

How do I access you Home Services?

Age Concern Westminster's Home Services are available by a number of means. For all services we take referrals from Social Services, a family member or you can self refer. It is easy to make a referral by either calling **020 3004 5612** or emailing us on homeservices@acwestminster.org.uk

Our team of staff and volunteers will be happy to help you with any request. If our Home Services are unable to cater for your needs, we will signpost you to one of our voluntary sector partners who can.



For more information contact us

TEL: 020 3004 5612

www.acwestminster.org.uk

homeservices@acwestminster.org.uk



Charity Number: 1018300

Company Limited by Guarantee in England and Wales no. 2788761



Home Services

Volunteer services for you.

AGE Concern Westminster



What are Home Services?

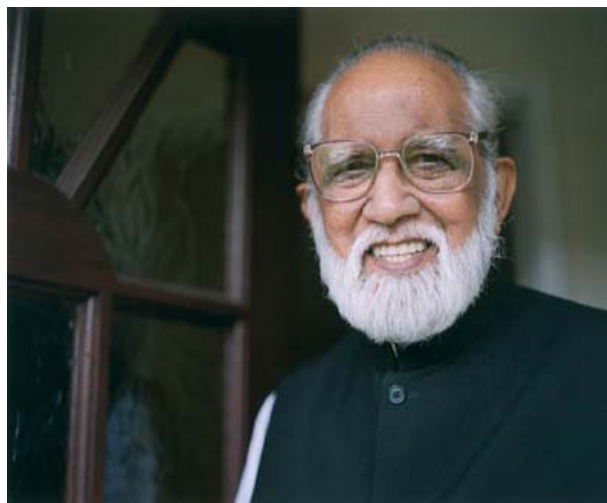
We provide a range of home support services for older people that include befriending, gardening, escorting and odd jobs.

Our **befriending** scheme which is co-ordinated by a paid member of staff and run exclusively with volunteers is aimed at those older people who are most isolated and most lonely. In Westminster, over 50% of people over 65 live alone, and up to 7,000 older people have depression. Finding a new friend through us who will visit you (or an isolated older person you know) once or twice a week breaks the monotony of isolation and is something that is looked forward to by the 300 older people that have befrienders through us every year.

A helping hand or a listening ear can make a difference to an older person battling their own disabilities alone. Befriending services aim to promote the overall emotional and psychological well-being of someone living in the community. Volunteers visit and befriend anyone over the age of 50 who is in need, relieving them of their loneliness and boredom. They can also identify areas that can improve someone's day-to-day environment with the necessary assistance.

Befrienders then visit the person on a regular basis to have a chat and perhaps a cup of tea but most of all just to be someone who will break the monotony and isolation that many older people endure. Having someone with whom to talk can be therapeutic, especially when you have not had a friendly conversation with anyone for months.

Our **escorting** scheme, which is joint funded with NHS Westminster, accompanies older people on visits to hospitals, doctors, dentists, opticians and other medically related appointments. A visit to the hospital can be traumatic for many people, and to undertake a visit on your own can be even more worrying. Being accompanied by a volunteer who can spend time with you before and afterwards, and sit with you during the wait can make the whole experience less stressful and more bearable. All we ask for is one week's notice in order to arrange a suitable volunteer for the appointment.



Our **small gardening** and **odd jobs** schemes assist with those small tasks around the house and garden that become increasingly more difficult as we get older. These are highly valued services that can make a huge difference to someone with a passion for their garden or an annoying little job that needs doing.



Are Home Services for me?

Home Services provided by Age Concern Westminster is designed exclusively for Westminster residents who are over the age of 50. We aim to provide our service where need is at its greatest. Whether you are a social care professional, family member or you are referring yourself, please do contact us to discuss your individual case. We will always do our best to help.

