

## Age UK Wandsworth - Better at Home Service



**Hospital Discharge Support Service:** This service offers a range of support to clients on discharge from hospital who may need some extra low-level support to assist with timely discharges including:

- Helping clients to settle back into home and their normal routine
- Checking that the home is safe and warm
- Obtaining any emergency shopping they may need on discharge
- Assisting in the management of medications/picking up prescriptions
- Emotional support and a listening ear, supporting self-care, confidence and well-being



**Voluntary Services Navigator:** The VSN works in partnership with the Health Services in Wandsworth. The VSN offers clients a holistic approach to improve health and well-being, social isolation and connection with their local community by providing a range of information on Voluntary Sector providers and services including:

- Accessing social activities to improve confidence and well-being
- Improving skills, accessing learning opportunities and volunteering
- Information to access financial help and benefits
- Arranging installation of safety equipment for independent living
- Facilitating direct referrals for clients to access services if required
- Working with community health and GPs to support their patients with VCS services



**Online Shopping Service:** This service provides support to clients who struggle with getting their grocery shopping or are unable to carry larger grocery items. The service supports people aged over 60 years old. The service requires clients to:

- Have a debit or credit card
- Provide a shopping list over the phone to the coordinator
- Have a mobile phone and be able to manage text messages and OTP codes linked to their bank
- Able to remember the arranged shopping phone appointments and delivery times

**NB. The client will pay for their groceries and delivery charge.**



**+ Befriending Plus:** This is a befriending project where clients **MUST** be referred by Adult Social Care Services. It is for clients who may be experiencing social isolation and loneliness. Volunteers offer companionship and some practical help and can support clients with small admin tasks, going out for walks or activities and assisting them to do light housekeeping tasks.



**Handyperson Service:** The Handyperson service provides practical help by installing specialist safety equipment in the client's home with a focus on reducing the risk of falling and supporting hospital discharges. The service supports people over 60 years old and living in Wandsworth including:

- Key Safes
- Grab Rails/Stair rails
- Helping to create a micro-environment
- Changing light bulbs
- Other small DIY type jobs

**NB. Some work is free of charge; other work is charged at a very reasonable rate.**



**Be-a-Friend:** This service, offers befriending and social contact to clients who may be experiencing isolation and loneliness. The service provides a volunteer to contact the client either by home visits or telephone. The aim is to build relationships to help clients gain confidence and build self-esteem through companionship, a listening ear and sharing interests. The service supports people aged over 60 years old living alone or clients' who are being cared for by an informal carer or an unpaid older carer.

**All services are for people who live in the Borough of Wandsworth and are provided free to the client except where stated, none of the services offer cleaning or personal care!**

**NOTE: Age UK Wandsworth reserves the right to refuse any referrals at its discretion.**