

# Independent Living Support





Our aim here at Age UK Tunbridge Wells is to improve later life for everyone and to make it a fulfilling and enjoyable experience, by offering a range of services to older people in the community, including, among others, our Independent Living Support service.

## **Independent Living Support service**

Most of us want to remain independent for as long as possible, but sometimes we need a little support to help us do this. Our Independent Living Support (ILS) service can help you with any number of tasks to make life easier.

These tasks may include:

- domestic cleaning
- laundry, ironing and changing bedclothes
- shopping
- dealing with correspondence

The temptation is often to enter into private arrangements with cleaners, but sometimes this doesn't work out. It's unlikely that you have the resources to thoroughly check someone's credentials and often you have to take the person at face value or rely on recommendations from other people. With the ILS service from Age UK Tunbridge Wells, you don't have to worry about choosing the right person for the job. All our staff are carefully selected, screened and vetted. We employ them and, if you're unhappy with any aspect of the service you receive, you can call us directly and ask the service coordinator to deal with the issue. We tailor the service to your preferences and needs and visit you first to discuss the requirements and agree on the tasks you'd like carried out. Our coordinator then matches you to a suitable support worker. Age UK Tunbridge Wells does not offer a personal care service. However, if your needs are beyond the scope of our ILS service, we'll be able to assist you in finding the right support through our Information and Advice service.



For further details about ILS or any of the other services we provide, please contact us using the details below.

## **Our other services**

- Advocacy
- Befriending & LGBTQ+ Befriending
- Cognitive Stimulation Therapy
- Computer Tuition
- Chiropody/Podiatry Clinics
- Day Care Services
- Dementia Day Care Services
- Form Filling
- Hairdressing
- Home Bathing
- Information and Advice

Contact us to find out how we can help:

**01892 522591**

### **Age UK Tunbridge Wells**

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