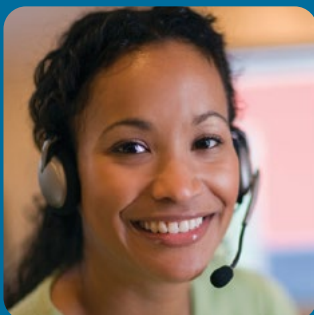


Supporting you in later life

Guide to Services - Age UK Surrey



Improving later life for people across Surrey
www.ageuk.org.uk/surrey

Improving Later Life for you

We're Age UK Surrey and our goal is to help everyone aged 50+ make the most of life.

We believe that your later years should be fulfilling and enjoyable. That is why we are dedicated to providing a range of services and activities across Surrey to help you stay independent, healthy and active.

Please see our website for further information and updates about services and activities: www.ageuk.org.uk/surrey

Our Services across Surrey:



Information and Advice

We are experts in older people's issues and can give you information and advice on:

- **Your income** - including free benefits checks and support to apply for appropriate benefits.
- **Community Care** - such as finding a care home or getting some help at home, and how it's going to be paid for.
- **Support available to help you stay in your home** e.g. someone to do domestic chores or gardening.
- **Safety in your home** - such as telecare and alarms.
- **Healthy living** e.g. social and fitness activities.
- **Housing** - such as housing options, homelessness, repairs.
- **How to access support if you care for someone.**
- **Equipment** e.g. home adaptations, where to get a stair lift.



We can provide information on how to obtain help for debt and financial, immigration or legal matters, but we cannot provide advice on these matters.

Call us today on 01483 503414. Our lines are open Monday to Friday 9.00am - 4.45pm. Outside these hours the Age UK National Helpline 0800 055 6112 is available.

Our Services across Surrey:



Help at Home

Whether you need someone to keep your home clean and hygienic, do light housework, have a chat, go to the shops or tidy your garden, we are here to make life easier for you.

Our friendly and reliable Home Helps and Gardeners will undertake a wide range of tasks to help improve your quality of life and keep you independent at home.

How does the service work?

You choose the support you need. Our local team will talk to you about your requirements and will introduce you to a Home Help who has been interviewed and selected by us. The same Home Help will visit you each week. We will be available to ensure you receive excellent service and answer any questions you may have. If required we will, wherever possible, arrange holiday and sickness cover to ensure you receive continuous support. All our Home Helps are security checked.

Covid-19 Measures

We take the safety of our clients seriously. All our Home Helps are comprehensively briefed and have access to PPE. In addition, all Home Helps will maintain social distancing, following Government guidelines.

Short term cover

If you have a planned stay in hospital, are recovering from illness, or just need our Help at Home service for a short period of time do get in touch. Additionally, we can assist if you are aged under 50 with a disability.



Housework

Laundry

Light meal

Shopping

Companionship

Gardening

And much more...

“Age UK Surrey sent me a lovely lady, we get on very well. She’s more like a friend”

*Alyke, South Surrey
(Help at Home client)*

Our Services across Surrey:



Check in and Chat Calls

It's good to chat.

Staying connected and having someone to talk to is so important for our wellbeing, especially when we cannot take part in our usual social activities.

If you're missing companionship, we have friendly volunteers who would enjoy having a regular telephone chat with you. We will talk to you first so we can best match you with a volunteer who will arrange a mutually convenient time to call. Staying in touch really matters, we look forward to hearing from you.



Independent Care Advice

Helping you make the best possible care decisions.

We appreciate how daunting the process of finding the right care for you can first appear and our Independent Care Advice Service can:

- Advise you on the pros and cons of your care options as well as managing the cost of care.
- Shortlist the best care providers for you to choose from.
- Assess the right ongoing care for you by undertaking personal visits.

The Service is delivered by Surrey-based Grace Consulting. Age UK Surrey may receive an introducer's fee to support our charitable work.



Shopmobility, Guildford

Get around Guildford Town Centre easily.

Located at Bedford Road car park, we have a selection of manual and powered wheelchairs and scooters available to anyone of any age group.

You do not have to be registered disabled to use the scheme. All hires must be pre-booked.

There is a free of charge car parking area alongside the office. To find out our latest opening times and to pre-book please call: **01483 453993** or email: **shopmobility@ageuksurrey.org.uk**



Our Services across Surrey:



Lasting Power of Attorney

Being prepared will give you and your family peace of mind.

Lasting Powers of Attorney are documents that enable you, while you still have mental capacity, to appoint trusted people as your attorney(s). There are two types: financial and health.



By getting a Power of Attorney you choose someone to make future decisions on your behalf, but only if you need help or lose the ability to make decisions for yourself.

Our Information and Advice team can provide you with free information and advice on Lasting Power of Attorneys. We now offer a full Lasting Power of Attorney service, guiding you step by step through a face to face meeting and ensuring all paperwork is submitted correctly to the Office of the Public Guardian. A fee applies.

If you would like initial advice about Lasting Power of Attorneys, call **01483 503414**. If you would like to set up a new Lasting Power of Attorney, please email our LPA Co-ordinator: **LPA@ageuksurrey.org.uk**



Digital Online Help

Our friendly and experienced team of volunteers will help you learn and improve your skills.

Keeping up with digital technology can open up many opportunities such as being able to shop online, watch concerts and films from the comfort of your home and keep in touch with friends and family. If you need digital help with your computer, tablet or mobile phone, our Tech Support Team of friendly volunteers are just a phone call away. We also have a Tech Support Drop In at Dray Court, Guildford. Sessions by appointment only, **Monday to Friday between 10.00am -12.00pm.**



Our Services & Activities in your area:



Social Chat Groups

'Come as strangers...leave as friends'

These sessions offer a space for all over 50's to socialise and meet new people whilst enjoying a cup of tea or coffee. Pre-booking not required.

- Cranleigh:** Wednesdays 10.30am - 12.30pm at Cranleigh Arts Centre Tea Room, 1 High Street, Cranleigh, GU6 8AS.
- Farnham:** Wednesdays 2:30pm - 4:00pm at The Plough Public House, 74 West St, Farnham, GU9 7EH.
- Lingfield:** Thursdays monthly, 2:30pm - 4:00pm, at Lingfield Day Centre, High Street, Lingfield, RH7 6AB.
- Caterham:** Alternate Wednesdays, 11:00am - 12:00pm, at The Westway, Community Cafe & Wellbeing Centre, 25 Chaldon Road, Caterham, CR3 5TA.



GO50 Walking

Get fit and meet new people!

We provide a range of healthy walking activities to suit all abilities led by volunteer walk leaders. Our walks are a great way to improve your overall health and fitness whilst giving you the chance to make new friends. GO50 Walks are a good introduction to get you back into walking and are between 2-5 miles. Longer walks between 6-11 miles are also available for those who enjoy something more challenging.



Men in Sheds, Ash

Learn a new skill and make friends.

Our traditional leisure activity located in Ash that allows men to socialise, make new friends and learn new wood-making skills has reopened. Additionally, Friday afternoon sessions are now open to women! We have spaces on Thursday and Friday afternoons. Numbers are restricted and bookings are by appointment only until further notice, so do book your place ASAP. Call **01483 503414** or email: enquiries@ageuksurrey.org.uk

Can you help us?



We depend on donations and legacies to support our work within Surrey. You can donate by completing the form below or via our website: www.ageuk.org.uk/surrey/get-involved/donate

Yes I would like to donate: £5 £10 £15 Other: £ to Age UK Surrey

Title Name

Address

Postcode Tel

Email

Signed Date

Using your personal information: Age UK Surrey would like to keep you informed about our events, campaigns, services and ways you can support us and to send you our newsletter. Please tick the appropriate boxes to let us know how you would like to hear from us:

I would like to be updated by EMAIL I would like to be updated by POST

If you have any questions on how your data is used and our Privacy Policy please visit our website: www.ageuk.org.uk/surrey/help-page/privacy-policy/ or call us on **01483 503414**

Boost your donation by 25p of Gift Aid for every £1 you donate:

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

In order to Gift Aid your donation you must tick the box below:

Yes I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Age UK Surrey. I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. Please notify us if you: want to cancel this declaration; change your name or home address; or no longer pay sufficient tax on your income and/or capital gains. If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

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Please complete and return this form with your cheque made payable to **Age UK Surrey** to the following address: Age UK Surrey, Rex House, William Road, Guildford, GU1 4QZ.



“ The wonderful people at Age UK Surrey helped my mum get her full pension entitlements and now she doesn't have to struggle quite as much to make ends meet every week. Very helpful and they even did a home visit. ”

***Age UK Surrey is an independent local charity.
We work for everyone over the age of 50 offering
a wide range of services to help you make the most of life.***

We rely on donations to support our local services.

***If you would like to get involved by
volunteering, fundraising or supporting an event,
we would love to hear from you.***

For more information please call:

01483 503414

Or visit our website at:

www.ageuk.org.uk/surrey

Keep in touch and follow our news on social media:



@AgeUKSurrey