



## PREVENTION & WELLBEING

STAY CONNECTED,  
HEALTHY, SAFE  
AND SUPPORTED



Our **Prevention and Wellbeing service** helps people live later life to the fullest by taking a proactive approach to staying connected, healthy, safe and supported within our local community. We work closely with individuals to maintain their independence by strengthening social ties through groups, activities and community engagement to keep loneliness at bay. At the heart of our approach is a commitment to help people stay healthier for longer, by promoting harm reduction, supporting healthy lifestyles and inspiring a positive outlook on ageing.

### OUR SERVICE AREAS OVERVIEW

-  **SAFE AT HOME** \*
-  **ACTIVE LIVES** \*
-  **COMMUNITY CONNECTORS**
-  **DIGITAL CHAMPIONS**
-  **MENTAL HEALTH SUPPORT**



\*Delivered as part of our Life Links Programme, helping you live a safe and healthy life.


Independent, local and proud to support later life in Sutton  
Registered Charity No 1085875

Sutton  
**ageUK**


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## **SAFE AT HOME**

 Safe At Home offers a proactive and holistic approach to supporting older people to remain safe and independent in their own homes. Through personalised assessments, we identify risks and provide preventative and practical solutions to reduce risks and prevent incidents, supporting individuals to maintain and build their confidence as their circumstances change. As part of this service, we deliver affordable, practical help tailored to individual need such as installing grab rails and key safes.

## **OUR SAFE AT HOME SERVICE**

 Our service offers a selection of home adaptations for people who qualify for support through this programme, including those receiving means tested or disability related benefits or income.

-  Key safe installation.
-  Fitting hand and grab rails.
-  Changing lightbulbs.
-  Hanging or taking down curtains.
-  Securing loose carpets.
-  Secure wires and flexes (TV/extension leads).
-  Moving furniture in the home.
-  Re-fit existing toilet seats.

Other jobs required can be considered and will be charged with a fixed hourly rate plus a charge for items as needed.

## ACTIVE LIVES

Active Lives is all about helping people stay physically active and socially engaged. We offer a vibrant programme of group activities, from walking tennis, Nordic walking and social strolls to creative writing, movie clubs, friendship lunches and our popular Virtual Friday Club. Whether you're looking to make new friends or try something new, there's something for everyone. Some elements of Active Lives, particularly those focused on health and wellbeing, are delivered under our Life Links programme.

## COMMUNITY CONNECTORS

Not everyone feels ready to join a group straight away. That's where our Community Connectors come in. We work on a one-to-one basis with individuals to set personal goals and build confidence, helping them take the first steps towards joining activities and reconnecting with their community.

## MENTAL HEALTH SUPPORT

Emotional wellbeing is as essential as our physical health. Our Mental Health Support service offers peer support groups and talking therapies for older people living with diagnosed or undiagnosed mental health conditions. We connect with individuals on a personal level, offering compassionate, confidential support to help them feel heard, understood, and supported.

## DIGITAL CHAMPIONS

Staying connected in today's world often means being online and we're here to help. Our Digital Champions provide friendly, one-to-one support to help older people get to grips with technology, whether it's using a smartphone, joining a video call, or staying safe online. We make digital inclusion simple, accessible and empowering.

## ACCESSING OUR SERVICE



### We're here to Help

Our Prevention and Wellbeing Service is available through **self-referral or professional referral**. There are a number of ways to get in touch with our friendly team;



#### Call us on 020 80780002

Our phone lines are open: 9:30am to 1pm and from 2pm to 4:30pm Monday to Friday.

If our team can't answer your call, you will have the option to leave a voicemail or your call will be diverted to the national charity 'Age UK's Advice Line.' They will be able to offer you information and, where necessary, pass on a message for our local team to return your call as soon as we're able.



#### Email us at [info@ageuksutton.org.uk](mailto:info@ageuksutton.org.uk)

We'll aim to respond to your email within 3 working days, starting from 9am the day after your email is received.



Use our **Contact Us** form on our website [www.ageuk.org.uk/sutton/](http://www.ageuk.org.uk/sutton/)



In-person at our offices

**Sutton Gate, 1 Carshalton Road. SM1 4LE**

Our office reception is open from **10am to 3pm, Monday to Friday**. We're open to the public for drop-in visitors, but please note that there may not always be someone available to see you.