

# Supporting you in later life

OUR GUIDE TO SERVICES & ACTIVITIES



Contact us on: 01483 503414 or [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)  
Improving later life for people across Surrey

# Improving Later Life for you

We are Age UK Surrey and our goal is to help everyone aged 50+ make the most of life.

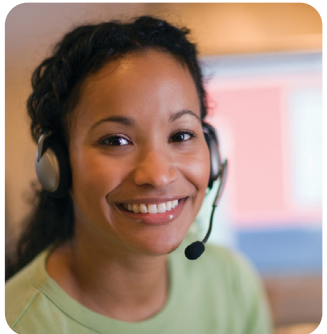
We believe that your later years should be fulfilling and enjoyable. That is why we are dedicated to providing a range of services and activities across Surrey to help you stay independent, healthy and active.

Please see our website for further information and updates about services and activities: [www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)



## INFORMATION AND ADVICE

We are experts in older people's issues and can give you information and advice on:



- **Your income** - including free benefits checks and support to apply for appropriate benefits.
- **Community Care** - such as finding a care home and how it's going to be paid for.
- **Support available to help you stay in your home** e.g. someone to do domestic chores or gardening.
- **Safety in your home** - such as telecare and alarms.
- **Scams Awareness Information.**
- **Healthy living** e.g. social and fitness activities.
- **Housing** - such as housing options, homelessness, repairs.
- **How to access support if you care for someone.**
- **Equipment** e.g. home adaptations, where to get a stair lift.

We can provide information on how to obtain help for debt, immigration, financial or legal matters, but we cannot provide advice on these matters.

**Find out about our Planning for Your Future events across the County.**

Email us or call today. Our lines are open Monday to Friday.  
Out of hours you can call Age UK National Helpline on 0800 055 6112.



## HELP AT HOME

**Whether you need someone to keep your home clean and hygienic, do light housework, have a chat or go to the shops we are here to make life easier for you.**

Our friendly and reliable Home Helps will undertake a wide range of tasks to help improve your quality of life and keep you independent at home.

### **How does the service work?**

You choose the support you need. Our local team will talk to you about your requirements and will introduce you to a Home Help who has been interviewed and selected by us.

The same Home Help will visit you each week. We will be available to ensure you receive excellent service and answer any questions you may have. If required we will, wherever possible, arrange holiday and sickness cover to ensure you receive continuous support.

All our Home Helps are security checked.

### **Short term cover**

If you have a planned stay in hospital, are recovering from illness, or just need our Help at Home service for a short period of time, do get in touch. Additionally, we can assist if you are aged under 50 with a disability.



Housework

Laundry

Light meals

Shopping

Ironing

Companionship

and much more...

***“A wonderful Homehelp - always on time, always cheerful, it’s like having a friend visit”***

***(Help at Home client)***



## GARDENING SERVICE

**Let us help you take the work out of gardening. We select friendly and reliable gardeners so you can enjoy your garden.**

An initial assessment will allow us to schedule a plan specifically for you. This can be general weekly maintenance, grass cutting or planting. All our gardeners are DBS checked and fully insured.



Self-employed gardeners will be recruited, vetted and matched to clients. We will always try to provide the same friendly, reliable gardener on each visit. Many of our gardeners are multi-skilled and are able to provide specialist support with seasonal gardening tasks.



## LASTING POWER OF ATTORNEY

**Being prepared will give you and your family peace of mind.**

Lasting Powers of Attorney are documents that enable you, while you still have mental capacity, to appoint trusted people as your attorney(s). There are two types of Lasting Powers of Attorney: financial and health. By completing a Power of Attorney, you decide who is going to make future decisions on your behalf if you need help or lose the ability to make decisions for yourself.



Our Information and Advice Team can provide you with free information and advice on LPAs, please contact them on **01483 503414**.

We offer a full Lasting Power of Attorney (LPA) service which includes a home visit. We guide you step by step through your LPA application, helping to ensure all paperwork is submitted correctly to the Office of the Public Guardian. A fee applies. If you are interested in our LPA service, contact our LPA Coordinator: [LPA@ageuksurrey.org.uk](mailto:LPA@ageuksurrey.org.uk) or **07593 139549**.



### CHECK IN AND CHAT CALLS

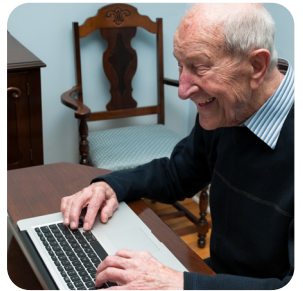
**It's good to chat.** Staying connected and having someone to talk to is so important for our wellbeing. We have friendly volunteers who would enjoy having a regular telephone chat with you. We will talk to you first so we can best match you with a volunteer who will arrange a mutually convenient time to call on a regular basis.



### TECH SUPPORT BY TELEPHONE

**Our friendly & experienced team of volunteers will help you learn and improve your skills.**

Keeping up with digital technology can open up many opportunities such as being able to shop online, watch concerts and films from the comfort of your home and keep in touch with friends and family. If you need digital help with your computer, tablet or mobile phone, our Tech Support Team of friendly volunteers are just a phone call away.



### INDEPENDENT CARE ADVICE

**Finding the right care can be very daunting. Our specialist service will:**

- Advise you on the pros and cons of your care options as well as managing the cost of care.
- Shortlist the best care providers for you to choose from.
- Assess the right ongoing care for you by undertaking personal visits.



The service is delivered by Surrey-based Grace Consulting. Age UK Surrey may receive an introducer's fee to support our charitable work.



### MEMORY LANE (MCST Sessions), Milford

New at the Clockhouse and open to people with any type of dementia diagnosis OR with mild cognitive impairment, Memory Lane are sessions to help maintain memory and mental functioning.

Trained staff, supported by volunteers deliver the Maintenance Cognitive Stimulation Therapy (MCST) sessions, the only non-drug treatment recommended by NICE (National Institute for Health and Care Excellence). The sessions are fun, supportive and where new friendships can be built.



**Mondays and Thursdays , 11.00am - 12.30pm. A fee applies.  
The Clockhouse Community Centre, Chapel Lane, Milford, GU8 5EZ.  
Call 01483 420668 or email: [clockhouse@ageuksurrey.org.uk](mailto:clockhouse@ageuksurrey.org.uk)**

## 10 to 3

### THE 10 - 3 CLUB, Milford

Guests of the 10 to 3 Club will enjoy a varied day with options to join in a range of fun and stimulating activities. We offer a day of structured activities including gentle chair based exercise, mental agility and activities to promote wellbeing.

Our caring staff are on hand all day to provide support and care. The day service includes a two course hot meal prepared by our in-house chef - for £40/day.



**Mon to Fri, 10.00am - 3.00pm at The Clockhouse Community Centre.  
Extended day available: 9.30am - 4.30pm, Mon to Fri at £60/day.  
Call 01483 420668 or email: [clockhouse@ageuksurrey.org.uk](mailto:clockhouse@ageuksurrey.org.uk)**





## CLOCKHOUSE COMMUNITY CENTRE, Milford

A bright and spacious centre for all the community. Come and visit, you will be most welcome.

**Clockhouse Café** Open Monday to Friday 9.15am - 4.00pm for breakfast, hot drinks, cake and lunches.

**Room Hire** Bright and spacious rooms suitable for group activities, events and parties for evenings and weekends. We have kitchen facilities too.



### ACTIVITIES & ADVICE

**Tech Support** Donations welcome. Mondays 10.00am - 12.00pm.

**Art Group** (£1.50 suggested donation). Thurs 10.30am - 12.30pm.

**Knit and Natter** Alternate Fridays 10.00am - 12.00pm.

**Bridge Club** Thursdays 2.00pm - 4.30pm.

**Community Choir** (£2 suggested donation) Fridays 1.45pm - 3.00pm.

**Bingo** £7 incl. a hot drink, Mondays 1.30pm - 3.00pm.

**Dance Exercise** Active Seniors Dance Fit on Tues 9.30am - 10.15am. Seated Move & Groove on Tues 10.30am - 11.15am. All classes £6.50 To book: 01483 420668.

### COMMUNITY SERVICES

**Hairdressing Salon** Monday to Friday. For more information call The Clockhouse on 01483 420668.

**Beauty Therapist** days/times vary. To book: 07519 326490 and 01483 420668.

**Better Balance** Mondays and Fridays. £6.50 per session.

**Hearing Advice Clinic** by NHS Audiology trained volunteer, 3rd Wed of month, 10.00am – 12.00pm

**Ear Wax Removal** by Audiologist. To book: 07599 922791.

**Pilates for Seniors** Tuesdays. To book: 07967 397379.

**Parents Meet Up** Tuesdays 10.00am - 12.00pm.

**The Clockhouse Community Centre, Chapel Lane, Milford, GU8 5EZ.**  
**Tel: 01483 420668 Email: [clockhouse@ageuksurrey.org.uk](mailto:clockhouse@ageuksurrey.org.uk)**



### SOCIAL CHAT GROUPS

#### **'Come as strangers...leave as friends'**

These sessions offer a space for all over 50s to socialise and meet new people whilst enjoying a cup of tea or coffee. Pre-booking not required.

**Cranleigh** Wednesdays 10.30am - 12.30pm  
at Cranleigh Arts Centre Tea Room,  
1 High Street, Cranleigh GU6 8AS

**Farnham** Wednesdays 2:00pm - 4:00pm  
at The Hop Blossom, 50 Long  
Garden Walk, Farnham GU9 7HX

**Lingfield** Last Thursday of every month 2:30pm - 4:00pm, at Lingfield  
Day Centre, High Street, Lingfield, RH7 6AB.

**Oxted** First Tuesday of every month 2:00pm – 3:30pm at  
Bluehouse Social Centre, Bluehouse Lane, Oxted, RH8 0AD.



### GO50 WALKS, in your area & across Surrey

#### **A step in the right direction!**

We provide a range of healthy walking activities to suit all abilities led by volunteer walk leaders. Our walks are a great way to improve your overall health and fitness whilst giving you the chance to make new friends. GO50 Walks are a good introduction to get you back into walking and are between 2-5 miles. Longer walks between 6-11 miles are also available for those who enjoy something more challenging.



To find walks in your area, please visit the GO50 calendar on our website: [www.ageuk.org.uk/surrey/activities-and-events/go50/](http://www.ageuk.org.uk/surrey/activities-and-events/go50/) If you do not have access to the internet, please telephone **01483 503414**.





## MEN IN SHEDS, Merrist Wood College

### Learn a new skill and make friends.

Our traditional leisure activity that allows men to socialise, make new friends and learn new wood-working skills is now located in Merrist Wood College. Women are also welcome.

To join, please enquire to find out availability at each of our morning and afternoon sessions.



## SHOPMOBILITY, Guildford

### Get around Guildford Town Centre, easily.

Located at Bedford Road Car Park with access to the Friary Centre. We have a selection of manual and powered wheelchairs and scooters available to anyone of any age group. You do not have to be registered disabled to use the scheme.

Also available for offsite hire; manual wheelchairs and travel scooters. There is a free of charge car parking area alongside the office. To find out more call: **01483 453993** or email: [shopmobility@ageuksurrey.org.uk](mailto:shopmobility@ageuksurrey.org.uk).



## TECH SUPPORT DROP-INS, Guildford & Milford

### Need digital help with your computer, tablet or mobile phone?

Free support given by our team of friendly Tech Support volunteers at 2 locations:

- Dray Court, Madrid Road, Guildford GU2 7UW Wednesdays 10.00am - 12 noon
- The Clockhouse Community Centre, Chapel Ln, Milford GU8 5EZ. Mondays 10.00am - 12 noon





## RETAIL, Esher, Haslemere & Lingfield

We are delighted to announce our brand new style of charity shop – your local Vintage Store – in three locations across Surrey.

**Esher** 30-32 High Street KT10 9RT, Esher  
Telephone: 01372 879842  
Monday - Saturday, 10am - 5pm  
Sundays 11am - 4pm

**Haslemere** 9-11 Junction Place, Wey Hill,  
Haslemere, GU27 1LE  
Telephone: 01428 289030  
Monday - Saturday, 10am - 5pm  
Sundays 11am - 4pm

**Lingfield** 23 High Street, Lingfield, RH7 6AA  
Telephone: 01342 457935  
Monday - Saturday, 10am - 5pm



We would love to receive donations of good-quality stock to our fabulous Age UK Surrey Vintage Stores. We are looking for stock from all eras.

**Items wanted:**

Ladies fashions  
Accessories, Bric-a-brac  
Small electrical goods  
Gentleman's garments  
Books  
Children's clothes

**Unable to accept:**

Children's toys  
Videos/CDs/DVDs/Blu-Ray  
Large items of furniture  
Cutlery and bladed items

## CAN YOU SPARE SOME TIME TO VOLUNTEER?

Would you like to be part of these vibrant new shops and play your role in supporting older people across the County? If you would like to get involved by volunteering for any of our activities and services, fundraising or supporting an event, do contact us. **We would love to hear from you.**

# Can you help us?



We depend on donations and legacies to support our work within Surrey. You can donate by completing the form below or via our website: [www.ageuk.org.uk/surrey/get-involved/donate](http://www.ageuk.org.uk/surrey/get-involved/donate)

Yes I would like to donate: £5  £10  £15  Other: £  to Age UK Surrey

Title  Name

Address

Postcode  Tel

Email

Signed  Date

**Using your personal information:** Age UK Surrey would like to keep you informed about our events, campaigns, services and ways you can support us and to send you our newsletter. Please tick the appropriate boxes to let us know how you would like to hear from us:

I would like to be updated by EMAIL  I would like to be updated by POST

If you have any questions on how your data is used and our Privacy Policy please visit our website: [www.ageuk.org.uk/surrey/help-page/privacy-policy/](http://www.ageuk.org.uk/surrey/help-page/privacy-policy/) or call us on **01483 503414**

## Boost your donation by 25p of Gift Aid for every £1 you donate:

Gift Aid is reclaimed by the charity from the tax you pay for the current tax year. Your address is needed to identify you as a current UK taxpayer.

### In order to Gift Aid your donation you must tick the box below:

- Yes I want to Gift Aid my donation and any donations I make in the future or have made in the past 4 years to Age UK Surrey. 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. Please notify us if you: want to cancel this declaration; change your name or home address; or 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.

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Please complete and return this form with your cheque made payable to Age UK Surrey to the following address: Age UK Surrey, The Clockhouse, Chapel Lane, Milford GU8 5EZ



**Age UK Surrey is an independent local charity.  
We work for everyone over the age of 50 offering  
a wide range of services to help you make the most of life.**

“ *The wonderful people at Age UK Surrey helped my mum get her full pension entitlements and now she doesn't have to struggle quite as much to make ends meet every week. Very helpful and they even did a home visit.* ”

**We rely on donations to support our local services.  
If you would like to get involved by volunteering, fundraising  
or supporting an event, we would love to hear from you.**

**For more information please call:**

**01483 503414**

**Or visit our website at:**

**[www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)**

**Keep in touch and follow our news on social media:**

 **@AgeUKSurrey**



**Age UK Surrey**

The Clockhouse Community Centre  
Chapel Lane, Milford, Surrey, GU8 5EZ  
Tel: 01483 503414

Text for the hard of hearing: 07593 139560

Email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)

**[www.ageuk.org.uk/surrey](http://www.ageuk.org.uk/surrey)**

Registered Charity Number: 1036450