

OUR SERVICES

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



 **01634 572616**

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

www.ageukkentriders.org.uk

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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



Working together to make sure everyone is able to

Achieve Life's Fullness

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.



Our Services



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.



www.ageuk.org.uk/kentrivers/our-services

Follow Us
@ageukkentivers





BEFRIENDING

 **Medway, Faversham & Sittingbourne**

 **Free of charge**

Age UK Kent Rivers' Befriending Service provides companionship to older people living in Medway, Faversham and Sittingbourne 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 my doorstep and it's a lovely feeling just knowing that you care."

Befriending is a free service, provided by fully-trained and vetted volunteers, who are carefully matched to ensure we connect people with similar interests and to create a long-lasting 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@ageukkentriders.org.uk

Contact Us

 01634 572616

 enquiries@ageukkentriders.org.uk



WELLBEING 2 YOU

 **Faversham & Sittingbourne**

 **Paid for service**

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@ageukkentdrivers.org.uk**





CARERS RELIEF SERVICE

 **Medway & surrounding areas**



 **Paid for service**

Carers Relief Service provides flexible, varied, client-led support, social interaction and respite for adults aged 18 and over with learning disabilities in Kent, delivered by Personal Support Workers.


Support in the community:

-  Social Hubs, Discos and Day Trips!
-  Support with shopping, employment, classes and day-to-day activities.

Support at home:

-  Companionship, social interaction and client-led activities at home.
-  Support with eating a healthy meal.

Contact Us

 01634 715995

 CRS@ageukkentdrivers.org.uk



Follow Us




@CarersReliefService



 **DEMENTIA HUBS**

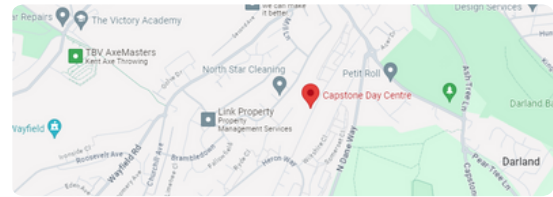
We are proud to provide high quality, professional and specialist Dementia Hubs for people experiencing a range of memory concerns, whether formally diagnosed with Dementia or wanting to proactively reduce their symptoms.

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**
-  **01634 406058**

Meadowside Dementia Hub



-  **Dartford**
-  **Paid for service**
-  **Transport available**
-  **01474 564898**

The Fountain Dementia Hub



-  **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@ageukkentriders.org.uk



DEMENTIA CAFES

 **Medway, Faversham & Sittingbourne**

 **Free of charge**

Dementia Cafes are volunteer-led social events, held for anyone who is living with Dementia or memory concerns, and their carers or family members.

Hosted by our volunteer teams, who have their own personal links to Dementia, the Dementia 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 guest 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, Parkwood Green
Rainham, Gillingham ME8 9PN**

 **1st & 3rd Tuesday of the month, 1-3pm**

Sittingbourne Dementia Cafe

 **Call for details**

 **1st & 3rd Thursday of the month, 1-3pm**

Faversham Dementia Cafe

 **Call for details**

 **2nd & 4th Thursday of the month, 12-2pm**



DEMENTIA OUTREACH

 **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:



01634 572616



enquiries@ageukkentriders.org.uk



📍 **Medway, 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 symptoms.

MCST provides a day full of engaging conversation, thought-provoking games and topics, reminiscence activities, quizzes and a whole lot of laughter and fun.

We also offer micro MCST sessions, which are two hours long.

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.

Our Locations:

📍 **Medway**



The Pat Warner Suite, The Mackenney Centre, Woodlands Road, Gillingham ME7 2BX

📍 **Faversham**



The Old Fire Station, Crescent Road, Faversham ME13 7GU

📍 **Sittingbourne**



The Avenue Theatre, Avenue of Remembrance, Sittingbourne ME10 4DN

Get in touch for a confidential chat

☎ **01634 572616**

✉ **enquiries@ageukkentriders.org.uk**








EXTRA CARE

 **Gravesend**

 **Paid for services**

The Clarendon Royal Community provides the opportunity for individuals aged 55 and over to secure luxury accommodation, alongside care provision which can track their changing needs, all under one roof and provider.

Offering one and two bedroom independent apartments, which can be adapted to suit individual needs upon assessments, residents can benefit from:

-  Personal Care & Support Services
-  Community Activity Hub
-  Footcare
-  Restaurant and Cafe
-  Room Service



RESPITE STAYS

 **Gravesend**

 **Paid for services**

The Clarendon Royal Community has a selection of short-stay rooms, offering accommodation and respite where needed in varying circumstances:



Step-down Rehabilitation

Facilitating discharge from primary care and providing rehabilitation to hospital patients to regain their independence before going home.

Respite Beds

Offering short respite stays for people aged over 55 and for people with learning disabilities aged over 18, with full care needs met and meals provided.



INFORMATION & ADVICE

 **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 in Swale, their family, friends or carers.

Our advisers are here to provide impartial advice and explain the options available to you on the following topics:

- Social care - finding a care home or getting help at home, and how each can be funded.
- Your income - free benefit checks, help with applying for benefits and pension advice.
- Your home - information on staying warm at home, home adaptations and how to prevent falls.
- Legal issues - such as wills, Power of Attorney, and how to deal with an estate.

How to access the service:

 **01795 532766 (Mon-Fri 9am-3pm)**

 **IAenquiry@ageukkentriders.org.uk**




SIGNPOSTING SERVICE

 **Medway, Dartford, Gravesham & Swanley**

 **Free of charge**

Whilst our Information & Advice service does not currently cover outside the Swale area, our friendly teams can still assist you.

We can direct you to other local organisations who can help in the Medway and North West Kent areas:

 01634 572616

 enquiries@ageukkentriders.org.uk

Age UK National also offer general (non-local) information & advice on various topics including:

- Health
- Housing
- Wellbeing
- Money
- Lifestyle
- Benefits eligibility



For further information, call the Age UK advice line, or visit the Age UK website:

 **0800 678 1602**

 **www.ageuk.org.uk/information-advice**

 **benefitscheck.ageuk.org.uk**







 **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.

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

Our Care Reassurance

As a care provider we are inspected by the Care Quality Commission (CQC) and are currently rated as 'Good'. The inspection found us to be fully compliant in the essential standards of quality and safety.

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
-  Meadowside Centre, Dartford DA1 2RZ

Contact Us

 **01634 572616**

 **enquiries@ageukkentriders.org.uk**



MEAL DELIVERY SERVICE

📍 **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, accompanied 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

📍 **North West Kent**



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

📍 **Swale**



Faversham, Sittingbourne, Teynham & surrounding areas within Swale

Book your first meal today:

☎ **01634 572616**

✉ **enquiries@ageukkentrovers.org.uk**



HOMECARE SERVICE







 **Medway & Faversham**

 **Paid for service**

Age UK Kent Rivers provides a full range of care and support services 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

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

Inspected and rated

Good



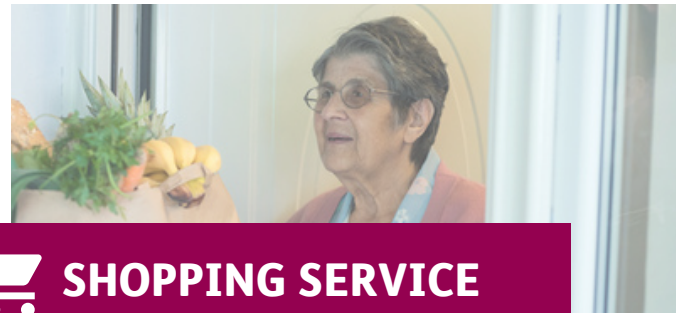
DOMESTIC SERVICE

 **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.



SHOPPING SERVICE

 **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.

 **01634 401099 (Medway)**

01795 506490 (Faversham)

 **enquiries@ageukkentriders.org.uk**



HANDY VAN & GARDENING SERVICE







 **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:

 **01634 572616**

 **enquiries@ageukkentriders.org.uk**



HANDS 2 HELP

 **Faversham & 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**

 **enquiries@ageukkentriders.org.uk**



SOCIAL HUBS

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



Gillingham



Paid for service



Transport included



01634 380195

The Old Fire Station



Faversham



Paid for service



Transport available



01795 532766

The Meadowside Centre



Dartford



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@ageukkentriders.org.uk

*Subject to cost/availability

**Where available at centres



MEMBERSHIP SCHEME

 **Medway towns**

 **Paid for service**

The Membership Scheme provides exclusive access to a variety of afternoon social events, activities and quality services, supporting people aged 50+ to get out and about, make new friends and utilise our services at discounted rates:

- Members Magazine/Newsletter
- Access to organised Day/Afternoon Trips (including transport)*
- Access to pre-book lunch at the Day Centre*
- Access to pre-book special events/entertainment at the Day Centre*
- 10% off centre-based services including Footcare & Hairdressing
- 10% off food and drink at the Clarendon Royal Community (when pre-booked)
- Reduced rate for couples (Dual Membership) and Supporting Membership options

*Costs and terms apply



CHATTY CHUMS LUNCH CLUB

 **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

Contact Us

 **01634 572616**

 **enquiries@ageukkentdrivers.org.uk**



STEADY, STRONG & ABLE

 Various locations in Kent

 Paid for services

Age UK Kent Rivers offers Steady, Strong & Able classes at various locations in Kent, which provide useful tips about remaining independent and keeping yourself 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/activities-and-events/steady-strong-and-able-classes

Contact Us

 07518 291 666

 wellbeing@ageukkentrivers.org.uk











OTHER EVENTS & ACTIVITIES

 Various locations in Kent

 Paid for services

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, Faversham, Sittingbourne and surrounding areas, including:

-  Walking Netball
-  Walking Football
-  Walking Groups
-  Singing
-  Exercise Classes
-  Yoga
-  Zumba & Dancing
-  Discos & 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





 **WHEELCHAIR HIRE**

-  **Gravesend**
-  **Hire fees**

Age UK Kent Rivers offer a selection of manual or self-propelled wheelchairs that can fit into most cars. These are available for short-term hire, ideal for a family day trip, or longer-term, such as for a UK-based holiday.

Collection is available from:
 The Clarendon Royal Community
 Royal Pier Rd
 Gravesend
 Kent
 DA12 2BE
 Or we can provide a local delivery and collection at an extra cost.

For further information or to book your hire, contact:
 **01474 362221**
 **info@clarendonroyalcommunity.co.uk**



 **DAILY LIVING AIDS**

-  **Online service**
-  **As priced**

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

From aids to manage the small jobs affected when wrists 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@indigoctopus.co.uk**
 **www.indigoctopus.co.uk**



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/kentriders/our-services/welfare-fund

 **01634 572616**

 enquiries@ageukkentriders.org.uk

***Subject to eligibility criteria**



“ ———
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 absolutely 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 feel-good thing to do and I enjoy our interactions just as much as she does!



Help us, to help them Achieve Life's Fullness

<p>Donate to Us </p>	<p>Fundraise for Us </p>	<p>Volunteer for Us </p>
<p>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.</p> <p>www.ageuk.org.uk/kentriders/get-involved/donate/</p>	<p>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!</p> <p>www.ageuk.org.uk/kentriders/get-involved/fundraise</p>	<p>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!</p> <p>www.ageuk.org.uk/kentriders/get-involved/volunteer</p>
<p>Work with Us </p>	<p>Leave a Legacy </p>	<p>Partner with Us </p>
<p>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!</p> <p>www.ageuk.org.uk/kentriders/get-involved/work-with-us</p>	<p>An important part of our donated income comes from legacies left by ordinary people, who, after providing for their loved ones, want to leave something to a local cause they believe in.</p> <p>www.ageuk.org.uk/kentriders/get-involved/leave-a-legacy</p>	<p>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.</p> <p>www.ageuk.org.uk/kentriders/get-involved/corporate-partnerships</p>

