



Hillingdon,  
Harrow & Brent

**ageUK**

Let's change how we age

## A Guide to Our Services

**Making later life better for everyone in  
Hillingdon, Harrow & Brent**



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## Information & Advice



Free confidential information and advice on a wide range of issues:

### Age UK Hillingdon Information & Advice

For information and advice or to make an appointment to see one of our advisors

**Call: 020 8756 3040** (option 1) - (Lines open between 9 am - 3 pm)

### ... Advice Surgeries ...

**No appointment needed, just turn up**

(Support with form filling, will require a follow-up appointment)

**Monday 10am - 1pm**

Manor Farm House

Bury Street

Ruislip

HA4 8BD

**Fridays 10 am - 1pm**

**Appointment only**

Kate Fassnidge Community Hall Uxbridge

2 Harefield Road

Uxbridge

UB8 1GW



### Age UK Harrow Information & Advice (Part of the SWiSH Group)

Age UK Hillingdon, Harrow and Brent believes in the power of our community, so we have partnered with four other charities in **Harrow** to provide you with advice about a wide range of local services like keeping fit and well, managing finances, joining social groups, looking for work, accessing help with housing. **The Support and Wellbeing Information Service Harrow (SWiSH)** supports anyone over 18 who lives or works in Harrow, **however our team in Harrow mainly focuses on the over 60's.**

For information and advice or to make an appointment to see one of our advisors

Please **Call: 020 8756 3040** (option 1) (lines open between 9 am - 3 pm)

### ... Advice Surgeries ...

**Appointment only**

**Wednesdays 10am - 1pm Bookings**

North Harrow Community Library

429-433 Pinner Road

Harrow HA1 4HN

### Age UK Brent & Harrow Housing Support Service

A service supporting older private renters (**60+**) and those threatened with homelessness.

To self-refer, or to make a referral please **Call: 020 8589 0066**

### Age UK Brent Information & Advice

To speak to an advisor please **Call: 020 8756 3040** (option 1)

Lines open between 9 am - 3 pm (currently telephone advice only)

# Help at Home



Whatever the reason that you find yourself less able to do things around the house, contact our Help at Home team...

The Help at Home service aims to support older people by helping with those tasks they may have difficulty doing themselves and thus enabling them to stay in their own home, maintain their independence and improve their wellbeing.

This chargeable service offers our clients help with a variety of tasks, such as:

- Cleaning
- Shopping
- Laundry and ironing
- Helping to change beds
- Companionship
- Dementia Sitting
- Taking clients to appointments or social events
- Preparing light meals
- Helping with paperwork
- Having a cup of tea and a chat



## (Please note we do not provide personal care)

To offer reassurance to our clients and their families the Help at Home team have a 'Never Walk Away' Policy – this is our Emergency plan that we follow if one of our clients doesn't open the door. We won't leave until we know where our client is – this could be by contacting next of kin, checking local hospitals, Carers or in some cases the police.

The service is available for anyone **50** years or over, living in the Hillingdon or Harrow Boroughs.

Our prices are competitive so call us for a no obligation chat about how we might help you.

**Opening Hours: 9am to 4pm**

**Call: 020 8756 3053**



## Homeshare



We have partnered with Two Generations to make Homeshare even more widely available for the benefit of everyone across Hillingdon, Harrow and Brent.

Homeshare is designed to help reduce isolation and improve wellbeing. It enables two unrelated people to share a home for mutual benefit.

An older person with a spare room (Householder) is carefully matched with a person who is in need of low-cost accommodation (Sharer). In return for accommodation the Sharer gives the Householder 10 hours of their time each week as a combination of practical support and companionship.

Each Homeshare match is individual. The type of support may include some light housework, cooking, shopping, gardening, help with computers and technology, or spending time together over a meal or a cup of tea.

The presence of another person in the house, especially overnight, will also benefit the Householder and reassure their families.

**Call: 020 8756 3040**

## Trusted Traders



We have a list of local Trusted Traders such as plumbers, decorators etc. who you can call to help you with a range of jobs around the home. They have been carefully vetted and share our commitment to provide high quality services for older people.

We also continuously monitor performance through customer feedback.

**Call: 020 8756 3040**

**All our tradespeople have provided:**

- 2 References
- Proof of valid public/employer liability insurance



## Lasting Power of Attorney Service



We offer a Lasting Power of Attorney Service to guide you through the process through a face to face visit and ensuring all paperwork is submitted correctly to the Office of the Public Guardian

### We can help you to take the next step

Lasting Powers of Attorneys are legal documents that enable you, while you still have mental capacity, to appoint trusted loved one(s) to make decisions around your health and financial matters, should you lose capacity to make these for yourself.

Whatever your age, it is important to consider your future and take time now to grant Power of Attorney to someone you trust.

### Our Prices are competitive.

For more information on this service

**Call: 020 8756 3040**



[enquiries@ageukhhb.org.uk](mailto:enquiries@ageukhhb.org.uk)

## Will Writing Service



We offer a free Will Writing service for less complex will writing.

Alternatively we can refer you to a trusted and qualified Legal Adviser who offers a Will Writing and Estate Planning service across Hillingdon, Harrow and Brent.

**Call: 020 8756 3040**



# Clubs & Groups



## Hillingdon

Ageing Well Clubs meets in Sheltered housing schemes across Hillingdon Borough.

**Tuesdays** - Wallis House, Cottage Close, Off Sharps Lane, Ruislip, HA4 7JA

**Wednesdays** - Drayton Court, The Glebe, West Drayton, UB7 9JE

**Thursdays** - Childs Court, Hemmen Lane, Hayes, UB3 2JY

**Fridays** - Missouri Court, 28 Bridle Road, Eastcote, HA5 2TH

## Townfield Community Centre, Hayes, UB3 2EL

**Mondays** - Carib Club (monthly)

**Tuesdays** - **Local Link Group** (weekly), Cultural Club (weekly)

**Wednesdays** - Learn About Mobiles (weekly)

**Thursdays** - Talk and Toast (weekly), IT Drop In (weekly)  
Knitting Club (weekly)

**Fridays** - Vinyl Club (monthly)



## Harrow

**Mondays** - Knitting (weekly)

St Ann's Shopping Centre, Food Court (1st Floor), St Ann's Road, Harrow.  
HA1 1AT

**Wednesdays** - Good Neighbours Reconnection Club (monthly)  
Seva Care Café, Harrow Recreation Ground, Harrow. HA1 1RR

## Brent

### Digital skills courses

In partnership with Open Age and DigitALL delivering free weekly digital skills courses to gain confidence, held in Brent at two locations.

For more information about all our clubs, please contact our Community team on:

020 8756 4391



[community@ageukhbb.org.uk](mailto:community@ageukhbb.org.uk)

## Hospital Support



We have teams of Support Workers based at Hillingdon Hospital and Northwick Park Hospital who are there to support you on your journey through from A&E to discharge.

If you are 60+ and live in Hillingdon our Discharge Teams can:

- Share advice and information on services available.
- Escort you home from A&E or a ward if you have been admitted.
- Once home we can help with small tasks such as basic shopping, emptying the fridge of out of date food, changing the bed, preparing drink and light snack, and the post.

If you wish we can call you up to three days post discharge to check all is well. You may like to have a home visit from one of our colleagues following your discharge to signpost you or assist you to access appropriate internal and external services.

We also have services at Wexham Park Hospital and Stoke Mandeville working alongside our Age UK Bucks colleagues to cover Discharge and Community Support throughout BuckinghamshireN

Hillingdon: **020 8756 4393**

Northwick Park: **07872 116 298**

Buckinghamshire: **01296 2565 132**

## Social Prescribing Service



We play a key role in delivering the Social Prescribing service in some of the GP surgeries in Harrow.

Social prescribing link workers take referrals from GP surgeries for those in need for help with non-clinical issues such as homelessness, benefits, loneliness, and mental wellbeing. Social prescribing link workers connect them to activities and services in the community.

Upon receiving a referral, a social prescriber calls the patient to understand their support needs and identify sources of further support.

Contact your GP Surgery to connect with your social prescribing link worker or



[enquiries@ageukhbb.org.uk](mailto:enquiries@ageukhbb.org.uk)







## Good Neighbours Service - Hillingdon and Harrow

If you require occasional/one off practical assistance or support such as learning how to use Information Technology in your home, attend a health appointment, sorting out paperwork, going for short walks or any other practical support that a “good neighbour” would provide, our volunteers can support you.

Simply contact our Community Team and let us know what task you need support with, and we will do our best to help.

This is very much an ‘as and when needed’ service for those occasional and one off tasks that you may need support with.

Some examples of tasks our volunteers can assist with include:

- Small domestic task / Posting and collecting letters/parcels
- Occasional shopping / Collecting prescriptions
- Short walks / Dog walking
- IT Support and training in the home
- Low level gardening
- Short-term telephone support to help reconnect/access community services 12-week support

**All of our volunteers are DBS checked and our team are happy to discuss any requests you may have.**

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Face to face or telephone support with a volunteer for up to 6 months (Hillingdon only)

The criteria for social support is:

- 65 or over
- Lives alone, with no other support
- Housebound
- Or have recently had a major life event such as bereavement or significant health event.

For more information, please contact our Community team on: **020 8756 4391**



[community@ageukhbb.org.uk](mailto:community@ageukhbb.org.uk)

# Falls Prevention Service



A physiotherapy-led service for people 65 years and over who live in the London Borough of Hillingdon or who are registered with a Hillingdon GP.

This service is for people who are independently mobile (with or without a walking aid), but are feeling less steady and are concerned about falling.

## *What we offer:*

An initial home visit to find out more about your mobility, falls history and health issues that may affect your ability to move around.

### **We Will:**

- Assess your home environment and give you advice on falls risk factors.
- Provide smaller items of equipment and walking aids to help you keep active and independent.
- Complete assessment tests to identify strength and balance deficits.
- Offer follow-up home visits to supervise exercises that will address deficits. Our exercise programme comprises up to 8 sessions working 1:1 with a member of our team.
- Accompany you outside whilst you build confidence.

We will signpost you to community-based activities and clubs so that you can continue to be active after you have been discharged from our service.

**NB:** This service is not for people who live in Care Home settings; or for people who have degenerative conditions such as Parkinson's Disease.

For further information contact the service on: **020 8756 3040**



[falls@ageukhbb.org.uk](mailto:falls@ageukhbb.org.uk)



## Volunteering



**We have lots of volunteering opportunities to suit you**

People offer to volunteer for various reasons:-

- They have some spare time and want to give something back to their community
- They want to make a difference
- They want to gain the skills and confidence to return to work
- To socialise and make new friends
- Or to simply keep busy

Volunteering is a great way to use your existing skills or to learn new ones. It really does make a difference not only to you, but to the person/people you support.

Our volunteers help in all areas of the organisation, Social Wellbeing (helping in Clubs, and undertaking Good Neighbour tasks or helping people gain digital skills) Information and Advice, in our shops, helping to raise funds for us and general helping out with administration in our offices.

**Without our volunteers many of our services would not be sustainable**

## Gift Donations



**A gift donation of £5 could answer a call to our advice line from a vulnerable older person needing support in a crisis**

**A gift donation of £10 could pay for a member of the hospital team to take an older person home and make sure they are safe.**

**A gift donation of £20 could provide one hour's confidential information & advice support to an older person on housing and benefit checks.**



### Donate by Post

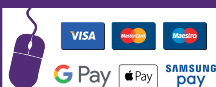
Send cheques to our head office

Central Office  
Unit 3 Chapel Court  
126 Church Road  
Hayes  
UB3 2LW

Please may cheques payable to Age UK HHB



### Donate Online



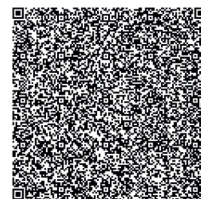
**Donate**

Payments can be made by all main credit/debit cards or via our Website.

[www.ageukhbb.org.uk](http://www.ageukhbb.org.uk)



### Donate by QR Code via Just Giving



Please complete the donation form below with a gift of whatever you can afford and return it to:

**Community Fundraiser, Age UK Hillingdon, Harrow & Brent  
Unit 3 Chapel Court, 126 Church Road, Hayes. UB3 2LW**

You can also make a donation online via our website using PayPal, Debit / Credit Card.

### Your details

Title	Forename	Surname
<b>Address:</b>		
		<b>Postcode:</b>
<b>Telephone:</b>		
<b>Email:</b>		

### Your gift

I would like to make a one-off gift of:

£5  £10  £20  Enter another amount:

If you would like to donate by cheque, please make it payable to:

**Age UK HHB**

If you would like to set up a Direct debit for regular donations



**fundraising@ageukhhb.org.uk** or **Call 020 8756 3040**

We'd like to keep in touch with you to tell you about the vital work we do for older people, our fundraising appeals and opportunities to support us, as well as the products and services you can buy.

We will never sell your data and we promise to keep your details safe and secure.

I would like to receive communications by email  Yes  No

We would like to write to you by post from time to time to let you know about our fundraising appeals and opportunities to support us, as well as the products and services you can buy.

I do not wish to receive communications by post

For further details on how your data is used and stored by the Age UK HHB network go to [www.ageuk.org.uk/hillingdonharrowandbrent/privacy-policy](http://www.ageuk.org.uk/hillingdonharrowandbrent/privacy-policy)

## Gift Aid

If you are a UK taxpayer, please also complete the Gift Aid Declaration below so that we can increase the value of your donation by 25%



### Gift Aid Declaration

- I want to Gift Aid my donation of £ .....
- I want to Gift Aid my donation of £ ..... and any donations I make in the future or have made in the past 4 years.

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

**Signature** ..... **Date** .....

Please notify Age UK Hillingdon, Harrow & Brent if you:

Want to cancel this declaration

Change your name or home address

No longer pay sufficient tax on your income and/or capital gains.

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your Self-Assessment tax return or ask HM Revenue and Customs to adjust your tax code.

Age UK Hillingdon, Harrow & Brent is a trading name of Age Concern Hillingdon which is a registered charity.

(Number 1051711) and company. Limited by guarantee.

Registered in England and Wales number 3136052.

Registered office: Unit 3 Chapel Court, 126 Church Road, Hayes. UB3 2LW



## Retail



**Hillingdon,  
Harrow & Brent**  
**age UK**  
Let's change how we age

Support our shops by donating any unwanted items if you're having a clear out or you are moving house.

Come in to our shops, bag yourself a bargain and make a difference!

**Without your donations many of our services would not be sustainable.**

### **Charity Shop - Ruislip**

105 High Street  
Ruislip  
HA4 8JN

**01895 625 730**

Mon - Sat: 9am - 5pm

### **Charity Shop - Hayes**

266 Kingshill Avenue  
Hayes  
UB4 8BY

**020 8839 8516**

Mon - Sat: 10am - 4pm



[www.ageukhhb.org.uk](http://www.ageukhhb.org.uk)

Call: 020 8756 3040



[enquiries@ageukhhb.org.uk](mailto:enquiries@ageukhhb.org.uk)

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We invest in people Standard



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**Registered Office**

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