470876 [info@kentmstc.org](mailto:info@kentmstc.org) [www.kent.mstc.org.uk](http://www.kent.mstc.org.uk)

### **Multiple Sclerosis Society**

372 Edgware Rd, London NW2 6ND Helpline 0808 800 8000 [helpline@mssociety.org.uk](mailto:helpline@mssociety.org.uk)  
[www.mssociety.org.uk](http://www.mssociety.org.uk)

### **Neuro Rehab Kent Ltd**

Contact Elissa 01732 357943 or Jane 01732 451352 [info@neurorehabkent.com](mailto:info@neurorehabkent.com)  
[www.neurorehabkent.co.uk](http://www.neurorehabkent.co.uk)

Private physiotherapists who specialise in neurological conditions. Also run small group sessions for people living with MS, Parkinson's and other neurological conditions. Can provide physiotherapy in your own home, at Springbank Clinic in Sevenoaks or at Tonbridge Clinic or at your local gym. Can show your family or carers how to help you with exercises. You can find other private physiotherapists who specialise in MS by contacting the Chartered Society of Physiotherapy, 14 Bedford Row, London WC1R 4ED 020 7306 6666 [www.csp.org.uk](http://www.csp.org.uk)

### **Swanley Therapy Centre (SUMS)**

Unit 8, Park Rd Industrial Estate, Swanley BR8 8AH 01322 663042  
[www.swanleytherapycentre.org](http://www.swanleytherapycentre.org)

## **Neurological conditions (brain injuries, head injuries and nerve damage)**

- Brain cancer see also section on Cancer above
- Cerebral palsy see also section on Cerebral Palsy above
- Delirium and dementia see separate information pack on Memory Loss & Dementia
- Epilepsy see also section on Epilepsy above
- Incontinence see also section on Bladder and bowel problems above
- Multiple Sclerosis see also section on Multiple Sclerosis above
- Parkinson's see also section on Parkinson's below
- Spinal injuries see also section on Pain below

## **Avenues Group**

Supports people who have learning disability, autism, acquired brain injury and challenging behaviour. Typically support people with multiple or complex needs. Supported living and housing, outreach and support at home services 0300 323 0405  
[info@avenuesgroup.org.uk](mailto:info@avenuesgroup.org.uk) [www.avenuesgroup.org.uk](http://www.avenuesgroup.org.uk)

## **Brain Tumour Charity**

Support for carers and patients. Contact Olwen O'Dowd 01634 263622  
[mum144@outlook.com](mailto:mum144@outlook.com) [www.thebraintumourcharity.org](http://www.thebraintumourcharity.org)

### **Brains Matter (formerly Headway)**

Support and information for individuals, carers and loved ones living with a traumatic or acquired brain injury.

- Local support group meets in cafe at Stag Community Arts Centre, London Rd, Sevenoaks on 1<sup>st</sup> Wed of each month 1.30-3pm
- Regular activities and drop-in at Tunbridge Wells, a drop-in centre at Maidstone and one-to-one support 01892 619001 [info@brainsmatter.org.uk](mailto:info@brainsmatter.org.uk)  
[www.brainsmatter.org.uk](http://www.brainsmatter.org.uk)

### **Brains Trust (brain cancer)**

4 Yvery Court, Castle Rd, Cowes, Isle of Wight PO31 7QG [hello@brainstrust.org.uk](mailto:hello@brainstrust.org.uk)  
[www.brainstrust.org.uk](http://www.brainstrust.org.uk)

### **Chiropodists and podiatrists**

If you are diabetic, your feet are at risk. Neuropathy (nerve damage) means that you are less likely to feel injury or pain, circulation is impaired and any wounds can heal poorly leading to infection. Your GP may be able to refer you to a free NHS service. There is a weekly foot clinic for diabetics at Tunbridge Wells Hospital.

### **Guillain-Barre & Associated Inflammatory Neuropathies (GAIN)**

Glennys Sanders House, Pride Parkway, Sleaford, Lincolnshire NG34 8GL 01529 469910 [office@gaincharity.org.uk](mailto:office@gaincharity.org.uk) [www.gaincharity.org.uk](http://www.gaincharity.org.uk)

### **Hothfield Brain Injury Rehabilitation & Neurological Care Centre**

Bethersden Rd, Hothfield TN26 1EL 01233 643 272 [hothfield@huntercombe.com](mailto:hothfield@huntercombe.com)  
[www.huntercombe.com](http://www.huntercombe.com)

### **Motor Neurone Disease Association**

Motor Neurone Disease Association (MNDA), David Niven House, 10-15 Notre Dame Mews, Northampton NN1 2BG 0808 802 6262 [mndconnect@mndassociation.org](mailto:mndconnect@mndassociation.org)  
[www.mndassociation.org](http://www.mndassociation.org)

### **Multiple System Atrophy Trust**

51 St Olav's Court, City Business Centre, Lower Rd, London SE16 2XB 0333 323 4591  
[support@msatrust.org.uk](mailto:support@msatrust.org.uk) [www.msatrust.org.uk](http://www.msatrust.org.uk)

### **National Schizophrenia Fellowship (Sevenoaks)**

Contact Carole Wright 01732 452143

### **Neuro Rehab Kent Ltd**

Contact Elissa 01732 357943 or Jane 01732 451352 [info@neurorehabkent.com](mailto:info@neurorehabkent.com)  
[www.neurorehabkent.co.uk](http://www.neurorehabkent.co.uk) Private physiotherapists who specialise in neurological conditions. Also run small group sessions for people living with MS, Parkinson's and other neurological conditions. Can provide physiotherapy in your own home, at Springbank Clinic in Sevenoaks or at Tonbridge Clinic or at your local gym. Can show your family or carers how to help you with exercises. You can find other private physiotherapists who specialise in MS by contacting the Chartered Society of Physiotherapy, 14 Bedford Row, London WC1R 4ED 020 7306 6666 [www.csp.org.uk](http://www.csp.org.uk)

### **Raphael Medical Centre (neurorehabilitation)**

Hollanden Park, Coldharbour Lane, Hildenborough TN11 9LE 01732 833924  
[info@raphaelmedicalcentre.co.uk](mailto:info@raphaelmedicalcentre.co.uk) [www.raphaelmedicalcentre.co.uk](http://www.raphaelmedicalcentre.co.uk)

### **Transverse Myelitis Society (TMS)**

35 Avenue Rd, Brentford TW8 9NS [info@myelitis.org.uk](mailto:info@myelitis.org.uk) [www.myelitis.org.uk](http://www.myelitis.org.uk)

## **Osteoporosis**

### **Age UK**

We produce publications on bones 0800 169 6565

### **National Osteoporosis Society**

National helpline 0845 450 0230. West Kent groups in Tunbridge Wells 01892 823219 and Maidstone 01622 744704

## **Pain including back pain**

### **BackCare**

Monkey Puzzle House, 69-71 Windmill Rd, Sunbury-on-Thames TW16 7DT 020 8977 5474 [info@backcare.org.uk](mailto:info@backcare.org.uk) [www.backcare.org.uk](http://www.backcare.org.uk) Charity for healthier backs.

### **Medical Alert Assistance Dogs**

Can sniff and tell you if you are about to have a pain seizure. Medical Detection Dogs, 3 Millfield, Greenway Business Park, Winslow Rd, Great Horwood, Milton Keynes MK17 ONP 01296 655888 [operations@medicaldetectiondogs.org.uk](mailto:operations@medicaldetectiondogs.org.uk)  
[www.medicaldetectiondogs.org.uk](http://www.medicaldetectiondogs.org.uk)

### **Physiotherapy**

You can find private physiotherapists who specialise in musculo-skeletal injuries by contacting the Chartered Society of Physiotherapy, 14 Bedford Row, London WC1R 4ED 020 7306 6666 [www.csp.org.uk](http://www.csp.org.uk)

## **Parkinson's**

### **Chartered Society of Physiotherapy**

14 Bedford Row, London WC1R 4ED 020 7306 6666 [www.csp.org.uk](http://www.csp.org.uk) They can help you find a physiotherapist who specialises in Parkinson's. Initial gait analysis costs about £95 for an hour. Follow-up sessions cost about £80 an hour. This cost can be reduced by having half-hour sessions or using therapy assistants rather than fully-qualified physiotherapists. They can show your family or carers how to help you with exercises so that they can then take over. Some care agencies such as All About Homecare include this in their cost. They can also put you in touch with occupational therapists or speech therapists if appropriate

### **Council Tax**

People with Parkinson's may be eligible to apply for a reduction in Council Tax if the condition is affecting their mental health or social functioning

### **Neuro Rehab Kent Ltd**

Contact Elissa 01732 357943 or Jane 01732 451352 [info@neurorehabkent.com](mailto:info@neurorehabkent.com)  
[www.neurorehabkent.co.uk](http://www.neurorehabkent.co.uk) Private physiotherapists who specialise in neurological conditions. Also run small group sessions for people living with MS, Parkinson's and other neurological conditions. Can provide physiotherapy in your own home, at Springbank Clinic in Sevenoaks or at Tonbridge Clinic or at your local gym. Can show your family or carers how to help you with exercises.

## **Parkinson's UK (formerly Parkinson's Disease Society)**



National helpline 0808 800 0303. Check local activities with Jackie Hart 01732 360512 [jacquelinehart217@gmail.com](mailto:jacquelinehart217@gmail.com)

- Otford. Exercise classes in Methodist Church Hall every Thursday 1.45-3.45pm
- Riverhead. Coffee mornings at Bullfinch pub, London Rd on 1<sup>st</sup> Tuesday of every month 10.30am-12pm
- Sevenoaks. Indoor Bowls Centre, Hollybush Lane.
  - Exercise class. Meet Thursdays 10.30am-12pm
  - Indoor bowls. Meet 1<sup>st</sup> & 3<sup>rd</sup> Wed of month 9.45am-12pm
  - Support group. Meet 2<sup>nd</sup> Wed of month 2-4pm
- Tonbridge. Coffee mornings at Rose & Crown Hotel, 125 High St on 4th Monday of every month 10.30am-12pm

## **Research**

Research is ongoing into whether Bio Detection Dogs can detect early signs of Parkinson's. More information from Medical Detection Dogs, 3 Millfield, Greenway Business Park, Winslow Rd, Great Horwood, Milton Keynes MK17 0NP 01296 655888 [operations@medicaldetectiondogs.org.uk](mailto:operations@medicaldetectiondogs.org.uk) [www.medicaldetectiondogs.org.uk](http://www.medicaldetectiondogs.org.uk)

## **Polymyalgia**

### **Polymyalgia Rheumatica & Giant Cell Arteritis UK**

Helpline 0300 111 5090 [www.pmrqca.co.uk](http://www.pmrqca.co.uk) Rheumatic conditions which cause severe pain and discomfort; giant cell arteritis can also lead to sight loss. Free information packs Orpington Polymyalgia Rheumatica and Giant Cell Arteritis support group. Meets 2nd Tuesday of every month 10am to 12pm in St Paul's Church, Crofton Rd, Orpington BR6 8JE Contact Penny 0300 999 5090 [pmrqca.orpington@gmail.com](mailto:pmrqca.orpington@gmail.com)

### **Sight loss including blindness**

See also our Help at Home information pack for fire prevention, home library services, home opticians and home safety visits. See Diabetes (above) for other effects of sight loss

### **Age UK**

We produce publications on sight loss and caring for your eyes 0800 169 6565

### **Sight tests**

- You can get a list of opticians who can visit you at home by ringing Age UK on 01732 454108 and asking for our "Help at Home" information pack.
- Specsavers opticians in Sevenoaks have staff trained to help people with dementia have eye checks 01732 459588.
- Further advice is available from RNIB 0303 123 9999 [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk) [www.rnib.org.uk/eye-health-looking-after-your-eyes-eye-examinations/having-eye-examination-home](http://www.rnib.org.uk/eye-health-looking-after-your-eyes-eye-examinations/having-eye-examination-home)

### **Blind Veterans UK** (formerly St Dunstan's)

12-14 Harcourt St, London W1H 4HD 0800 389 7979 [information@blindveterans.org.uk](mailto:information@blindveterans.org.uk) [noonealone@blindveterans.org.uk](mailto:noonealone@blindveterans.org.uk) [www.noonealone.org.uk](http://www.noonealone.org.uk) [www.blindveterans.org.uk](http://www.blindveterans.org.uk) Can help anyone who is blind or severely visually-impaired (in both eyes) who has been in the Armed Forces, Territorial Army, Merchant Navy or has simply done National Service. The visual impairment does not have to be due to this service. They offer emotional support, skills development, confidence building and independent living support.

### **British Wireless for the Blind Fund**

Easy-to-use radios and CD players for visually-impaired people. May be free-of-charge if you are on a low income 01622 760709, 754757, 07540 724063 [sophie@blind.org.uk](mailto:sophie@blind.org.uk)  
[www.blind.org.uk](http://www.blind.org.uk)

### **Kent Association for the Blind**

Joynes House, New Rd, Gravesend DA11 0AT 01622 691357, 358995

[enquiry@kab.org.uk](mailto:enquiry@kab.org.uk) [www.kab.org.uk](http://www.kab.org.uk) Practical and emotional support for people with sight impairment. Equipment includes mobile phones that can read and hand-held GPS systems to tell you precisely where you are. You can register as “severely sight-impaired” or “partially-sighted” and in some instances this may help getting a Blue Badge. Publications include:

- Cataracts
- Charles Bonnet Syndrome (visual hallucinations)
- Diabetic Retinopathy
- Glaucoma
- Guide Communicator Service (one-to-one support for people with dual sensory loss or deafblindness)
- Help & Support Services for people with a visual impairment
- Intervenor Service (one-to-one support for people with dual sensory loss or deafblindness as well as additional disabilities)
- Macular Degeneration
- Retinitis Pigmentosa (light sensitivity)
- Sensory Awareness Training (understanding visual impairment, deafblindness, hearing impairment and assistive technology)
- Sight Support Service (one-to-one support)

Kent Association for the Blind also offer befriending and run the following clubs:

- **Sevenoaks Blind Social Club.** Contact Jo Wilkinson 01622 691357, 07469 154570 [jo.wilkinson@kab.org.uk](mailto:jo.wilkinson@kab.org.uk) [www.kab.org.uk](http://www.kab.org.uk)
- **Sevenoaks Craft Club for people with sight impairments.** Meet Thursdays fortnightly at Village Hall, London Rd, Dunton Green. Contact Jo Wilkinson 01622 691357, 07469 154570 [jo.wilkinson@kab.org.uk](mailto:jo.wilkinson@kab.org.uk) [www.kab.org.uk](http://www.kab.org.uk)
- **Tonbridge Visually Impaired Craft Club.** Fortnightly Weds. Evangelical Free Church, 34 Douglas Rd, Tonbridge TN9 2TE Contact Jo Wilkinson, Kent Association for the Blind Tel: 01622 691357, 07469 154570 Email: [jo.wilkinson@kab.org.uk](mailto:jo.wilkinson@kab.org.uk) Web: [www.kab.org.uk](http://www.kab.org.uk)

### **Macular Society**

- Advice & information 0300 303 0111 [help@macularsociety.org](mailto:help@macularsociety.org)  
[www.macularsociety.org](http://www.macularsociety.org)
- Local support group. Meets 4<sup>th</sup> Thursday of every month 10.30am-12pm at Stag Theatre cafe, London Rd, Sevenoaks. Contact Stella Black 07494 467980  
[stella.black@macularsociety.org](mailto:stella.black@macularsociety.org)

### **Magnification aids**

This includes magnifying glasses, lighting, electronic magnifiers, eyeshields, big button phones, easy-to-read watches/clocks. Talk to Kent Association for the Blind or RNIB who have a good shop. Alternatively, many companies supply them eg SW Retail Ltd 01226 762513 [swretailtd@gmail.com](mailto:swretailtd@gmail.com) [www.icswretail.co.uk](http://www.icswretail.co.uk)

### **Margaret Club**

Coffee club for blind and partially-sighted people. Meet in Tonbridge. Contact Meg Munday [meg.other@sylvameg.co.uk](mailto:meg.other@sylvameg.co.uk)

### **Power cuts, gas and water interruptions**



You can ask utilities to add you to their Priority Services Register if you are a pensioner, disabled, hearing-impaired, visually-impaired, have a chronic illness or a long-term medical condition. This may give you:

- advance notice if your supply is going to be interrupted
- priority reconnection if the supply is interrupted
- alternative facilities for cooking and heating during an interruption of supply
- help during emergencies

It may also give you other benefits:

- extra help to use your meter or appliances
- annual gas safety checks
- free advice on being more energy efficient
- protection from cold callers
- moving your meter somewhere easier to read
- regular meter readings if you can't read it
- bills sent to a relative, carer or friend to help you check them
- bills and meter readings in large print, braille, audio tape, textphone or typetalk if you're visually or hearing impaired

### **RNIB (formerly Royal National Institute for the Blind)**

105 Judd St, London WC1H 9NE 020 7388 1266 Helpline 0303 123 9999

[helpline@rnib.org.uk](mailto:helpline@rnib.org.uk) General advice and many other support services for people with sight problems

### **Rosemary Club**

Lunch club for blind and partially-sighted people. Meets every 2-3 months on the 4<sup>th</sup> Thursday of the month at cafes and other venues in Tonbridge chosen after each lunch by those present. Contact Meg Munday [meg.other@sylvameg.co.uk](mailto:meg.other@sylvameg.co.uk)

### **TV licences**

Blind and severely sight-impaired people are entitled to 50% off a TV licence. This applies to the whole household if someone is eligible. It does not apply to people who are just partially sighted. More info at [www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/blindseverely-sight-impaired-aud5](http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/blindseverely-sight-impaired-aud5) or call 0300 790 6112

### **Westerham Macular Disease Support Group**

Help and support for people with macular degeneration 01959 563110

## **Stroke**

### **Preventing it**

The main risk is untreated hypertension (high blood pressure); this is easy to control but hard to spot. If you want to monitor it you can buy a blood pressure machine from Boots or other chemists. The second biggest is arrhythmia (an irregular heartbeat) such as atrial fibrillation. Other risk factors include high cholesterol, obesity, smoking, drinking, family history, ageing, inactivity, a history of mini-strokes etc

### **How to tell if someone is having a stroke**

Any one of the following symptoms may indicate a stroke:

- **Face** - droops on one side
- **Arms** - can't raise both arms and keep them up
- **Speech** - slurred; may also be visual impairment
- **Time** - is of the essence so call an ambulance if any of the above symptoms

Other signs are sudden numbness, blurred vision, headaches, dizziness or confusion. A “funny turn” may be a TIA (Transient Ischaemic Attack) which is a mini-stroke

### **Treatment**

There is only a 4-hour window for an MRI scan to determine whether you have had a clot or a bleed (where a blood vessel bursts). The MRI scan will determine treatment such as clotbusting drugs or a thrombectomy (a procedure to remove a clot in the brain) but these must be done within a few hours to work well. Some ambulances are equipped with scanners. You will probably be taken to a hyperacute stroke unit at Tunbridge Wells, Darent Valley or Ashford hospitals as these are the local centres of excellence

### **Stroke Association**

National helpline 0303 303 3100 [www.stroke.org.uk](http://www.stroke.org.uk) Publications include:

- What is a stroke? How it affects you
- How to prevent a stroke
- When a stroke happens. What to expect in the first hours, days and weeks
- Life after stroke. Help and support for you and your family including grants
- The road to recovery
- Helping someone with communication problems

### **Stroke clubs**

These can help you to regain any remaining abilities to communicate such as speech, drawing or gestures. The hope is that the brain can re-learn how to do these things or different parts of the brain can learn. They do this through social activities and exercise. The Stroke Association runs friendly local groups and offers one-to-one sessions. Contact Communication Support Service, 29 Hollingworth Court, Turkey Mill, Ashford Rd, Maidstone ME14 5PP 01622 351963.

- Hadlow Stroke Club 01892 750266
- Sevenoaks Stroke Club. 2<sup>nd</sup> Friday of each month 10am-12pm at Miller & Carter steakhouse pub, Amherst Hill, Riverhead. Contact Andy 07342 049976 [andy.sayers@stroke.org.uk](mailto:andy.sayers@stroke.org.uk)
- Tonbridge Stroke Club. 4<sup>th</sup> Wednesday of each month 11am-1pm at Methodist Church, Higham Lane for talks and tea. Occasional outings. Contact Bob or Vivian Tel: 01732 365475 or George Tel: 01732 366494

### **Stroke Recovery Service**

This is for people who've had a stroke, their families and carers. They will visit you in hospital or at home to identify what help you need then give you advice and support so that you can recover as well as possible and regularly contact you to see how you are doing. You can refer yourself or other people can refer you.

- Sevenoaks Support Co-ordinator Andy Sayers 07342 049976 [andy.sayers@stroke.org.uk](mailto:andy.sayers@stroke.org.uk)
- Tonbridge & Malling Support Co-ordinator Jess Larkin 07799 436042 [jess.larkin@stroke.org.uk](mailto:jess.larkin@stroke.org.uk)

**Dis/with Ability Social Club.** Thu 10.30am-4pm. Baptist church, Darent Avenue TN10 3HZ. Activities, indoor games, speakers, musical entertainment, occasional outings for people with physical disabilities or who have had a stroke. Contact Jan 01622 871575

### **Neuro Rehab Kent Ltd**

Contact Elissa 01732 357943 or Jane 01732 451352 [info@neurorehabkent.com](mailto:info@neurorehabkent.com) [www.neurorehabkent.co.uk](http://www.neurorehabkent.co.uk) Private physiotherapists who specialise in neurological conditions. Also run small group sessions for people living with MS, Parkinson's and other neurological conditions. Can provide physiotherapy in your own home, at Springbank

Clinic in Sevenoaks or at Tonbridge Clinic or at your local gym. Can show your family or carers how to help you with exercises. You can find other private physiotherapists who specialise in MS by contacting the Chartered Society of Physiotherapy, 14 Bedford Row, London WC1R 4ED 020 7306 6666 [www.csp.org.uk](http://www.csp.org.uk)

### **Speakability**

Work with patients who have speech problems due to a stroke 0808 808 9572

### **Turkey Mill Singers**

Singing group to help stroke survivors recover (based in Maidstone). May be especially helpful for people with aphasia (speech difficulties). Contact Tim Stillwell 07745 103811 [mrtimstillwell@outlook.com](mailto:mrtimstillwell@outlook.com)

### **Kent Association for the Blind**

Joynes House, New Rd, Gravesend DA11 0AT 01622 691357, 358995  
[enquiry@kab.org.uk](mailto:enquiry@kab.org.uk) [www.kab.org.uk](http://www.kab.org.uk) Produces a publication on sight loss after a stroke

## **Finding and using health services**

See also our Help at Home information pack for people and things that can help you.

### **Ambulances**

#### **Emergencies**

Dial 999

#### **Hospital transport**

See our Transport, Travel & Leisure information pack for getting to health appointments

#### **How to make a complaint about an ambulance service**

See our Legal Advice information pack

#### **Zot private ambulance company**

If you need to pay for a private ambulance 020 3092 9118

### **Chemists**

NHS prescriptions are free for all over-60s

- See also our Help at Home information pack for medication services offered by chemists
- See our Legal Advice information pack for complaints

### **Lifebook**

This enables you to record all sorts of useful details which will not only help you to be more organised but could also be invaluable to a family member or a friend if they need to locate important information about you in an emergency. You simply follow the step-by-step instructions to fill in the various sections with your details, contacts and locations of important documents. The life contacts section deals with recording details of your chemist. The LifeBook is available in both a booklet and computer versions. More information from Age UK 0800 678 1602 [www.ageuk.org.uk/lifebook](http://www.ageuk.org.uk/lifebook)

### **Complaints, problems and improving health services**

#### **Age UK**

We produce publications on complaints 0800 169 6565

See also our Legal Advice information pack

## **Dentists including teeth problems**

### **Dental care and costs**

Age UK produces publications on dental care and help with health costs 0800 169 6565

### **Emergencies**

For a dental emergency, ring your own dentist first. If the practice is closed and you can't wait till it re-opens, ring DentaLine on 01634 890300

### **Finding NHS dentists**

The best way to find dentists is to phone NHS Customer Services on 0300 123 4412 or visit [www.nhs.uk](http://www.nhs.uk) where there should be an up-to-date list. You can also look in Yellow Pages or similar commercial directories. It may be easier to find NHS dentists in the Tonbridge area than Sevenoaks but they will probably have a waiting list. If you cannot find what you want:

- search Health Help Now [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net)
- or contact Healthwatch 0808 801 0102 [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

### **Getting to the dentist**

There are several schemes which can take you to medical appointments, even at hospitals in London. You can get a complete list by ringing Age UK on 01732 454108 and asking for our Transport information pack.

### **Home visiting dentists**

See our Help at Home information pack for mobile dentists who can visit you at home

### **Paying for NHS dental treatment**

NHS dental treatment is free for those on Pension Credit Guarantee Credit. If you have too much money to get Pension Credit Guarantee Credit but are still on a relatively low income you may also qualify for help. You have to fill in a form called HC1 (Help with Health Costs). If you are eligible you will either get an HC2 Certificate (full help with the cost) or an HC3 Certificate (partial help towards the cost). If you need help filling in the form:

- Age UK. We can help you at our office or we may be able to visit you 01732 454108
- Citizens' Advice can also help you. Free phone advice Monday-Friday 9am-5pm. Some office appointments may be possible.
  - Aylesford, Larkfield, New Ash Green, Otford, Sevenoaks, Snodland, Swanley and Tonbridge 0808 278 7810
  - Edenbridge and Westerham 0808 278 7962

### **How to make a complaint**

See our Legal Advice information pack

### **Lifebook**

This enables you to record all sorts of useful details which will not only help you to be more organised but could also be invaluable to a family member or a friend if they need to locate important information about you in an emergency. You simply follow the step-by-step instructions to fill in the various sections with your details, contacts and locations of important documents. The life contacts section deals with recording details of your dentist. The LifeBook is available in both a booklet and computer versions. More information from Age UK 0800 678 1602 [www.ageuk.org.uk/lifebook](http://www.ageuk.org.uk/lifebook)

## **Doctors**

### **Age UK**

We produce publications on GP services 0800 169 6565

### **Finding a doctor**

Kent Community Health NHS Trust may be able to help with registering with GPs. 0300 123 1807 [kcht.cct@nhs.net](mailto:kcht.cct@nhs.net) [www.kentcht.nhs.uk](http://www.kentcht.nhs.uk) Kent Supporting People can also help you to find a doctor. Room 402, Sessions House, County Hall, Maidstone ME14 1XQ 08458 247100 [floatingsupport@kent.gov.uk](mailto:floatingsupport@kent.gov.uk) [www.kent.gov.uk/supportingpeople](http://www.kent.gov.uk/supportingpeople)

If you cannot find what you want:

- search Health Help Now [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net)
- or contact Healthwatch 0808 801 0102 [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

### **Getting to the doctor**

There are several schemes which can take you to medical appointments, even at hospitals in London. You can get a complete list by ringing Age UK on 01732 454108 and asking for our Transport information pack.

### **How to make a complaint**

See our Legal Advice information pack

### **Lifebook**

This enables you to record all sorts of useful details which will not only help you to be more organised but could also be invaluable to a family member or a friend if they need to locate important information about you in an emergency. You simply follow the step-by-step instructions to fill in the various sections with your details, contacts and locations of important documents. The life contacts section deals with recording details of your doctor. The LifeBook is available in both a booklet and computer versions. More information from Age UK 0800 678 1602 [www.ageuk.org.uk/lifebook](http://www.ageuk.org.uk/lifebook)

### **Footcare (chiropodists, podiatrists and toenail cutting)**

- If you are diabetic, your GP may be able to refer you to a free NHS service.
- Foot healthcare practitioners are qualified to carry out routine foot care treatments – toenail clipping, corn and callous removal, dealing with cracked heels and general diabetic foot maintenance. Private home visits may also be available.
  - Kent Community Health NHS Foundation Trust run a fee-paying NHS service at local clinics. Toenail cutting costs £18. To book an appointment 0300 123 1554. There may be a waiting list.
  - It may be quicker to go directly to a private foot healthcare practitioner. You should shop around but here are some examples:
    - Aylesford area
      - Emma Apps [emmasmobilefootcare@gmail.com](mailto:emmasmobilefootcare@gmail.com)
    - Sevenoaks area
      - Age UK, Hollybush Court Day Centre 01732 741558
      - Joanne Rennie [joanne.rennie@gmail.com](mailto:joanne.rennie@gmail.com)
    - Snodland area
      - Eileen Knapp [eileen.knapp25@yahoo.com](mailto:eileen.knapp25@yahoo.com)
    - Tonbridge area
      - Karla Andrews 01732 358403, 07867 573021
      - Paul Rogers 07985 607569
    - Westerham area

- Melissa Barford [melissabarford@btconnect.com](mailto:melissabarford@btconnect.com)
  - You can also try Gail 07709 213060 or Sophie 07527 401877, 01892 540849
- Private beauticians may also offer toenail cutting as part of a simple pedicure.
- Chiropodists (also known as podiatrists) are specialists who are also qualified to carry out assessment, diagnosis and treatment of foot and lower limb disorders. They may charge more than foot healthcare practitioners. Home visits may be available.
  - Kent Community Health NHS Foundation Trust run a podiatry service at local clinics. This is a free service but you need to speak to your GP for a referral. There will be a waiting list.
  - It may be quicker to go directly to a private chiropodist or podiatrist. You can find them by searching for “podiatrist” on [www.nhs.uk](http://www.nhs.uk) You should shop around but here are some examples:
    - Crockenhill area
      - Crockenhill Foot Clinic 07982 835251
    - Edenbridge area
      - Kate De Angeli 07807 299114
    - Hildenborough area
      - Alice Neale 01732 832524
    - Paddock Wood area
      - Deborah Hanger 01892 837277
    - Pembury area
      - Kevin Norman 01892 822855
    - Sevenoaks area
      - Andrew Brunger, St John’s Hill 01732 451945, 07969 877419
      - Chris Williams, Manor Clinic 01732 464400
      - Emma Peacock, South Park Surgery 01732 742529
    - Swanley area
      - Age UK North West Kent 01474 564898
      - Ms S Turner 07492 728782
    - Tonbridge area
      - Age UK Town Lock day centre 01732 454108
      - Fit Feet Podiatry 07549 559056
      - Head to Toe Health 07549 559056
      - Mind Body Clinic 01732 441008
      - Tonbridge Chiropody & Podiatry 01732 357563
      - Tonbridge Clinic 01732 350255

## **Hospitals**

See also our Help at Home information pack for help with hospital appointments

## **Age UK**

We produce publications on going into hospital, hospital discharge, detention in hospital and unnecessary hospital admission 0800 169 6565

## **Accident & Emergency**

In an emergency dial 999. The nearest A&E departments are at Tunbridge Wells Hospital in Pembury and Princess Royal University Hospital in Farnborough Common. Other big hospitals include Maidstone Hospital and Darent Valley Hospital.

## **Community hospitals**



Kent Community Health NHS Trust is responsible for community hospitals in Sevenoaks, and Edenbridge 0300 123 1807 [kcht.cct@nhs.net](mailto:kcht.cct@nhs.net) [www.kentcht.nhs.uk](http://www.kentcht.nhs.uk) If you cannot find what you want:

- search Health Help Now [www.healthhelpnow-nhs.net](http://www.healthhelpnow-nhs.net)
- or contact Healthwatch 0808 801 0102 [info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

### **Going into hospital and being discharged from hospital**

Age UK produces publications on going into hospital and hospital discharge arrangements 0800 169 6565.

**Good Neighbours Hospital Car Scheme (Hadlow & Tonbridge area).** Contact Gill Norman Tel: 01732 850128

### **How to make a complaint**

See our Legal Advice information pack

### **INVOLVE**

May be able to provide practical support for up to 14 days including sorting out help and adaptations 0300 081 0005 [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) [www.involvekent.org.uk](http://www.involvekent.org.uk) If you are staying in Tunbridge Wells or Maidstone Hospitals they have staff based there who can help with hospital discharge.

**League of Friends of Edenbridge Hospital.** Contact Jo Naismith 01732 860148 [info@ehlof.org.uk](mailto:info@ehlof.org.uk) [www.ehlof.org.uk](http://www.ehlof.org.uk)

### **Lifebook**

This enables you to record all sorts of useful details which will not only help you to be more organised but could also be invaluable to a family member or a friend if they need to locate important information about you in an emergency. You simply follow the step-by-step instructions to fill in the various sections with your details, contacts and locations of important documents. The life contacts section deals with recording details of your hospital. The LifeBook is available in both a booklet and computer versions. More information from Age UK 0800 678 1602 [www.ageuk.org.uk/lifebook](http://www.ageuk.org.uk/lifebook)

### **Town & Country Home Improvement Agency**

0845 605 7017 [infohia@tch.org.uk](mailto:infohia@tch.org.uk) [www.tch.org.uk](http://www.tch.org.uk) This is a free service which may be able to help you get discharged quicker and prevent you being re-admitted by offering practical solutions to problems around the home. They may be able to visit you at home and arrange:

- to move beds downstairs
- to supply and fit banisters and grab rails
- to supply and fit key safes
- to make simple changes to prevent slips, trips and falls

You must be vulnerable, chronically sick or disabled

### **Seniors Helping Seniors**

Can collect you from hospital and help you settle in a safe routine at home. Can help with food preparation/cooking, shopping, light housework/laundry, gardening, transport to social activities and medical appointments, pet care, companionship etc. £24.60 per hour. Do not provide personal care (help with washing, dressing, medication etc). 01732 495665 [enquiries@seniorshelpingseniors.co.uk](mailto:enquiries@seniorshelpingseniors.co.uk) [www.seniorshelpingseniors.co.uk](http://www.seniorshelpingseniors.co.uk)

### **Sevenoaks District Seniors Action Forum**

Campaigns to improve transport to local hospitals [www.sdsaf.org](http://www.sdsaf.org)

### **West Kent Hospital Discharge Scheme (Handy Heroes)**

Based in Tunbridge Wells Hospital and Darent Valley Hospital. Work with patients to help ensure their home is suitable for them to leave hospital. The service provides a detailed home assessment, advice on home adaptation funding and financial assistance along with access to the Handy Hero team who can react quickly to requests for small home repairs, moving furniture or work to prevent further accidents, reducing the risk of a hospital re-admission. They can move large items of furniture such as beds, wardrobes and chests of drawers including moving beds downstairs if you can no longer manage stairs. 01732 227000 and ask for Handy Heroes.

### **Minor illnesses and minor injuries**

Cuts, sprains, minor burns and some fractures are best treated at a local minor injuries unit. These walk-in clinics are at the community hospitals in Edenbridge and Sevenoaks. They can also treat minor illnesses such as coughs, colds, flu symptoms and earache. 111 to find your local minor injuries unit. Kent Community Health NHS Trust is responsible for minor injury units 0300 123 1807 [kcht.cct@nhs.net](mailto:kcht.cct@nhs.net) [www.kentcht.nhs.uk](http://www.kentcht.nhs.uk)

### **Opticians**

#### **Age UK**

We produce publications on paying for glasses 0800 169 6565

#### **Eye tests**

Eye tests are sometimes available at day centres. You do not have to use the day centre to use this service

- Sevenoaks area. Hollybush Day Centre 01732 741558
- Swanley area. Try the Cottage Community 01474 879473 or Age UK North West Kent 01474 564898

#### **Finding an optician**

The best way to find opticians is to visit [www.nhs.uk](http://www.nhs.uk) where there should be an up-to-date list or look at [www.yell.com](http://www.yell.com)

#### **Getting to the optician**

There are several schemes which can take you to medical appointments, even at hospitals in London. You can get a complete list by ringing Age UK on 01732 454108 and asking for our Transport information pack.

#### **Home visiting opticians**

There are also mobile opticians who can visit you at home. See our Help at Home information pack

#### **Opticians for people with dementia**

Specsavers opticians in Sevenoaks have staff trained to help people with dementia have eye checks 01732 459588

#### **Paying for sight tests**

NHS sight tests are free for all over-60s

#### **Paying for glasses or contact lenses**



NHS glasses/contact lenses are free for those on Pension Credit Guarantee Credit. For example, opticians should offer you a voucher for glasses; in some cases this may cover the whole cost of glasses but in other cases you may have to pay something towards them. If you have too much money to get Pension Credit Guarantee Credit but are still on a relatively low income you may also qualify for help. You have to fill in a form called HC1 (Help with Health Costs). If you are eligible you will either get an HC2 Certificate (full help with the cost) or an HC3 Certificate (partial help towards the cost). If you need help filling in the form:

- Age UK. We can help you at our office or we may be able to visit you or arrange for DWP to visit you 01732 454108
- Citizens' Advice can also help you. Free phone advice Monday-Friday 9am-5pm. Some office appointments may be possible.
  - Aylesford, Larkfield, New Ash Green, Otford, Sevenoaks, Snodland, Swanley and Tonbridge 0808 278 7810
  - Edenbridge and Westerham 0808 278 7962

### **How to make a complaint**

See our Legal Advice information pack

### **Lifebook**

This enables you to record all sorts of useful details which will not only help you to be more organised but could also be invaluable to a family member or a friend if they need to locate important information about you in an emergency. You simply follow the step-by-step instructions to fill in the various sections with your details, contacts and locations of important documents. The life contacts section deals with recording details of your optician. The LifeBook is available in both a booklet and computer versions. More information from Age UK 0800 678 1602 [www.ageuk.org.uk/lifebook](http://www.ageuk.org.uk/lifebook)

### **Healthy eating & losing weight**

See also our Help at Home information pack for meals on wheels and ready meals.

### **Age UK**

We produce publications on healthy eating, diet, nutrition, hydration and digestion 0800 169 6565

### **Kent Community Health NHS Trust**

0300 123 1220 [oneyou.kent@nhs.net](mailto:oneyou.kent@nhs.net) [www.kenthealthandwellbeing.nhs.uk](http://www.kenthealthandwellbeing.nhs.uk) One You lifestyle advisers can support you with healthy eating. They can offer you 6 free confidential sessions where you can discuss the changes you want to make and they can support you to set achievable goals on how to reach them.

### **Weight management courses**

- If someone is at least 2 stone overweight or underweight, free courses are available to help you understand the relationship between food, exercise and weight control. Sevenoaks District Council Healthy Living Team 01732 227000 [healthyliving@sevenoaks.gov.uk](mailto:healthyliving@sevenoaks.gov.uk)
- Tonbridge & Malling Healthy Living Team 01732 876347 [healthy.living@tmbsc.gov.uk](mailto:healthy.living@tmbsc.gov.uk)

### **Weightwatchers (Sevenoaks)**

Meet at Sevenoaks Leisure Centre, Suffolk Way, Sevenoaks TN13 1LW on Wednesdays at 6.30pm [www.weightwatchers.com](http://www.weightwatchers.com) There are other local groups

## Keeping fit

- Age UK produce publications on staying steady, strength and balance exercises for healthy ageing 0800 169 6565.
- Leisure centres and swimming pools in Edenbridge, Larkfield, Sevenoaks, Swanley and Tonbridge offer a range of sporting activities for anyone aged 50+ such as exercise, swimming, tennis, badminton, bowls, gym, table tennis and yoga sessions
- Tonbridge School Sports Centre also offer a similar range of activities for over 50s every Fri 9-11.30am. Active Life costs £5.30 per session. 01732 304111  
[www.tonbridge-school.co.uk/club](http://www.tonbridge-school.co.uk/club)
- See the Memory Loss & Dementia information pack for activities which may be suitable for people with mild or early dementia

### Badminton

Tonbridge Baptist Church Wednesday mornings. Contact Jemma Graffin 01732 352824  
[jemma.graffin@tonbridgebaptist.church](mailto:jemma.graffin@tonbridgebaptist.church)

### Bowls

- **Sevenoaks.** Indoor Bowls Centre, Hollybush Close. Sundays
- **Swanley.** Indoor Bowls Club. Contact Keith Mitchell 07877 060840  
[www.swanleybowlsclub.co.uk](http://www.swanleybowlsclub.co.uk)
- **Tonbridge.** Friday 9.30-11.30am. Angel Indoors Bowls Club, Du Puy Avenue 01732 771262

### Dance

- **Brasted.** Dancing for over-55s. Village Hall, High St. Mondays 1-2pm. £24 for 12 weeks. Contact Sevenoaks District Council 01732 227000  
[communities@sevenoaks.gov.uk](mailto:communities@sevenoaks.gov.uk)
- **Golden Green.** Line dancing. Contact Wendy 07833 079213  
[wendylanglely2910@gmail.com](mailto:wendylanglely2910@gmail.com)
- **Larkfield.** Music movement class. Larkfield Leisure Centre 01622 719345  
[natalie.williams@tmactive.co.uk](mailto:natalie.williams@tmactive.co.uk)
- **Seal.** 50+ Dance for Fun Classes. Meet Seal Village Hall Tuesday 10.30-11.30am. Contact Luci Napleton 07748 008431 [lucinapleton@gmail.com](mailto:lucinapleton@gmail.com)
- **Shoreham.** Dancing for over-55s. Village Hall, High St. Thursdays 2-3pm. £24 for 12 weeks. Contact Sevenoaks District Council 01732 227000  
[communities@sevenoaks.gov.uk](mailto:communities@sevenoaks.gov.uk)
- **Tonbridge**
  - Golden Girls dance class. Every Fri 1.30pm. Christ Church hall, High St TN9 1SG. Contact Karen 07859 015231
  - Line dancing. Contact Wendy 07833 079213 [wendylanglely2910@gmail.com](mailto:wendylanglely2910@gmail.com)

### Exercise at home

- **Chartered Society of Physiotherapy.** 14 Bedford Row, London WC1R 4ED 020 7306 6666 [www.csp.org.uk](http://www.csp.org.uk)
  - Publish "Get Up & Go" - a guide to staying steady which shows you how to do exercises for strength and balance
  - Can also help you find a private physiotherapist
- **Later Life Training** [www.laterlifetraining.co.uk/llt-home-exercise-booklets](http://www.laterlifetraining.co.uk/llt-home-exercise-booklets)

### Exercise & fitness classes & groups

- **Aylesford**
  - Mobility, strength & balance class. Wednesdays 10.30am-12pm. Community Centre, Forstal Rd. £4. Contact Sue Larken 07867 648667 [suelarken@ageuksevenoaksandtonbridge.org.uk](mailto:suelarken@ageuksevenoaksandtonbridge.org.uk)
  - Stretch & Move. Capel Morris community hall, Royal British Legion Village. Tuesdays 11.30am-12.15pm
- **Chiddingstone Causeway**. Mobility, strength & balance class. Causeway Hall. Fortnightly Mondays 10.45am-12.15pm. From £3.50. Contact Sue Larken 07867 648667 [suelarken@ageuksevenoaksandtonbridge.org.uk](mailto:suelarken@ageuksevenoaksandtonbridge.org.uk)
- **Cowden**. Mobility, strength & balance class. Village hall. Fortnightly Thursdays 10am-12pm. From £3.50. Contact Sue Larken 07867 648667 [suelarken@ageuksevenoaksandtonbridge.org.uk](mailto:suelarken@ageuksevenoaksandtonbridge.org.uk)
- **Crockenhill**. Mobility, strength & balance class. All Souls Church Hall, 81 Eynsford Rd. Fortnightly Tuesdays 10.30am-12pm. £3.50. Contact Sue Larken 07867 648667 [suelarken@ageuksevenoaksandtonbridge.org.uk](mailto:suelarken@ageuksevenoaksandtonbridge.org.uk)
- **Edenbridge**
  - Mobility, strength & balance classes. Contact Sue Larken 07867 648667 [suelarken@ageuksevenoaksandtonbridge.org.uk](mailto:suelarken@ageuksevenoaksandtonbridge.org.uk)
    - Eden Centre, Four Elms Rd. Fortnightly Thursdays 10.30am-12pm. £3.50
    - Bridges Centre, 40 High St. Last Fri of each month 2-3pm. Free.
  - Move it to Music exercise & chat. £3. Mondays 2-3pm. Eden Centre, Four Elms Rd. Contact Sandra 07862 768293
- **Golden Green**. Mobility, strength & balance class. Mondays 10.30am-12pm. Village hall, Three Elms Lane. £4. Contact Sue Larken 07867 648667 [suelarken@ageuksevenoaksandtonbridge.org.uk](mailto:suelarken@ageuksevenoaksandtonbridge.org.uk)
- **Hever**. Paracise. Gentle standing exercise class to improve mobility, flexibility and balance. Hever Castle Golf Club Mondays 9.30am. £5. Contact Sharon 07736 641033 [sharon@paracise.com](mailto:sharon@paracise.com) [www.paracise.com](http://www.paracise.com)
- **Hextable**
  - Chair-based exercise class. Cottage Community 01474 879473 [info@thecottagecommunity.org.uk](mailto:info@thecottagecommunity.org.uk)
  - Mobility, strength & balance class. Howard Venue. Fortnightly Wednesdays 1.30-3pm. £3.50. Contact Sue Larken 07867 648667 [suelarken@ageuksevenoaksandtonbridge.org.uk](mailto:suelarken@ageuksevenoaksandtonbridge.org.uk)
- **Hildenborough**. Moving with Music. Oast Theatre, Tonbridge Rd. Wednesdays 2-3pm. £5 including tea/coffee. Contact Jason Lower 07587 537308, 01892 500673 [jason@trinitytheatre.net](mailto:jason@trinitytheatre.net) [encore@trinitytheatre.net](mailto:encore@trinitytheatre.net) [www.trinitytheatre.net](http://www.trinitytheatre.net)
- **Kemsing**. Over-50s keep fit class. Wed mornings. Meet at Sir Mark Collet Pavilion. Contact Vicky Bishop 01732 762865
- **Otford**. Serendipity gentle exercise class. Meet Thursdays 9.30 to 10.30am at Methodist Church Hall, High St. £3. Contact Cass Osborne 01959 522727 [thefitnessworkshop@hotmail.com](mailto:thefitnessworkshop@hotmail.com)
- **Ryarsh**. Mobility, strength & balance class. Tuesdays 10am-12pm. Village hall. Contact Sue Larken 07867 648667 [suelarken@ageuksevenoaksandtonbridge.org.uk](mailto:suelarken@ageuksevenoaksandtonbridge.org.uk)
- **Sevenoaks**

- Gentle exercise for over-55s. Vine Baptist Church. Park Lane, Sevenoaks. Thursdays 2-3pm. £6 per class. Contact Teresa 07506 801151 [exercise65@yahoo.com](mailto:exercise65@yahoo.com)
- Sevenoaks Ladies Joggers. Balance & strength classes for men and women over 65. £24 for first 8 weeks then £80 for 8 weeks 07799 476647 [www.sevenoaksladiesjoggers.co.uk/platinumfitness](http://www.sevenoaksladiesjoggers.co.uk/platinumfitness)
- **Chipstead.** Paracise. Gentle standing exercise class to improve mobility, flexibility and balance. Chevening Parish Hall, Homedean Rd TN13 2RU. Tuesdays 11-11.45am. £5. Contact Sharon 07736 641033 [sharon@paracise.com](mailto:sharon@paracise.com) [www.paracise.com](http://www.paracise.com)
- **Dunton Green.** Mobility, strength & balance class. Pavilion, London Rd. 2<sup>nd</sup> Wednesday of the month 1.30-3.30pm. From £3.50. Contact Sue Larken 07867 648667 [suelarken@ageuksevenoaksandtonbridge.org.uk](mailto:suelarken@ageuksevenoaksandtonbridge.org.uk)
- **Riverhead.** Seated exercise classes. Village hall. Monday 3.30pm. Free. Contact Irene Collins [cllr.collins@sevenoaks.gov.uk](mailto:cllr.collins@sevenoaks.gov.uk)
- **Seal.** Dance Around My World. Music, dance & movement sessions with gentle chair-based exercises to improve your mobility, posture and health. £5. Tuesdays 10.30-11.30am. Village hall, High St
- **Swanley.** Seated exercise classes. Alexandra Suite Pavilion, St Mary's Rd. Wednesday 12.50pm. Free. Contact Irene Collins [cllr.collins@sevenoaks.gov.uk](mailto:cllr.collins@sevenoaks.gov.uk)
- **Tonbridge**
  - Great Strides strength & balance classes. Tuesday & Thursday mornings. Baptist Church, Darenth Avenue. Contact Maxine Hallett 01732 352824 [maxine.hallett@tonbridgebaptist.church](mailto:maxine.hallett@tonbridgebaptist.church)
  - Fifty Plus fitness sessions. Angel Centre 01732 772686. Provided by TM Active
  - Keep fit gentle exercise. Baptist Church Wednesdays 9.30am. Contact Jemma Graffin 01732 352824 [jemma.graffin@tonbridgebaptist.church](mailto:jemma.graffin@tonbridgebaptist.church)
  - Paracise. Gentle standing exercise class to improve mobility, flexibility and balance. Methodist Church, Higham Lane. Fridays 10.30-11.15am. £5. Contact Sharon 07736 641033 [sharon@paracise.com](mailto:sharon@paracise.com) [www.paracise.com](http://www.paracise.com)
  - Postural stability. Baptist Church
  - Stretch & Move. Mondays 12-1pm. £3. Angel Centre. 01732 359966 [suzy.abbott@tmactive.co.uk](mailto:suzy.abbott@tmactive.co.uk) [www.angelcentre.co.uk](http://www.angelcentre.co.uk)
- **Westerham.** Classes for over-50s. Tuesdays 11am. Westerham Hall, Quebec Avenue, Westerham. Contact Valerie 01959 562790

### **Falls prevention classes**

These are free classes for over-65s who have fallen or have a fear of falling. Unlike other exercise classes they begin mainly in a chair and gradually progress to standing activities. They aim to improve strength and balance reducing falls and maintaining independence.

- **Edenbridge.** Mondays 11am-12m at Self Unlimited, Philippines Close off Hever Rd. For more details contact Sevenoaks District Council 01732 227000 [healthyliving@sevenoaks.gov.uk](mailto:healthyliving@sevenoaks.gov.uk)
- **Sevenoaks.** Contact Sevenoaks District Council 01732 227000 [healthyliving@sevenoaks.gov.uk](mailto:healthyliving@sevenoaks.gov.uk)
- **Tonbridge.** Thursday mornings at Baptist Church, Darenth Avenue. For more details contact Good Neighbour Project 01892 510200 [falls@goodneighbourproject.org.uk](mailto:falls@goodneighbourproject.org.uk) [www.goodneighbourproject.org.uk](http://www.goodneighbourproject.org.uk)
- There may also be other classes. Try INVOLVE 0300 081 0005 [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk) [www.involvekent.org.uk](http://www.involvekent.org.uk) If you live in

Swanley contact IMAGO 0300 011 1965 [hello@imago.community](mailto:hello@imago.community)  
[www.imago.community](http://www.imago.community)

### **Fishing**

**Kent Disabled Angling Association.** Contact Denise or Richard 07979 574192, 07810 621223

### **Football**

Walking Football for over-50s

- **Bat & Ball.** Sevenoaks Town Football Club, Greatness Recreation Ground, Seal Rd. Mondays 1.30pm. Royal Voluntary Service 07918 367198, 0300 012 0261  
[www.royalvoluntaryservice.org.uk](http://www.royalvoluntaryservice.org.uk)
- **Crockenhill.** Recreation Ground, Green Court Rd. Sundays 2pm 01322 614674
- **Tonbridge**
  - Every Thu 2.30-4pm. £3.70 per session. Angel Centre, Angel Lane TN9 1SF. Contact Natalie Smith 01732 359966 [natalie.smith@tmactive.co.uk](mailto:natalie.smith@tmactive.co.uk)
  - Every Sun 2.15-4pm. £4.20 per session. Tonbridge School Sports Centre, London Rd TN10 3AD 07850 576374 [ttwtcsundays@gmail.com](mailto:ttwtcsundays@gmail.com)  
[www.tonbridge-school.co.uk/club](http://www.tonbridge-school.co.uk/club) [www.tonbridgeschoolcentre.co.uk](http://www.tonbridgeschoolcentre.co.uk)

### **Health walks**

Take a step towards a healthier life, take in some fresh air and meet up with a group of people. It's sociable and you get fit in the process. Free health walks take place in several villages and towns across the area. They are led by trained volunteers and go at your own pace.

Every Step Counts run gentle walks of less than a mile lasting about half an hour 07899 985196 [everystepcounts17@gmail.com](mailto:everystepcounts17@gmail.com)

- **Bat & Ball.** Meet Greatness Recreation Ground car park (Thursdays 2pm)
- **Chiddingstone.** Meet Castle Inn pub (Tuesdays 11am)
- **Chipstead.** Meet Bricklayers Arms pub (Thursdays 10am)
- **Eynsford.** Meet Riverside Tea Room (Mondays 11am)
- **Kemsing.** Meet Village Hall car park (Fridays 10.30am)
- **Otford.** Meet Village Memorial Hall (Wednesdays 10am)
- **Riverhead.** Meet Tesco car park Bullfinch pub exit (Tuesdays 10am)
- **Swanley.** Meet Swanley Park café (Thursdays 10am)
- **West Kingsdown.** Meet Pavilion Library car park (Wednesdays 10.30am)

Steps to Wellbeing are slightly hillier 2-3 mile walks lasting 45-90 minutes.

- **Edenbridge.** Times and dates vary
- **Otford.** 1<sup>st</sup> & 3<sup>rd</sup> Mon of month. Meet village car park 10am
- **Shoreham.** 2<sup>nd</sup> & 4<sup>th</sup> Tue of month. Meet vicarage in Station Rd 10.30am
- **Swanley.** Tue 2.30pm & Wed 2pm

Contact Sevenoaks District Council Healthy Living Team 01732 227000  
[healthy.living@sevenoaks.gov.uk](mailto:healthy.living@sevenoaks.gov.uk) [www.sevenoaks.gov.uk/walking](http://www.sevenoaks.gov.uk/walking)

**Sevenoaks.** Knole Park Walking Group. 1-hour walks Wed 2pm from Hollybush Indoor Bowls Centre car park. Sevenoaks District Council 01732 227000  
[healthy.living@sevenoaks.gov.uk](mailto:healthy.living@sevenoaks.gov.uk) [www.sevenoaks.gov.uk/walking](http://www.sevenoaks.gov.uk/walking)

Tonbridge & Malling Council Healthy Living Team run a range of walks lasting about 30-90 minutes. 01732 876347 [healthy.living@tmbc.gov.uk](mailto:healthy.living@tmbc.gov.uk) [www.tmbc.gov.uk/healthwalks](http://www.tmbc.gov.uk/healthwalks)

- **East Malling.** Meet East Malling Centre café ME19 6SD (Fridays 11.15am)



- **Hadlow.** Meet opposite pharmacy in square TN11 0DA. (Thursdays 10.30am)
- **Hildenborough.** Meet Recreation Ground TN11 9HY (Mondays 10am)
- **Leybourne.** Meet Leybourne Lakes Country Park car park ME20 6AA (Tuesdays & Thursdays 10am)
- **Snodland.** Meet outside Snodland Medical Practice, Catts Alley ME6 5SN. Thursdays 11.30am
- **Tonbridge.** Meet Swimming Pool main entrance (Wednesdays 10.15am & 11am)

LiveWell Kent and West Kent MIND run slow noticing nature walks 01732 744950

- **Sevenoaks.** Meet Hollybush Recreation Ground. Mondays
- **Edenbridge.** Meet Stangrove Park. Tuesdays and Wednesdays

Kent Wildlife Trust run health walks and also slower noticing nature walks lasting about 2 hours 01622 662012 [kirsty.lee@kentwildlife.org.uk](mailto:kirsty.lee@kentwildlife.org.uk) [vicky.aitkenhead@kentwildlife.org.uk](mailto:vicky.aitkenhead@kentwildlife.org.uk)

- **Riverhead/Bat & Ball.** Meet Sevenoaks Wildlife Reserve, Bradbourne Vale Rd (every other month on Wednesdays 10am)

Medway Valley Countryside Partnership run a range of 1-2 hour walks. Free but book via [www.eventbrite.co.uk/o/mvcp-31154822785](http://www.eventbrite.co.uk/o/mvcp-31154822785) 03000 422997

- **Aylesford**
  - Aylesford Priory (Monthly Tues 10.30am-12pm).
  - Cobtree Manor Country Park (Monthly Weds 10.30am-12pm).
- **Tonbridge**
  - Dene Park (Monthly Thurs 10.30am-12pm).
  - Haysden Country Park (Monthly Thurs 10.30am-12pm).

### Jogging & fitness walks

- **Sevenoaks Ladies Joggers.** Also offer fitness walks for men and women over 65. Mondays 11am. £24 for first 8 weeks then £80 for 8 weeks 07799 476647 [www.sevenoaksladiesjoggers.co.uk/platinumfitness](http://www.sevenoaksladiesjoggers.co.uk/platinumfitness)
- **Up & Running.** Jogging group for women who have mild to moderate depression, low self-esteem, anxiety or depression. The group is ideal for non-runners and starts with walking and gentler jogging, building up over 10 weeks. Small charge. The group meets at Sevenoaks Leisure Centre (Wednesdays 1pm) and runs in Knole Park. Phone Shona on 07710 279497 or Harriet on 07855 893863

### Multi-Activity Primetimers

Angel Centre, Tonbridge. Fridays. Badminton, short tennis, table tennis, short mat bowls, yogafit exercise classes, gym. 01732 359966 [www.angelcentre.co.uk](http://www.angelcentre.co.uk)

### Netball

- **Dunton Green.** Easy netball. Coach-led sessions for complete beginners, those who haven't played for a while or anyone wanting to play with friends or family. Wed 7-8pm Recreation Ground. £2 per session. Contact Sevenoaks District Council 01732 227000 [communities@sevenoaks.gov.uk](mailto:communities@sevenoaks.gov.uk)
- **Tonbridge.** Walking netball. Thursdays termtime 10-11am. Angel Centre. £4 01732 359966 [natalie.williams@tmactive.co.uk](mailto:natalie.williams@tmactive.co.uk)
- **West Kingsdown.** Walking netball. Wednesdays 7.45-8.30pm. Village hall, London Rd. £3 [joanhillcock@hotmail.com](mailto:joanhillcock@hotmail.com)

### Personal trainers

- **JA Fitness.** Personal training for over-50s in your own home. Contact Jane Ardley 01732 885933 [www.jafitness.co.uk](http://www.jafitness.co.uk)
- **One You.** Lifestyle advisers can support people who need a little extra help to make the first steps towards a healthier lifestyle. Up to 6 free confidential sessions to discuss health changes and set achievable goals. Support with healthy eating, exercise, quitting smoking, sexual health, stress, emotional wellbeing, alcohol or drug issues 0300 123 1220 [oneyou.kent@nhs.net](mailto:oneyou.kent@nhs.net)  
[www.kenthealthandwellbeing.nhs.uk](http://www.kenthealthandwellbeing.nhs.uk)
- **Run 4 Fit.** Personal trainer who will do private sessions for people to improve balance and fitness (not necessarily running). Charges £30 per hour.

### **Pilates**

- **Sevenoaks Ladies Joggers.** Pilates classes for men and women over 65. Mondays 10.30am or Wednesdays 2.30pm. £24 for first 8 weeks then £80 for 8 weeks 07799 476647 [www.sevenoaksladiesjoggers.co.uk/platinumfitness](http://www.sevenoaksladiesjoggers.co.uk/platinumfitness)

### **Riding**

Bradbourne Riding for the Disabled Group provides horse riding and carriage driving opportunities 07914 273610 [contact@bradbourn-rda.org.uk](mailto:contact@bradbourn-rda.org.uk) [www.bradbourne-rda.org.uk](http://www.bradbourne-rda.org.uk)

### **Rugby**

Walking rugby. Wednesdays 7-8pm. Recreation Ground, St Mary's Rd, Swanley. Contact Swanley Rugby Club

### **Tai Chi & Qi Gong**

Classes for over-50s. Contact James Drewe 020 8883 3308, 07836 710281

- St. Luke's Church Hall, Eardley Rd, Sevenoaks on Thursdays 2.45-3.45pm and Fridays 12–1 pm
- Vine Baptist Church Hall, Park Lane, Sevenoaks on Thursdays 7.30-8.30 and 8.30-9.30pm
- Village Hall, Centre Rd, New Ash Green on Fridays 9-10am

### **Yoga**

Some private chair-based yoga classes are aimed at over-60s. An example is Willow Yoga 07854 036209 [willowyoga22@gmail.com](mailto:willowyoga22@gmail.com) [www.willowyoga.org](http://www.willowyoga.org) They charge £9:

- Wed 10.15-11am. Ananda Clinic, 231 Hadlow Rd, Tonbridge
- Fri 11-11.45am. Jump In Trampoline Park, Unit 2, Morley Rd, Tonbridge

## **Looking after your body**

See also our Help at Home information pack for baths and hairdressers

### **Health checks**

"Your Health & the NHS" explains how to get all the free checks you're entitled to. You can get it from Independent Age, 6 Avonmore Rd, London W14 8RL 0800 319 6789, 020 7605 4200 [advice@independentage.org](mailto:advice@independentage.org) [www.independentage.org](http://www.independentage.org)

Free health checks are available through Tonbridge & Malling Council Healthy Living Team 01732 876347 [healthy.living@tmbc.gov.uk](mailto:healthy.living@tmbc.gov.uk)

### **Aromatherapy**

#### **Age UK**

Day centres sometimes offer aromatherapy. You do not have to use the day centre to use this service

- Sevenoaks area. Hollybush Day Centre 01732 741558

- Swanley area. Try the Cottage Community 01474 879473 or Age UK North West Kent 01474 564898

### **Homeopathy**

Low-cost treatment and free natural wellbeing information. Homeopathy Community Health Clinic, Bridges Centre, High St, Edenbridge 07496 773267 [info@hchclinics.org](mailto:info@hchclinics.org)  
[www.hchclinics.org](http://www.hchclinics.org)

### **Massage**

This is a healing technique which can be reassuring if you have anxiety or depression. If you are lonely it can bring back memories of being loved and cared for. You do not necessarily have to remove clothing.

### **Age UK**

Day centres sometimes offer head massage. You do not have to use the day centre to use this service:

- Sevenoaks area. Hollybush Day Centre 01732 741558. From £40
- Swanley area. Try the Cottage Community 01474 879473 or Age UK North West Kent 01474 564898

See our Help at Home information pack for home visits

### **Reflexology**

#### **Age UK**

Day centres sometimes offer reflexology. This is a healing technique where you can stay seated and you do not have to remove any clothing. You do not have to use the day centre to use this service:

- Sevenoaks area. Hollybush Day Centre 01732 741558. From £40
- Swanley area. Try the Cottage Community 01474 879473 or Age UK North West Kent 01474 564898

See our Help at Home information pack for home visits

### **Reiki healing**

#### **Age UK**

Day centres sometimes offer reiki. This is a healing technique that involves gentle touch. Like massage, it can be reassuring if you have anxiety or depression. If you are lonely it can bring back memories of being loved and cared for. You do not have to use the day centre to use this service:

- Sevenoaks area. Hollybush Day Centre 01732 741558
- Swanley area. Try the Cottage Community 01474 879473 or Age UK North West Kent 01474 564898

### **Sexual health**

#### **One You**

0300 123 1220 [oneyou.kent@nhs.net](mailto:oneyou.kent@nhs.net) [www.kenthealthandwellbeing.nhs.uk](http://www.kenthealthandwellbeing.nhs.uk) Lifestyle advisers can support you with sexual health. They can offer you 6 free confidential sessions where you can discuss the changes you want to make and they can support you to set achievable goals on how to reach them.

#### **Relate**

Counselling for relationship problems for individuals, couples and families. Also sex therapy 01892 529927 [appointments@westmidkent.eclipse.co.uk](mailto:appointments@westmidkent.eclipse.co.uk) [www.relate.org.uk](http://www.relate.org.uk)

### **Sexual health clinics**



## **Slips and trips**

### **Inside your home**

- Upgrade your bathroom. Install grab rails around the bath and toilet and place a non-slip rubber mat in your shower.
- Improve your lighting. Have clear lighting at top and bottom of stairs and motion activated lighting outside. If you need to climb a ladder to change bulbs, consider asking for help as ladder falls can cause serious injury.
- Clean floors carefully. Wall-to-wall carpeting can cushion falls. When cleaning hard floors consider replacing commercial cleaner with a cup of vinegar in a bucket of warm water to clean without leaving a slippery film.
- Secure your furniture. Bookcases, furniture, TVs and appliances that tip over can cause severe injury. Consider having them anchored to floors and walls.
- Get rid of hazards. Clear clutter e.g. pet toys, shoes and electrical cords from areas you frequently use e.g. hallways, stairs and route to bathroom. Sort out uneven flooring and ditch rugs which slip.
- Stairs and steps. Consider adding a second stair rail on the opposite side and repair outdoor steps that have become cracked or wobbly. Paint edges of individual steps to help see them better.

### **Outside your home**

Slip and trip accidents increase during the autumn and winter season for a number of reasons: there is less daylight, leaves fall onto paths and become wet and slippery, and cold weather spells cause ice and snow to build up on paths. Here are some helpful guidelines if you do have to go out, particularly in icy conditions:

- Think about the best route to your destination and plan on taking a little extra time to get there
- Avoid rushing or taking shortcuts over areas which are still covered in snow or ice
- Select appropriate footwear. Flat footwear with rubber soles provides better traction on ice and snow than leather-soled or high-heeled shoes
- Use handrails where you can
- Take small steps to keep your centre of balance
- Avoid carrying lots of heavy shopping bags, especially on steps
- Walk slowly and never run on icy ground
- Keep both hands free for balance, rather than in your pockets
- Always be aware of your surroundings – some places will remain icy for longer than others, for example places that do not get the sun
- Be particularly careful getting into and out of vehicles – and hold onto the vehicle for support
- Keep paths clear of debris, water, ice and snow
- Be sure to use floor mats when entering a building to remove moisture from the soles of your shoes – this will help protect you, as well as others who follow, from having to walk on wet or slippery surfaces

Being Winter Wise explains how to look after yourself during the coldest months. You can get it from Independent Age 0800 319 6789 [www.independentage.org](http://www.independentage.org)

## **Assistance Cards**

Assistance Cards can be shown to bus drivers if you need help. The cards are discreet, easy for you to use and easy for others to understand especially if your disability is hidden. Just show the card to the driver as well as your travel ticket when boarding the bus. You can get them from Arriva 0344 800 4411 [customerservice@arriva.co.uk](mailto:customerservice@arriva.co.uk)  
[www.arrivabus.co.uk](http://www.arrivabus.co.uk)

The cards are:

- Please give me time to sit in case I fall down
- Please be patient; I have a hidden disability
- Please let me know when we get to... (space to fill in with an address)
- Please tell me when we reach my stop (space to fill in with an address)

## **Smoking**

### **One You**

0300 123 1220 [oneyou.kent@nhs.net](mailto:oneyou.kent@nhs.net) [www.kenthealthandwellbeing.nhs.uk](http://www.kenthealthandwellbeing.nhs.uk) NHS support to help you give up smoking including Quit Clubs, drop-ins and counselling. Lifestyle advisers can also support you give up smoking. They can offer you 6 free confidential sessions where you can discuss the changes you want to make and they can support you to set achievable goals on how to reach them.

## **Looking after your mind**

- See also our Social Activities information pack for befriending schemes
- See also our Care Agencies information pack for Companions

## **Improving your wellbeing**

### **Age UK Silverline**

0800 470 8090

### **Alzheimer's Society**

For families of people with dementia 0300 222 1122 [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

### **INVOLVE**

If you could benefit from a conversation about your wellbeing, INVOLVE's Social Prescribers can support you to access community activities and advice. This includes if you feel lonely, have low self-esteem or are struggling with bereavement, retirement, unemployment etc 03000 810005 [connectwell@involvekent.org.uk](mailto:connectwell@involvekent.org.uk)  
[www.involvekent.org.uk](http://www.involvekent.org.uk) If you live in Swanley contact IMAGO 0300 011 1965  
[hello@imago.community](mailto:hello@imago.community) [www.imago.community](http://www.imago.community)

### **Depression Alliance**

Charity for sufferers of depression. Network of self-help groups.

[www.depressionalliance.org](http://www.depressionalliance.org)

### **Live Well Kent**

Free service to help you improve your mental wellbeing. Can help you to improve your lifestyle by meeting people through social activities, supporting you to improve relationships and manage money 0800 567 7699 [info@livewellkent.org.uk](mailto:info@livewellkent.org.uk)  
[www.livewellkent.org.uk](http://www.livewellkent.org.uk)

### **Kent Dementia Helpline**

A confidential service offering support and guidance for people with dementia and their carers 0800 500 3014

## **Kent Integrated Domestic Abuse Service**

24-hour Victim Support helpline 0808 168 9111 [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## **Mental Health Matters**

May be able to offer face-to-face support 0800 107 0160 [www.mhm.org.uk](http://www.mhm.org.uk)  
[www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

## **NHS depression self-assessment**

This test will help you to assess whether you could be suffering from depression. It is not intended to replace a consultation with your GP.

[www.thecareworkerscharity.org.uk/depression](http://www.thecareworkerscharity.org.uk/depression)

## **One You**

0300 123 1220 [oneyou.kent@nhs.net](mailto:oneyou.kent@nhs.net) [www.kenthealthandwellbeing.nhs.uk](http://www.kenthealthandwellbeing.nhs.uk) Lifestyle advisers can support your emotional wellbeing. They can offer you 6 free confidential sessions where you can discuss the changes you want to make and they can support you to set achievable goals on how to reach them.

## **Samaritans**

National helpline (24 hours) 116 123 (free even from mobiles out of credit)

[jo@samaritans.org](mailto:jo@samaritans.org) [www.samaritans.org](http://www.samaritans.org)

- Anyone can call, no problem is too small. You do not have to be suicidal; it is fine if you just want a shoulder to cry on or to get something off your chest
- The Samaritans are there to listen, not to give advice, though they will suggest other organisations who might help if necessary
- There is no limit to the number of times they will speak to you
- You can contact Samaritans by text, email or visiting their office as well as by phone

Local office: 7 Lime Hill Rd, Tunbridge Wells TN1 1LJ 01892 532323 Text messages: 07725 909090

## **Wellbeing groups**

### **D'Vine Singers**

Singing sessions in Sevenoaks for people with mental health problems or who enjoy singing in a supportive environment. Meet weekly in term-time for community singing. Open to all without the need to read music 07967 442935

[nicolawhydenbach@yahoo.co.uk](mailto:nicolawhydenbach@yahoo.co.uk)

### **Eden Songsters**

Community group in Edenbridge who sing for fun and wellbeing. Open to all and cater for people with physical and mental health needs and/or carers 01732 503606.

[jacky.hintze@outlook.com](mailto:jacky.hintze@outlook.com)

**Health walks** can help to improve your mental health and wellbeing. There is a list of them in the Health Walks section of this information pack.

### **RightMind Training & Therapy**

Free community support group for up to 6 people in Sevenoaks if you can't afford counselling. Opportunity to talk about isolation, anxiety, stress, loss and emotional difficulties. 6 weekly sessions. [admin@tanyawright.com](mailto:admin@tanyawright.com) [www.rightmind.co.uk/counselling-rooms/](http://www.rightmind.co.uk/counselling-rooms/)

### **Step by Step Kent Sheds**

A programme for men where they can learn new skills designed to combat loneliness, social isolation, mental health problems and promote physical health 07783 022112  
[www.kent.gov.uk/kentsheds](http://www.kent.gov.uk/kentsheds)

### **Up & Running**

A jogging group for women who have mild to moderate depression, low self-esteem or anxiety. The group is ideal for non-runners and starts with walking and gentler jogging, building up over 10 weeks. Small charge. Outdoor exercise can really help with low moods improving your physical and mental wellbeing. The group meets at Sevenoaks Leisure Centre (Wednesdays 1pm) and runs in Knole Park. If you are interested phone Shona on 07710 279497 or Harriet on 07855 893863.

### **West Kent MIND Chatty Groups**

01732 744950 [community@westkentmind.org.uk](mailto:community@westkentmind.org.uk) [www.westkentmind.org.uk](http://www.westkentmind.org.uk)

- Tuesdays 2-3pm online
- Thursdays 3-4.30pm face-to-face at West Kent MIND Wellbeing Centre, 34 St John's Rd, Sevenoaks

### **Counselling and therapy**

#### **Age UK**

If you live in Swanley try Age UK North West Kent 01474 564898.

#### **Anxiety UK**

03444 775774 [support@anxietyuk.org.uk](mailto:support@anxietyuk.org.uk) [www.anxietyuk.org.uk](http://www.anxietyuk.org.uk) Information, support and understanding including counselling and other therapies for those diagnosed as living with an anxiety condition.

#### **Bereavement Counselling**

Various counsellors offer bereavement counselling. One example is Scott Alexander (07786717783).

#### **Hospices**

Counselling to support you and your family if you have a terminal illness or are in your last year of life:

- Heart of Kent Hospice. Aylesford near Maidstone 01622 792200  
[enquiries@hokh.co.uk](mailto:enquiries@hokh.co.uk) [www.hokh.org](http://www.hokh.org)
- Hospice in the Weald. Pembury near Tunbridge Wells 01892 820500  
[enquiries@hospiceintheweald.org.uk](mailto:enquiries@hospiceintheweald.org.uk) [www.hospiceintheweald.org.uk](http://www.hospiceintheweald.org.uk)

#### **IAPT Psychological Therapies**

Provide counselling and Cognitive Behavioural Therapy for people with anxiety, depression or related problems such as trauma, anger, phobias, obsessions, compulsions, relationship difficulties, unresolved issues from the past, not feeling able to cope with illness or other life events. You can refer yourself or ask your GP to refer you. 01322 776340, 0800 279 9500 [www.nhs.uk/service-search/find-a-psychological-therapies-service](http://www.nhs.uk/service-search/find-a-psychological-therapies-service)

#### **IESO online talking therapy**

Free one-to-one NHS Cognitive Behavioural Therapy may be able to help if you are anxious, stressed or depressed and would prefer talking about things in writing. It is more structured than talking things through face-to-face. Can also help with fears, phobias, panic attacks, shyness and Obsessive Compulsive Disorder. You have a typed conversation with a qualified psychotherapist in a secure online therapy room at a

scheduled time that is convenient to you including evenings or weekends. Appointments are 30-60 minutes and you can do this anywhere you can connect to the internet. Quick access and you can refer yourself 01954 230066 [www.iesohealth.com/westkent](http://www.iesohealth.com/westkent)

### **Kent and Medway NHS & Social Care Partnership Trust (KMPT)**

0300 222 0123 [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

- NHS Talking Therapies provide free help for people with low to moderate mental and emotional problems such as stress, anxiety and depression. Support is offered in a variety of different ways such as guided self-help, books, online, webchat, phone, groups, and face-to-face by qualified therapists. You can refer yourself or ask your GP to refer you 01322 776340, 0800 279 9500  
[www.wearewithyou.org.uk](http://www.wearewithyou.org.uk) [www.nhs.uk/service-search/find-a-psychological-therapies-service](http://www.nhs.uk/service-search/find-a-psychological-therapies-service)
- KMPT Primary Care Psychological Therapy 01892 524996

### **Live Well Kent**

Do not provide counselling but can help you to find it. 0800 567 7699  
[www.livewellkent.org.uk](http://www.livewellkent.org.uk)

### **Macmillan Crossroads Care Kent**

Can provide counselling for people with cancer or their carers. 0345 095 6701

### **Mental Health Matters**

24-hour free telephone counselling for people feeling low, anxious, stressed, in emotional distress or finding it hard to cope 0800 107 0160 [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com)

### **MIND**

Affordable counselling but may have long waiting list.

- North Kent MIND (Swanley) 01322 291380 [admin@northkentmind.co.uk](mailto:admin@northkentmind.co.uk)  
[www.northkentmind.co.uk](http://www.northkentmind.co.uk)
- West Kent MIND (Edenbridge, Sevenoaks and Westerham) 01732 744950.  
[hello@westkentmind.org.uk](mailto:hello@westkentmind.org.uk) [www.westkentmind.org.uk](http://www.westkentmind.org.uk)

### **Relate**

Counselling for relationship problems. Includes marriage, divorce, LGBT issues 01892 529927.

### **Sevenoaks Counselling**

The Bridge, Littlecourt Rd, Sevenoaks TN13 2JG 01732 450118

[info@sevenoakscounselling.org.uk](mailto:info@sevenoakscounselling.org.uk) [www.sevenoakscounselling.org.uk](http://www.sevenoakscounselling.org.uk)

- There are no area restrictions but the counselling will be held in Sevenoaks, so you must be able to travel to their offices. They are behind the United Reformed Church on the corner of London Rd and Kippington Rd near the train station
- There is no limit on the number of sessions
- A donation is required for each session (though it is only what the client can afford)
- You do not have to be Christian to receive assistance. It is financially supported by local churches but the counselling isn't spiritual or evangelical. Different types of counselling are available from different counsellors

### **Talking Therapy services**

Confidential psychological treatment by trained and accredited NHS practitioners. You can refer yourself or go through your GP [www.helpkentandmedway.org](http://www.helpkentandmedway.org) [www.nhs.uk/talk](http://www.nhs.uk/talk)

### **Tonbridge counselling services based at the Baptist Church but open to anyone**

- Tonbridge Counselling Service. Face-to-face counselling. Sliding scale of charges 01732 605046 [info@tonbridgecounsellingservice.co.uk](mailto:info@tonbridgecounsellingservice.co.uk)  
[www.tonbridgecounsellingservice.co.uk](http://www.tonbridgecounsellingservice.co.uk)
- BCS Counselling. 07910 918410 [enquiries@bcscounselling.co.uk](mailto:enquiries@bcscounselling.co.uk)
- Graham Allen private counselling. 07593 500458 [graham.allen50@virginmedia.com](mailto:graham.allen50@virginmedia.com)

### **WithYou (formerly ThinkAction)**

Free confidential psychological therapies can help you deal with life's challenges and improve your overall wellbeing. You can refer yourself [www.wearewithyou.org.uk](http://www.wearewithyou.org.uk)

### **Counselling Directory**

You can find other private counsellors at [www.counselling-directory.org.uk](http://www.counselling-directory.org.uk)

### **Mental health ongoing support**

#### **Aspirations**

Free mental health service for people who are worried about the future or experiencing anxiety about finding a job or unemployed or homeless 0333 880 2730

[www.porchlight.org.uk/aspirations](http://www.porchlight.org.uk/aspirations)

**Family Action.** Emotional, practical and financial support for families dealing with financial hardship and/or suffering domestic abuse, mental health issues, learning disabilities.

[www.family-action.org.uk](http://www.family-action.org.uk)

#### **Hub of Hope**

[www.hubofhope.co.uk](http://www.hubofhope.co.uk)

#### **Kent and Medway NHS & Social Care Partnership Trust (KMPT)**

0300 222 0123 [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk) Provides information and advice about mental health, learning disability and substance misuse services

#### **Lookahead**

Offer support for people with multiple and complex needs (mental health, learning disability and/or autism). Services include supported housing and lifelong learning 020 7368 4600

[getintouch@lookahead.org.uk](mailto:getintouch@lookahead.org.uk) [www.lookahead.org.uk](http://www.lookahead.org.uk)

#### **Mental Health Foundation**

Information and general support for anyone with mental health problems or learning disabilities [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)

#### **MIND**

- National helpline 0300 123 3393, 0300 790 0532, 0808 196 3898 [www.mind.org.uk](http://www.mind.org.uk)
- North Kent MIND (Swanley) 01322 291380 [admin@northkentmind.co.uk](mailto:admin@northkentmind.co.uk)  
[www.northkentmind.co.uk](http://www.northkentmind.co.uk)
- West Kent MIND, Wellbeing Centre, 34 St John's Rd, Sevenoaks 01732 744950.  
[hello@westkentmind.org.uk](mailto:hello@westkentmind.org.uk) [www.westkentmind.org.uk](http://www.westkentmind.org.uk)

Practical support with mental health and wellbeing includes:

- Community activities and groups, drop-in centres, supported housing and information for anyone with mental health issues
- Free 6-week courses on managing depression, stress and anxiety in Edenbridge and Sevenoaks
- Free 90-minute workshops on dealing with feelings of grief after losing someone or something of value eg losing a loved one, your pet, your job, your home, your mobility etc.



## **NHS Choices**

If you need help now phone 999. For general support including psychological therapies. 111 [www.nhs.uk/conditions/stress-anxiety-depression](http://www.nhs.uk/conditions/stress-anxiety-depression)

## **Reachout**

Mental Health Resource provides a free outreach community service called Reachout. The nearest group is in Edenbridge. They offer confidential self-help support in a caring, non-judgmental environment with an experienced and trained group facilitator. They are completely free to access and hot drinks and refreshments provided. These self-help groups help anyone with mental health issues and offer on-going support. For more information, contact Jill 07989 219185 [jillg@mentalhealthresource.org.uk](mailto:jillg@mentalhealthresource.org.uk)  
[www.mentalhealthresource.org.uk](http://www.mentalhealthresource.org.uk) [www.twmhr.org.uk](http://www.twmhr.org.uk)

## **Rethink (National Schizophrenia Fellowship)**

Help for people with bi-polar disorder, schizophrenia and other mental health issues. Vine Court Housing Project in Sevenoaks for people enduring mental health problems. 0300 500 0927, 01732 742351, 01215 227007 [info@rethink.org](mailto:info@rethink.org) [www.rethink.org](http://www.rethink.org) Sevenoaks group contact Carole Wright 01732 452143

## **Royal College of Psychiatry**

General support [www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

## **WithYou (formerly ThinkAction)**

Free confidential psychological therapies can help you deal with life's challenges and improve your overall wellbeing. You can refer yourself [www.wearewithyou.org.uk](http://www.wearewithyou.org.uk)

## **Support for veterans (people who have been in the armed forces and their families)**

### **Big White Wall**

Free online support for all military personnel, veterans and their families.  
[theteam@bigwhitewall.com](mailto:theteam@bigwhitewall.com) [www.bigwhitewall.com](http://www.bigwhitewall.com)

### **Combat Stress**

UK Veterans mental health charity that helps ex-service personnel suffering from psychological injuries and mental health problems. Helpline 0800 138 1619  
[www.combatstress.org.uk](http://www.combatstress.org.uk)

### **Ripple Pond**

Self-help support network for adult family members of physically or emotionally injured Service Personnel and Veterans 0333 900 1028 [help@theripplepond.org](mailto:help@theripplepond.org)  
[www.theripplepond.org](http://www.theripplepond.org)

### **Royal British Legion**

Someone to talk to for veterans, reservists and their families 0808 802 8080  
[www.rbl.org.uk](http://www.rbl.org.uk)

### **SSAFA Forces Helpline**

Free and confidential helpline for veterans, reservists and their families 0800 731 4880  
[www.ssafa.org.uk/forcesline](http://www.ssafa.org.uk/forcesline)

### **Veterans' Mental Health Transition, Intervention & Liaison Service**

NHS service offering mental health assessments and treatment to anyone who has served in the armed forces and their families or carers 020 3317 6818  
[www.veteransservicelse.nhs.uk](http://www.veteransservicelse.nhs.uk)

## **Mental health crisis**

### **Crisis Resolution Home Treatment Team**

0300 222 0123 (24 hours) [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk) NHS mental health crisis help.

### **KMPT (Kent & Medway NHS & Social Care Partnership Trust)**

24-hour helpline for urgent support 0808 783 9111

### **Release the Pressure**

Call 0800 107 0160 if you're feeling stressed for free confidential support at any time. You can also text "Kent" to 85258 for 24-hour mental health crisis support via text from trained volunteers. [www.giveusashout.org](http://www.giveusashout.org)

### **Saneline**

If you are in emotional distress and need urgent support 0300 304 7000, 020 3805 1790 [info@sane.org.uk](mailto:info@sane.org.uk) [www.sane.org.uk](http://www.sane.org.uk)

**Solace Café** (for people who feel they are at risk of a crisis and need support or social contact). You can just walk in. Open Thursdays & Saturdays 5-9pm. 3 St Mary's Rd, Tonbridge 01732 356630, 07436 102171 [solacecafe@westkentmind.org.uk](mailto:solacecafe@westkentmind.org.uk)

### **Swanley Mental Health Crisis**

Drop-in service. Saturdays 7-9pm. Citizen's Advice office, 38 Swanley Centre, London Rd BR8 7TQ 07396 200237 [swanleycrisisservice@northkentmind.co.uk](mailto:swanleycrisisservice@northkentmind.co.uk)

### **West Kent Crisis Resolution & Home Treatment Team**

24-hour help for existing patients 01622 725000

## **Feeling suicidal**

### **CALM (Campaign Against Living Miserably)**

Charity dedicated to preventing male suicide 0800 585858 (5pm-midnight). [www.thecalmzone.net](http://www.thecalmzone.net)

### **Release the Pressure**

0800 107 0160 (24 hours). Confidential support, particularly for suicidal men.

### **Samaritans**

National helpline (24 hours) 116 123 (free even from mobiles out of credit)

[jo@samaritans.org](mailto:jo@samaritans.org) [www.samaritans.org](http://www.samaritans.org)

- Anyone can call, no problem is too small. You do not have to be suicidal; it is fine if you just want a shoulder to cry on or to get something off your chest
- The Samaritans are there to listen, not to give advice, though they will suggest other organisations who might help if necessary
- There is no limit to the number of times they will speak to you
- You can contact Samaritans by text, email or visiting their office as well as by phone

Local office: 7 Lime Hill Rd, Tunbridge Wells TN1 1LJ 01892 532323 Text messages: 07725 909090

### **Stamp Out Suicide**

Free ongoing over-the-phone counselling service for people living with suicidal thoughts. 07766 808222 (free 10am-2am daily) [www.stampoutsuicide.co.uk](http://www.stampoutsuicide.co.uk)

## **Bereavement by suicide**

## **Help is at Hand**

If you have been bereaved by someone committing suicide.

[www.nspa.org.uk/resources/help-hand-4/](http://www.nspa.org.uk/resources/help-hand-4/)

## **SOBS (Survivors of Bereavement by Suicide)**

Helpline 0844 561 6855 (9am-6pm)

## **How to make a complaint**

See our Legal Advice information pack

## **Hoarding**

See our Help at Home information pack for help with hoarding

## **Families and relationships**

- See also our Care Agencies information pack for private care agencies
- See also our Care Homes information pack for residential and nursing homes

## **Bereavement and practical help after a death**

- See also our Social Activities information pack for befriending schemes
- See also our Care Agencies information pack for companions
- See also our Money Matters information pack for funerals

## **Age UK**

We produce publications on preparing your will, what to do when someone dies, planning a funeral and losing a loved one 0800 169 6565

## **Bereavement Advice Centre**

Free helpline with practical information and advice on issues and procedures facing us after death 0800 634 9494 [www.bereavementadvice.org](http://www.bereavementadvice.org)

## **Bereavement Allowance**

If your partner has died you may be able to claim bereavement benefits to help you cope financially. [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) Citizens' Advice and JobCentre Plus may also be able to help

## **Bereavement Cuppa**

Swanley Link, London Rd BR8 7AE Monthly Saturdays 11am-1pm. Run by Ellenor Hospices

## **Charity furniture shops**

Charity furniture shops may be able to collect items of furniture or organise a house clearance if it is within their area. There may be a charge

- **Bat & Ball - Abacus Furniture Project.** This is a West Kent Extra social enterprise which is part of West Kent Housing Association. Abacus House, Greatness Lane, Sevenoaks TN14 5BQ 01732 743365 [abacus@wkha.org.uk](mailto:abacus@wkha.org.uk) [www.westkent.org](http://www.westkent.org)
- **Bessels Green - Hospice in the Weald Sevenoaks Furniture Shop.** Main Rd, Sundridge TN14 6ED (behind Sevenoaks Garden Centre opposite Dunbrik Recycling Centre just after M25) 01959 562384 [enquiries@hospiceintheweald.org.uk](mailto:enquiries@hospiceintheweald.org.uk) [www.hospiceintheweald.org.uk](http://www.hospiceintheweald.org.uk)
- **Farnborough - Debra Furniture & Electrical Charity Superstore.** Proceeds go to a charity supporting people with the Epidermolysis Bullosa skin condition. 363 Crofton Rd, Locks Bottom near Orpington BR6 8NR 01689 860504 [orpington@debra.org.uk](mailto:orpington@debra.org.uk) [www.debra.org.uk](http://www.debra.org.uk)

- **High Brooms - Hospice in the Weald Tunbridge Wells Furniture Shop.**  
6 Tunbridge Wells Trade Park, Longfield Rd, Tunbridge Wells TN2 3QF 01892 536442 [www.hospiceintheweald.org.uk](http://www.hospiceintheweald.org.uk)
- **Tonbridge - Hospice in the Weald Tonbridge Furniture Shop.** 111 High St, Tonbridge TN9 1DL 01732 360566 [enquiries@hospiceintheweald.org.uk](mailto:enquiries@hospiceintheweald.org.uk)  
[www.hospiceintheweald.org.uk](http://www.hospiceintheweald.org.uk)
- **Tonbridge - YMCA Furniture Warehouse.** Run by YMCA charity. Tower House, Vale Rise, Tonbridge TN9 1TB 01732 361108 [warehouses@westkentymca.org.uk](mailto:warehouses@westkentymca.org.uk)  
[www.westkentymca.org.uk](http://www.westkentymca.org.uk)

### **Compassionate Friends Bereaved Parents' Support Group (Sevenoaks Area)**

Local group 01959 523819 National helpline 0117 953 9639

**Creative Minds crafts & art therapy.** Bridges Centre, High St, Edenbridge. 2nd Wednesday of the month 2-4pm. £5 for materials & refreshments

### **Cruse Bereavement Care West Kent**

Emotional and practical support after the death of someone in the family, or a friend. Helpline: 01732 353575 (open Mon-Fri 9.30am-12pm). At other times ring 0844 477 9400 and please leave a message on the answerphone [wkcruse@gmail.com](mailto:wkcruse@gmail.com) (local support), [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk) (general support) [www.cruse.org.uk](http://www.cruse.org.uk)  
[www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)  
Bereaved children and young people [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

### **De-cluttering**

De-cluttering specialists can help you – for a fee - to sort out homes and paperwork. They can organise space, rearrange furniture, help you to decide what to keep and what to dispose of, and much more. Initial consultations and advice are usually free. Some local de-cluttering consultants are:

- **Declutter Divas.** Specialise in working with people who are older or have had a family bereavement as well as clients who have medical disabilities, hoarding disorders, obsessive compulsive disorders or other special needs. Ability to work with people in a non-judgemental way. Prices start from £50 + travelling expenses. Contact Allyson Pritchard or Zoe Steel. 07763 876049, 07525 439692  
[www.declutterdivas.co.uk](http://www.declutterdivas.co.uk) [info@declutterdivas.co.uk](mailto:info@declutterdivas.co.uk)
- **LRB Organise.** Specialise in de-cluttering for moving home. Prices vary. Contact Leanne Bradshaw 07854 693711 [www.lrb-organise.co.uk](http://www.lrb-organise.co.uk)  
[leanne@lrborganise.co.uk](mailto:leanne@lrborganise.co.uk)
- **All Organised.** Specialise in de-cluttering for downsizing. Prices start from £135. Contact Nicki Munns or Heidi Vorster 01732 779611 [www.all-organised.co.uk](http://www.all-organised.co.uk)  
[info@all-organised.co.uk](mailto:info@all-organised.co.uk)

### **Friends Together bereavement support network**

Support network for people who are bereaved, lonely or have loved ones in long-term care. Coffee mornings and lunch clubs across the Tonbridge area. Free; do not provide counselling. Contact Steph 07774 891314 [info@friendstogetherbs.org](mailto:info@friendstogetherbs.org)  
[www.friendstogetherbs.org](http://www.friendstogetherbs.org)

- Tuesdays 11am-12pm at Rose & Crown Hotel, High St, Tonbridge
- 3<sup>rd</sup> Tuesday of each month 7-9pm at Rose & Crown Hotel, High St, Tonbridge
- 3<sup>rd</sup> Friday of each month 12.30-2pm at Methodist Church, Higham Lane, Tonbridge
- 2nd Monday of each month 11am-12.30pm at Old School Hall, School Lane, Hadlow.

## Funerals

Thanks to Citizens' Advice for this information

Who arranges a funeral?

- Most funerals are arranged by the nearest relatives and, if not, by a close friend. If there is no-one to do this, the local authority will arrange a simple funeral (see section at end).
- The person may have left instructions about the type of funeral and burial they wanted. There is no legal obligation for these instructions to be followed, but they usually are.

How funerals are arranged

- Most funerals are arranged through a funeral director. Find one who belongs to one of the professional associations, such as the National Association of Funeral Directors (NAFD) or the Society of Allied & Independent Funeral Directors (SAIF). These associations have codes of practice and complaints procedures.
- Some local authorities also run their own funeral services by arrangement with a local firm of funeral directors.

Arranging a funeral without a funeral director

- You can arrange a funeral without a funeral director.
- If you want to do this, the Natural Death Centre or Cemeteries & Crematorium Department of your local authority can offer help and guidance.

Dealing with funeral costs

- If you arrange the funeral with a funeral director, you're responsible for the costs. You should ask to see a price list before choosing a funeral, or explain how much you have to spend and see what services are possible.
- In occasional circumstances you might be able to get help paying for the funeral if you're on benefits.
- Once you've chosen the funeral, you should be given a written estimate giving a breakdown of all of the costs involved. Ask for one if it's not provided.
- If you want to compare costs, you can contact other funeral directors, or ask someone else to help you with this.
- You may need to sign a contract with the funeral director. Make sure you read it carefully and ask the funeral director about anything you don't understand.

Services provided by funeral directors. A basic funeral is likely to include:

- a plain, lined coffin
- transport of the body of the person who has died to the funeral director's premises, usually up to ten miles from wherever the death occurred
- the care of the person who has died until the funeral. This will include washing and dressing the person who has died and laying the body out, but will not include embalming
- providing a hearse to take the body to the nearest crematorium or burial ground
- providing the necessary people to carry the coffin
- making all other necessary arrangements, for example, getting the required forms

Additional services funeral directors could provide, or which you may want to sort out elsewhere

- flowers
- a more expensive coffin and fittings

- press notices
- a medical certificate required for cremation, and any doctor's fees for signing this
- an organist
- fees for religious services
- a burial or crematorium fee. The burial fee will usually include the costs of preparing the grave
- extra cars
- embalming
- use of the Chapel of Rest
- transport from the mortuary
- special viewing arrangements
- the cost of journeys more than ten miles to the funeral director's premises
- a memorial
- catering arrangements
- special stationery

#### Paying for the funeral

- Some funeral directors might ask for a deposit before making the funeral arrangements
- You may be offered a discount to pay for the funeral before or soon after it takes place. If you know the money will be released at a later date to cover the cost, you might want to consider a bank loan or overdraft to pay early.
- Money may be released later, if the person who died made arrangements to pay for their funeral through an insurance or other policy, or if money is released after their estate has been dealt with.
- If there is a legal claim for negligence against someone for the death, the cost of the funeral can be claimed as compensation.
- Otherwise, you may agree payment by instalment, or pay after the legal process of dealing with the person's estate has been settled.

#### If you have no savings (or there is no family)

- If the deceased person or their family have no savings (or there is no family) then councils will provide a basic funeral.
- You must tell the hospital (or wherever the deceased died) that you have no money to pay for it and must not sign anything accepting responsibility for paying for it.
- You must ring the council covering the area where the deceased died.
- You need to ask for the Environmental Health department and then request a "public health funeral". Sometimes it may be known as a "welfare funeral" or a "contract funeral".
- You should be given a choice of burial or cremation and receive a dignified but basic funeral including a funeral service in a cemetery or crematorium chapel (church services would cost extra).
- The council may also take on responsibility for registering the death.
- It is worth checking what the deceased did if he or she worked in case a benevolent fund may be able to pay for funeral expenses; also whether they had any insurance policies or pensions that may cover the cost.

#### **Hoarding**



- If you have started hoarding as a result of being bereaved and you live in Sevenoaks District you can have 12 weeks of help. A “declutter buddy” volunteer will meet you (this can initially be away from your home) and then help you to reorganise your home. They will only touch your belongings with your permission and they will work with you at the rate you are willing to discard things.
- You will also need to attend six weeks of support sessions based on Cognitive Behavioural Therapy; these will be on a one-to-one basis with the option of going to others in a small group with up to 7 other people. The project can still help you even if you have difficulty engaging with other people because of anxiety. These support sessions will explore keeping possessions, keeping on top of paperwork, paying bills and getting into debt.
- If you feel isolated or lonely they will also try to find you suitable social activities, a befriender or counselling to talk things through.
- If your home needs a "deep clean" first before decluttering then they can arrange a free "deep clean" with Sevenoaks District Council. They may be able to arrange a "deep clean" first before decluttering. Many cleaning agencies will offer a “deep clean” or an “end-of-tenancy clean”. A couple of examples are Sally 07809 702704 or Glean & Steam on 01892 523036, 07729 456773 but you should shop around.
- After 12 weeks you can continue to have occasional follow-ups for up to 6 months and you can go back for further help after that if you need it.
- You can refer yourself or can be referred by agencies such as Age UK, West Kent Housing, Kent Fire & Rescue, Citizens’ Advice etc 01732 744950  
[referrals@westkentmind.org.uk](mailto:referrals@westkentmind.org.uk)

### **Holding On, Letting Go**

Help children after the death of a grandparent 0344 561 1511 [info@holg.org.uk](mailto:info@holg.org.uk)

### **Kent Re-Users**

Unit B6, Staplehurst Lodge Industrial Estate, Staplehurst Rd, Sittingbourne ME10 1XP  
01795 424008, 07816 364444 [info@kentreusers.co.uk](mailto:info@kentreusers.co.uk) [www.kentreusers.co.uk](http://www.kentreusers.co.uk)

- Collects and finds new homes for all usable furniture
- Will help with home clearance after bereavement

### **Saint Stephen’s Church, Tonbridge**

37 Waterloo Rd, Tonbridge TN9 2SW 01732 771977 [office@ststephenstonbridge.org](mailto:office@ststephenstonbridge.org)  
[www.ststephenstonbridge.org](http://www.ststephenstonbridge.org) Bereavement support regardless of faith

### **Samaritans**

If you feel extreme depression or suicidal seek help from your GP or call the Samaritans helpline free on 116123

### **Sevenoaks Christian Counselling Service**

The Bridge, Littlecourt Rd, Sevenoaks TN13 2JG 01732 450118  
[www.sevenoakscounselling.org.uk](http://www.sevenoakscounselling.org.uk)

- You do not have to be Christian to receive assistance. It is financially supported by local churches but the counselling isn’t spiritual or evangelical. Different types of counselling are available from different counsellors
- There are no area restrictions but the counselling will be held in Sevenoaks, so you must be able to travel to their offices. They are behind the United Reformed Church on the corner of London Rd and Kippington Rd near the train station
- There is no limit on the number of sessions
- A donation is required for each session (though it is only what the client can afford)(anything from £1 to £50)

## **Sue Ryder**

Free bereavement counselling is available from [www.sueryder.org/support](http://www.sueryder.org/support)

## **Veterans UK Helpline**

Government helpline for veterans (and their families) who have served in the armed forces. Administers compensation payments for those injured or bereaved through service. 0808 191 4218 [www.gov.uk/government/organisations/veterans-uk](http://www.gov.uk/government/organisations/veterans-uk)

## **Care arrangements**

See our Care Agencies information pack for further information

See our Care Homes information pack for information on NHS Continuing Healthcare where the NHS pay all the care costs rather than yourself or the local authority

## **Family issues including childlessness**

See also our Legal Advice information pack for family disputes

## **Age UK**

We produce publications on Power of Attorney (arranging for someone to make decisions about your finances or welfare), advice for carers, civil partnerships, sexuality issues, safeguarding older people from abuse and protecting yourself, transgender, transvestite and transsexual issues 0800 169 6565. The local authority can help with civil partnerships. You may be able to get help with transgender, transvestite or transsexual issues from Gender Trust, London Friend, LGBT Helpline or Stonewall.

## **Ageing without Children (AWOC)**

Ageing without children refers to:

- people who have never had children either by choice or by circumstance
- people whose children have predeceased them
- people who are estranged from their children
- people whose children may live very far away from them

They are involved in:

- Local groups – AWOC sets up local groups where people ageing without children can meet together for emotional support
- Research – AWOC engages with people ageing without children to find out their thoughts and views on ageing
- Services and solutions – AWOC works in partnership with organisations to ensure that the needs of people ageing without children are taken into account
- Campaigning – AWOC campaigns to ensure that the needs of those ageing without children are not overlooked

You can find out more at [www.awoc.org](http://www.awoc.org)

## **Community Safety**

- Sevenoaks District Council Community Safety Unit 01732 227000  
[community.safety@sevenoaks.gov.uk](mailto:community.safety@sevenoaks.gov.uk)
- Tonbridge & Malling Community Safety Team 01732 844522 [csp@tmbc.gov.uk](mailto:csp@tmbc.gov.uk)

Can advise on domestic abuse:

- Physical, sexual or psychological abuse eg slapping, verbal abuse
- Financial or emotional deprivation eg withholding money
- Use or threat of legal sanctions eg threats about children
- Denial of rights eg denial of medical care or physical freedom

## **Crossroads Care Kent**

170 Tonbridge Rd, Watlingbury ME18 5NS 0345 095 6701, 01622 817114

[enquiries@crossroadskent.org](mailto:enquiries@crossroadskent.org) [www.carerskm.org](http://www.carerskm.org) This is a charity providing support for carers including respite care (breaks for family carers)

## **Grandparents Plus**

1 Addington Square, London SE5 0HF [www.grandparentsplus.org.uk](http://www.grandparentsplus.org.uk)

Family & Friends Advice Line 0300 123 7015 [info.gpa@grandparentsplus.org.uk](mailto:info.gpa@grandparentsplus.org.uk)

Grandparents Plus can support grandparents and other relatives raising children who aren't able to live with their parents. They can also provide advice, information and support for you if you're looking after a relative's or friend's child part of the time or on a full-time basis or are interested in their educational or welfare needs. They have a range of services including:

- A general helpline
- Welfare benefits advice
- Support groups
- Factsheets

If you have lost or are losing contact with your grandchildren because of divorce, family arguments or other problems, they have a Grandparent Contact Helpline 0300 033 7015 [info.gpa@grandparentsplus.org.uk](mailto:info.gpa@grandparentsplus.org.uk)

## **Getting about**

See our Transport, Travel & Leisure information pack for:

- Door-to-door transport schemes which can take you to shopping centres, social activities, day centres, care homes and medical appointments even at hospitals in London
- Blue Badges
- Bus passes
- Motability
- Outings and holidays

## **Terminal illness**

### **Hospices**

Range of services to support you and your family if you have a terminal illness or are in your last year of life. The services help address physical, psychological, social, cultural and religious/spiritual needs. They include therapies, counselling and welfare advice as well as palliative care and end-of-life care. A referral from your GP is usually required.

- Heart of Kent Hospice. Aylesford near Maidstone 01622 792200  
[enquiries@hokh.co.uk](mailto:enquiries@hokh.co.uk) [www.hokh.org](http://www.hokh.org)
- Ellenor near Dartford. Accepts self-referrals 01474 320007 [info@ellenor.org](mailto:info@ellenor.org)  
[www.ellenor.org](http://www.ellenor.org)
- Hospice in the Weald, Pembury near Tunbridge Wells 01892 820500  
[enquiries@hospiceintheweald.org.uk](mailto:enquiries@hospiceintheweald.org.uk) [www.hospiceintheweald.org.uk](http://www.hospiceintheweald.org.uk)

## **Your rights on abuse**

### **Age UK**

We produce publications on elder abuse, financial abuse, safeguarding and vulnerable adults 0800 169 6565. Action on Elder Abuse and the Samaritans may also be able to help

### **Types of abuse**

- **Physical abuse** eg hitting, slapping, pushing, restraining without justifiable reasons, deprivation of food, clothing, heating and health care.
- **Domestic abuse** eg violence between partners, former partners or by a family member. It can include rape, “honour” based violence, forced marriages and female genital mutilation.
- **Sexual abuse** eg any sexual activity which a vulnerable adult has not consented to, cannot consent to or has been pressured into as well as sexual comments, sexual innuendo, inappropriate touching or pornography.
- **Psychological abuse** eg verbal abuse, controlling or coercion, humiliation or ridicule, threats about family, pets or anything else, isolation or withdrawal, deliberate denial of religious or cultural needs, carers patronising older people.
- **Modern slavery** eg human trafficking, forced labour or domestic servitude.
- **Financial or material abuse** eg theft, fraud, exploitation, control of money or withholding it, goods or services bought without consent, misuse of loyalty cards by carers.
- **Neglect or acts of omission** eg hot meals delivered very late or at irregular times, unacceptably late or early bedtimes, inadequate help with eating and drinking, neglect of vital tasks such as washing or dressing because of lack of time, misuse of medication, carers talking over older people.
- **Discriminatory abuse** eg discrimination on grounds of sex, race, colour, language, culture, religion, politics, sexual orientation, disability or age.
- **Self-neglect** eg behaviour such as not eating, dirty clothes, lack of personal hygiene, hoarding.
- **Organisational abuse** eg one-off incidents or ongoing ill-treatment or neglect. All of the above can happen in an organisational setting.

#### **What can you do to protect yourself and/or others from abuse?**

- With each kind of abuse, neglect, undue pressure or assault, there is often someone who knows it is happening or suspects that something is wrong.
- Please contact one of the following to report abuse or seek advice if you feel you are being abused, or think somebody is at risk of harm or abuse. You can ask someone you trust to help you.
- If possible, let the person who is being abused know help is available and include them in the decision to seek help.

#### **Domestic Abuse Volunteer Support Services (DAVSS).**

PO Box 530, Tunbridge Wells TN2 9TB 01892 570538 (Helpline open Monday to Friday 10am to 1pm; can leave a message at other times) [office@davss.org.uk](mailto:office@davss.org.uk)  
[www.davss.org.uk](http://www.davss.org.uk) This is the local helpline for men and women who are experiencing physical, sexual, emotional or financial abuse from current or former partners or other family members.

#### **Other local advice**

- **Choices** 0800 917 9948 [info@choicesdaservice.org.uk](mailto:info@choicesdaservice.org.uk)  
[www.choicesdaservice.org.uk](http://www.choicesdaservice.org.uk) For men, women and children experiencing domestic abuse
- **Domestic Abuse Support Services in Kent & Medway** 0808 168 9276.  
[www.domesticabuseservices.org.uk](http://www.domesticabuseservices.org.uk) Safe refuge accommodation, therapy programmes, adaptations to make your home safer, support with court proceedings and emergency welfare assistance
- **Dove Project** 01702 300006 Refuge spaces in the South East
- **Family Matters** 01474 537392 [admin@familymattersuk.org](mailto:admin@familymattersuk.org)  
[www.familymattersuk.org](http://www.familymattersuk.org) For survivors of sexual violence and rape.

- **Samaritans** 01892 532323 (24 hours)
- **Social Services** In an emergency call 03000 416161 and ask for the Safeguarding Unit. Outside office hours call 03000 419191
- **West Kent Police** 101 but in an emergency always dial 999

### National advice

- **Action on Elder Abuse** 0808 808 8141 [www.elderabuse.org.uk](http://www.elderabuse.org.uk) Confidential advice on reporting abuse
- **Age UK** 0800 169 6565 We produce publications on safeguarding older people from abuse, deprivation of liberty safeguards, age discrimination, resolving problems and making complaints about NHS care.
- **Broken Rainbow** 0300 999 5428 [www.brokenrainbow.org.uk](http://www.brokenrainbow.org.uk) Information and support for lesbian, gay, bisexual and transgender victims of domestic abuse.
- **BT Advice Line** 0800 661441 For advice on malicious calls.
- **Childline** 0800 1111 For anything to do with children.
- **DeafHope** 07970 350366 [info@signhealth.org.uk](mailto:info@signhealth.org.uk) [www.signhealth.org.uk](http://www.signhealth.org.uk) For deaf women
- **Domestic Violence Intervention Project** 020 7928 4620 [info@dvip.org](mailto:info@dvip.org) [www.dvip.org](http://www.dvip.org)
- **Elder Abuse Response Helpline** 0808 808 8141 [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk) [www.elderabuse.org.uk](http://www.elderabuse.org.uk) If you are concerned about the abuse of an older person.
- **Family Action.** Emotional, practical and financial support for families dealing with financial hardship and/or suffering domestic abuse, mental health issues, learning disabilities. [www.family-action.org.uk](http://www.family-action.org.uk)
- **Independent Age** 0800 319 6789 [advice@independentage.org](mailto:advice@independentage.org) "Staying in control when you're older" explains how to avoid being mistreated and what to do if it happens
- **LGBT Anti-Violence Helpline** 020 7704 2040 [www.galop.org.uk](http://www.galop.org.uk) For LGBT+ people
- **Men's Advice Line** 0808 801 0327 [www.mensadvice.org.uk](http://www.mensadvice.org.uk) Advice and support for men experiencing domestic abuse
- **National Centre for Domestic Violence** 0844 804 4999 For help getting an injunction
- **National Domestic Violence Helpline** 0808 200 0247 (24 hours) [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk) For women and people calling on their behalf
- **National LGBT Domestic Abuse Helpline** 0800 999 5428, 0300 999 5428 [help@galop.org.uk](mailto:help@galop.org.uk) [www.galop.org.uk](http://www.galop.org.uk) For LGBT+ people
- **Protection Against Stalking** [support@protectionagainststalking.org](mailto:support@protectionagainststalking.org) [www.protectionagainststalking.org](http://www.protectionagainststalking.org)
- **Rape Crisis** 0808 802 9999 [hrcewinfo@rapecrisis.org.uk](mailto:hrcewinfo@rapecrisis.org.uk) [www.rapecrisis.org.uk](http://www.rapecrisis.org.uk) For women who have experienced any form of sexual violence.
- **RARA (Residents' and Relatives' Association)** Helpline 020 7359 8136 [info@relres.org](mailto:info@relres.org) [www.relres.org](http://www.relres.org) Advice if you have concerns about care in a care home
- **Refuge** 0808 200 0247 [www.refuge.org.uk](http://www.refuge.org.uk) Safe houses for women
- **Relate.** For relationship breakdown. [www.relate.org.uk](http://www.relate.org.uk)
- **Respect** Male victims helpline 0808 801 0327. Male perpetrators helpline 0808 802 4040 [www.respect.uk.net](http://www.respect.uk.net) Work with male perpetrators and victims.
- **Shelter** 0808 800 4444 [www.shelter.org.uk](http://www.shelter.org.uk) Can help if you are fleeing from violence or harassment
- **Victim Support** 01273 480130, 0845 303 0900 [www.victimsupport.org.uk](http://www.victimsupport.org.uk) Help for victims of crime or anyone else affected

- **Women's Aid** 0808 200 0247 [helpline@womensaid.org.uk](mailto:helpline@womensaid.org.uk)  
[www.womensaid.org.uk](http://www.womensaid.org.uk) For women experiencing domestic abuse

### **What happens if you report abuse to Social Services?**

- Every report of abuse is taken seriously.
- You will be listened to and asked to provide information about the situation.
- You will be encouraged to give your name to enable your concerns to be followed up.
- Professionals from the Safeguarding Team will make enquiries about the concerns. The person at risk will be contacted to involve them in the safeguarding process wherever possible, unless to do so may place them at further risk initially.



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