

Registered Charity No 265562

e-mail: enquiries@ageconcerndarentvalley.org.uk

Details of Services

Area Covered: Ash; Bean; Betsham; Crockenhill; Darent; Eynsford; Farningham; Fawkham; Hartley; Hawley; Hextable; Hodsell St; Horton Kirby; Joydens Wood; Lane End; Longfield; Lullingstone; New Ash Green; New Barn; Southfleet; South Darent; Sutton at Hone; Swanley; Swanley Village; Wilmington, West Kingsdown & part Bexley. Minibus Service serves Dartford / Crayford / Bexley. We can contact Age Concern groups all across the Country. For more details on Area see Free Information Sheet No. 2 - for a Briefing see Sheet No. 24, and for current Client Contributions see Sheet No. 25.

Service Provision: With Kent Social Services informing a reduction of 5% (effectively a 7.5% reduction with inflation) in our core funding for 2010/11, with further 5% plus inflation reductions year on year for the following three years to 2013/14, a projected loss of £53,000, we deeply regret some current services to the elderly and disabled will be subject to withdrawal or reduction.

Advice Centre: Open Monday to Friday 9 a.m. to 3 / 4 p.m. Advice / Assistance on **any matter affecting the elderly or disabled**. We can assist on matters such as Pensions; Benefits (see Information Sheet Nos. 19 to 20a), Council Tax & Rent Benefits; Safety & Security; Residential / Nursing Homes; Housing; Financial; Legal: Disabled Aids, Wills; Tax; Savings; Grants; Insurance; Social Services; Health Service; Diets; Forms / Letters; Bus / Rail Passes; Counselling, etc.

Information Sheets: A free selection of 28 Local Information Sheets, a large range of National Fact Sheets - free to read or low cost copies, an index of our Information Sheets and Fact Sheets available, a large range of free leaflets & brochures on various issues relevant to the older or disabled person available from office.

Out of Hours: Leave message on any telephone, Fax 24 hours, or out of hours 07889 133633.

Transport: 4 / 5 disabled access Minibuses with between 12 and 22 seats provide free or low cost door-to-door transport five days a week to residents of retirement age or the disabled in the Sevenoaks area. Clients on trips to Day Centres, Shopping and Clubs are required to register and purchase tickets from Age Concern, with all monies collected for the sole benefit of Sevenoaks Council. Clubs will have the option of paying one fee per meeting. Age Concern gives its services completely free of charge. A fifth disabled access Minibus with 12 seats, owned and operated by Age Concern, provides low cost weekday door to door transport for the aged or disabled in the Dartford area. Voluntary transport at £1 + 35p per mile (of the volunteer's total mileage) is normally available. Dial-a Ride pre-booked low cost service for disabled access door-to-door service. A conditional free hospital car service to Dartford, Gravesend & some London Hospitals. Private 55-seat Coach at discounted rates for hire. Advice on Senior Citizens Bus / Rail Passes (Information Sheet No. 23) Minibus private hire for elderly clients at discounted rates. Professional removals at discount rate or cheap Man with a Van. Van for Charity Shop Collections / Delivery. Taxis for Disabled, Advice on holiday transport, See Transport Information Sheet No. 12.

Chiropody: Subsidised low cost private Chiropody Clinics held regularly by qualified, registered and insured professional practitioners in the Age Concern Meeting Point Day Centre, Age Concern Cottage Day Centre - Fawkham, Wellfield, New Ash Green, West Kingsdown, Swanley, Horton Kirby, Crockenhill, Joydens Wood, Sutton at Hone, South Darent, & Southfleet. Low Cost visiting service generally available to housebound. There is a limited free NHS Service for NHC Clinics but this may be difficult or delayed to access – contact your GP Doctor for details or referral. A limited NHS visiting service is also available for frail and housebound clients but this again may be difficult or delayed to avail yourself of – contact your GP Doctor for details or referral. See Age Concern Information Sheet No. 7 for further details.

Impaired Sight: Clinics held as required at the Day Centres in Swanley and Fawkham with a Visiting Service for Housebound clients. Normally free eye tests to those of retirement age but costs may be involved for glasses. Contact office for further details.

- Impaired Hearing:** Free Clinics monthly at Age Concern Cottage Day Centre, twice monthly in the Age Concern Office and other locations. At Home Service for Housebound. Clinics provide free NHS Hearing Aid batteries, tube cleans/replacements, referrals to NHS, etc. Emergency batteries from Office of Darent Valley Hospital. See Information Sheet No. 6 for further details.
- Bathing:** Low Cost Assisted Bathing with Nurse in easy entry Parker Baths at Meeting Point & White Oak Court, Swanley. Assisted Bathing by nurse with chair lift at the Cottage Day Centre. Assisted bathing in your own home every week by two trained Nurses. Advice / Information on Equipment and Home Adaptations. Free Disabled Equipment Loans Service for frail / disabled to bath at home. See free Information Sheet No. 9 for further details.
- Hairdressing:** Low cost Hairdressing Salons held Tue / Fri - 8.30 a.m. / 1.30 p.m. at Age Concern Meeting Point Day Centre and Weds / Fri at the Age Concern Cottage Day Centre, for men / women. A Home Visiting Service to frail / housebound at subsidised rates is also available. See Information Sheets No. 8 & 25 for further details/costs.
- Safety:** Details on Emergency Response Alarms, advice on Personal, Home & Property Security, Fire Safety, Smoke Alarms, Answering your door safely, Bogus Callers, Cowboy Builders, Winter Warmth. Our out of hours telephone number (07889 133633) is also available to our clients 24 hours a day, seven days a week. (Information Sheet pending)
- Visiting Service:** Free home visiting service to the frail or housebound in their Home, Hospital, or elsewhere, on any matter.
- Over 60s Clubs:** Age Concern supports over 27 Clubs or Centres in our area of benefit for the elderly - in every part of our area. Newsletters, Free Insurance, Free or low cost Transport, Assistance on accounts, funding & grants, Talks on various subjects, Advice, Cheap Bingo / Raffle books, Office facilities, Information on Services, meeting venues, provision of volunteers, and more. See Information Sheet No. 15. Luncheon clubs operated weekly in Longfield, Darent & New Ash Green, ask for further details.
- Pop in Centres:** Pop In Centres are run in Longfield, Swanley & New Ash Green. Contact office for further details.
- Information Technology:** Facilities available for clients free use of computer and access to and use of Internet and E-mail, limited tuition by arrangement, small charge for Internet access. Please enquire for further details.
- Day Centres:** **Cottage Day Care Centre, Fawkham**
Open 8.30am - 3.30 pm Monday to Friday. A beautiful detached bungalow in its own rural grounds. Transport, Home-cooked fresh hot 2-course Lunch, refreshments, Large print Library, Handicrafts, Music, Social Activities, Chiropody, Hearing clinic, Optical, Hairdressing, Bathing, Outings, Seasonal Events, Information / Access to other services, See Information Sheet No. 4 for further details.
- Meeting Point Day Centre, Swanley, Weekdays 8.30 a.m. to 3.00 p.m. Mondays to Thursdays & 8.30 a.m. to 4.00 p.m. on Fridays.** Transport, Chiropody, Assisted Bathing in Parker Bath, Home cooked fresh hot 2-course Lunch, Audiology, Refreshments, Pastries, Hairdressing, Social Activities, Computer, Outings, Books, Television & Information / Advice. See Information Sheet No. 3 for further details.
- New Ash Green Day Centre.** Wednesdays & Fridays 8.30 a.m. to 2.30 p.m. Free Bus, Refreshments, Home cooked hot 2-course Lunch, Shopping, Social Activities, Outings, Chiropody, Information, etc. See Information Sheet No. 5.
- Additional Services:** Age Concern arranges regular drop in days at their Day Centres by other agencies / charities, such as the Kent Association for the Blind and the Pension Service, where clients can drop in without an appointment to deal with any queries they may have directly with the professionals. Contact office for further details.
- Charity Shop:** 37 High Street, Swanley. Lowest priced goods Charity Shop in area. Clean Low Cost Clothes, Furniture, Bric-a-Brac, Knitting Wool, Household items, Bedding, Electrical, etc. Essential Items Free to Needy. Open 9.30am to 2.30pm on Mon. Wed. & Friday. Donations of stock welcome. Run solely by Volunteers with very low overheads, all proceeds go to Rural Age Concern Darent Valley for our charitable work with the Aged.

- Holidays:** General Advice & Recommendations on low cost Hotels, Guesthouses, Caravans, Transport & Finance for holidays, short breaks & respite care for elderly & disabled. Please see our free Information Sheet No. 13 for further details.
- Wills:** Will Writing Service for elderly & disabled for small donation, Advice on Inheritance tax, probate, executors, witnesses, where to keep Will, tax planning, Trusts, etc. See Information Sheet No. 11 for further details.
- Shop Mobility:** Assisted door-to-door shopping to Supermarket / Shops / Post Office on disabled access minibuses with helpful driver and escort. Registration required, Small council fee for bus tickets – available from Age Concern, Numerous other shopping trips in mini-buses every day from many areas to various Shopping Centres / Areas or Supermarkets. Advice to housebound clients. See Transport Information Sheet No. 12 for further details.
- Disability Aids:** Extensive Loans Service of disability aids like Walking Frames, Walking Sticks, Walkers & Trolleys, Crutches, Toilet Bowl Extension, Toilet Rails, Bath Rails, manual and electric Bath Seats/Boards, Bed Cradles, Bed Tables, Bed Pans/ Urinal Bottles, Chair/Stool Commodes, Back Rests, Helping Hands, High seated Chairs, Footstools, Grab Rails, Portable gas heaters, chair/bed lifts. Manual wheelchairs at low cost. See Information Sheet No. 10 for further details. Information about Disability Aids Suppliers. See Information Sheet No. 11 for further details
- Gardening:** Reasonable cost Gardening Service for elderly & disabled using reliable, vetted and experienced tradesmen. Subject to availability.
- Maintenance:** Full Building Services or Handyman Scheme operated at low cost, known reliable Tradesmen subject to availability. Advice on Grants, Care & Repair scheme, Housing Association schemes, etc. Advice on costs and dealing with tradesmen.
- Respite Care:** Advice & Assistance on free or low cost respite breaks for the Cared for & Carer. See Information Sheet No. 14.
- Continence Care:** Confidential mail order service on range of disposable / re-useable products & general advice or referrals to Doctor / NHS. Leaflets are available on display.
- Befriending:** We can arrange for a vetted & appropriate volunteer to visit you at home or elsewhere on a regular basis or for trips out, for companionship and friendship and to help in many little ways. Contact office for details.
- Private Hire:** The Age Concern Meeting Point Premises and other premises are available for bookings for private functions, such as Birthdays, Weddings, Special Events, Celebrations, Parties, etc. Excellent facilities are available in these well-appointed spacious premises at discounted prices to residents of retirement age or local charitable organisations for one-off or regular events. All proceeds from Private Hire go directly to the Charity. Hire periods available from 3.00 p.m. to midnight weekdays and at any time weekends. Leaflet available.
- Age Resource:** Information given as available on Sports, Hobbies, Crafts, Activities, Courses, Arts, Training & other opportunities.
- Associations:** We are an Independent Registered Charity relying on donations & legacies to fund our charitable work. We work closely with 33 Age Concerns Groups in Kent and have contact as and when required with 1,400 Age Concern Groups in the UK. We work with local/regional/national Statutory & Voluntary Agencies and represent the interests of the Elderly and Disabled on various Committees & Forums.
- Campaigning:** Rural Age Concern Darent Valley, established in 1951, lobbies and campaigns at local, regional & national level on many issues of importance and significance to the Aged, Frail and Disabled to endeavour to achieve improvements in their Quality of Life. Please see our Information Sheet No. 24 for a briefing on our organisation.