

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, Foot Clinic, Social Support and Befriending to those who feel isolated and lonely.

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**
- **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** *"I find nothing more satisfying than seeing a lonely face brighten up when I visit." Volunteer Befriender*
- **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

We can arrange for one of our friendly and experienced Home Visitors to meet with you at home and discuss your needs. Our Home Visitors are trained to assess clients in their own surroundings and are able to refer to other specialist organisations if required.

For a reasonable fee our Home Visitors are able to assist clients with applications for additional benefits such as:

- **Blue Badge Applications**
- **Attendance Allowance**
- **Personal Independence Payment**
- **Pension Credit**
- **Carers Allowance**
- **Council Tax Benefit**
- **Housing Support**

Our Home Visitors can also refer clients to other services such as Dementia Support and Befriending Services.

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



Where Care & Lifestyle go Hand in Hand

Rosebery Manor features a mixture of studios and one bedroom suites, as well as a specialist dementia care area. Signature offers exceptional residential and nursing care with outstanding facilities and services.

Call us today for more information.
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Email: enquiries.rosebery@signaturesl.co.uk
www.signature-care-homes.co.uk



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 medical 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**.

Currently, we do not 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**



Foot Clinic



Our friendly and experienced foot clinic practitioners provide footcare services, including toenail cutting and skin filing. They can also advise you on general footcare issues. We can offer these services to people with most medical conditions, but please check at the time of registration.

There is a one-off registration fee to cover the cost of a set of instruments, which you bring to each appointment. There is a reasonable fee for each appointment you attend. For more information about the Foot Clinic or to register please call **01372 747 077**.

Hearing Aid Batteries

We offer a **FREE** hearing aid battery provision service for those with NHS hearing aids. Our friendly team can assist you between **9:30am-1:00pm Monday-Friday**.

No appointments necessary.

For more information please call **01372 732 456**.



Home care with a difference

Tailor made to your individual requirements

- Award winning care
- Companionship services
- Home help services
- Personal care services
- Highly trained CAREGivers

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

We also hold a friendly monthly IT group at the **Age Concern** office which generally 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**.

Social Support

Loneliness and isolation are issues that **Age Concern Epsom & Ewell** has been trying to combat since 1947. We understand that loneliness and isolation affect our older community, with social isolation often resulting in depression and other health problems.

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

(*ONS, 2019)

Our Social Support Services

Befriending Services

Our befriending service was set up to help alleviate social isolation and loneliness within the older community of Epsom & Ewell. Our Social Support Coordinator carefully matches our clients with our volunteer befrienders based on interests. Befrienders give our clients the confidence to widen their social circles and can also be a source of information and advice for the client. These connections to our clients are invaluable, ensuring that we are made aware of issues as they arise, allowing us to be able to signpost to other services if needed.



"She brightens my whole day."

Monthly Sunday Tea

Every 2nd Sunday of the month we hold a local Sunday Tea for our clients. We provide a full tea and often entertainment. Entertainment can range from guest speakers, singers, music or playing games such as cards or bingo. There is a small charge to attend. Please let us know you are coming as it is a



popular event and seats are limited. If clients are unable to make their own way to Sunday Tea, we have a transport service for an additional charge.

"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, particularly those experiencing loneliness and social isolation. We provide those over retirement age with an opportunity to meet socially and enjoy an activity or a pastime, which is agreed amongst the group, enabling them to live a more fulfilling life during their older years and make new friends.

We hold monthly events for the members of the Men's Group to attend, including lunch and board game sessions.

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



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 are a local community charity that receives no statutory funding and relies on donations to sustain our services.

"I love using my skills to raise money... it feels great!"



How You Can Help

If you have decided that you would like to start fundraising and have chosen **Age Concern Epsom & Ewell**, as your charity of choice, then we have a few ideas to get you started:

- Take part in a challenge event - Snowdonia Trek, Marathon 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 garage sale

There are plenty of great ideas out there, from basic office-based fundraising to the more extreme bungee jumps or skydives. Whichever you wish to take part in, we will support you all the way and we will happily share your **Age Concern** fundraising stories online.

The other great way to help **Age Concern Epsom & Ewell**, is to help share our story. We can be found on Facebook, Instagram and Twitter and a 'like' and a 'share' go a long way in helping us to reach a wider audience.

How Your Donations Help

- £10 per month covers the ongoing costs to support one of our wonderful volunteer befrienders
- £30 is how much it costs the charity to provide a home visit for practical benefits advice and applications for blue badges etc.
- £50 is how much it costs to source, train and DBS check each volunteer
- £100 is how much it costs to run our Information & Advice desk every weekday morning
- £250 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."

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



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



Leaving A Legacy

For a charity like **Age Concern Epsom & Ewell**, a gift left to us in a Will can really make an impact in the local community. You can help to make a big difference to a small local independent charity.

*"Where there's a Will,
there's a way."*



There are 3 main gifts you can leave to us at **Age Concern Epsom & Ewell** if you wish to:

1. **Residuary** - Leaving us a share of or all of an estate
2. **Pecuniary** - Leaving us a specific sum of money
3. **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 about this service please call 01372 732 456.



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Volunteering

Why Volunteer For Us?

Volunteering is a great way to meet people and to get the most out of the local community. It can also help to improve your own happiness and wellbeing. We have a range of volunteering positions that could be suitable for your own level of commitment and skills. Whether it's a one-off at a local event that we hold or a weekly commitment to **Age Concern Epsom & Ewell**'s clients, we could have something for you.

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

Is volunteering for **Age Concern Epsom & Ewell** for you?

- Do you enjoy older people's company?
- Do you live or work locally?
- Have you one or more hours to spare regularly or occasionally?
- Do you want to get involved in something rewarding and worthwhile?
- Do you have skills that are transferable from your work life to volunteering?

How Can You Help?

We are always looking for volunteers to join **Age Concern Epsom & Ewell**.

Here are some of the ways that you could volunteer with us:

- Volunteer Befriender
- Community Companion
- IT Support Volunteer
- Office Support
- Fundraising and Marketing
- Medical Transport Scheme Driver
- Various one-off Projects and Events

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



Volunteers' Quotes:

"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

"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

"I went along as a volunteer at Sunday Tea in the summer and I have been going back every month since. The people I have met each month have been so engaging, so inspirational and so welcoming. Some of the conversations I have shared with the older community at these events have been life-changing."

Charlotte



Call us now and let's talk about how we could work together on **01372 732 458**.

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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 Trades People

- We hold lists of local trades people including hairdressers, decorators and gardeners as well as local doctors and solicitors

Smoke Alarms

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

Social Events

- We hold a list of local social events for entertainment and social integration

Useful Guides

- We have a wide and varied selection of useful guides for the older person, ranging from 'Adapting Your Home', 'Caring For Someone With Dementia', 'Your Hospital Stay' and 'Lesbian, Gay, Bisexual or Trans'



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