

# *Our Services*

**Supporting people aged 50 plus living in  
Medway to Achieve Life's Fullness**



# Contents

About us	3
Mainstream Day Centre	4
Maintenance Cognitive Stimulation Therapy	5
Dementia Drop In	5
Dementia Day Centre	6
Flexible Dementia Outreach	7
Homecare	7
Community Bathing & Footcare	8
HandyVan	9
Befriending	10
Meal Deliveries	11
Digital Social Hub	11
Good Day Calls	12
Carers Relief Service	12
Daily Living Aids	13
Local Signposting Service	13
Membership Scheme	14
Welfare Fund & Charity Shop	15
The ALF Principle	16



## About Us

**We are proud to say that we have been offering quality care and support services to our community for over 47 years.**

Since its foundation in 1974, the charity formerly known as Age Concern has existed in several guises providing services across the Medway towns. It is now proud to be a local brand partner of the national Age UK charity.

**We provide services with a real impact**



Age UK Medway Group is a charity working in the local community to support older people in Medway, their families and their carers. We want everyone to be able to Achieve Life's Fullness, and that's why we do what we do. Even as people grow older, and as society changes, we want to make sure that older people are never left behind and can enjoy their later life.

Each service we offer is designed to support the physical, mental, and emotional wellbeing of our clients, and to help them remain independent, and with choice and control in their lives. They are run by experienced and trained staff, all familiar with the challenges faced by older people, and who know how to ensure each individual gets the most out of the service.



## MAINSTREAM DAY CENTRE

**Delivered from the Mackenney Centre in Gillingham, our mainstream day service provides social interaction for individuals aged over 50 and living in Medway.**

For a daily charge you can look forward to a full day including:



Transport to and from the centre in one of our minibuses



Hot drinks, refreshments and a freshly prepared two-course lunch



A variety of events and activities



Accessible gardens, where you can enjoy some fresh air, or maybe a little light gardening activity.

Other services available include footcare, hairdressing, hearing aid clinics and a visiting optician. We are also able to offer a bathing service, where you can safely bathe in our accessible bathroom supported by trained care staff.


Supplementary to activities in the centres, we provide a wide range of day and afternoon outings, including trips to the seaside, theatre, boat trips and pub lunches. These day trips are bookable in advance, and offer a door-to-door service with support available throughout the day from our staff and volunteer team.

Throughout the year we provide various day and evening events with visiting performers providing entertainment.

We have a trained staff team who are assisted by our volunteers, who provide invaluable support in a variety of areas in and around the building.

### Contact Us

If you would like to arrange a free taster session at our Day Centre, or would like to know more:

 01634 380195

 [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)



## MCST

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

Located in the Pat Warner Suite at our Gillingham Centre, the intensive sessions include Cognitive Stimulation Therapy in the morning, a buffet style lunch followed by workshops and outings in the afternoon.



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. There is no care provision for this service and members have to be able to participate in group conversation.



## DEMENTIA DROP IN

**The Dementia drop-in service is run from our Capstone Dementia centre, and aims to allow families to have the option of a small amount of respite in a flexible way.**

This means that the carer can take some time out to pop to the shops, make a few phone calls or simply have some time to themselves without any worries.

You can book a slot with the Day Centre where we can help engage with the client to stimulate them and help keep their mind active without the need to sign up to the Day Centre.



## DEMENTIA DAY CENTRE

**Our specialist Dementia services are available at our Capstone Dementia Centre in Chatham, as well as the Pat Warner Suite in Gillingham (see MCST), to anyone diagnosed with Dementia or memory problems.**

A day at either of our specialist centres includes:



Transport to and from the centre in one of our minibuses



Refreshments and lunch




A variety of events and activities specifically designed for people living with Dementia or memory problems.

With an ethos focused on understanding each individual and their needs, care is delivered through stimulating activities ranging from cookery and baking, to arts and crafts and reminiscence.

The service also provides an opportunity for respite to family and carers of those living with the condition, allowing them to continue a daily routine in the knowledge their loved ones are being looked after in a secure and caring environment.

Referrals can be made by any Health and Social Care Professional, by yourself or family.

**For Dementia services pages 5-6:**

 01634 406058

 [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)



## FLEXIBLE DEMENTIA OUTREACH

**This service offers flexible activity-based support, provided by vetted care staff, for people living with dementia or with memory concerns living in their own home.**

Flexible Dementia Outreach is designed to enable individuals who are experiencing the early stages of a dementia type illness to be supported in continuing to pursue their interests, take part in meaningful activities, maintain their independence and retain or develop social contacts.

The service provides support which allows a person to remain at home longer, enabling them to retain daily living skills and independence, and by giving them a sense of achievement and purpose.

Referrals can be made by any Health and Social Care Professional, by yourself or family. The service operates 7 days a week, 9am to 5pm.

## HOME CARE SERVICES

**Age UK Medway provides a full range of care and support services across Medway, Faversham and Sittingbourne.**

We treat each person as an individual by offering a personalised service, to support people with the same respect you would want for yourself or a member of your family.



### **Full range of care including:**

- All personal care needs
- Breakfast calls
- Lunch and tea calls
- Assisting to bed
- Medication prompt
- Domestic/household support
- Shopping

## COMMUNITY BATHING SERVICE






**The Community Bathing Service provides the required level of assistance to allow people to have a bath or shower safely in their own home.**

We believe in treating each person as an individual and promoting their dignity and respect.

### **Contact Us**

For information on any of the services on page 7 & 8, please contact our Homecare team on:

-  01634 401099 (Medway)
-  01795 506490 (Faversham)
-  [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)

## FOOTCARE SERVICE



**Age UK Medway provides a footcare service for older people - both in the community and at our Day Centre in Gillingham.**

### **The service includes:**

- Cutting and filing toe 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.



### **Contact Us**

-  01634 572616
-  [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)










## HANDY VAN SERVICE

**Our HandyVan service provides customers with a vetted handy person to carry out small jobs around the home. 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.**

Rates are based on the first hour and then quarter hourly thereafter, plus the cost of any materials used.


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

-  Fitting handrails/grab rails
-  Home security (key safes, door chains, window locks)
-  Path and garden clearance
-  Small decorating jobs
-  Minor repairs

The service is administered from the Mackenney Centre in Gillingham. The service operates Mon-Fri 9am-4pm.

If we are unable to carry out the work, we may be able to signpost you to appropriate tradesmen from the Medway Council Fair Trader Scheme.

If you would like to get a free quote for our HandyVan service:

 01634 572616

 [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)

Disclaimer: This service cannot undertake certified work i.e. gas heating and electrical wiring, or large building or decorating jobs.





## BEFRIENDING

**Age UK Medway's Befriending Service provides companionship to older people living in Medway 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
- To build confidence
- To maintain independence
- To enhance wellbeing
- To assist with engaging with the community.

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

*"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."*




### 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

### Contact Us

 01634 790140

 [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)

## MEAL DELIVERY SERVICE


**Our Meal Delivery team will bring you a freshly-prepared, nutritious meal ready for any day of the week, cooked by our quality kitchen staff and delivered directly to your door.**

All meals come with a delicious dessert, with the option of a snack pack for later (a homemade sandwich, crisps, a sweet treat and juice).

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



**Book your first meal today:**

 01634 380195

 [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)

## DIGITAL SOCIAL HUB




**Our Digital Social Hub uses innovative technology to enable older people to connect with the community through their television, and with a simple, easy-to-use remote control.**

A set-top box plugs into their existing TV, creating an interactive channel which incorporates live exercise classes and social events, lifelong learning opportunities, access to video calls and a messaging service, and much more.

Members can also connect with Age UK Medway via their digital box, to request a wide range of our other local services including day care, befriending, and meal deliveries.

**Enquire today:**

 01634 578085

 [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)

## GOOD DAY CALLS


**The Good Day Calls service is a daily call, available 365 days a year, to have a chat and check on the welfare of an older person.**



Our Good Day Calls service aims to:

- Provide reassurance to family members
- Ensure the person is up and well each day
- Take a friendly interest and share laughs
- Listen carefully for concerns and give support when needed
- Escalate for assistance if we have cause for concern.





### **To make a referral:**


 01634 578085

 [gooddaycalls@ageukmedway.org.uk](mailto:gooddaycalls@ageukmedway.org.uk)

## CARERS RELIEF SERVICE

**Now part of the Age UK Medway Group, Carers Relief Service provides support at home and within the community for older people and adults with learning disabilities, offering a person-centred approach, which:**

-  Delivers a flexible service based on the individual's requirements
-  Provides Personal Support Workers to work in the community with adults who have a learning disability to relieve the main carer from the pressure of caring
-  Promotes the independence of adults with a learning disability to make choices about the activities they engage in within their community
-  Offers the choice of a sit-in service and/or support at home, client-led activities such as bowling, cinema, shopping, etc., social hub, clubs or day trips.

 01634 715995

 [CRS@ageukmedway.org.uk](mailto:CRS@ageukmedway.org.uk)



## DAILY LIVING AIDS




**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.**

To ensure you, or someone you know, can continue to enjoy an independent and fulfilling later life, Age UK Medway provides a range of daily living aids to make everyday tasks that little bit easier, including those to support:

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

**To request a brochure or to place an order:**

 01634 572616


 [enquiries@indigoctopus.co.uk](mailto:enquiries@indigoctopus.co.uk)



## SIGNPOSTING SERVICE

**Whilst Age UK Medway are no longer able to provide an Information and Advice service, our friendly team can still assist you with the support you need by directing you to other local organisations who can help.**

To access our local Signposting Service:


 01634 572616

 [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)

Age UK National also offer general (non-local) information and advice on:

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

**You can reach the national Age UK advice line on, or at:**

 0800 678 1602

 [www.ageuk./services/information-advice](http://www.ageuk./services/information-advice)

 [www.benefitscheck.ageuk.org.uk](http://www.benefitscheck.ageuk.org.uk)



## MEMBERSHIP SCHEME

**Join the Membership Scheme at Age UK Medway to gain access to a variety of social events, activities and quality services for a single annual fee\*.**

### Full and Dual Membership

The Full Membership Scheme is a great way for anyone aged 50+ to get out and about, make new friends and use the services provided at the Mackenney Centre.

Become a Full Member at Age UK Medway and gain access to the following benefits:

- A twice-yearly magazine
- Invitations to weekly day and afternoon trips, from shopping and pub lunches to days out at the seaside (includes transport)\*
- Access to services at the Mackenney Centre including footcare and hairdressing\*
- Exclusive access to book in for lunch at the day centre\*
- Reduced rate option for couples (Dual Membership)




### Supporting Membership

Supporting Membership is available for a reduced yearly fee, to people of any age, and is a great option for family and friends to be able to accompany/support Full Members at events or on trips. Supporting members receive:

- A twice-yearly magazine
- The option to accompany Full Members on day and afternoon trips\*
- Invitations to volunteer at/ attend our fundraising and social events



### Contact Us

 01634 572616

 [enquiries@ageukmedway.org.uk](mailto:enquiries@ageukmedway.org.uk)

\*Costs and terms apply

## WELFARE FUND

**We are aware that cost can present barriers for some people that want to use our services, and as a result Age UK Medway Group offer a welfare bursary to assist with access to our services\*.**

In offering this support, we can help those older people in Medway to Achieve Life's Fullness, despite any financial challenges they have have.

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 are receiving support from the Social Services.

In order to apply for this service, a form can be completed on our website by your Social Services representative. To submit an application:

 [www.ageuk.org.uk/medway/our-services/welfarefund](http://www.ageuk.org.uk/medway/our-services/welfarefund)

\*Subject to eligibility criteria

## CHARITY SHOP


*"It's like Aladdin's cave!"*

**We have been operating our charity shop in the heart of Gillingham for over 20 years, and all proceeds received go back into our work, providing crucial income support through our Welfare Fund.**



There's a reason that our customers describe the shop as "Aladdin's Cave", because it really is impossible to leave without a treasure of some sort. Our shop is always in need of donations, and of volunteers, so whether you want to shop, donate, or get involved, you can find us here:

 19 Skinner Street, Gillingham  
ME7 1HD

 01634 854401

# Achieve Life's Fullness



At the Age UK Medway Group, we pride ourselves on our work to ensure that every older person can Achieve Life's Fullness, through the launch our ALF Principle and our Community Ambassador programme. To read more:

 [www.ageuk.org.uk/medway/about-us/ask-about-alf](http://www.ageuk.org.uk/medway/about-us/ask-about-alf)

**#AskAboutAlf @ageukmedway**



## Age UK Medway Group



INDIGØCTOPUS

Registered office address: Age UK Medway Group, The Admiral's Offices, Main Gate Road, The Historic Dockyard, Chatham, Kent ME4 4TZ.

Charity number 1133023. Company number 06876354.