

# Supporting you in later life

OUR GUIDE TO SERVICES & ACTIVITIES



**Improving later life for people across Surrey**

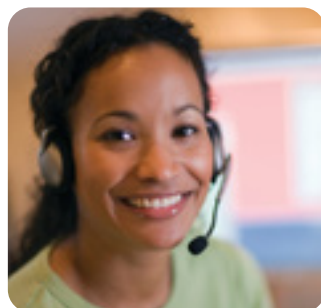
# Improving Later Life for you

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. Our goal is to help everyone aged 50+ make the most of life. Please see our website for further information and updates about services and activities: [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)



## INFORMATION AND ADVICE

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



- **Boosting your income** - support in making benefit claims to ensure you are receiving monies you are entitled to. We can also advise on ways to reduce your living costs.
- **Getting the right care for you** - guidance and advice on finding and arranging care at home or care home options.
- **Staying independent at home** - help you obtain assessments and grants for home adaptations such as grab rails, stair lifts etc.
- **Housing** - help with issues such as homelessness, repossessions, disrepairs.
- **Caring for others** - help you access the support available to carers.
- **Planning for your future** - lots of practical help, advice and assistance on what is available to you and what you need to consider when thinking about your future. For information about our events across the county or to join an online webinar, call 01483 446627 or see our website.

We can also provide information on where to obtain help for immigration, debt, financial or general legal matters, but we cannot provide advice on these matters ourselves.

**Email us or call today. Our lines are open Monday to Friday.**

Out of hours you can call Age UK National Helpline on 0800 055 6112.



## HELP AT HOME

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

Our friendly and reliable Home Helps 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.

### **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 meals

Shopping

Ironing

Companionship

and much more...

***“A wonderful Homehelp  
- always on time, always  
cheerful, it’s like having  
a friend visit”***

***(Help at Home client)***



### GARDENING SERVICE

**Let us help you take the work out of gardening. We select friendly and reliable gardeners so you can enjoy your garden.**

An initial assessment will help us tailor our support for you. This can be general weekly maintenance, grass cutting or planting. All our gardeners are DBS checked and fully insured.



Self-employed gardeners will be recruited, vetted and matched to clients. We will always try to provide the same friendly, reliable gardener on each visit. Many of our gardeners are multi-skilled and are able to provide specialist support with seasonal gardening tasks.



### 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 of Lasting Powers of Attorney: financial and health. By completing a Power of Attorney, you decide who is going to make future decisions on your behalf 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 LPAs, please contact them on **01483 503414**.

We offer a full Lasting Power of Attorney (LPA) service which includes a home visit. We guide you step by step through your LPA application, helping to ensure all paperwork is submitted correctly to the Office of the Public Guardian. A fee applies. If you are interested in our LPA service, contact our LPA Coordinator: [LPA@ageuksurrey.org.uk](mailto:LPA@ageuksurrey.org.uk) or **07593 139549**.



### CHECK IN AND CHAT CALLS

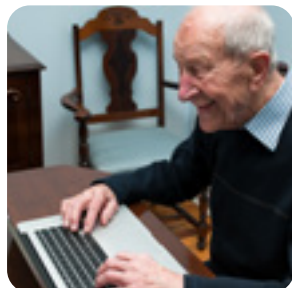
**It's good to chat.** Staying connected and having someone to talk to is so important for our wellbeing. We have friendly volunteers who would enjoy having a regular telephone chat with you. We will talk to you first so we can best match you with a volunteer who will arrange a mutually convenient time to call on a regular basis.



### TECH SUPPORT BY TELEPHONE

**Our friendly & 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.



**Call: 01483 503414 or email: [techsupport@ageuksurrey.org.uk](mailto:techsupport@ageuksurrey.org.uk)**



### INDEPENDENT CARE ADVICE

**Finding the right care can be very daunting. Our specialist service will:**

- 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.



### MEMORY LANE, Milford, Mytchett and Ash

People with diagnosed or undiagnosed dementia are welcome. Trained staff, supported by volunteers deliver Maintenance Cognitive Stimulation Therapy (MCST) sessions which help maintain memory and mental functioning. The sessions are fun, supportive and where new friendships can be made. A fee applies.



**Milford** The Clockhouse Community Centre, Milford, GU8 5EZ.  
Mon & Thurs, 11.00am - 12.30pm. Thurs 1.30pm - 3.00pm.

**Mytchett** The Mytchett Centre, 140 Mytchett Rd, Mytchett, Camberley  
GU16 6AA. Tuesdays, 10.30am to 12.15pm.

**Ash** The Benson Room, Japonica Court, Shawfield Road, Ash,  
Guildford, GU12 6QU. Thursdays, 10.30am to 12.15pm.

**Call 01483 420668 or email: [Memory.Lane@ageuksurrey.org.uk](mailto:Memory.Lane@ageuksurrey.org.uk)**



### DEMENTIA FRIENDSHIP GROUPS

Our dementia friendship and support groups provide a welcoming safe space and a chance to socialise for people with dementia and their carers. The sessions are filled with activities, fun and visits from local services. Tea and biscuits included. Donations welcome.



**Milford** The Clockhouse Community Centre, Chapel Lane, Milford,  
GU8 5EZ. Tuesdays, 2.00pm - 3.30pm.

**Mytchett** The Mytchett Centre, 140 Mytchett Rd, Mytchett, Camberley  
GU16 6AA. Tuesdays, 1.00pm to 2.30pm.

**Ash** The Benson Room, Japonica Court, Shawfield Road, Ash,  
Guildford, GU12 6QU. Thursdays, 1.00pm to 2.30pm.

**Call 01483 420668 or email: [Memory.Lane@ageuksurrey.org.uk](mailto:Memory.Lane@ageuksurrey.org.uk)**



## CLOCKHOUSE COMMUNITY CENTRE, Milford

A bright and spacious centre for all the community. Come visit, you will be most welcome.

**Clockhouse Café** Open Monday to Friday 9.15am - 4.00pm for sandwiches, toasties, jacket potatoes along with the drinks and cakes.

**Room Hire** Bright and spacious rooms suitable for group activities, events and parties for evenings and weekends. We have kitchen facilities too.



**The 10-3 Club** Guests enjoy a varied day with options to join in a range of fun and stimulating activities. A 2-course hot meal is included. Our caring staff are on hand all day to provide support and care. Mon to Fri, 10.00am - 3.00pm. Extended day: Mon to Fri, 9.30am - 4.30pm. A fee applies.

## ACTIVITIES , ADVICE AND COMMUNITY SERVICES

**Art Group** (£1.50 suggested donation). Thurs 10.30am - 12.30pm.

**Beauty Therapist** To book: 07519 326490 and 01483 420668.

**Better Balance** Mondays and Fridays, fee applies.

**Bingo** Mondays 1.30pm - 3.00pm.

**Bridge Club** Thurs 2.00pm - 4.30pm.

**Dance Exercise Active Seniors Dance Fit** on Tues 9.30am - 10.15am.

**Seated Move & Groove** on Tues 10.30am - 11.15am. **Music & Movement**, Thurs 2.00pm - 3.00pm. A fee applies. To book: 01483 420668.

**Carers Support Group** Wed, 1.30pm - 3.00pm. Free.

**Hairdressing Salon** Monday to Friday. For info: 01483 420668.

**Hearing Advice Clinic** by NHS Audiology trained volunteer, 3rd Wed of month, 10.00am – 12.00pm.

**Knit and Natter** Alternate Fridays 10.00am - 12.00pm.

**Music & Memories** Fridays, 1.45pm - 3.00pm. A fee applies.

**Pilates for Seniors** Tuesdays. To book: 07967 397379. A fee applies.

**Tech Support** Donations welcome. Mondays 10.00am - 12.00pm.

**The Clockhouse Community Centre, Chapel Lane, Milford, GU8 5EZ.**  
**Tel: 01483 420668 Email: [clockhouse@ageuksurrey.org.uk](mailto:clockhouse@ageuksurrey.org.uk)**





### SOCIAL CHAT GROUPS

#### **'Come as strangers...leave as friends'**

These sessions offer a place for all over 50s 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 2:00pm - 4:00pm  
at The Hop Blossom, 50 Long  
Garden Walk, Farnham GU9 7HX

**Lingfield** Last Thursday of every month 2:30pm - 4:00pm, at Lingfield  
& Dormansland Community Centre, Lingfield, RH7 6AB.

**Oxted** 1st and 3rd Tuesday of every month 2:00pm – 3:30pm at  
Bluehouse Social Centre, Bluehouse Lane, Oxted, RH8 0AD.



### GO50 WALKS, in your area & across Surrey

#### **A step in the right direction!**

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 6-8 miles are also available for those who enjoy something more challenging.



To find walks in your area, please visit the GO50 calendar on our website:  
[www.ageuk.org.uk/surrey/activities-and-events/go50/](http://www.ageuk.org.uk/surrey/activities-and-events/go50/) If you do not  
have access to the internet, please telephone **01483 503414**.





### **MEN IN SHEDS, Merrist Wood College**

#### **Learn a new skill and make friends.**

A bespoke community space that allows men to socialise, make new friends and learn new wood-working skills is now located in Merrist Wood College. Women are also welcome.

To join, please enquire to find out availability at each of our morning and afternoon sessions.



### **SHOPMOBILITY, Guildford**

#### **Getting around Guildford town centre.**

Located at Bedford Road car park with access to the Friary Centre. 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.

Also available for offsite hire; manual wheelchairs and travel scooters. There is a free of charge car parking area alongside the office. To find out more call: **01483 453993** or email: **shopmobility@ageuksurrey.org.uk**.



### **TECH SUPPORT DROP-INS, Guildford & Milford**

#### **Need digital help with your computer, tablet or mobile phone?**

Free support given by our team of friendly Tech Support volunteers at 2 locations:

- Dray Court, Madrid Road, Guildford GU2 7UW  
Wednesdays 10.00am - 12 noon
- The Clockhouse Community Centre, Chapel Ln, Milford GU8 5EZ. Mondays 10.00am - 12 noon





### RETAIL, Esher, Haslemere & Lingfield

We are delighted to announce our brand new style of charity shop – your local Vintage Store – in three locations across Surrey.

**Esher** 30-32 High Street, Esher, KT10 9RT  
Telephone: 01372 879842  
Monday - Saturday, 10am - 5pm  
Sundays 11am - 4pm

**Haslemere** 9-11 Junction Place, Wey Hill,  
Haslemere, GU27 1LE  
Telephone: 01428 289030  
Monday - Saturday, 10am - 5pm  
Sundays 11am - 4pm

**Lingfield** 23 High Street, Lingfield, RH7 6AA  
Telephone: 01342 457935  
Monday - Saturday, 10am - 5pm



We would love to receive donations of good-quality stock to our fabulous Age UK Surrey Vintage Stores. We are looking for stock from all eras.

#### Items wanted:

Ladies fashions  
Accessories, Bric-a-brac  
Small electrical goods  
Gentleman's garments  
Books  
Children's clothes

#### Unable to accept:

Children's toys  
Videos/CDs/DVDs/Blu-Ray  
Large items of furniture  
Cutlery and bladed items

## CAN YOU SPARE SOME TIME TO VOLUNTEER?

Would you like to be part of these vibrant new shops and play your role in supporting older people across the County? If you would like to get involved by volunteering for retail, any of our activities and services, fundraising or supporting an event, do contact us. **We would love to hear from you, please email: [volunteer@ageuksurrey.org.uk](mailto:volunteer@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](http://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/](http://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.

*giftaid it*

Please complete and return this form with your cheque made payable to **Age UK Surrey** to the following address: Age UK Surrey, The Clockhouse, Chapel Lane, Milford GU8 5EZ



**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.**

“ *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.* ”

**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](http://www.ageuk.org.uk/surrey)**

**Keep in touch and follow our news on social media:**



**@AgeUKSurrey**



**Age UK Surrey**

The Clockhouse Community Centre  
Chapel Lane, Milford, Surrey, GU8 5EZ  
Tel: 01483 503414

Text for the hard of hearing: 07593 139560

Email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)

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

Registered Charity Number: 1036450