

# Feeling safe at home



About this booklet	1
Adapting your home	2 - 3
Fire safety	4
Getting to know your neighbours and community	5
Protecting yourself and home from scams	6 - 7
<i>Finding trusted traders</i>	7
Staying Independent	8 - 9
Practical tips for safety and security	10 - 11
Useful Contacts	12 - 13

Age UK Sutton provides a wide range of free advice and support on all sorts of issues, from home adaptations, to money worries, to health concerns. Our Mission is to make Sutton a more Age Friendly Place, and we work with local older people to understand what will help to achieve that.

If you need help or advice, or want to get involved in our Age Friendly Mission in another way, please get in touch **020 8078 0002 / [info@ageuksutton.org.uk](mailto:info@ageuksutton.org.uk)**

# About this booklet

Feeling safe at home means different things to different people. For you it might mean knowing that your house has good security, for others, knowing what is in place where you live might be more important. Feeling safe at home could also be about feeling safe doing everyday tasks like cooking, housework, or DIY.

This booklet has been designed to share the key services that are in place in Sutton to help you feel safe at home as you grow older, along with some top tips for keeping safe, and contact details for local organisations who can help you get the support you need.

We hope that this book will be a useful resource for you and your friends and family, so that we can help make Sutton an more Age Friendly Place.



# Adapting your home

If you find that your home no longer works as well for you as it could, there are services in Sutton that can help.

## Occupational Therapist Assessment

Getting an assessment from an Occupational Therapist can be arranged through Sutton Council. They can help you to find out if you are eligible for help in making adaptations and getting new equipment that can help you to remain independent at home.

- To request an assessment, please contact Adult Referral Point:
- Call **020 8770 6080**, then select Option 3 and then Option 2, or email **referralpoint@sutton.gov.uk**

Before your assessment, you could think about what things you find difficult whilst you are at home and write them down so you can ensure you talk about them during the assessment.

*"Since the change in my health, my home just doesn't work for me anymore and it doesn't feel like home"*



### **Making Adaptations or requesting repairs:**

If you **rent your home privately**, you will need to report repairs to your landlord as soon as possible and discuss any adaptations you may need.

### **If you own your home or have shared ownership**

this gives you the choice to make adaptations and alterations that you see fit. There are some grants available to support these adaptations including: **Sutton Staying Put**, the council's in-house home improvement agency, runs a minor home repairs scheme to assist disabled or vulnerable people within the Borough -contact **020 8770 5000** to enquire

### **If you live in social housing or Independent Living**

**schemes** (for example a housing association or council house), your housing manager should support you to find out about adaptations and repairs, or even the option of moving. **Contact your housing provider** to ask for support and more information.

For independent **Housing Options advice** you can ask to discuss this with Age UK Sutton's Community Support team on **0208 078 0002**.

# Fire safety

*“I can’t reach up to change the batteries in my alarm and I worry that I won’t wake up if there is a fire. What I do?”*



There are lots of things you can do to reduce the risk of fires at home.

London Fire Brigade offer a home safety check where they will visit your home and talk to you about practical things you can do to reduce the risk of an accidental fire in your home.

They can also provide an alarm if you don’t already have one in place.

To book your check with the London Fire Brigade, you can book online **[london-fire.gov.uk](https://www.london-fire.gov.uk)** or you can call the London Fire Brigade on **0800 028 4428**

# Getting to know your neighbours and community

Knowing your neighbours and people in your community isn't just good for socialising and a chat, it can also be a lifeline in difficult times.

**Having someone you can call if you need help or support can really help.**

If you don't know your neighbours, it's never too late – they might have wanted to get to know you but feel too shy to do it! There are also lots of ways that you can get to know people living locally to you.

- Connecting with new people can be tricky – if you want help to make a start, Age UK Sutton's 'Let's Connect' project can help - contact the team on **020 8078 0002**
- You could also get involved in community safety schemes – this can help you feel safer and help you to get to know some new people in the area where you live
  - Join a local residents association
  - Get in touch with the Safer Neighbourhood team for where you live

# Protecting yourself and home from scams

A scam is when someone tricks you into doing something you later realise was a fraud. It often, but not always, involves tricking a person out of money.

Scammers can be very clever, and very convincing, and local older people told us they were very worried about being 'scammed'.

Scams can take place in many forms – scammers might come to your house, phone or email you, or target you online.

It is important to look out for potential scams and know where to go to report a scam.

**Remember – if something doesn't seem right, trust your instincts and don't hand over money, cards, or bank details.**

Age UK Sutton can provide you with a booklet called 'avoiding scams' which has lots of helpful tips and advice to help you protect yourself. You can request a free print copy by contacting Age UK Sutton.





## **If you think you have been the victim of a scam:**

Notify your bank as soon as possible if your bank or card details have been taken. You can go to a branch, or phone the bank direct. Try to share as much information as you can about the time it happened, and any details.

Contact **Action Fraud** on **0300 123 2040**, run by the police, you can report any type of fraud, including scams. Their website has lots of useful information about scams to look out for too.

## **Finding Trusted Traders**

Finding someone you trust to carry out small repairs in your home can be difficult. When looking for a tradesperson, you may want to consider the following:

- Ask friends, family or a neighbour for a recommendation
- Use online tools like Checkatrade and the Trustmark tool. Checkatrade is a website that allows you to see reviews from real customers, Trustmark is a government scheme to help you find people to do work around the home.
- Not confident searching online? Contact Age UK Sutton for helpful information

# Staying Independent

## **Having a bit of extra help can make all the difference.**

Having access to services in Sutton that can help you to stay in your home by providing practical support can be really useful to help make you feel safe at home.

### **Help with everyday tasks**

There are a number of organisations that provide this sort of help with your household tasks, like cleaning, shopping, and organizing, for a fee, and it can really make a difference. You may be eligible for financial support to pay for them. Age UK Sutton can help you to explore your options, including if you can get help with the cost.

### **Help with personal care**

Having someone to help with bathing and getting dressed can reduce the risk of accidents at home.

This sort of help is known as 'personal care'.

To get a copy of the **Sutton Care Directory**, which lists all the local providers of this sort of help, please contact Age UK Sutton or you can visit the London Care Directories website: [londoncaresdirectories.co.uk](http://londoncaresdirectories.co.uk)

## Help getting hot food

If you want help getting hot food delivered to your door, there are a number of options to consider.

**Meals on Wheels** is a council service available if you are unable to prepare hot meals and are housebound. There is a fee for the service (currently £4.00 per meal and £1.85 for a packed tea), which is provided by Sutton Old People's Welfare Committee. To check if you are eligible for Sutton Meals on Wheels, call the team on **0208 770 4539**.

There are also several private providers who can deliver ready-made meals for you to heat up at home. Age UK Sutton can help you to understand your options and pricing.

## Equipment you might find helpful at home:

- **Pendant alarms** can reassure you that someone will be in contact if you have a fall.
- **Key safes** can give you the reassurance that a family member and emergency services can access your home if you feel unwell and can't get to the door.

# Practical tips for safety and security

Sometimes the basics can be easy to overlook – keeping your home secure from intruders, and keeping your space safe for you, can help you to feel safer at home.

## Things you can do to secure your home



Keep valuables out of sight



Keep your keys to hand, but out of sight from others



Set your burglar alarm if you have one



If you are going away - cancel milk and newspaper deliveries



Be scams aware and prepared



Lock doors and windows



Lock any side gates and garden sheds



If you are not sure who is at the door don't answer it



Display signs warning uninvited traders not to knock



Don't leave keys and handbags in hallways or visible to intruders



## Things you can do in your home



Use a stepladder to reach items above eye-level



Secure all carpets and rugs



Keep your home well lit and have a light you can use if you have to get up in the night



Have smoke and carbon monoxide alarms in place



Have handrails in place throughout the home



Clear any spills straightaway



Keep your mobile charged and close to you



First aid kit is stocked and accessible



Use a non slip bath mat



Keep stairs and hallways free from clutter

# Useful Contacts

**Together for Sutton** is a partnership service provided by local charities to help you to get information, advice, support and advocacy when you need it.

They'll direct you to a local organisation who can help

**0208 254 2616** (Mon-Fri, 9am-5pm)

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

**Age UK Sutton** provides information, advice and support on a wide range of topics for people over 50 across the Borough of Sutton

**0208 078 0002 / [info@ageuksutton.org.uk](mailto:info@ageuksutton.org.uk)**

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

**Citizens Advice**

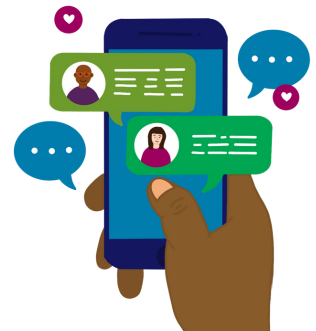
**0208 405 3552 / [www.citizensadvicesutton.org.uk](http://www.citizensadvicesutton.org.uk)**

**Sutton Council**

**0208 770 5000 / [www.sutton.gov.uk](http://www.sutton.gov.uk)**

**Occupational Therapist Referral Service**

**0208 770 6080** (option 2 then option 3)



**Elderly Accommodation Counsel** a national charity  
set up to help older people make informed decisions  
about meeting their housing and care needs  
**0800 377 7070 / [einfo@firststopadvice.org.uk](mailto:einfo@firststopadvice.org.uk)**  
**[www.eac.org.uk](http://www.eac.org.uk)**

**Police Safer Neighbourhoods Team**  
**[www.sutton.gov.uk/-/keeping-safe-in-your-neighbourhood-find-a-safer-neighbourhood-team](http://www.sutton.gov.uk/-/keeping-safe-in-your-neighbourhood-find-a-safer-neighbourhood-team)**

**Neighbourhood Watch**  
**[www.suttonneighbourhoodwatch.co.uk/](http://www.suttonneighbourhoodwatch.co.uk/)**

**Action Fraud**  
**0300 123 2040 / [www.actionfraud.police.uk](http://www.actionfraud.police.uk)**

**London Trading Standards**  
**0808 223 1133**  
**[www.londontradingstandards.org.uk/report-consumer-crime/](http://www.londontradingstandards.org.uk/report-consumer-crime/)**

**Royal Mail**  
**0800 011 3466 / [scam.mail@royalmail.com](mailto:scam.mail@royalmail.com)**

**If there is an emergency dial**  
**999 immediately**





**Age UK Sutton**  
Sutton Gate  
1 Carshalton Road  
Sutton, SM1 4LE

**W:** [www.ageuksutton.org.uk](http://www.ageuksutton.org.uk)

**T:** 020 8078 0002

**E:** [info@ageuksutton.org.uk](mailto:info@ageuksutton.org.uk)

This booklet was written and produced by Age UK Sutton as part of our Age Friendly Programme, delivered in partnership with and funded by:



**Registered charity no. 1085875**

Age UK Sutton is an independent charity operating in the Borough of Sutton and is working to make Sutton an age friendly borough