

Our Services

.....
Offering quality support and services to
people aged 50 plus, living in Medway
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Age UK Medway

The Admiral's Offices
The Historic Dockyard
Chatham
Kent
ME4 4TZ

t 01634 572616

e enquiries@ageukmedway.org.uk

www.ageuk.org.uk/medway



We are proud to say that we have been offering care and support services to our community for over 40 years



Age UK Medway is a charity working in the community to support older people in Medway, their families and their carers.

We want everyone to be able to **love later life**, and that's why we do what we do.

Even as people grow older, we want everyone to still feel as young as they use to.

Day Services

Age UK Medway operates from centres across the Medway Towns in Gillingham and Strood.

The centres provide social interaction for people aged over 50 and living in Medway, as well as offering healthcare services within the centre which you can access during your time there.

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

- Refreshments and lunch
- Transport to and from the centre in one of our minibuses
- 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 visiting optician.

We are able to offer a bathing service, where you can 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.

We are able to offer taster sessions for those people interested attending the centre, where you can visit for a couple of hours, or even a full day.

If a client is unable to attend one of the days at the centre, we can also deliver freshly cooked meals.

Contact Us

If you would like to arrange a visit to our Day Centres, or would like information on joining, please call our centres directly.

The Chris Ellis Centre, Strood
01634 724745
The Mackenney Centre, Gillingham
01634 380195

Dementia Day Services

Age UK Medway operates two dementia centres across Medway offering a specialist service ensuring respect, dignity, choice and maximising opportunities for older people living with dementia.

A day at either of our specialist centres includes:

- Refreshments and lunch
- Transport to and from the centre in one of our minibuses
- A variety of events and activities specifically designed for people living with dementia.

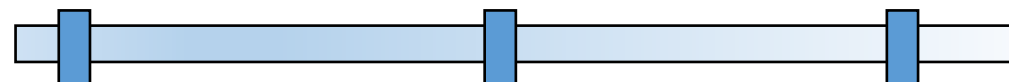
Our ethos is to understand the person with dementia, and allow them to be themselves in a safe, stimulating environment, giving their carer valuable respite time.

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

At our dementia centres we also offer a drop-in respite service, giving more flexibility for visitors.

Contact Us

Capstone Dementia Centre,
Chatham
01634 406058
Pat Warner Suite, Gillingham
01634 380195



COGS

Dementia Day Care

Dementia Flexible Outreach

COGS Club

Age UK Medway run COGS Clubs four times a week in four different locations across Medway, and are designed to help those that may be experiencing problems with their memory.

COGS Clubs offer a day of activity for people with mild dementia or memory concerns, with each session based on cognitive stimulation therapy.

The groups provide the opportunity to recall and/or develop new skills, and to facilitate the transfer of these skills into the home environment.

During the day, members are encouraged to participate in purposeful activities and to develop or maintain active minds.

Contact us

Capstone Dementia Centre,
Chatham
01634 406058
The Chris Ellis Centre, Strood
01634 724745
The Mackenney Centre,
Gillingham
01634 380195





Flexible Dementia Outreach

This service offers flexible activity based support for people living with dementia or with memory concerns living in their own home.

The service 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.

By allowing 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, disruptive or challenging behaviour can be alleviated.

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

The service operates 7 days a week, 9:00am to 5:00pm.

Home Care Services

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

We offer a full range of care and we can help with:

- All personal care needs
- Breakfast calls
- Lunch and tea calls
- Assisting to bed

We also provide domestic support, including help with cleaning and shopping.

Community Bathing Service

Service

The Community Bathing Service provides people who use the service with the level of assistance required to enable them to have a bath or shower safely in their own home.

Contact us

For information on any of these services, please contact our Home Care team on **01634 401099** for Medway or **01795 506490** for Faversham.

Footcare

Age UK provides a footcare service for older people—both in the community and at our Day Centres in Gillingham and Strood.

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

Home Care Services Medway
01634 401099

Home Care Services Faversham
01795 506490

The Mackenney Centre, Gillingham
01634 380195

Chris Ellis Day Centre, Strood
01634 724745



Information and Advice

Our information and advice service offers assistance on a wide range of issues for people aged over 50, their families and their carers.

We will provide you with the facts so that you can make decisions based on reliable information.

We can help you with:

- Welfare benefits/form filling
- Pensions
- Housing issues
- Gas and electricity bills
- Care at home
- Residential care



And most other things that affect your quality of life.

If we can't help you, we can put you in touch with people who can.

Contact us

We can arrange a home visit if you are unable come to the office.

01634 853041

enquiries@ageukmedway.org.uk

Handy Van

The service provides customers with a vetted handy person to carry out small jobs that can make a difference to your quality of life. 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
- Path clearance
- Small decorating jobs
- Minor repairs
- Small garden clearance jobs

The service is administered from our Head Office in the Historic Dockyard, Chatham.

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

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.

Our Handy Van service operates Monday—Friday 9:00am-4:00pm.

If you would like further information on our Handy Van service, or you would like to make a referral, please call Head Office on **01634 572616**



Call in Time

Living on your own can be hard to adapt to—particularly if you've been used to sharing your home or time with others.

Not having someone to talk to regularly can be lonely and isolating - and that's when a friendly chat on the phone can make all the difference.

Call in Time is a free telephone friendship service run by Age UK. Our volunteers and the people they call often become firm friends in the process.

The calls provide valuable ongoing weekly telephone contact to develop a trusted, true friendship.

As well as friendship calls, we also provide Good Day Calls. These calls can provide a little extra reassurance when you're on your own—especially at times when you most need it.

If you need us to, we can give you a short call several times a week, at a time that suits you, just to make sure you're OK.



These Good Day Calls are made for a period of eight weeks. However if you feel that you might need them to be extended, we could perhaps arrange that too.

If you think that you or someone you know could benefit from Call in Time, please call **0800 434 6105** to speak to a member of the Call in Time team.

Charity Shop

Our charity shop is run by a friendly team of staff and volunteers. The shop sells good quality, affordable clothing with prices starting from 50p, we also have a good selection of bric-a-brac, books, toys, household items, shoes, handbags, DVDs, CDs, jigsaws, toys, games and much more.

All donations are gratefully received, although because of the shops size we are unable to take large items.

If you are unable to take your donations to the shop we are able to arrange collections.

Our charity shop is a vital source of income to fund the work of Age UK Medway.

You can find us at:

19 Skinner Street
Gillingham
Kent

ME7 1HD

01634 854401



Volunteering

Volunteers are vital to our work, we couldn't run our services for older people without their help and kindness—and we always need more volunteers.

At Age UK Medway, we take pride in delivering this invaluable volunteering service to the older people of Medway.

Simple things like calling upon someone once or twice a week for about an hour, just to offer companionship and a listening ear makes all the difference to a person's quality of life.

People volunteer for various reasons but most do so because it gives them a great sense of achievement—that they have brightened up someone else's day!

Some volunteer because they have retired and wish to utilise their spare time. Some - such as students - volunteer to gain hands-on learning experience. Others volunteer, just because they would like to volunteer!

The volunteering services that we provide are varied, but here are some that may interest you:

- Day Centres – assisting older people during their visit and serving snacks/meals
- Minibus drivers – pick up and drop off our visitors to and from the Day Centres
- Charity shop assistant – serving customers and carrying out small office administration tasks
- Information and advice workers – helping the advisers with administrative tasks and helping with entitlements to benefits
- Befrienders – offering companionship to older people in their homes

Could this be you? Can you picture yourself delivering any of these much needed services to Medway's older residents? If so, we would love to have you on board!

If you would like information on volunteering at Age UK Medway, please call our Volunteer Coordinator on **01634 790140**



Befriending

At Age UK Medway, we offer a befriending service that was introduced as a way to help Medway's older residents maintain connections with their local communities. It gives clients an opportunity to have someone to talk to, and a way of reducing social isolation.

The befriending service is a free service that is provided by fully trained and vetted volunteers, and ensuring that we connect people with similar interests to create a long lasting friendship.

The main aims of the service are as follows:

- To reduce social isolation
- To build confidence
- To maintain independence
- To enhance wellbeing
- Assist with engaging with the community

For further information on our befriending service, please call our Volunteer Coordinator on **01634 790140**

Membership Scheme

Become a member of Age UK Medway and unlock exciting benefits and offers. Not only will you receive discounts on services at our Day Centres, you can also stop by for lunch and a chat with others.

You will receive an extensive membership pack containing information and news about our services, special offers and much more.

Being a member also entitles you to attend organised and varied day trips, from lunch at a brewery to a nice seaside retreat.

We offer two types of memberships. A full membership unlocks all of the above and a supporting membership for friends and family that wish to accompany you on a trip.

Members should be aged 50 and over and living in Medway, whereas supporting members can be of any age, wanting to support our work through fundraising and raising community awareness of the challenges of getting older.



Full Member Benefits

- A twice yearly magazine
- Access to the 200 Club*
- Able to access organised day and afternoon trips*
- Access to subsidised services (i.e footcare, hairdressing and lunch at the Day Centre when booked in advance)
- Invitations to social and fundraising events
- Exclusive access to hire Age UK Medway centres (evening and weekends only)**

- Regular updates on the charity's activities and achievements through our social media outlets

*Fees will apply

**Fees and terms apply

Supporting Member Benefits

- A twice yearly magazine
- Regular mail updates of events, discounts on products and services
- Access to the 200 Club*
- Able to access organised day and afternoon trips (if accompanied by a full member)

- Invitation to attend focus groups, forum meetings and take part in surveys
- Regular updates on the charity's activities and achievements through our social media outlets
- Access to a range of volunteering opportunities with full training provided

*Fees will apply

Contact Us

If you would like an application pack or more information, please contact our Membership Administrator on **01634 572616**

