

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
- 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 are unable to go out to buy their grocery shopping or are unable to carry larger grocery items. The service requires clients to:

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

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



+ Befriending Plus: This service 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. Clients **MUST** be referred by Adult Social Care Services.



Handyperson Service: This 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. This includes:

- 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 social isolation and loneliness. Volunteers contact clients either by home visits or telephone calls offering companionship, a listening ear and sharing interests.

All services are for people aged over 60 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!