

AGE CONCERN CROYDON

NEWS SHEET FEBRUARY 2010

A warm welcome to our first Age Concern Croydon news sheet. One of our most exciting recent developments has been the opening of a second office at 2 Katharine Street, opposite the Central Library. Services operate from both the Katharine Street office and the London Road office and this guide will give you details of what services are available and from which office. Our Reception desk is at Katharine Street and our main telephone number remains unchanged as 020 8680 5450 or please use the service telephone numbers listed below for the service you require.

email acc@ageconcerncroydon.org.uk and fax 020 8288 9229.

Website: www.ageconcerncroydon.org.uk

Detailed information about all our projects, volunteering opportunities and future events.

Directory of Services: www.accdirectory.org.uk – provides local and national information

Advice Services & Reception at 2 Katharine Street 020 8680 5450

Projects include:

Information and Advice – provides information, advice and support on issues affecting older people. Leaflets & fact sheets are available telephone 0800 00 99 66 or follow link <http://www.ageconcern.org.uk/AgeConcern/factsheets.asp>. Advice Service is available at Katharine Street Mon, Tues, Thurs 10-12.30 drop-in, afternoons are appointment only. Phone service available Mon, Tues, Thurs & Fri. Outreach by appointment at Purley Cross Centre Tuesday 10.00 - 12.00 Tel: 0208 668 4189.

Information and Advice POP (Partnerships for Older People) – Borough-wide mobile information, advice and services, in partnership with Croydon Social Services, NHS Croydon and the voluntary sector. For a full rota of where the POP bus will be, please follow this link. www.croydonpop.org.uk or Tel 020 8654 4440

Trades Person Register – our list of reliable trades people; includes Electricians, Plumbers, Hairdressers etc. All trades persons have had references taken up and have been CRB (Criminal Records Bureau) checked. List is available from Information and Advice or Reception.

Home Services based at London Road 020 8662 8787

[Email homeservices@ageconcerncroydon.org.uk](mailto:homeservices@ageconcerncroydon.org.uk) projects include:

Chemical Deliveries – Elsan Blue chemicals are delivered by volunteers for people who are using chemical commodes. There is an £10.00 charge for the chemical, delivery is free.

Computer Training – Basic beginner, intermediate and advanced, 6 weeks computer training courses at our London Road office. 6 week course fee £35.00

Nail Care – Basic finger/toe nail cutting for older and/or disabled people. The service is not available to people who are diabetic, taking steroids or anti-coagulants or have poor circulation. The Service will visit clients at home or they can attend at a number of community venues throughout the borough including our Age Concern offices. Charges apply.

Handy Person – A number of different services are available. Free Home Fire Safety Checks which usually includes a free smoke alarm, Keysafes, Minor Repairs and Home Maintenance Services. Charges apply.

Tidy Gardening Service – General garden tasks include grass/hedge cutting, tidying, pruning and weeding. The cost of the service is £15 per hour.

Help@Home – this service provides a range of different domestic tasks including shopping, cooking, laundry and cleaning. The cost of the service is £12.00 per hour.

Insurance Products and Services This service is based at **Katharine Street** and is available Mon-Fri 10.00-12.30 and 2.00-4.00 Regulated by the Financial Services we sell home building and contents, travel, car and motor breakdown insurance, funeral plans, charity flowers, holidays, energy services (gas and electricity).

Positive Ageing based at London Road 020 8662 8790 Projects include:

Eat Well – Keep Well – The project highlights the risks and causes of malnutrition in older people. The MUST - Malnutrition Universal Screening Tool is used to identify early malnutrition. Onward referral enables diagnosis and treatment. Volunteers can provide one to one support for up to 6 weeks.

Fit as a Fiddle – Information and advice on healthy eating and physical activity to older people in the community. The Project focuses on selected community groups and trains volunteers to become health mentors.

Housing Options - Information and advice on housing options that may be available to older people, including sheltered and special sheltered accommodation and assistance with applications can be provided.

Personal Safety Project – Focusing on the prevention of falls within the home, a comprehensive risk assessment can highlight risks and causes of falls. Remedial work including tacking down carpet, fixing trailing wires and fixing curtain tracks can be carried out. A Home Fire Safety check/Smoke Alarms are also provided. Onward referral can be made to NHS Croydon Integrated Falls team.

Physical Activity Sessions – These promote the benefits of increased physical activity for older people. Currently Line Dancing and Walking for Health sessions are available.

Specialist Projects based at London Road 020 8649 9800 Projects include

Advocacy – Provides support to enable older people to speak up about issues that affect them and make informed choices and decisions about their lives.

Befriending – Reduces isolation and promotes independence, providing trained volunteers who visit those who are socially isolated and housebound, older people. The current funding has come to an end and the project is not accepting any new clients.

Check for Change – Advice and assistance with benefit checks and applications and Direct Payments and support and onward referral for debt and money management advice.

Welfare Benefits Advice – Undertakes benefit checks and assists with benefit application forms.

Your Money Matters – Outreach Money and Debt advice service. Impartial and confidential, free advice on simple money saving through to dealing with multiple debt cases.

Independent Brokerage – A pilot project with Advocacy Partners, Disability Croydon and MIND in Croydon. Brokers will support service users to make choices and decisions about the support that they need to live the life that they want.

Volunteering Opportunities – Age Concern Croydon offers various roles within the organisation for volunteers who can spare a regular time each week. For an up to date list of vacancies please see the web site, www.ageconcerncroydon.org.uk. For more information, please contact volunteering@ageconcerncroydon.org.uk tel 020 8649 9806

Please keep this news sheet in a safe place for when you need to contact us or why not visit us at 2 Katharine Street, opposite the Croydon Central Library complex.