



*Age UK Richmond is an **independent** local charity supporting older people, their families and carers in Richmond upon Thames.*

020 8878 3625  
[info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)  
[www.ageukrichmond.org.uk](http://www.ageukrichmond.org.uk)

## About Age UK Richmond

Age UK Richmond upon Thames is an **independent local charity, separate from the national Age UK organisation**. While many people assume we are the same as 'Age UK', we operate independently. Our registered name is Age UK Richmond upon Thames (Charity Registered No. 1084211).

As an independent charity we are responsible for raising our own funds to deliver vital services to older people living in Richmond upon Thames, every pound raised stays local, supporting those most in need. Every year our services reach more than 4,500 local older people.

## Information & Advice

### Advice Helpline

020 8878 3625  
[info@ageukrichmond.org.uk](mailto:info@ageukrichmond.org.uk)

Ask us anything! Our Advice Helpline provides **free & confidential information** for older people, families and carers throughout Richmond upon Thames by phone or email. Anyone can contact the helpline with an issue involving an older person - we will do our best to help or find someone who can. Impartial, free and confidential.

### Money & Benefits

020 8878 3546  
[benefits@ageukrichmond.org.uk](mailto:benefits@ageukrichmond.org.uk)

Our Money & Benefits service provides free & confidential support to older people in Richmond upon Thames over state pension age to help them claim **welfare benefits, grants and other financial support** that may be available to them. Support is provided by phone, email, appointments and via home visits if needed. Impartial, free and confidential.

## Home Services

### Handyperson

020 3326 9432  
[handyperson@ageukrichmond.org.uk](mailto:handyperson@ageukrichmond.org.uk)

Our trustworthy service is designed to help older people remain independent and safe at home by supporting with **minor adaptations and repairs**. Chargeable, but heavily subsidised for those over 65 or with disabilities, lower charge for those receiving Pension Credit, Housing Benefit, or Carer's Allowance.

### Gardening

020 3326 9432  
[handyperson@ageukrichmond.org.uk](mailto:handyperson@ageukrichmond.org.uk)

Our friendly gardeners can help tend to older people's **gardens** all year round! Chargeable.

### Housekeeping

020 8878 3569  
[housekeeping@ageukrichmond.org.uk](mailto:housekeeping@ageukrichmond.org.uk)

Our useful housekeeping service can help older people with a range of **support at home** including housework, cleaning and shopping. We do not provide personal care. Chargeable.

## Nightingale Service

020 8876 2449  
[nightingale@ageukrichmond.org.uk](mailto:nightingale@ageukrichmond.org.uk)

Our team offer free, short-term help to **older people leaving hospital** or who have become unwell in the community. We help with preparing the home for discharge, key safe installations, shopping & prescriptions, help arranging appointments and transport. This service is for borough residents who are over 65, living alone or with another vulnerable person. Referral from a health or social care professional usually required.

## Wellbeing Services

020 8744 1965

[wellbeing@ageukrichmond.org.uk](mailto:wellbeing@ageukrichmond.org.uk)

We provide an extensive range of opportunities for older people in the borough to **build social networks, learn new skills and improve wellbeing**. We form part of the Community independent Living Service (CILS) - a partnership of 21 local charities providing social and wellbeing support to adults of all ages and health conditions.

## Wellbeing & Social Activities

Our activities take place across the borough, including at our three Age UK Richmond Social & Wellbeing Centres in **Barnes (020 8876 2377)**, **Twickenham (020 8538 9254)** and **Whitton (020 8894 4963)**, as well as at various community venues through our local partnerships. We also offer home-based and online options. A small membership fee applies at the centres, but it's free for those receiving Pension Credit. Small charges may apply for some activities - please contact us for details.

ART GROUP	BRIDGE CLUB
ZUMBA GOLD	DEMENTIA GROUPS
LINE DANCING	YOGA
SOCIAL GET TOGETHERS	DANCE
MASSAGE	PILATES
FALLS CLASS	TAI-CHI
CHIROPODY	CHAIR EXERCISE
OUTINGS	STRENGTH TRAINING

## Connect to Tech - Digital Skills

[connecttotech@ageukrichmond.org.uk](mailto:connecttotech@ageukrichmond.org.uk)

Our free service helps older people **get online and build their digital skills**, whether they're starting from scratch or looking to improve. We offer one-to-one support at home, at our centres, or during weekly drop-in sessions with a trusted Connect to Tech Tutor. For those without a device, we provide a free 8-week tablet loan scheme, which includes lessons and internet access. We can also support with learning specific skills - such as shopping online, using messaging apps, troubleshooting device issues, or simply exploring the benefits of being digitally connected!

## Mental Health Peer Support

020 3814 6662

[peersupport@ageukrichmond.org.uk](mailto:peersupport@ageukrichmond.org.uk)

Free one to one and group peer to peer support for people in Richmond upon Thames aged 50 and over who have a moderate to severe or **enduring mental health condition**, to help support longer term recovery. NHS referral required.

## Dementia Friendly Richmond

020 8744 1965

[dementiafriendly@ageukrichmond.org.uk](mailto:dementiafriendly@ageukrichmond.org.uk)

Dementia Friendly Richmond aims to create an **inclusive borough** where all residents affected by dementia are empowered and supported to live well. We work in partnership with people with dementia, carers, organisations and businesses who are keen to become more dementia friendly. You can also find a page on our website listing dementia specific support available locally.



## Ways to support us

There are many ways you can support Age UK Richmond. We are grateful for any donation you can make to support our charity.

### Make a Donation

Make a donation, leave a gift in your will, sponsor us, hold fundraising events. To support our local work, please ensure you are giving to "Age UK Richmond upon Thames, The White House Community Centre, 45 The Avenue, Hampton, TW12 3RN. Charity number 1084211."

**Please be aware that donations and gifts in wills made to 'Age UK' will not reach Age UK Richmond. Please use our details given above if you wish to support Age UK Richmond.**

### Volunteer Support

Volunteer your skills, time or resources.

### Raise Awareness

Tell others what we do and the services we provide, let others know who we are – an independent charity providing local services and needing local support.

### Give us feedback

Tell us what's working well or where we can improve.



## Contact us

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