

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:

- Meeting the client on their arrival home from hospital help them settle back into home and their normal routine
- Ensuring the home is safe and warm
- Obtaining any immediate shopping they may need
- Making a cup of tea and preparing a snack if required
- Light housekeeping including tidying and changing bed linen
- Assisting in the management of medications/picking up prescriptions
- Emotional support and a listening ear, supporting self-care confidence



Voluntary Services Navigator: The Voluntary Services Navigator (VSN) works in partnership with the Community Health Services in Wandsworth. The VSN can offer a range of support and services to clients including:

- Providing information on a range of topics to support health and well-being
- Support to access social activities and groups
- Accessing Transport options
- Claiming Benefits and grants
- Support to navigate health and social care systems
- Ordering equipment for independent living
- Facilitating direct referrals for clients to access services



Online Shopping Service: This service provides support to clients who struggle with getting their grocery shopping or are unable to carry larger grocery items. The service supports people aged over 60 years old. The service requires clients to:

- Have a debit or credit card
- Provide a shopping list over the phone to the coordinator
- Have a mobile phone
- Able to remember the arranged shopping phone appointments and delivery times

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



Handyperson Service: The Handyperson service offers practical help with minor safety adaptations with specialist equipment to the client's home with a focus on reducing the risk of falling and supporting hospital discharges. The service supports people over 60 years old and living in Wandsworth. Services Include:

- Key Safes
- Grab Rails/Stair rails
- Changing light bulbs
- 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 isolation and loneliness. The service provides a volunteer to contact the client either by home visits or telephone. The aim is to build relationships to help clients gain confidence and build self-esteem through companionship, a listening ear and sharing interests. The service supports people aged over 60 years old living alone or clients' who are being cared for by an informal carer or an unpaid older carer.



+ Befriending Plus: This is a befriending project to which clients **MUST** be referred by a Social Worker. This service is for clients who may be experiencing social isolation and loneliness. Volunteers offer companionship and additional practical help and can help clients with small admin tasks, such as organising appointments; going out for walks or activities and helping clients to do light housekeeping tasks.

All services are for people 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!