

# **OUR SERVICES**

Supporting older people, adults with learning disabilities, their families, and carers to Achieve Life's Fullness



Providing quality services, with a real impact, in the communities of Medway, Dartford, Gravesham, Swanley, Faversham & Sittingbourne

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# Introduction

Age UK Kent Rivers is a charity working in the local communities of Medway, Dartford, Gravesham, Swanley, Faversham and Sittingbourne to support older people, adults with learning disabilities, their families, and carers.

Our guiding principle is to deliver a quality experience to every customer every time, which allows them to Achieve Life's Fullness. That's why we provide services with a real impact, and why we encourage everyone in our local communities to look out for one another - to always remember to Ask About Alf.

# **About Us**



At Age UK Kent Rivers, we want everyone to be able to Achieve Life's Fullness, even as people grow older, and as society changes.

Our Principles are defined by our local mission, and inform every interaction with our customers, ensuring that we make sure all older people and adults with learning disabilities;

- have choice and control over all aspects of their lives
- are respected, valued, involved and have a sense of purpose
- are recognised for the contribution they make to society
- receive the care they need, when they need it.



www.ageuk.org.uk/kentrivers/about-us/ ask-about-alf

#AskAboutALF





# **Our History**

# 1970s

Age Concern has had a presence in the Medway Towns since the 1970s, opening its first Day Centre in Gillingham in 1974, and building a strong reputation locally for providing a range of quality care and support services for the growing older population.

# 2010s

In 2010, Age Concern Gillingham and Strood merged to become Age Concern Medway. In 2012, we made the transition to become a local partner of Age UK, adopting the name Age UK Medway. In 2018, we expanded our Homecare service to cover Faversham as well as Medway.

# **2020s**

In 2021, we extended the support services we provide to include adults with learning disabilities, by adding Carers Relief Service to the group.

In April 2023, Age UK Medway formally took over operations of The Clarendon Royal Hotel, Gravesend, and began its transformation into a thriving community which offers extra care housing, respite beds and a hub of social and wellbeing activities.

Age UK Medway also took transfer of the services from Age UK North West Kent following its announced closure, helping to sustain the support provided to older people across the boroughs of Dartford, Gravesham and Swanley.

In July 2023, Age UK Medway entered a planned merger with Age UK Faversham & Sittingbourne following the departure of its CEO, as a practical measure to ensure sustainability for their vital local services.

In October 2023, Age UK Medway formally changed its name to Age UK Kent Rivers to accurately reflect all the areas across Kent in which its services now operate.





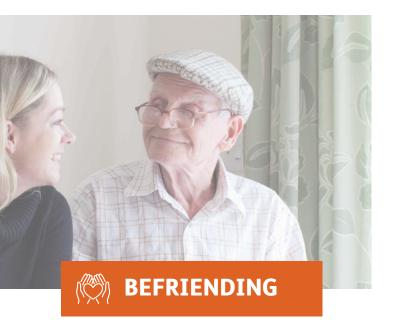
Age UK Kent Rivers offers a wide variety of services for older people, and adults with learning disabilities, their families and carers, living in communities in and around Medway, Dartford, Gravesham, Swanley, Faversham and Sittingbourne.

Our services are designed to reduce isolation and loneliness, and to support people to maintain their independence for as long as possible. Whether it is specialist dementia support, help in the home such as personal care, footcare, meal deliveries and shopping, or support in the community, through social hubs, lunch clubs, and outings - we have something for everyone.

Some of our services are charged for, and this is to ensure we can continue to maintain our high quality standards, supporting people with professional, qualified staff and providing bespoke, impactful services which aim to improve each individual's quality of life.







- Medway, Faversham & **Sittingbourne**
- Free of charge

Age UK Kent Rivers' Befriending Service provides companionship to older people living in Medway, **Sittingbourne** Faversham and who are experiencing loneliness.

A fully trained and vetted volunteer will be carefully matched to an older person and spend 1-2 hours a week together, chatting about life and becoming not just a familiar face, but a friend.

The main aims of the service are to:

- Reduce social isolation
- Build confidence
- Maintain independence
- Enhance wellbeing
- Assist with engaging with the community.

"It doesn't matter if it's pouring with rain, you're still on doorstep and it's a lovely feeling just knowing that you care."

Befriending is a free service, by fully-trained provided and vetted volunteers, who are carefully matched to ensure we connect people with interests and to create a longlasting friendship.

#### Become a Befriender

Did you know that there are 1.4 million chronically lonely older people living in England? You can help by becoming a Befriender with us:

- ✓ Make a difference to someone's life
- ✓ Give something back to the community
- ✓ Be a part of our volunteer team
- ✓ Do something incredibly rewarding

To find out more, email: volunteer@ageukkentrivers.org.uk

#### Contact Us



01634 572616



enquiries@ageukkentrivers.org.uk







Age UK Kent Rivers' Wellbeing 2 You service provides one-to-one support to older people living in Faversham and Sittingbourne, designed to suit their individual needs and interests, and is available both in the home or out in the local community.

Fully trained and vetted staff will assist you with various types of support, whether it be a trip to the shops, respite for carers, companionship at home or in the community, or someone to take you out to a special event, or day out.

This is a bespoke service, catered entirely to each individual and their personal wishes and needs.

#### **Contact Us**

01795 532766

enquiries@ageukkentrivers.org.uk



Medway & surrounding areas

Paid for service

Carers Relief Service supports Adults with Learning Disabilities and/or Autism with flexible, varied, client and carer led support, helping them to:

- Gain independence and life skills
- Make new friends
- Relieve carers with respite

### We can support you:

- At home sit-in service with activities, and encouraging healthy living with nutritious meals & help with shopping
- In the community engaging with activities & hobbies, group trips & events, and support at personal/medical appointments
- At our social hubs & groups, discos and club nights!

#### **Contact Us**

**1** 01634 715995





We are proud to provide high quality, professional and specialist Dementia Hubs for people experiencing a range of memory concerns, whether formally diagnosed with Dementia or wanting to proactively reduce their symptoms.

A day at one of our specialist centre includes:

- Transport to and from the centre subject to availability/extra costs
- Refreshments and a two-course lunch
- A full day of stimulating activities and events, specially designed for people living with Dementia or memory concerns, including:
  - Singing for the brain
  - Dancing for dementia
  - Art for dementia
  - Seated exercise
  - Interactive reminiscence

#### **Our Locations:**

#### Capstone Dementia Hub



- Chatham
- Paid for service
- Transport included
  - **C** 01634 406058

#### Clarendon Dementia Hub



- Clarendon
- Paid for service
- Transport available
- **C** 01634 572616

#### The Fountain Dementia Hub



- **Q** Faversham
- Paid for service
- **Transport available** 
  - **©** 01795 532766

#### **Referrals:**

Referrals can be made by any Health and Social Care Professional, by yourself, your carer or a family member. Call us or email: enquiries@ageukkentrivers.org.uk



- Medway, Faversham & Sittingbourne
- Free of charge

Dementia and Memory Cafes are regular social events, for people living with Dementia or memory concerns, as well as their carers and family members. They are hosted across various locations in Kent, as breakfast or afternoon clubs.

Hosted by trained staff, and volunteers with their own personal links to Dementia, the cafes provide a safe place for people to chat with others in the same situation, take part in games such as Bingo and quizzes, and gain access to useful information and guidance from quest speakers.

Hot drinks and biscuits are provided, and there is no charge to attend, although a small, discretionary donation is appreciated.

#### **Our Locations:**

#### **Medway Dementia Cafe**

- St Paul's Church, Gillingham
- iii 1st & 3rd Tuesday of the month, 1-3pm

#### **Sittingbourne Memory Cafe**

- **Q** Various locations
- **Various dates and times**

Call 01795 532766 for more information

#### **Faversham Memory Cafe**

- **?** The Old Fire Station, Faversham
- 2nd & 4th Monday, 10am-12pm

To view our full timetable:

Visit ageuk.org.uk/kentrivers/activitiesand-events/dementia-cafe



- Medway, Faversham & Sittingbourne
- Paid for service

The Dementia Outreach service offers flexible, activity-based support and companionship for people living with dementia or memory concerns, from the comfort of their own home, providing respite to the carer.

We aim to help individuals continue to pursue their interests, take part in meaningful activities, and maintain their independence.

#### For more information:

- enquiries@ageukkentrivers.org.uk
- **(**. 01634 572616



- Medway, Dartford, Faversham & Sittingbourne
- Paid for service

MCST (Maintenance Cognitive Stimulation Therapy) is designed for anyone experiencing memory problems, with or without a formal dementia diagnosis, and is run by qualified facilitators in a specialist therapy centre.

Cognitive Stimulation Therapy is the only non-drug treatment recommended to improve cognition, independence and wellbeing by the National Institute for Health and Care Excellence (NICE) and our sessions are ideal for people who are concerned about their memory and want to proactively reduce their symtoms.

MCST sessions provide a place for individuals to address their issues with others in a similar position, and to connect with people who understand what they are going through - all whilst improving cognition through engaging conversation, thought-provoking games and quizzes, and remiscence activities.

MCST is available as full-day sessions, and micro sessions, dependent on the location.

#### **Our Locations:**



**Clarendon Royal Community, Gravesend** 



The Pat Warner Suite, Gillingham



The Old Fire Station, Faversham



Heather House Community Hub, Sittingbourne

Get in touch for a confidential chat

01634 572616

enquiries@ageukkentrivers.org.uk





#### Gravesend



#### Paid for services

Operated by Age UK Kent Rivers, the Clarendon Royal Community is a thriving hub where extra care living, respite accommodation, a range of activities and events and social bar, cafe and restaurant, comes together all under one roof for all of the community to enjoy.

# Integrated Living

Providing luxury accommodation to individuals aged 55 and over, alongside care provision (when needed) to track changing needs, onsite facilities and in-house services creating the perfect retirement solution for forward-thinkers.

# が Events & Activities

Walking groups, lunch clubs, discos, social hubs, exercise classes, live music and family events - there is something for everyone to enjoy!



Offering a selection of short-stay and long-stay respite options, including accommodation and care, designed to support people who have recently been discharged from hospital, or to relieve full-time carers with a break:

- Step-down rehabiliation support older people discharged from primary care / hospital to regain their independence before going home.
- Supporting carers with respite stays for people aged 55+, and people with learning disabilities aged over 18, with full care needs met and meals provided.

#### Bar, Cafe & Restaurant

Open to all of the community! Providing the perfect place to unwind, enjoy an exquisite meal, socialise with friends and meet new people - at a stunning riverside location



To find out more, or to book a viewing, please contact the Clarendon Royal Community directly, by calling us on 01474 362221 or emailing us at info@clarendonroyalcommunity.co.uk.



- Medway, Dartford, Gravesham, **Swanley & Swale**
- Free of charge

Our Information and Advice Team provide essential information and expert advice on a wide variety of topics of interest or concern to people over state pension age, their family, friends or carers.

Our advisers are here to provide impartial advice and explain the options available to you, ensuring the choice remains your own.

We can help with the following topics:



## **Your care**

We can support you with the process of finding a care home or getting help at home (social care) - and how each can be funded.



#### Your home

We can provide information and advice on staying warm at home, home adaptations and how to prevent falls.



#### 😂 Your income

We can help you find out what benefits you may be entitled to with our free benefit checks, support you with the application process and making claims, and help you with pension advice. This can include information and advice on:

- Attendance Allowance
- Pension Credit
- Carers Allowance



### Your legal matters

We can help you with impartial guidance on legal issues, including Wills, Power of Attorney, and dealing with an Estate.

So far this financial year our Information & Advice Team have helped increase the annual income of older people in the Age UK Kent Rivers' area by over £1 million!



#### How to access the service

# **Opening times:**

Monday to Thursday (excluding Bank Hols) 9am to 4pm, Fridays 9am to 2pm.

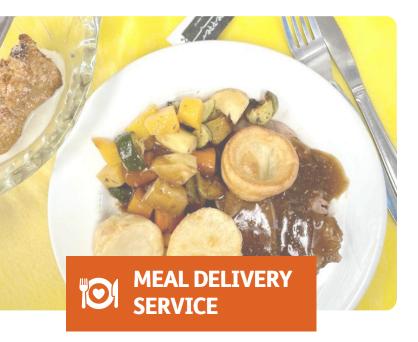
Pre-booked office appointments and home visits are available when required.



#### **L** 01795 532766



\*We may pass your enquiry to a partner organisation to prevent long waiting times.



- Medway, Dartford, Gravesham, Faversham & Sittingbourne
- Paid for service

Our Meal Delivery team provides older people living in Medway, North West Kent and Swale with a freshly cooked, nutritious two-course meal, delivered directly to their door.

All meals are prepared by experienced kitchen staff in each location, accompanies by a delicious dessert, and with the option of a Snack Pack for later - a homemade sandwich, crisps, a sweet treat and fruit juice.

We cater to all dietary requirements, and use locally sourced ingredients to prepare traditional and wholesome meals.

#### **Areas we cover:**

#### Medway towns



Chatham, Gillingham, Rainham, Rochester, Strood & surrounding areas within Medway

#### **♀** North West Kent



Gravesham, Northfleet, Dartford, Swanley, Longfield, West Kingsdown, Farningham, South Darenth

#### Swale



Faversham, Sittingbourne, Teynham & surrounding areas within Swale

All locations are subject to service availability

**Book your first meal today:** 



enquiries@ageukkentrivers.org.uk







Age UK Kent Rivers provides a full range of care and support services, in the comfort of your own home, across Medway and Faversham:

We treat each person as an individual by offering a personalised service which supports them with the same respect any of us would want for ourselves or a member of our family.

#### Full range of care including:

All personal care needs

Breakfast calls

Lunch and tea calls

Assisting to bed

Medication prompt

**Shopping** 





# **DOMESTIC SERVICE**

Medway & Faversham

Paid for service

We provide a domestic service to older people living in Medway and Faversham.

Our vetted community carers will carry out light household cleaning of main living spaces.



Medway & Faversham

Paid for service

We provide a shopping service for older people living in Medway and Faversham.

Our vetted community carer can accompany you on a shopping trip, or collect shopping on your behalf and deliver it to your home.

**L** 01634 401099 (Medway) 01795 506490 (Faversham)



- Medway, Dartford, Gravesham, Swanley & Faversham
- Paid for service

Age UK Kent Rivers provides a footcare service for older people living in Medway, Dartford, Gravesham, Swanley and Faversham, in the comfort of their own home.

If you, or someone close to you, is finding it difficult to cut or look after their toenails, our friendly team are here to help, assisting with:

- Cutting and filing toe and finger nails, keeping them at a comfortable length
- Smoothing and moisturising dry and rough skin
- Checking for cracks and breaks in the skin, and inflammation such as blisters
- Looking for signs of infection.

Inspected and rated
Good
CareQuality
Commission

#### What we offer:

- ✓ Fully trained, professional staff
- Care Quality Commission standards
- Safe and simple procedures
- The highest standard of hygiene and safety
- The safe removal and disposal of all waste

#### **Footcare Clinics**

If you would prefer to visit one of our on-site footcare clinics, we have these at the following locations:

- Mackenney Centre, Woodlands Road, Gillingham ME7 2BX
- The Old Fire Station, Faversham ME13 7GU
- Heather House Community Hub, Sittingbourne ME10 4NN

We also provide a community bathing service - supporting you to maintain your hygeine whilst protecting your dignity, and ensuring you feel comfortable at all times.

Available at home, or in one of our clinics.

Get in touch for more information!

#### **Contact Us**

01634 572616

enquiries@ageukkentrivers.org.uk

We are inspected by the Care Quality Commission (CQC) and are rated as 'Good'.



- **Q** Faversham & Sittingbourne
- Paid for service

Our HandyVan & Gardening service provides customers with a vetted handy person to carry out small jobs around the home and basic garden maintenance.

We aim to make it easy for you to remain independent and maintain your home, whilst knowing you will receive a friendly and professional service.

We can carry out small household repairs, minor adaptations and odd jobs around your home including:

- Fitting handrails/grab rails
- ☆ Improving home security (key safes, door chains, window locks)
- 😿 Path and garden clearance
- Small decorating jobs
- Minor repairs
- **Garden Maintenance**

Get a free, no obligation quote:

**6** 01634 572616

enquiries@ageukkentrivers.org.uk



- **Paversham & Sittingbourne**
- Paid for service

Our Hands 2 Help independent living service supports individuals by providing practical help with those difficult daily tasks around the home.

This service helps individuals to maintain their independence and stay at home for longer, by assisting with domestic tasks such as cleaning and household shopping.

Available from Monday to Friday 9am to 5pm, this service is for people aged 50 and over who live in Faversham, Sittingbourne and surrounding rural villages.

For more information or to book support: 01795 532766

C 01/32 225/00

enquiries@ageukkentrivers.org.uk



Age UK Kent Rivers operates three Social Hubs across Kent, where individuals can enjoy a full day of social interaction, fun activities, entertainment and events, as well as refreshments and a two-course lunch.

As well as benefitting from access to health and wellbeing services, a day at one of our centres includes:

- Transport to and from the centre if required\*
- Hot drinks, refreshments and a freshly prepared two-course lunch
- A variety of events, entertainment and activities
- Accessible gardens to enjoy fresh air, or garden activities
- Access to nail-cutting services, bathing and hairdressing\*\*
- Exercise and postural stability classes

#### **Our Locations:**

#### **The Mackenney Centre**



- **Q** Gillingham
- Paid for service
- Transport included
  - **©** 01634 380195

#### The Old Fire Station



- Faversham
- Paid for service
- **Transport available** 
  - **(** 01795 532766

### **Clarendon Royal Community**



- Gravesend
- Paid for service
- Transport available
- **©** 01322 226496

# Free Taster Day

We offer free taster sessions at our centres, so you can experience the service before signing up! You can call the centre directly, or for more information, call 01634 572616 / email enquiries@ageukkentrivers.org.uk





Online service



As priced

Daily Living Aids are designed to improve the quality of life for whose everyday individuals routines are made more difficult by physical impairment in one form or another.

From aids to manage the small when affected wrists iobs become weaker, to those which help whilst recovering from an operation, the choice is vast. Our range of products includes those to support:

- In the home
- With mobility
- Wheelchair & Scooter users
- With travel
- With personal care

To view the range of products or to request a brochure:

( 01634 572616

≥ enquiries@indigooctopus.co.uk

www.indigooctopus.co.uk





Gravesend



**Paid for service** 

Chatty Chums Lunch Club is hosted from the function room at the Clarendon Royal Community on Mondays, Wednesdays and Fridays, offering companionship, fun activities and lunch to older people in North West Kent.

Our Lunch Club provides older people living in North West Kent with a space to meet new people, make new friends, enjoy a freshly prepared two-course lunch and refreshments and partake in a host of wellbeing services and activities;

- Arts & Crafts
- Knit & Natter
- Seated exercise / postural stability classes
- Themed event & party days
- Companionship
- Singing & Music
- Quizzes, games and Bingo
- Professional entertainment
- Gardening such as plant potting







Age UK Kent Rivers offers Steady, Strong & Able classes at various locations in Kent, teaching exercises and techniques to help older people remain independent, strong and mobile - all whilst meeting friendly faces and making new friends.

Meet others in the same situation, improve your balance, strength and mobility at one of our classes, run by a fully qualified specialist instructor.

#### **View our Class Timetable:**



www.ageuk.org.uk/kentrivers/activitiesand-events/steady-strong-and-ableclasses

Our classes can be joined online - live or streamed on YouTube!

#### **Contact Us**



**L** 07518 291 666

wellbeing@ageukkentrivers.org.uk







Age UK Kent Rivers has a range of activities, classes, groups and events aimed at older people, and at adults with learning disabilities, across the towns of Medway, Dartford. Gravesham. Swanley, **Sittingbourne** Faversham. and surrounding areas, including:

Walking Sports 



Coffee Mornings

💖 Exercise Classes

🦒 Yoga

Zumba & Dancing

Discos & Live Entertainment

**Sommunity** Events

Stay up to date via our website, or get in touch to find out what's on in your area:

**©** 01634 572616

≥ enquiries@ageukkentrivers.org.uk

www.ageuk.org.uk/kentrivers/ activities-and-events



We are aware that cost can present barriers for some individuals that want to use our services, and that the cost of living crisis is having a huge impact on many people's financial situations.

The Welfare Fund can assist those who are experiencing extreme financial difficulty and struggling to access our services.

We know the type of support people need will vary based on their personal circumstances, and we are keen to help all older and vulnerable people to Achieve Life's Fullness, in whatever way we can.

The Welfare Fund is designed specifically to help those who are under temporary financial hardship, for example whilst they are awaiting the results from a benefit application or receiving support from Social Services.

The Welfare Fund is available to people aged 50+ and carers of/adults with learning disabilities living in our catchment areas\*.

Bursaries from the fund are provided according to the levels of need and access to services being sought, and are designed to fill gaps left by temporary financial difficulties. We provide a safe, non-judgemental space to discuss your worries on an individual basis, and welcome applications at any time.

Applications can be completed by yourself, your Social Worker or on behalf of a qualifying friend/family member - just make sure their consent is obtained.



### Apply online or call for more info:

- www.ageuk.org.uk/kentrivers/ our-services/welfare-fund
- **L** 01634 572616
- ⊠ enquiries@ageukkentrivers.org.uk



# A gift in your will to Age UK Kent Rivers has the power to support future generations in Medway, Dartford, Gravesham, Swanley, Faversham and Sittingbourne.

An important part of our donated income comes from legacies left by ordinary people who, after providing for their loved ones in their wills, want to leave something to a local cause they believe in.

Everyone who leaves a gift to Age UK Kent Rivers is playing a part in our future, ensuring that our local services are here for the future generations and helping us to continue our mission to help all older people, and adults with learning disabilities, Achieve Life's Fullness.

43% of malnutrition cases in the UK are aged 65+, equating to around 1.3 million people. Between April 2023 and April 2024, Age UK Kent Rivers delivered 47,210 fresh meals to our local communities.

# How would my gift help?

Age UK Kent Rivers do not receive any regular funding to run our services, which is why we charge for a number of our services in a community-focused way. A gift in your will has the power to support the future of our services in local communities, allow us to keep our service charges down, and continue to offer our free services:

- Supporting older people who are experiencing isolation and loneliness, through our free companionship services.
- Helping people who have reached pension age to calculate and claim benefits via our free Information & Advice service.

#### Find out more, or get in touch:

- www.ageuk.org.uk/kentrivers/ get-involved/leave-a-legacy
- **L** 01634 572616
- ⊠ enquiries@ageukkentrivers.org.uk



Age UK Kent Rivers' weekly exercise classes are so helpful in keeping me mobile. It is a very friendly class and I like that the instructor treats us all as individuals and will alter an exercise to suit somebody's particular need.



My sister and I were both present for our mum's first personal care visit, and both felt that the Community Carer was spot on with everything. She had a lovely demeanour and for the tone just right, which is so important.



My Befriender has made loads of difference to my life, We go out shopping and for lunch, I enjoy spending time with her and she stops me being so lonely, it's the only time I go out.



I was surprised by how **Maintenance Cognitive** Stimulation Therapy works, but we as a group know that it does work. I come along to the sessions and am one with the rest of the people that are in the same situation.



Age UK Kent Rivers have been abolutely brilliant in the help and assistance they give when we need them, as well as the day to day care for my Grandma.



I am so lucky to be a Volunteer Befriender. I always leave my calls smiling. It is such a feelgood thing to do and I enjoy our interactions just as much as she does!



# Donate to Us



# Fundraise for Us



# **Volunteer for Us**



Donating is one of the quickest and easiest ways to help support Age UK Kent Rivers, and the vital services we provide to our local communities.

www.ageuk.org.uk/kentrivers/ get-involved/donate/

There are many different ways you can fundraise for us. Get involved in one of our current fundraiser events, or start one of your own with our support!

www.ageuk.org.uk/kentrivers/ get-involved/fundraise

Becoming a volunteer has so many benefits; not only are you helping to improve the lives of older people in your local area, but it is so rewarding, and great experience too!

www.ageuk.org.uk/kentrivers/ get-involved/volunteer

### Work with Us



### Leave a Legacy

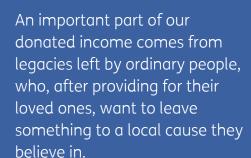


# Partner with Us



Join a dynamic team of professional and caring people, making positive changes to the lives of hundreds of older people, and adults with learning disabilities, every week!

www.ageuk.org.uk/kentrivers/ get-involved/work-with-us



www.ageuk.org.uk/kentrivers/ get-involved/leave-a-legacy

A partnership with us helps your business meet your corporate social responsibility goals. It's a great way to motivate your employees, get some great PR and help us to support vulnerable people.

www.ageuk.org.uk/kentrivers/get -involved/corporate-partnerships



Want to access our services but struggling with temporary financial hardship? Our Welfare Fund can help you: ageuk.org.uk/kentrivers/our-services/welfare-fund



01634 572616



enquiries@ageukkentrivers.org.uk



ageukkentrivers



www.ageukkentrivers.org.uk

