



AGE

Concern

EPSOM & EWELL

Call 01372 732456
9.30am till 1.00pm Monday to Friday

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Get in touch for more information about
Age Concern Epsom & Ewell

01372 732456

info@ageconcernepsom.org.uk

Who Are We?

Each year in Epsom & Ewell 1 in 5 people aged over 65 and their families don't know who to turn to for advice, help or social support.

Age Concern Epsom & Ewell is a local charity focused on empowering older people in the Borough of Epsom & Ewell to live the most fulfilling lives they can. We have been helping the older generation since 1947. We provide many services including Information & Advice, Transport and Befriending to isolated elderly people who have no-one to turn to or whose families live too far away to help.

None of our services would be possible without our wonderful, experienced team of staff and volunteers.

This booklet gives you more detail on our services and ways in which you can help us to continue to provide these essential services.



Information & Advice

Our Information and Advice service is open between 9.30am and 1.00pm Monday to Friday to telephone and personal callers. An appointment is not necessary. Alternatively, an email may be sent to info@ageconcernepsom.org.uk We offer free a wide range of confidential advice on issues that affect older people including:

- Benefit entitlement
- Community Services
- Disability Aids and Equipment
- Finding help at home
- Moving into Residential Care
- Tradesmen’s lists
- Support Organisations
- Safety and Security
- Legal matters
- Will writing (including leaving a legacy)

If we are unable to help you directly we will refer you to other appropriate services. One service we work closely with is the Sutton, Kingston & Epsom Parkinson’s Branch.

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One of their Committee members, who has Parkinson’s himself, kindly gives up his time to visit our clients to chat about living with Parkinson’s. He explains how beneficial social support, exercise classes, outings and activities are for health and wellbeing.

Their ethos is to support all those affected by Parkinson’s: the person, their carers and families.

For more information contact John Benn, jfwbenn@gmail.com 020 8395 2068 www.parkinsons.org.uk.

Home Visiting

We can arrange for one of our experienced team to visit you at your home.

Home Visitors can assess clients’ needs in their own surroundings and are able to refer on to Social Services or other specialist organisations as required. They can make referrals to other community services such as Dementia support and Befriending (for those seeking an opportunity to socialise).

Assistance can be provided with applications for additional benefits and payments including Attendance Allowance, Personal Independence Payment, Pension Credit, Carers Allowance, Council Tax and Housing Support. They can also assist with Blue Badge applications.

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WHAT ELSE

Message in a Bottle This scheme supplies FREE bottles to be kept in the fridge containing medical details that can be found quickly by the emergency services.

DIY Help Our DIY volunteers can do small jobs e.g putting up shelves or fixing curtain rails for a small donation.

Local Traders We hold a list of local tradesmen including hairdressers,decorators and gardeners.

Smoke Alarms Referral to the Fire Service for a free fire safety check and smoke alarm

“She took all the worry away about filling in the forms”





ROSEBERY MANOR - CARE & NURSING HOME

Make this year the year you start enjoying peace of mind again!

Our home features 87 private apartments comprising a mixture of sizeable studios and one-bedroom suites. Offering Signature's exceptional residential and nursing care with outstanding facilities and services, all within a comfortable, friendly environment. A place where we can really make a difference to your lifestyle.

We also feature a specialist dementia care area of 24 suites, comfortable, open-plan and naturally lit, offering Signature's unique support for individuals requiring specialist care.

We are pleased to be awarded a "Good" rating from the CQC

Call us today for more information
01372 541 626

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Transport

We provide a service for those over 60 in the Borough who need transport to attend medical appointments or visit family or friends in hospital or residential homes.

- An annual fee is payable and a small charge made each time the service is used.
- Parking charges are the clients' responsibility.
- A relative or friend may accompany the client at no extra cost.
- Currently we cannot take wheelchairs.



"The transport service couldn't be better"

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"I can afford to get my feet regularly looked after now and it has made such a difference to how I get around"

Foot Clinic

Our friendly and experienced foot clinic practitioners can cut toenails, file skin and give advice on foot care in our clinic.*

There is a small charge for each appointment and a one-off registration fee to cover the costs of your own instruments that you bring to each appointment.

The clinic operates at:

The Longmead Centre,
Sefton Road, Epsom, KT19 9HG

*We can offer the footcare service to people with most medical conditions but please check when registering.

For bookings or queries please call

01372 747077



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If someone in your family needs a little help please call Paul Tame on **01372 741544**

www.homeinstead.co.uk/epsom
Email: paul.tame@homeinstead.co.uk



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Hearing Aid Clinic

We hold FREE hearing aid clinics for people with NHS Hearing Aids once a month. Friendly and trained volunteers can provide battery exchange, re-tubing and advice at

The Epsom Clinic

Church Street,
KT17 4PP.

The Longmead Centre

Sefton Road,
KT19 9HG.

Bartlett House

The Avenue,
Worcester Park,
KT4 7HU.

Ruxley Church

Ruxley Lane,
West Ewell,
KY19 0JG.

The Baptist Church

2 Tha Avenue,
Worcester Park,
KT4 7EW.



**No appointment is needed.
For more information**

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Social Support

We understand that loneliness and isolation affects many older people in Epsom & Ewell, due to physical restrictions or mental health conditions. Age Concern Epsom & Ewell provides a range of services with this problem in mind:

- **Befrienders** make a huge difference to those facing isolation and loneliness. Volunteers are matched with clients, they visit and have a cup of tea and chat or engage in an activity together. Friendships are formed and in some cases last for years. Both our clients and our Befrienders find this a very rewarding experience.
- **Community Companions** support clients on visits that may feel a little daunting. They can accompany you on first visits to new activities or clubs in the local area or even to view a new property. What could our companions do for you?



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- Our monthly Sunday Teas in Epsom provide a full tea and often some entertainment. There is the chance to play a game of cards or just enjoy the company of others. There is a small charge and you need to let us know you are coming. We may be able to provide transport if you cannot get there – just ask!

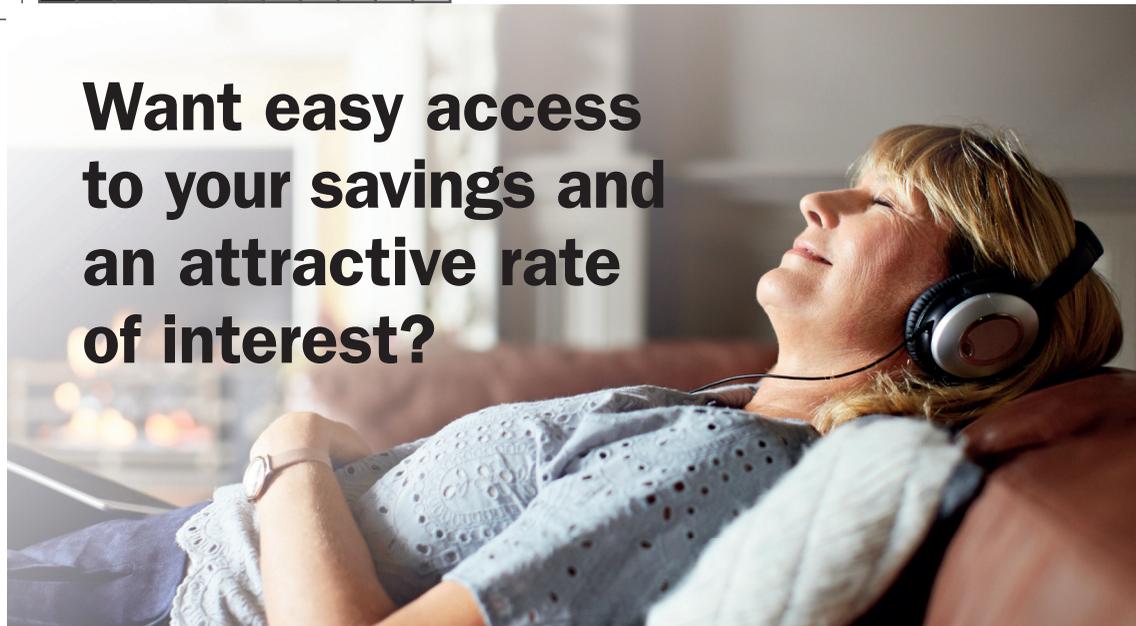


Could you be a Social Support Volunteer?
If you would like information then please get in touch with our Volunteer Coordinator on

01372 732458

“I get very lonely and love coming to the sunday teas so that I can talk to people”

Want easy access to your savings and an attractive rate of interest?



Look no further. Our 5th Issue **Branch Saver** offers one of the highest rates of interest available on Epsom High Street*.

KEY FEATURES:

- **0.86% Gross AER**** (for savings of more than £500)
- Open your account with as little as £1 and save up to £1,000,000
- Add to your savings by cash, cheque or direct credit from your bank account
- Variable interest rate. Interest calculated daily and paid annually on 1 February
- Withdrawals available by cash, cheque or transfer to another National Counties account, without notice or access charge
- Traditional passbook-based account for use in person at our Epsom branch

* When compared with equivalent variable rate, easy access accounts for £500+. Excludes accounts that are only available to certain age groups and affiliate accounts.

** AER stands for Annual Equivalent Rate and illustrates what the annual rate would be if interest was compounded. All financial information correct on 31 May 2017.

For more information, drop into our branch at **Ashley Square, Epsom, Surrey, KT18 5DD**

or call our **New Savings Account Enquiry Team on 03300 243413**



National Counties Building Society Head Office: Ebbisham House, 30 Church Street, Epsom, Surrey KT17 4NL. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. National Counties is on the Financial Services Register Firm Reference Number: 206080

IT Support

Our IT Support group 'Helping Hands' offers guidance with your computer, tablet or phone. Our volunteers provide one-to-one support in your home or you can join us at one of our group sessions on a range of themes.

More experienced? Then you might like to join our popular online support group or even become one of our IT volunteers.



Email: info@ageconcernepsom.org.uk
Facebook: www.facebook.com/ageconcernepsom
Twitter: [@ageconcernepsom](https://twitter.com/ageconcernepsom)
www.ageconcernepsom.org.uk

"I can now use my computer to talk to my daughter in Australia"

IT SUPPORT

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“It was a lot more fun than I thought it would be”

“I love using my skills to raise money...it feels great”

“I donate a little each month in thanks for the invaluable help that my Dad received. This way I can be assured that its there for other Dads”

Fundraising

We currently support more than 3,000 clients in the borough. This number is steadily growing. We need funds to provide our essential services.

As a registered charity that relies almost entirely on donations, fundraising is an essential part of what we do.

How can you help?

- Donations – you can make a one-off donation
- Become a regular supporter from as little as £5 per month
- Become a business supporter from as little as £25
- Buy a number (or two) in our Lottery Club with the chance to win CASH prizes EVERY month
- Attend our fundraising events – ask to go on our mailing list
- Get sponsored for an event (a run, a bike ride, a cake sale). We have a Just Giving account and can support your fundraising ideas
- Sponsor one of our Sunday Teas



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Caroline Coskry Chief Executive of Oracle Group Epsom says

“Involvement with local charities in fundraising and activities is a great way of getting our staff to think of others and creates bonds that other activities can’t do.

We have a strong sense of corporate social responsibility and feel that it is a positive experience for us and gives something back to the community”.

Oracle were spurred on by wanting to do something about social isolation for the elderly. Last winter they made hampers for Age Concern Epsom & Ewell clients. Filling baskets with items that they felt would be appreciated in most homes. They were also delighted to help us celebrate our 70th anniversary by sponsoring our “Big Hearts” campaign and taking part in our Golden Days Festival.

If your business would like to become involved please get in touch.

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Leave a Legacy

Have you thought about leaving a sum to a charity in your Will? If not, then please reconsider. Leaving a legacy to Age Concern Epsom & Ewell provides us with a major source of income and gives us the opportunity to continue our work with older people in the borough.

Please talk to your solicitor about leaving a legacy to Age Concern Epsom and Ewell.

Will Writing Service

We are also able to provide a professional Will Writing Service by local solicitors for a small donation. Contact us to book an appointment in our Epsom office.



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"Mrs K left a legacy to us as a thank you for the support she received from our befrienders, transport and home visiting team. Her wish was for others to benefit like she had"

LEAVE A LEGACY

17

“I’ve got a paid job now BUT I still volunteer as I love doing my bit”



“She brightens my day”

“We have many shared interests and he loves trains too”

Volunteers

Volunteering is a great way to meet people, get the most out of your local area and to increase your own happiness and wellbeing. **Whether it’s a one-off or something you do on a regular basis, you will be making a positive contribution to older people in the borough.**

If you like the sound of that and

- Enjoy older people’s company
- Live or work locally
- Have one or more hours to spare regularly or occasionally
- Want to get involved in something worthwhile and rewarding
- Have skills transferable from your work life to volunteering

...Let’s talk as we always have a need for:

- Befrienders
- Community Companions
- IT Support
- Office Support
- Fundraising
- Various one-off projects
- Drivers

As a volunteer you can expect full training, a volunteer coordinator on hand for questions or concerns and fun social events where you can meet other volunteers.

Call us now and let’s talk about how we could work together.

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Volunteer story

Mercedes has volunteered as a Befriender with Age Concern Epsom & Ewell for four years.

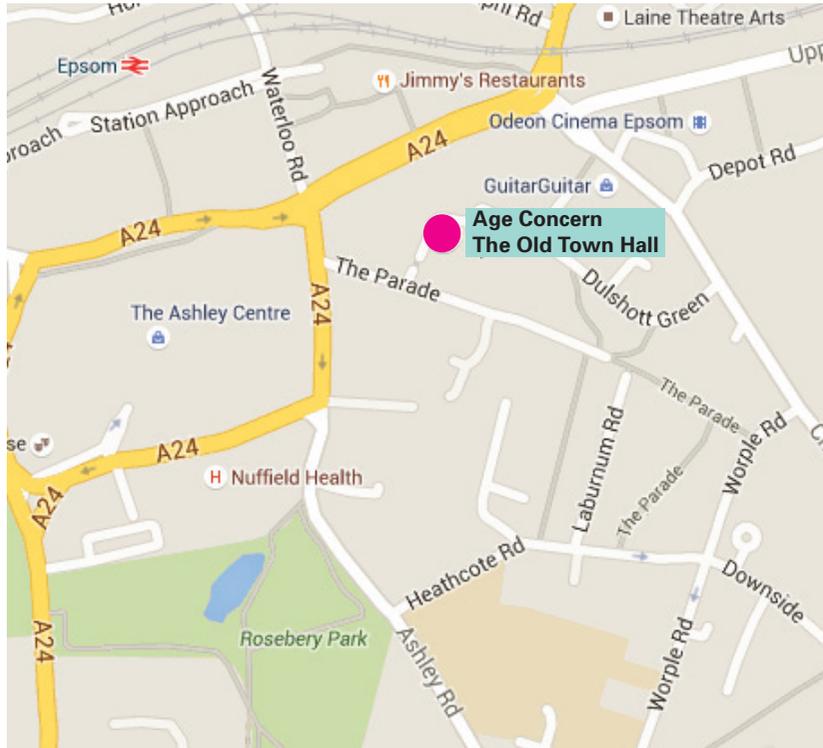
“When my dear mum passed away I felt that I wanted to do something for the elderly. Especially those who have little contact with others.

I saw an advert and I took the opportunity to get in touch with Age Concern Epsom & Ewell and volunteered as a befriender.

I find nothing more satisfying than seeing a lonely face brighten up when I visit. An hour’s visit [or longer if wished] once a week is a big improvement to someone who is on their own at home.

Chatting about the old days over a cuppa and having a laugh makes a big difference to a long day.

I have certainly found that helping the elderly is a guaranteed pleasure”



Supplied by Google maps

The Old Town Hall, The Parade, Epsom, KT18 5AG.

Email: info@ageconcernepsom.org.uk

Facebook: www.facebook.com/ageconcernepsom

Twitter: [@ageconcernepsom](https://twitter.com/ageconcernepsom)

You can find information on all our services at
www.ageconcernepsom.org.uk

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