

AGE CONCERN

EPSOM & EWELL



Helping Older People Feel Less Alone

Our History

**Age Concern Epsom & Ewell
is a local independent
community charity.**

We are focused on empowering older people in the Borough of Epsom & Ewell to live the most fulfilling lives they can and have been doing so since 1947.

We provide many services including Information and Advice, Medical Transport, Social Support and Befriending. None of our services would be possible without our dedicated and wonderful team of staff and volunteers, as well as the support of our local community.





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Information & Advice

We offer a wide range of confidential advice on issues that affect older people including:

- **Benefit Entitlement**
- **Community Services**
- **Disability Aids and Equipment**
- **Moving into Residential Care**
- **Support Organisations**
- **Help at Home**
- **Tradespeople Lists**
- **Safety and Security**
- ***Legal and Financial Matters**
- **Will Writing**
- **Lasting Power of Attorney**
- **Leaving a Legacy**

*If we are unable to help you directly we will refer you to other appropriate services.

Our information and advice desk is open **9:30am-1:00pm Monday-Friday**.
at the Old Town Hall, Epsom. This is a drop-in service - appointments are not necessary. Or you can call directly on **01372 732 456**.

Alternatively, you can email your enquiries to: **info@ageconcernepsom.org.uk**

Our Values

- **Professional** *"It really made me happy to know you are there and care not just for me but for other people on their own." Client*
- **Passionate** *"I love using my skills to raise money... it feels great." Fundraising Volunteer*
- **Caring** *"They have given purpose to my day." Client*
- **Collaborative** *"My life has been enriched by the experiences they have shared." Volunteer Befriender*
- **Innovative** *"We work with other local organisations to improve the lives of older people in the borough." I&A Volunteer*

Home Visiting

Our Information and Advice team will discuss your needs and can arrange for our home visitor to meet with you at home and help you with applications for benefits such as:

- Blue Badge Applications
- Attendance Allowance
- Personal Independence Payment and Disability Living Allowance reviews / upgrades
- Pension Credit
- Carers Allowance
- Council Tax Benefit
- Housing Benefit

"She took all the worry away about filling in forms."

To help us deliver this service we do charge a reasonable fee where applicable.



Signature

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To find out more about how Signature at Rosebery Manor can provide total peace of mind for you and your loved ones, please contact our Client Liaison Managers today.

01372 541406 | enquiries.rosebery@signaturesl.co.uk | signature-care-homes.co.uk

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Medical Transport

We provide a service run by a team of volunteers for those over State Retirement age in the borough who need transport to attend health-related appointments, or to visit family or friends in hospital or residential homes.



*"The service
couldn't be
better."*

There is an annual fee for the service and a small charge made each time the service is used. All parking charges are the clients' responsibility. A friend or family member can accompany the client at no extra charge.

If you would like to register for the Transport Scheme, please call **01372 732 456**.

We are unable to take wheelchairs.

Alternatively, if you think you have what it takes to become a volunteer driver for our Transport Scheme, then please register your interest at:

info@ageconcernepsom.org.uk
or call **01372 732 458**



Social Support

Loneliness and isolation are issues that **Age Concern Epsom & Ewell** has been combatting since 1947.

Did You Know?

- Lonely people are 64% more likely to develop dementia
- 1 million people aged 65+ always or often feel lonely
- Lonely people are more likely to develop heart disease

Our Social Support Services

Befriending Services

Our befriending service supports people living alone in the community and offers a friendly face to look forward to each week. Our Social Coordinator carefully matches our clients with our volunteer befrienders.

Befrienders help clients gain the confidence to widen their social circles and can also be a source of information and advice.



*"She brightens
my whole day."*

Monthly Sunday Tea

Every 2nd Sunday of the month we hold a local Sunday Tea for our clients in the afternoon. We provide a full tea and often entertainment, ranging from from guest speakers, singers and music to games such as cards or bingo. There is a small charge to attend. Please let us know if you would like to join us and we will send you further details. Transport is also available by arrangement..



"I get very lonely and love coming to the Sunday teas so that I can talk to people."

Men's Group

The **Age Concern Epsom & Ewell** Men's Group offers a unique opportunity to the older local man for companionship and friendship.

We provide men over retirement age with an opportunity to meet socially, on a monthly basis, to enjoy an activity or pastime.

For enquiries about any of our Social Support Services please call **01372 732 456** between **9:30am-1pm** **Monday-Friday** or email **info@ageconcernepsom.org.uk**



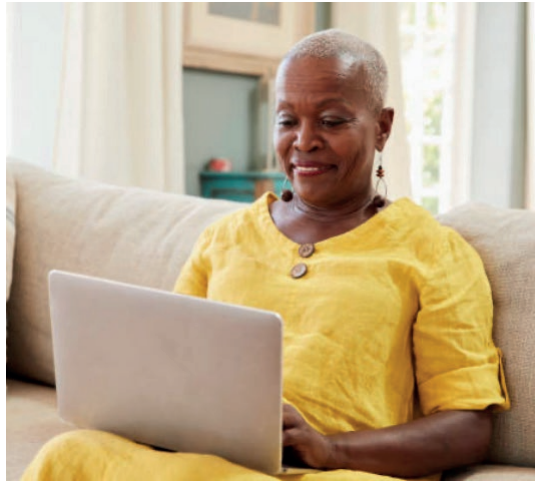
IT Support

- Are you frightened of your computer?
- Do you know what an iPad is?
- Do you have a new mobile telephone?
- Do you know how a tablet can change your life?
- Maybe you would like to send an email to a loved one?

We Can Show You How

If you would like help getting to grips with your computer or tablet, one of our IT volunteers can help. All visits take place in your home so that you can learn at your own pace and with your own computer.

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



For a donation we can help you with:

- | | |
|------------------------|---------------------------|
| ■ Using email | ■ Working with photos |
| ■ Surfing the internet | ■ Setting up a new tablet |
| ■ Home shopping | ■ And much more! |

We also hold a friendly monthly IT group at the **Age Concern** office which usually runs on the last Tuesday of the month. We talk about various IT related topics and swap ideas and experiences. We kindly ask for a donation of £5 to cover costs.

For more information about our IT support, please call **01372 732 456**.

Fundraising

Why We Need Your Support

Age Concern Epsom & Ewell's mission is to provide a range of services for older people that improves their lives and enables them to be socially active and independent. We receive no statutory funding and rely on donations and legacies to sustain our services.

Throughout the year we organise some great events. These can range from entertainment such as comedy nights and concerts to charity dinners.

To be kept updated please visit our website www.ageconcernepsom.org.uk where you can sign up to our latest newsletter.

*"Alone we can do so little,
together we can do so much"*



How You Can Help

If you have decided you would like to start fundraising for **Age Concern Epsom & Ewell**, we would be delighted to hear from you and we have a few great ideas to get you started:

- Take part in a challenge event - Snowdonia Trek, Marathon, Skydive, etc.
- Hold a coffee morning
- Host a quiz night in your local area
- Get baking and hold a bake-off event
- Sponsored events - sponsored silence, sponsored walks etc.
- Book sale or car boot sale
- Sign up to our monthly lottery and help us to spread the word

Whichever way you wish to get involved, we will support you all the way and we will happily share your **Age Concern** fundraising stories online.

We can be found on Facebook, Instagram and Twitter, our handle is **@ageconcernepsom** and a 'like' and a 'share' go a long way in helping us to reach a wider audience.

How Your Donations Help

- £20** covers the monthly ongoing costs of supporting one of our wonderful volunteer befrienders
- £50** is how much it costs to run our Information & Advice desk every weekday morning
- £150** is how much it costs to sponsor one of our Monthly Sunday Tea events



"I donate a little each month in thanks for the invaluable help that my Dad received. This way I can be assured that it's there for other Dads."

Join our monthly lottery

Our Lottery Club is a fabulous fundraising activity. For as little as £2 per month you can support the work of **Age Concern Epsom & Ewell** and have the opportunity to win one of 3 cash prizes every month.

40% of all money raised is paid out in prizes and 60% supports the work in our community.

To find out more please email: info@ageconcernepsom.org.uk or call 01372 732 451



Become a Corporate Sponsor

Our existing business supporters assist us in many ways, whether it be through donations, help at events, social media support or volunteering.

We aim to work with more local organisations that support our mission and values moving forward. If you are part of a local organisation and would like to know more about how to get involved with **Age Concern Epsom & Ewell** please call 01372 732 451

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

Oracle Group Epsom

Community and wellbeing support

Epsom & Ewell Borough Council supports residents and carers in the borough by offering a range of extra services.



Wellbeing Daycare offers full and half-day respite care for adults with memory loss, confusion or early onset dementia. Taking a short break from being a carer allows you to recharge your batteries and continue giving your best care.



Community Alarm is designed for safe and independent living. Our devices can help raise the alarm in an emergency to give you or your loved one complete peace of mind - includes free installation and maintenance.



Transport from home provides assisted door-to-door transport for social activities and personal trips such as visiting the local supermarket, Epsom town centre and group excursions. This service runs Monday to Friday and carers are eligible for free travel.



Meals at home delivers a choice of hot and nutritious meals five days a week. This service takes the stress out of preparing a meal and saves you time. Frozen meals are available for the weekend and we cater for all dietary requirements.



The Community & Wellbeing Centre is a social, friendly support hub for the over 55s. We curate as much variety in our calendar of events as possible with a mix of activities throughout the year.

For more information call 01372 732000
or visit www.epsom-ewell.gov.uk/support



**Specialist respite care
for people with
memory loss and
early onset dementia,
for full and half days.**

At the Community & Wellbeing Centre visitors can enjoy social activities, memory games, music, therapies, arts and crafts with our friendly, trained staff.

Additional facilities include assisted bathing, a hairdresser, laundry and foot clinic.

**epsom-ewell.gov.uk/daycare
or call 01372 727583**

ADVERTISEMENT

FOOT CLINIC AT THE COMMUNITY AND WELLBEING CENTRE

The foot clinic is run by a fully qualified Foot Health Practitioner. The first consultation could take up to an hour. Medical history and foot health needs/specific complaints will be discussed during a thorough foot examination with a treatment plan agreed.

Treatments include:

- Cutting, thinning, and filing toenails
- Reducing calluses, removing corns
- Treating cracked heels and fissures
- Fungal infections of the skin and the nails
- Diabetes foot assessments
- Footcare and footwear recommendations

A medical history form must be completed before treatment.

To book a Foot Clinic appointment contact 01372 720563



Volunteering

Why Volunteer For Us?

Volunteering is a great way to meet people and to support your local community. It can also boost your own happiness and wellbeing. We have a range of volunteering positions, whether it's involvement at a one-off event, or a weekly commitment to our clients, we have something for you particularly if you:

- **Are over 18**
- **Enjoy the company of older people**
- **Live or work locally**
- **Want to get involved in something rewarding and worthwhile**

As a volunteer you can expect training and support from our Volunteers Coordinator.

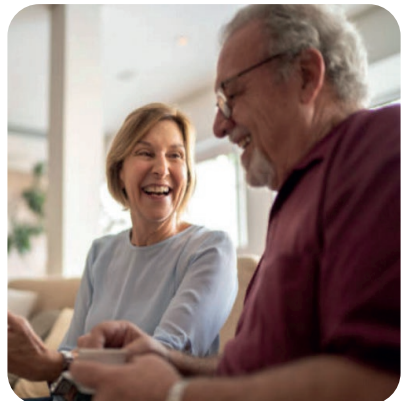
How You Can Help?

- **Volunteer Befriender**
- **Volunteer Driver**
- **IT or DIY Support Volunteer**
- **Office Support (keeping databases up to date, helping with the transport desk, general administration)**
- **Support for one-off events (helping at a fundraising event or promotional activity)**

"I love to use my spare time to help such a focused charity."

**Call our friendly Volunteer Coordinator to see which role is right for you.
01372 732 458**

"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."
Mercedes.



What Else Do We Offer?

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 Professionals and Tradespeople

- We hold lists of local tradespeople and professionals such as hairdressers, decorators, gardeners, local doctors and solicitors

Smoke Alarms

- Referral to the Fire Service for a FREE fire safety check and smoke alarm

Information Sheets

- We have compiled information on local services including social clubs and centres, exercise activities, mental health, dementia support and shopping

Useful Guides

- We hold a wide and varied selection of useful guides, ranging from 'Adapting Your Home', 'Caring For Someone With Dementia', 'Your Hospital Stay' and 'LGBT+'

Hearing Aid Batteries

We provide **FREE** NHS hearing aid batteries. To request these please call **01372 732 456** or visit us in The Old Town Hall.





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If someone in your family needs a little help please contact us on

01372 741544

www.homeinstead.co.uk/epsom
Email: simon.burrowes@homeinstead.co.uk

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DORKING 01306 887000

215 High Street RH4 1RU

EPSOM 01372 723337

14/18 Church Road KT17 4AB

FETCHAM 01372 388400

105 The Street KT22 9RD

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**WILL
YOU**

HELP US TO KEEP HELPING OTHERS?

For a charity like Age Concern Epsom & Ewell, leaving a legacy as a gift in a Will can really make an impact in the local community.

There are 3 main gifts that you can leave us if you so wish:

- Residuary - Leaving us a share or all of an estate
- Pecuniary - Leaving us a specific sum of money
- Specific - Leaving us an item

We are working with local solicitors, enabling us to provide a Will Writing Service in exchange for a small donation to Age Concern Epsom & Ewell.

To find out more please call 01372 732 456

AGE CONCERN EPSOM & EWELL



Age Concern Epsom & Ewell
The Old Town Hall
The Parade
Epsom
KT18 5AG



@ageconcernepsom

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

If you would like to speak to us please call:

01372 732456 9.30am - 1.00pm Monday to Friday

We are an incorporated registered Charity in England & Wales. Charity No. 1139652. Company No. 7448692