



# Age UK Lambeth Services

Discover the many services available to you in your borough – brought to you by Age UK Lambeth





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## We're here to help...

**If you're a Lambeth resident and have any questions about Age UK Lambeth's services, and how to go about accessing them, please get in touch with our MYcommunity Gateway team.**

Our line is open to anyone with questions or concerns about accessing support and services. Queries range from access to food and shopping to finding emotional support. Callers are offered the opportunity to discuss their issues and will be provided with advice, information and guidance and potentially signposted to a range of services to help them get support.

You can also visit our MYcommunity Directory to explore services available across Lambeth.

The online directory is one of the services provided by Connect Lambeth and powered by Age UK Lambeth. It provides information on everything from practical services, like advice on benefits and finding help at home, to community services like social activities and help with health and wellbeing.

The Directory also has a simple Eligibility Checker for Adult Social Care. This helps you work out if you may be entitled to help from Adult Social Care. It points you to our MYcommunity service in case you are not.



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



[www.mycommunity.directory](http://www.mycommunity.directory)



[mycommunity@lambeth.org.uk](mailto:mycommunity@lambeth.org.uk)



0333 360 3700

*Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*





MYcommunity can offer support to anyone in Lambeth aged over 18 who needs help. Our MYcommunity Gateway team is available to speak to you about what help is available. This could be as simple as referring you to a service, like MYsocial to help tackle loneliness, talking to you about **social prescribing**, or finding you longer-term support.

## **Types of advice can include:**

- Providing information and support around housing or finances, including help with claiming benefits
- Introducing you to a new activity or local club
- Linking you with services and organisations in your local area
- Helping you to be more active

## **What is social prescribing?**

It is a non-clinical way of helping and improving people's lives. Social prescribing focuses on 'what matters to me' and takes a holistic approach to people's health and wellbeing.

For example, loneliness can cause stress, which can eventually affect sleep, nutrition, and physical health. But if you tell your GP, "I'm lonely," they may not be able to offer much in the way of support.

That's where our Neighbourhood Workers or Link Workers can step in. These professionals can provide more specialised support. Through listening and empathy, they get to know your unique needs, whether those involve friendship and social interaction, guidance on your financial situation, or access to exercise. They then help you take action to meet those needs by referring you to helpful resources in your community.

## How can I access social prescribing?

The best way to get access to this service is through your GP, so please call them today and talk to your doctor about being referred to a Link Worker. If you aren't registered with a GP or your local surgery doesn't have a Link Worker please call us and we can refer you to one of our Neighbourhood Workers.

Age UK Lambeth and the MYcommunity Gateway team have also partnered up with Lambeth Adult Social Care. Age UK Lambeth offers a helpline to all new callers to Lambeth Adult Social Care, which provides a triage service for vulnerable residents or others on their behalf seeking Adult Social Care support, and deals with enquiries regarding the Adult Social Care offer in Lambeth. The service offers support, advice and referrals to relevant agencies. Where appropriate, referrals for assessment will be made to Adult Social Care.



**020 7926 5555**

*Press 1 for 'Adult services', then select the option that best applies to you and your query. Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*

*The Emergency Adult Social Care helpline is available outside of 9am -5pm and on weekends and bank holidays.*



**[mycommunity@ageuklambeth.org](mailto:mycommunity@ageuklambeth.org)**



# Advance Care Planning

We provide free one-to-one support to help you plan ahead and record your future treatment and care wishes. So, if you become unwell and are unable to tell people what you do and don't want, your loved ones and the professionals involved in your care will know what is important to you.

You can use your plan to record personal details such as what you like to eat, how you style your hair and clothes, or your daily routines and care preferences, for example requesting male or female carers. You can also explain any religious practices or values that are important to you, and care requirements for any long-term conditions, or for other family members you might look after.

You can make an advance care plan at any time and you don't need a solicitor to do it. We can tell you about the different planning documents you can use, help you decide which ones you want, support you to complete them and then share them with the right people.

The service is for anyone in Lambeth who would like one-to-one help to make an advance care plan. This includes people with long-term conditions, people with early-stage dementia and unpaid informal carers.



**0333 360 3700**

*Ask to speak to someone about Advance Care Planning.*

*Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*



# Carers' Advisor

Our Carers' Advisor offers unpaid carers a range of support, including information, advice and assistance with welfare benefits for both the carers themselves and the people they care for. Also, one of the missions of our Carers' Advisor service is to increase income and reduce costs for clients, which often means checking that clients are receiving all the benefits they are entitled to and making clients aware of reduced and low-cost services available to people receiving benefits or on low incomes.

## Who are unpaid carers?

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support. Caring for someone can take up a few hours each week, or a carer may be caring 24 hours a day, seven days a week. Some carers live with, or near to, the person they are caring for, whereas others provide more remote support. Some look after more than one person.



**0333 360 3700**

*Ask to speak to someone about Carers' Advisor.*

*Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*



# Dementia Services

Our Dementia services are drop-in groups open to anyone affected by dementia, including carers. We offer a range of activities, from arts and crafts, to singing, music, and summer day trips. You'll always find a good chat, a cuppa and lots of laughter! The groups have:

- No attendance fee
- No need to book, just drop by
- Free parking and disabled access
- Refreshments, fun, companionship and support



**0333 360 3700**



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

*Please see our website for the most up to date days, times and locations of our Dementia Services*

## Hospital 2 Home

Working with Adult Social Services discharge teams at Guy's and St Thomas's, King's College and St George's hospitals, the Hospital 2 Home worker can offer support to patients when they are due to be discharged from the hospital.

Our Hospital 2 Home worker can either help get you home or meet you there when you arrive, to ensure you are comfortable and can settle back in safely. They can also help you in a number of other ways, including:

- Collecting any items you need from your home in the lead up to your discharge. This could include clothes or paperwork.
- Ensuring that there is enough food and other essentials in the house when you return.
- Making sure that everything is in working order, including utilities such as gas and electricity.
- Ensuring minor adaptations to your home (such as moving furniture) are done on or before the day of discharge, leaving you feeling safe and happy to be back home.
- Ringing your care agency so your carers know you are home.
- Linking you with other Age UK Lambeth services to help prevent readmission to the hospital. ►



If you feel like you just need someone to help settle you in and to check over your home before you arrive back, we can also do this via our Home and Settle team. They can polish, Hoover, get some shopping in, check that the gas and electricity are topped up and even clean the fridge! Whatever it takes to get you settled back in and help you recover where you want to be – at home.



**0333 360 3990**



**[mycommunity@ageuklambeth.org](mailto:mycommunity@ageuklambeth.org)**

*Ask to speak to someone about our Hospital 2 Home service.  
Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*



# MYneighbour

Thanks to the efforts of our amazing team of volunteers, our MYneighbour befriending projects provide great opportunities for social connection, helping residents tackle feelings of isolation and helping them to feel part of their community.

- **Friendship Calls:** For people who would prefer to limit in-person meetings, regular phone calls provide a great opportunity for conversation and connection.
- **Face-to-Face Befriending:** A MYneighbour volunteer will visit you once a week for about an hour. You can sit and chat with a cuppa or go out for a coffee or a walk - it's up to you.
- **MYdigital Friend:** We aim to connect people via email across the community and beyond! Our hope is that introducing people via an email service will help reduce isolation within the Lambeth community and enhance people's digital skills.
- **Home Cooks:** Volunteers who love cooking and have a passion for helping people in their local community cook and deliver a meal for someone who may be lonely or isolated.



020 3143 5836



[myneighbour@ageuklambeth.org](mailto:myneighbour@ageuklambeth.org)

*Ask to speak to someone about MYneighbour services. Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*



## MYneighbour Missions

MYneighbour Missions aims to provide a safety net for Lambeth residents who may need additional support. In this way, volunteers help to bridge the gap between formal and informal support at a neighbourhood level.

Our volunteers can help with shopping, collecting prescriptions and running errands as well as celebrating our clients with homemade birthday cakes!



**0333 360 3990**



**[missioncontroller@ageuklambeth.org](mailto:missioncontroller@ageuklambeth.org)**

*Ask to speak to someone about booking a volunteer for any tasks you might need help with. Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*

# MYdigital Neighbour

To help people get online, we are sharing donated equipment and using volunteers to help support clients to reach their digital goals.

When we have your referral, you will be allocated to a Digital Neighbour volunteer (within 7 days), who will work with you to complete a Digital MOT form. This is a digital-focused conversation that explores your goals and current skills, as well as your situation in regard to equipment and connectivity. Lessons might cover:

- Setting up an email account
- Online shopping
- Using a web browser to search for information
- Using online communication tools such as WhatsApp



**020 3143 5836**



**[myneighbour@ageuklambeth.org](mailto:myneighbour@ageuklambeth.org)**

*Ask to speak to someone about MYdigital Neighbour services. Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*





# Wellbeing Ambassadors

The Wellbeing Ambassador programme was set up in response to low levels of Covid-19 vaccination within some communities in the borough of Lambeth. Its aim was to improve access to vaccinations by asking individuals to engage with their communities to dispel myths, provide practical advice and improve trust.

The resulting conversations revealed knowledge gaps and community concerns surrounding other health and wellbeing topics, such as GP registration, social isolation, physical inactivity, financial advice and mental health.

The ambassadors now provide their communities with information and advice on those important issues, while continuing to maintain an open and friendly dialogue about vaccinations where relevant.

If you need support and information on any health and wellbeing topics, but aren't sure where to go, please drop in and talk to one of our ambassadors. The ambassadors also host in-person drop-ins around the borough, please see our website for the most up to date locations.



**020 3143 0117**



**[www.ageuklambeth.org/lambeth](http://www.ageuklambeth.org/lambeth)**

*Ask to speak to someone about Wellbeing Ambassador Services. Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*



## Home Cooks

With this service, we hope to address loneliness by offering another form of befriending and social connection. Volunteers who love cooking, and have a passion for helping people in their local community, cook and deliver a meal for someone.

Our Home Cooks service also helps to combat food poverty, by helping people to access hot food when they are otherwise unable to (e.g. due to no cooking facilities, fuel poverty, and more). Our team will take your details and dietary requirements and match you with a local volunteer who suits you. Your volunteer will then be in touch to arrange your first delivery!

## Homemakers

We've found that occasional assistance with light housework and other small tasks helps older people to remain living independently and in their own homes.

We perform basic homemaking activities which include: vacuuming, dusting, sweeping or mopping floors, doing dishes, changing bed linens, doing laundry and cleaning bathrooms.



**0333 360 3990**



**[missioncontroller@ageuklambeth.org](mailto:missioncontroller@ageuklambeth.org)**

*Ask to speak to someone about Homemakers, Home Cooks or Handyfix services. See our website for Homemakers and HandyFix charges. Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*



## Handyfix

Our skilled and friendly HandyFix team can help with:

- **Small repairs**, including putting up curtain rails, shelves and pictures.
- **Safety measures**, including fitting smoke alarms, carbon monoxide detectors and grab rails.
- **Home security**, including door and window locks, door chains and door viewers.
- **Energy efficiency checks**, including installing draught excluders, radiator heat reflectors and energy efficient light bulbs.

All work is guaranteed and completed by trained professionals. HandyFix is a charged-for service and the cost will vary depending on the work being undertaken. All the profits from our HandyFix service go directly into supporting Age UK Lambeth's vital work in the community.

# MYsocial

MYsocial is a community brought to you by Age UK Lambeth. We're here to bring people together to try new things, connect with their neighbours, develop friendships, share their knowledge and skills and feel part of their community.

Membership of MYsocial is open to anyone over 18 who wants to connect with others and increase what they do with their spare time. MYsocial is free to join and we make a commitment to keep our events as affordable as possible, with a third being free, a third under a tenner and the rest at cost price.

As a member, you'll have access to our full calendar of events, which range from regular live events, such as our exercise classes, creative writing classes and computer clubs, to our set piece events, which include parties, theatre trips, dances, gallery visits and exhibitions, to our trips out of London.

All our events have a host to welcome you and introduce you to other members. We know it can feel a bit scary to meet new people so our hosts will help you with that if it's your first time attending. Often the host will be another member of MYsocial.

We also have a lively online events calendar that you can enjoy from home. These include many exercise classes, performances, craft sessions, our own version of Desert Island Discs, topical discussions, learning opportunities, and much more. ▶





**“Before joining MYsocial I rarely saw anyone at weekends, now I am always busy!”**

There are many ways you can be involved in MYsocial. You can give us a hand with the phone line, help with fundraising, take part in discussions about change and policy making, train as a mentor, be a welcoming host, share your skills – the possibilities are exciting and endless. Or you might just fancy coming along to events. Get in touch today to get involved!



**[www.mysocial.london/lambethjoin](http://www.mysocial.london/lambethjoin)**



**020 3143 5695**



**[members@mysocial.london](mailto:members@mysocial.london)**

# Volunteering

Are you looking for a meaningful way to gain skills, make friends and engage with your local community? We are looking for volunteers to get involved with our projects while having fun and reducing the social isolation experienced by many in the borough of Lambeth.

Joining our volunteering team helps our services reach a much wider range of people than they would otherwise and we are incredibly grateful for the dedication and support of our team of volunteers.

Our volunteer projects are listed below, please have a read and get in touch to find out more:

- **Phone Friends:** You will create meaningful moments for people through a weekly call over the phone. These calls provide engagement and enjoyment to people who are experiencing loneliness and isolation and are a great way to develop new friendships in your local area.
- **Face-to-Face Befriending:** You'll visit somebody who may be lonely or isolated once a week. You can sit and chat with a cuppa or go out for a coffee or a walk, it's up to you.
- **Digital Neighbour:** You'll help get older residents online – to give them access to all of the various social and life benefits that brings. This is a community-based volunteering role in which you become something of a local digital hero in your own neighbourhood! ►

- **Home Cooks:** As a volunteer who loves cooking, once a week you'll make an extra portion of your meal and drop it off to somebody local to you who is experiencing loneliness or isolation and would appreciate a home-cooked meal brought round by a friendly face.
- **Missions Volunteer:** You'll help with shopping, collecting prescriptions and running ad-hoc errands, as well as celebrating our clients' birthdays with homemade cakes! We require volunteers to do at least two missions a month but these can be done around your schedule.

Volunteering can take place 7 days a week.



**0333 360 3700**



**[volunteer@ageuklambeth.org](mailto:volunteer@ageuklambeth.org)**

*Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*

# Connect Lambeth

Age UK Lambeth is a proud partner of Connect Lambeth. Together, we provide services which promote independence and help you to maintain or improve your quality of life and prevent you from needing increasing levels of support. We help you to understand and use available social care and health services.

The support we offer includes information and advice helplines, advocacy for people in difficulty, assistance in filling out forms and claiming a full entitlement of benefits, a befriending service and community development.

Our staff have the skills and knowledge to support you, whatever your needs. We will enable you to understand your options so that you can make the best choices.

Our current partners are:

- **Age UK Lambeth**
- **Carers' Hub**
- **CSNSL**
- **dasl - Disability Advice Service Lambeth**
- **POhWER**
- **RAD - Royal Association for Deaf People**



**[www.connectlambeth.org](http://www.connectlambeth.org)**



**0333 360 3700**



**[hello@connectlambeth.org](mailto:hello@connectlambeth.org)**

*Open Monday - Friday, 9am - 5pm (closed on weekends and bank holidays).*





## How you can support Age UK Lambeth

As an independent, local charity, we rely on the generosity of our supporters to provide many of our vital services. Age UK Lambeth is affiliated with the national charity, Age UK, which contributes about 1% of our income. Therefore, it is only with the support of our community that we can make a real difference in Lambeth.

**Demand for our services has increased by 233% over the past two years as a direct result of the COVID-19 pandemic. In 2020-21, we helped over 70,000 people.** From helping people source housing, welfare benefits and food supplies, to organising hundreds of MYSocial events across the year, to pairing up clients with a befriending volunteer to tackle loneliness, at Age UK Lambeth we do everything we can to help people enjoy the later years of their lives.

But we could not do this without our community's support. Here are some examples of the difference your donation could make:

**£15**

Could pay for our HandyFix team to spend an hour making someone's home safe and secure, by fitting a handrail or doing essential DIY jobs.

**£20**

Could provide an isolated person with internet access for a month, enabling them to order their groceries, access online services like MYSocial, and stay connected with friends and family.

**£50**

Could pay for a MYSocial instructor to run an exercise class, helping members to meet new people, stay active and avoid social isolation.



## How you give is up to you

If you would like to support Age UK Lambeth, you can donate online or via our donation form (overleaf). Whether you can spare £1 or £30, every pound given really does help.

To donate online, simply visit  
**[ageuk.org.uk/lambeth/get-involved/donate](https://ageuk.org.uk/lambeth/get-involved/donate)**  
or scan the QR code.



To donate via cheque or an offline payment, tear out the form on the next page, complete all of the sections, and post it to our office for free, simply using the words:

**Freepost AUKL**



## Fundraise for us

You might also consider fundraising for us. You can do any activity you wish to raise money for Age UK Lambeth, from hosting a coffee morning or a quiz night, to jumping out of a plane or running a 10k, to organising a raffle or a fundraising event. If you would like to organise or take part in a fundraiser, please email **[fundraising@ageuklambeth.org](mailto:fundraising@ageuklambeth.org)**.

## Leave a gift in your Will

Leaving a gift in your will to Age UK Lambeth will ensure you leave a fantastic legacy to support future generations of older people in Lambeth. Speak to your solicitor or email **[fundraising@ageuklambeth.org](mailto:fundraising@ageuklambeth.org)** for more information.



**[fundraising@ageuklambeth.org](mailto:fundraising@ageuklambeth.org)**

# Yes, I will send a gift today and help support vital Age UK Lambeth services



## 1. My details

Title:  Forename:

Surname:

Home address:

Postcode:

Telephone:

Email:

## 2. My gift

**I would like to make a gift of:**  £

I enclose a cheque/postal order made payable to Age UK Lambeth,

**or** I wish to make payment by card (please tick):

MasterCard  Visa  Maestro

Card Number:

Expiry Date:  /

Signature:

If making a payment by card, we will call you to confirm we have received your details and to take your CVC, **please make sure you provide us with a contact number to do so.**

I would like to make this gift an ongoing commitment.

I would like to give:  Monthly  Quarterly  Yearly

Please turn over to complete your donation ►

### 3. How we contact you

I would like to be kept up to date with your projects and activities. We will never sell your data and we promise to keep your details safe and secure. Please tick the box to let us know the ways you'd like to hear from us:

Email:  Post:  Phone:

I do not wish to receive communications:

If you change your mind about how we can contact you, please email [fundraising@ageuklambeth.org](mailto:fundraising@ageuklambeth.org) or call 0333 360 3700. For further details on how your data is used and stored by the Age UK Lambeth network please go to [ageuk.org.uk/lambeth/privacy-policy](http://ageuk.org.uk/lambeth/privacy-policy).

### 4. Gift Aid

**For every pound you donate, we can collect 25p from the taxman at no extra cost to you**

*giftaid it*

**Yes**, I want Age UK Lambeth to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations. I am a UK tax payer 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.

Today's date:  /



**Fill out this form, put it in an envelope and send it to: Freepost AUKL**

\*Age Cymru, Age Scotland and Age NI. Please ensure you provide your full name and address and let us know if you wish to cancel your declaration, or if your tax status, name or address changes. Age UK Lambeth provides a range of services and your gift will go wherever the need is the greatest. Age UK Lambeth is working in partnership with Age UK. Age UK Lambeth, Third Floor, 336 Brixton Road, London SW9 7AA. Registered charity number 1063497. Company number 3252067. © Age UK Lambeth 2022. All rights reserved.



# Compliments and complaints

## **You can help us get it right:**

It may be that on occasion we fail to meet the high standards we set ourselves. We rely on users of our services, friends, neighbours, members of community groups or organisations to let us know what they think.

We want to ensure that we provide the best possible service to people who currently benefit from our help, as well as those who might one day need our support.

## **We welcome feedback:**

Your feedback is appreciated: the good, the not so good or just comments. This will guide us in shaping our services and ensuring that they are, and remain, as effective as possible.

To give us your feedback please call us on **0333 360 3700**, visit our website to complete a simple form or email us at **[feedback@ageuklambeth.org](mailto:feedback@ageuklambeth.org)**.

# Thank you

Supported by:



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