



# VINCENTIAN CARE PLUS SERVICE USER'S GUIDE

Welcome to Vincentian Care Plus (VCP). This Service User's Guide tells you about our Company and what you can expect from our services.

The content of this guide follows the guidance from the Fundamental Standards for Quality and Safety issued by the Care Quality Commission (CQC) who are the regulatory body for domiciliary care under the Health and Social Care Standards Act 2012. You can find more about these standards in the section below and on the CQC website [www.cqc.org.uk](http://www.cqc.org.uk)

This document also summarises basic information about our agency 'Vincentian Care Plus', for people who are considering using our service, their friends, relatives, carers and representatives of users and potential users. For more information and understanding of how this may apply to you and your care please see the below Important Contact Details for You.

## **Vincentian Care Plus Emergency number: 0203 -870-1880**

Offices Hours of Operation: 9.00am - 5.00pm Monday to Friday all other times calls are transferred to our Extended Hours Team- **On-Call** (*Monday-Friday 6:00am-9:00am & 5:00pm-10.30 pm; Saturday and Sunday 6:00am -10.30pm*)

If you need to call us immediately there is an out of hour and emergency telephone service numbers to call detailed above.

<b>Name</b>	<b>Organisation</b>	<b>Telephone Number</b>
2 Grosvenor Gardens London SW1W 0DH	Vincentian Care Plus Victoria Office	0203 870 1880
<b>Care Quality Commission</b> The Care Quality Commission is the Health and Social Care Regulator for England, which regulates the conduct of Domiciliary Care agencies.	Citygate Gallowgate Newcastle upon Tyne NE1 4PA	03000 616161

There are a number of Regional Offices from which Commissioners carry out their duties.		
<b>Registered Manager</b>	Cathy Naigow CathyN@vincentincareplus.org.uk	0203 870 1880 0745 0125 073
<b>DC Services Operations Manager</b>	Mark Choonara Mark.choonara@dcsvpservices.org	020 7931 8738 07734395399
<b>Local Authority Westminster Council</b>	Westminster Adult Services South Locality, 4 <sup>th</sup> Floor, 5 The Strand, London, WC2N 5HR	0207 641 2500 0207 641 2264
<b>VCP website</b>	<a href="http://www.vincentiancareplus.org.uk">www.vincentiancareplus.org.uk</a>	

***If you would like a copy of the Service User's Guide in another format or language, please contact us at the office.***

## **Introduction**

Vincentian Care Plus is committed to promoting independence.

Our aim is to offer a practical and personal care service, to enable you to remain as independent as possible in your own home.

The care is delivered according to your care and support plan and is based on an assessment of your needs.

We aim to assist our Service Users in being as independent as possible, and the service we provide is an enabling one rather than a 'doing' one. We encourage and assist as much as possible whilst trying to ensure that we don't 'take over' the task that a person can do for themselves.

## **About Vincentian Care Plus**

Vincentian Care Plus Home Care agency was set up as a company in 2004 and registered as a Domiciliary Care Agency in 2004. At present we are operating within Westminster, but it is our aim to continue to develop our services in to other areas. People who are looking for home care can purchase private services from us or can be referred from social services or the NHS. We are in partnership with Westminster City Council Adult Services and are on the Framework Agreement. Vincentian Care Plus supports the practice of Personalization and Personalized Budgets.

## **Our Aims, Objectives and Philosophy**

Vincentian Care Plus aims to provide care and support for people, who cannot wholly look after themselves in their own homes, at times convenient to them and in ways they find most suitable.

We aim to work with you to provide a service which you value highly, which helps you to live as independently as possible and which allows you as much control and choice as possible over your lifestyle.

Our objective is to work in partnership with everyone involved in your care; this includes your family, the social services team, healthcare staff and any other multi-disciplinary agency or service.

Our philosophy is to put you, the service user, at the heart of everything we do, and to act in your best interests at all times. Our policies and procedures reflect this.

## **Services We Provide**

Vincentian Care Plus provides domiciliary care. We also supervise you while you undertake these activities yourself, or give you advice and encouragement, as needed. Meeting basic physical needs including assistance with the following:

- Getting up, going to bed, bed making
- Dressing and undressing
- Personal Care, washing, bathing and general grooming (personal hygiene)
- Preparing meals and light snacks, eating and drinking
- Using the toilet, maintaining continence, managing incontinence
- Moving about, handling and transferring (mobility)
- Supervising, encouragement in taking medication
- Shopping for everyday requirements
- Collection of pensions and welfare benefits
- General housework and cleaning
- Washing up and tidying up
- Disposal of general household waste
- Laundry and ironing
- Vacuuming

The level, nature, type and amount of service which you receive will depend on your wishes, the assessment we undertake and the number of hours which you require. There are a small number of tasks we cannot help you with. This is because of health and safety regulations. These are:

- Not cutting your toenails
- Not moving heavy furniture
- Not climbing ladders
- Not cleaning above a safe height for your carer
- Not helping you with tasks, which involve an invasive procedure (such as giving you injections, etc.)

### **Medication**

Vincentian Care Plus has a very clear policy, that we do not administer medication, we prompt only from the Service User's blister pack.

### **Who is the Service for?**

Vincentian Care Plus provides services to adults irrespective of gender, race, colour, nationality, religion, disability, culture, sexual preference, lifestyle, social standing or ability to pay. Our service is available to any service user group including the infirm, those with physical disabilities, sensory loss, learning disabilities and those who are suffering from chronic debilitating or terminal illness.

### **Initial referral**

You may have been referred to us by the Social Services department from which you initially sought help and which has accepted at least some financial responsibility, or you may have contacted us yourself. In either case, information about you which is passed to us will be dealt with sensitively and in confidence. Before providing any services we will need to talk to you as the person who is going to receive the service, and any other interested parties. At the very outset we need to be sure that the services we provide are going to be suitable for you.

### **Assessing the need**

The process starts with a Manager from Vincentian Care completing an Initial Care Needs Assessment for you. We hope that you do not find the process by which we get to know your needs too intrusive. We want to build up a full picture and we will do this as quickly and tactfully as possible. Remember, all the information will be treated confidentially. Our aim is always to make sure that we understand what you need and

what your preferences are about services, so that we can respond in ways which really suit you. We will contact you and arrange to visit you in order to draw up a Person-Centred Care Plan. This will record the details of the service which we will provide and when it will take place. It will contain information about how it will be delivered in accordance with your wishes.

### **Assessing the risks**

If you have decided to have care provided in your own home, you will know of course that that carries some risk. Our care workers are unlikely to be with you all the time so there will not be the same level of support as you would receive in a residential home, for example. On the other hand, you retain your independence and many people find that, on balance, this measure of risk is worthwhile. Nevertheless, we want to be sure that everybody concerned understands the risks and has thought about them responsibly and that the risks to be taken are not unreasonable or unnecessary. So your Person Centred Care Plan will also include a risk assessment, which is conducted to ensure your safety as well as that of the carer. With you, we will be weighing up the risks to be taken with the advantages, and if it seems appropriate we might make suggestions as to how unnecessary risks can be minimised.

### **Person Centred Care Plan**

Having assessed your needs and the risks in the situation, we then again with you draw up a Person-Centred Care Plan. This is called a Care and Support Plan because you as the Service User really are central to it. It will record the details of the service which you have requested and indicate the times that you have requested. It will contain information about how it will be delivered in accordance with your wishes.

### **Access to Records**

You will be able to access your file in accordance with the Data Protection Act. You may obtain a copy of our full Access to Records policy upon request.

### **Billing**

If you are paying privately you will be invoiced monthly.

### **Cancellation/ Termination**

You must advise us of any cancellation or termination of service. If you wish to cancel a visit you must give us 24 hours notice or you may be charged for the cancelled visit.

## **Carers**

All carers employed by Vincentian Care Plus have been through our vigorous selection process. They have had their references checked and been subject to an enhanced police check via the Disclosure and Barring Service.

## **Changes in Home Carer**

As far as is practicable, we will try to minimise changes of care staff. You have the right to change your Home Carers and a request for this will not jeopardise the service that we give you. However, your request must be reasonable, in accordance with our equal opportunities policy and within available resources.

## **Compliments, Concerns and Complaints**

We operate a compliments, concerns and complaints system which allows you to bring to our attention any concerns or comments you may have about the service you receive from us.

If you are dissatisfied with our service you should, in the first instance, contact the Branch manager immediately. This can be done by letter or by telephoning 0203 870 1880.

## **Initial Stage (Informal or Problem-Solving Stage)**

This provides an opportunity for us to discuss with you or your representatives your concerns and to try to resolve the problem. This can be done through discussion, giving us the opportunity to investigate the concern or complaint and to try to resolve the problem. We will endeavour to resolve your concerns at this stage within 14 days.

If you remain dissatisfied, you may request your complaint to be taken forward to in line with our complaints procedure.

At this stage an independent investigator appointed by the Branch Manager will be requested to look into your complaint and prepare a report. On receipt of this report we will write to you and advise you of the outcome(s) and what action will be taken. If your complaint is of a complex or serious nature, such as dishonesty, racism or abuse, then it will be formally investigated.

You can at any time during this process make your complaint known to the Care Quality Commission. (CQC) You can contact the National Customer Service Centre:

**Telephone: 03000 616161    Fax: 03000 616171**

CQC Opening hours are Monday to Friday, between 8.30am and 5:30pm, excluding bank holidays

**Address: Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA**

## **Confidentiality**

We are happy that Service Users exercise the right to make decisions about their own lives and service delivery. All information given to us will be treated with confidence under the Data Protection Act. However, we may have to share that information with appropriate people such as the Care Quality Commission or social services.

Home Carers may need to share confidential information with their line manager in the best interests of the service user or in line with our responsibilities within the law. If however there are circumstances where confidentiality is breached inappropriately, we will take action as defined in our policy and procedures.

## **Equal Opportunities**

We are an equal opportunities employer and care provider. Employment and service provision is open equally to all people regardless of race, culture, religion, sex, sexual orientation or disability.

If you have any specific requirements in relation to your religion, culture or ethnicity, we will endeavour to meet those needs.

## **Equipment**

If you require equipment to assist you with day to day living in your home, this is arranged by the Occupational Therapy Service, following an assessment to establish what will be of benefit to you.

## **Health and Safety**

It is the policy of Vincentian Care Plus to maintain healthy and safe working conditions and practices. It is our expectation that staff will be conscientious in all Health & Safety practices and be on the lookout for any area of risk to themselves and other people. We also expect our Service Users to be conscious of their responsibility to provide a working environment that is safe and risk free.

## **Holidays and Sickness**

We will strive to ensure you have continuity of Home Carers, there will be times when we have to substitute your regular Home Carer, and this may be due to sickness or annual leave. We will provide another Home Carer if your regular carer are unable to attend, even at very short notice.

## **Insurance**

The Vincentian Care Plus holds both Employers and Public Liability Insurance.

We are insured with  
Ecclesiastical Insurance  
Beaufort House  
Brunswick Road  
Gloucester GL1 1JZ

### Main Cover & Limits

Employers Liability 10 million          Public Liability 5 million

We are also insured for normal cover, e.g. office contents, buildings, loss in revenue, etc. Annual renewal date is in January.

Please note that Vincentian Care Plus's Insurance Policies does not cover any damage to your personal property unless such damage occurs as a result of negligence on the part of an employee during the course of his or her work.

Service Users are advised to hold their own contents insurance.

## **Protection of Vulnerable Adults**

We operate a Protection of Vulnerable Adults Policy in line with the National Disclosure and Barring Service (DBS). Any alleged accusations of abuse will be treated seriously. It will then involve the Care Quality Commission the Police and other departments within Social Services.

Any concern you have in relation to an allegation of theft must be dealt with by the police immediately

## **Quality Assurance**

To ensure that quality services are provided to meet the needs of all our Service Users, we will undertake monitoring of services by half yearly Quality Assurance Visits, spot check visits, telephone calls, postal questionnaires and reviews.

Vincentian Care Plus Standards and the QA process are reviewed and revised as necessary on an annual basis.

## **Your responsibilities**



Please may we ask you to provide soap and a towel for our carers to wash and dry their hands.

We are required to log in and out of our visits using the telephone. This does not incur any cost to you but provides an electronic recording of the visit. If for some reason the telephone is not working you will be required to sign a time sheet for the carer.

You are asked to counter sign for your visit after the carer has made their notes.

You are required to provide all cleaning materials and to ensure that all electrical equipment used by our home carers is in sound working order.

When we undertake shopping, pension collection or pay bills on your behalf, our staff must be authorised to do so by the Branch Manager and complete and sign the financial transaction form which must be countersigned by you or your representative. To enable us to collect your pension you may have to give written permission to us for identification purposes.

As part of your care plan you will be required to treat our staff with respect, courtesy and consideration and to notify the Branch Manager or Care Coordinator of any failure by our staff to attend to your specified care needs or of any inappropriate behaviour.

We would expect the assessment documents to be in your home and available for the Home Carers to follow the care plans. If you however decline to have the documents in your home, we will have to record your refusal and reasons why in our records. This is a ruling set down by the Care Quality Commission (CQC).

### **Risk Assessment**

We must complete a risk assessment of your home prior to the care being provided; (although we understand in some circumstances this is not possible) you will be included in part of the risk assessment procedure and informed of the outcome. Risks assessments will be reviewed periodically or as necessary.

### **Reviews**

To ensure that the services you receive are continuing to meet your needs we will arrange to undertake a review of your care package bi-annually. If, however, your circumstances change, and you wish is to review your services earlier you should contact the Branch Manager who will arrange an earlier review date.

## **Review of the Service**

Vincentian Care Plus will provide services as outlined in the initial assessment undertaken before the service began and which forms part of the Care Plan. To ensure that the services you receive are continuing to meet your needs we will arrange to undertake a review of your care package from time to time, at least bi-annually, and the service user may request a review at any time if the service being delivered is inappropriate to the person's needs. If it is agreed that the service should be changed the service user plan of care will be modified accordingly and a fresh contract issued. In the case of Service Users whose fees are paid by a Local Authority, any reassessment and change to the service user Plan will be carried out in conjunction with the relevant Social Services staff.

## **Rights and Responsibilities.**

The dignity and value of every Service User must be recognized and respected at all times.

The rights of the Service Users not to accept carers with whom they are not compatible must be upheld.

Carers must never discriminate against Service Users on the grounds of race, nationality, language, religious beliefs, age sexual orientation, social standing. Nor must they discriminate between Service Users who pay for their services directly and those who do not.

Should the carer cause any damage to the home it should be reported immediately to the Service User and also to the Branch Manager of Vincentian Care Plus. If possible the damaged article should be kept for inspection in case it will be needed for insurance purposes.

## **Security**

We aim to help to provide an environment and support structure which offers sensible protection from danger and comfort and readily available assistance when required. We respond to our Service Users' need for security in the following ways.

- a. We always carry out thorough risk assessments in relation to premises, equipment and the activities of the Service User who is being helped.
- b. We hope to help to create a physical environment which is free from unnecessary sources of danger to vulnerable people or their property.

c. All our carers are well selected, trained and briefed to provide services responsibly, professionally and with compassion.

### **Security of a person's home - Entering and Leaving the Premises**

a. During the initial assessment, carried out by the Manager, the security of the home will be discussed and an agreement reached about how the carer will affect entrance to the Service User's home. Should the Service User not be able to open the door because of infirmity, disability, incapacity or mental state? The carer will be authorised to access a key from a key safe or in special cases VCP will hold a key. In this event the plan will be well documented and agreed by the Manager.

b. The key will only be used to enable entrance for work and should not be used at any other time.

c. Such a decision should only be reached where this represents the best way of effecting entrance for the home care worker and where it represents the best way to ensure the safety and security of the Service User.

### **Prohibitions – Our Staff are:**

a. not allowed to use your telephone for their own use but must be allowed to do so to contact the office or the emergency services and to clock in;

b. prohibited from smoking or consuming alcohol in your home or to purchase unlawful drugs or substances on your behalf;

c. not allowed to be signatories to your Will or other legal documents or to offer advice of a general or specific nature in respect of your financial affairs and this applies to members of the family of any staff who work for us;

d. not allowed to accept gifts, in money or in kind, from you or your representative(s).

e. not allowed to administer medication from a medicine box or bottle (they can prompt medication from a blister pack). They cannot perform invasive tasks. Neither are they allowed to give you advice on health matters or medication;

f. forbidden from lending anything to or borrowing anything from you or your representative. They are also forbidden from buying anything from or selling anything to you or your representative(s);

g. not allowed to take unauthorised people or pets into your home;

- h. not allowed to personally hold door keys to your property or make copies if these keys;
- i. prohibited from giving their personal telephone number to you. If you wish to give a message to a member of our staff you can do so by contacting the office and we will pass your message on;
- j. cannot take your laundry home with them;
- k. not allowed to undertake private work for you under any circumstances and failure to abide by this rule will result in them being taken through our disciplinary procedure.

### **Statement of Purpose**

We have a Statement of Purpose and this document can be accessed by contacting the Branch Manager at Vincentian Care Plus, 2 Grosvenor Gardens, London SW1W 0DH

### **Staffing Information**

#### Supervision Training and Development

We operate a training programme for all our staff which includes an Induction program in line with the Care Standard Certificate.

All of our staff receive training in the delivery of care and support. However, if specialist equipment or care is required, training may need to take place in your home.

As part of staff development, our staff undertake training and supervision in the home. You have a right to refuse to take part in this activity. You will be notified of any planned training well in advance of the visit.

Our staff operate under the GCSC Code of Practice for Social Care Workers

### **Uniforms and Protective Clothing**

Our staff are required to wear their uniform and their identity badges.

If you wish to verify the person we have sent to undertake your care then please telephone the office.

Our staff are required under Health and Safety regulations to wear protective clothing such as gloves and aprons when carrying out their duties. We supply all protective clothing.

### **Withdrawal of Services**

We will always try to provide a service to you and only in very exceptional circumstances would a service be restricted or withdrawn. This could be on Health and Safety grounds, harassment of care workers, or unacceptable or violent behaviour from any service user, their family or friends or representative(s).

#### Cancellation or withdrawal of the Service

Only in exceptional circumstances will a service be withdrawn if a substantial and continuing need for care has been identified that we are unable to support.

We will aim not to restrict or withdraw services without full consultation with all parties involved in the package of care.

### **Your rights as a Service User**

The aim of Vincentian Care Plus is to provide good quality domiciliary care, promoting a way of life for our Service Users which permits you to enjoy, to the greatest possible extent, your rights as individual human beings. The following rights are fundamental to Vincentian Care Plus.

### ***Privacy***

Your right to privacy involves being free from intrusion or unwelcome attention. We aim to maximize your privacy in the following ways.

- a. Our carers will enter your home and rooms within the property only with express consent.
- b. You have the right not to have to interact with or be interrupted by our carers when.
- c. We respect the fact that your possessions are private and always act in accordance with the principle that our carers are guests.
- d. Our carers respect your right to make telephone calls and carry on conversations without being overheard or observed.
- e. We ensure that records of the service provided to you are only seen by those with a legitimate need to know the information they contain.

## ***Dignity***

The right to dignity involves recognizing the intrinsic value of you as an individual and the specific nature of your particular needs. We aim to maximize your dignity in the following ways.

- a. When assisting with all aspects of personal care, including toileting, dressing and maintaining appearance, where possible, we can provide a carer of your choice and of the sex of your choice.
- b. We aim to minimise any feelings of inadequacy, inferiority and vulnerability which you may have arising from a disability.
- c. We will treat you with respect, which reinforces your individual characteristics, addressing you and introducing you to others in your preferred style, responding to specific cultural demands and requirements, and aiming to maintain appropriate relationships which are warm and trusting.

## ***Independence***

Having the opportunities to think, plan, act and take sensibly calculated risks without continual reference to others. We aim to maximise your independence in the following ways.

- a. We will encourage you to take as much responsibility as possible for your own healthcare and medication.
- b. We will involve you fully in planning, devising and implementing your own care plans.
- c. We work with carers, relatives and friends of yours to provide as continuous a service as is feasible.
- d. We will focus on your capabilities when delivering your care to achieve the best outcomes.

## ***Choice***

- a. We aim to provide the opportunity to select independently from a range of options. We will respond to your right to choice in the following ways.
- b. We avoid a pattern of service which leads to compulsory timings for activities like getting up and going to bed.

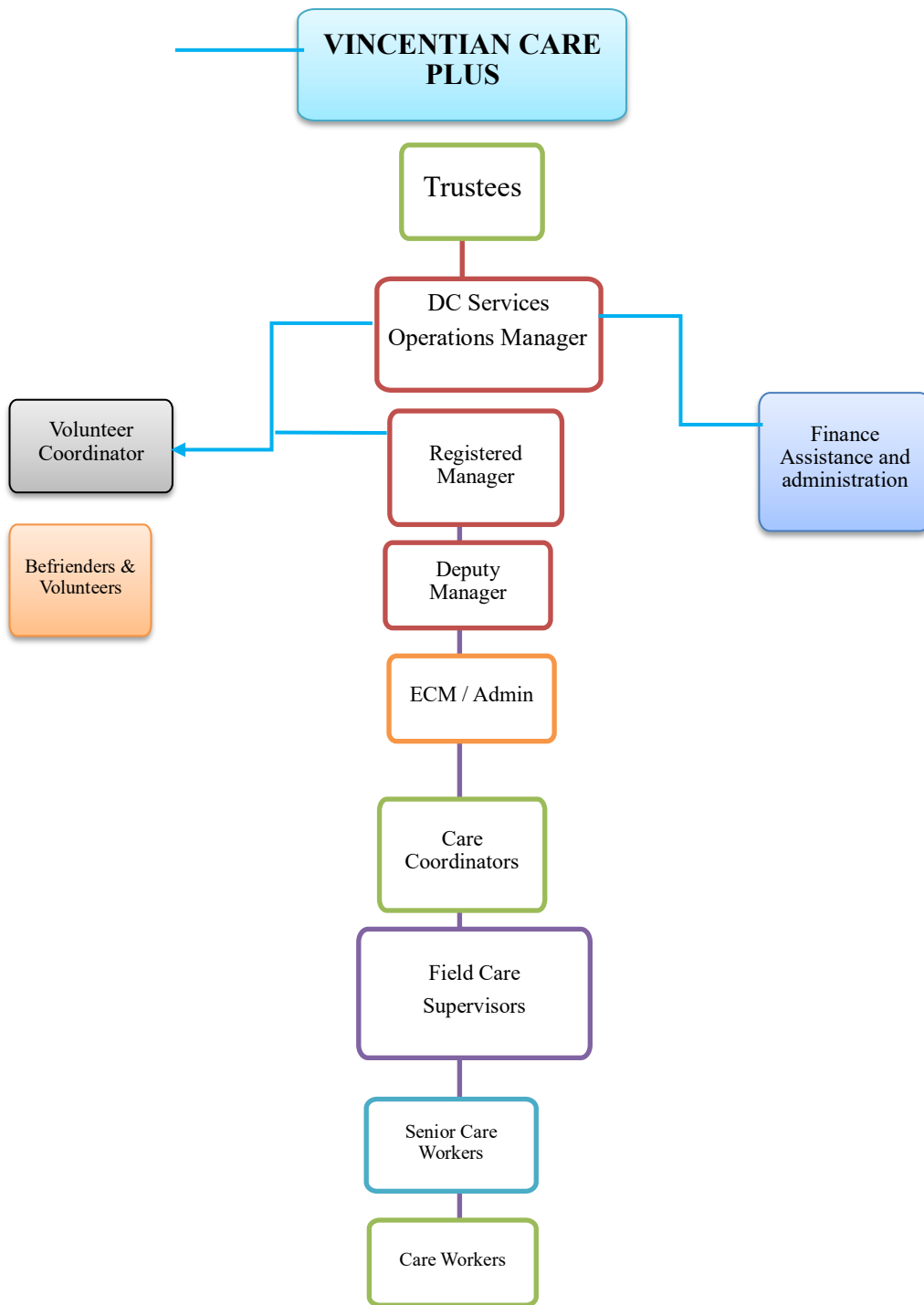
- c. As far as possible, we manage and schedule our services so as to respond to preferences with regards to carers with whom you feel most comfortable.
- d. We respect your eccentricities, personal preferences and idiosyncrasies.
- e. We strive to cultivate an atmosphere and ethos in our service which welcomes and responds to cultural diversity.

**Copies of this Guide and of your Care Plan.**

A copy of this guide will be in the VCP folder in your home. Further copies are available from the office on request. The Service User or their representative, and the Branch Manager of VCP hold signed copies of your Care Plan and of your Contract.

## Vincentian Care Plus Organisation Chart





## Governance Contact Details

### Registered Provider

**Vincentian Care Plus**  
 2 Grosvenor Gardens  
 London



SW1W 0DH

Tel: 0203 870 1880

**Chair of Trustees**

Glen Von Malachowski

**DC Services Operations Manager**

Mark Choonara

[Mark.choonara@dcsvp.services.org](mailto:Mark.choonara@dcsvp.services.org)

Tel: 020 7931 8738

Mob: 07734 395 399

**Registered Manager**

Cathy Naigow

2 Grosvenor Gardens

London

SW1W0DH

Tel: 0203 870 1880

Mob: 07450 125073

**SERVICES THAT MAY BE HELPFUL TO YOU**

**Day Centres and Clubs**

Day Centres and Community Hubs for older people in the City of Westminster provide many activities for people over 50. It is a great way to try something new, meet new friends and keep healthy. This list is provided for your convenience. We have no reason to believe that these organisations do not provide a reliable, high-standard service but do check carefully what they offer, whether they are right for you, and how much they charge. Some are open all week but some only on certain days, so do contact them first before travel.

### **The Abbey Centre (Monday to Friday 9am to 9pm)**

#### **Saturday 9am-5pm.**

34 Great Smith Street SW1P 3BU

Phone: 020 7222 0303

Email: [enquiries@theabbeycentre.org.uk](mailto:enquiries@theabbeycentre.org.uk) [www.theabbeycentre.org.uk/comm](http://www.theabbeycentre.org.uk/comm)

Offers a range of health, educational and social activities including Keep fit, yoga, Tai chi, bowls, and social clubs. An older peoples group for Spanish and Portuguese. Lunches.

### **Church of the Holy Apostles Club**

#### **Mondays at 2pm for local older people of 50 and over**

Holy Apostles Church Hall

47 Cumberland Street SW1V 4LY Phone: 020 7834 6965 Helpline: 020 7834 7529 Email:

[pimlico@rcdow.org.uk](mailto:pimlico@rcdow.org.uk)

Website: [www.holyapostlespimlico.org](http://www.holyapostlespimlico.org)

### **Dutch Pot Lunch and Social Club**

#### **(Monday to Thursday 10am to 5pm)**

Ada Court 10-16 Maida Vale Edgware Road W9 1TD

Phone: 0207 286 1222 Email: [kenmaria00@aol.com](mailto:kenmaria00@aol.com)

Lunch and social activities for older people from African Caribbean communities

### **Glad Westminster and Chelsea Monday Club**

#### **First and third Monday of each month, 6.00pm to 9.00pm**

Abbey Community Centre

34 Great Smith Street SW1 3BU Phone: 07932 803485

### **Open Age**

Churchill Gardens Youth Club

Churchill Gardens Road

London SW1 3AL

Active life for people over 50

Drop in centre. Singing, photography, art, reflexology, beauty therapy, computers, breathing & yoga exercises, film club. Chair exercise, pop in for a chat.

Cost of Classes is very low and sometimes free

## **Out and About Club**

**Non-denominational club, first and third Tuesday of each month at 7.00pm**

Liberal Jewish Synagogue

28 St. Johns Wood Road NW8 7HA Phone: 0207 286 5181

Email: [ljs@ljs.org](mailto:ljs@ljs.org)

Website: [www.ljs.org](http://www.ljs.org)

## **St Margaret's Drop-in Centre**

**Monday to Friday - 10.30am to 4.30pm**

1 Carey Place 40-44 Vauxhall Bridge Road SW1V 2RT

Phone: 020 7821 11621

Lunch, social events, activities and support

## **Food Delivery Services**

### **Meals on Wheels**

**Tel: 0207 402 0785**

If you are not already receiving the service, ask your GP or District Nurse for a referral, or contact Westminster Social Services for an eligibility assessment **Tel: 020 7641 6000**

**Email: [info@westminster.gov.uk](mailto:info@westminster.gov.uk)**

### **Wiltshire Farm Foods**

**Tel: 0800 066 3366**

**[wiltshirefarmfoods.com](http://wiltshirefarmfoods.com)**

Free delivery. Brochures and audio brochures available.

### **Online delivery from supermarkets:**

**Marks and Spencer – [marksandspencer.com](http://marksandspencer.com)**

**Sainsburys – [sainsburys.co.uk](http://sainsburys.co.uk)**

Tesco – tesco.com  
Waitrose - waitrose.com

## Furniture

**Cave - Shop Second-hand Furniture**  
81 Tachbrook Street, London SW1V 2QP  
Tel: 0207 592 9155

## Life Long Learning

### Home Library Service

Tel: 0207 641 5405  
[www.westminster.gov.uk/libraries/access/hls.cfm](http://www.westminster.gov.uk/libraries/access/hls.cfm)

Delivers and collects books, DVDs and videos for Westminster residents who find it difficult to get to a library

### Open Age - Book Talk

**A new FREE Book Group by telephone. For those over 50 and Housebound**

**For information or to join, call Hester Jones on 0208 962 5584 – It's FREE, and STRAIGHTFORWARD**

Open Age, working with Westminster Home Library Service, is starting a book group run over the telephone for people who like reading to discuss books with other likeminded people

The Group chooses the books. They are delivered by the Library Service,  
You Read the book and then you discuss it over the phone for FREE in a fun, friendly interesting way. Together, you all choose another book.

### Open Age - Creative Writing

**A New Free Group by Telephone for those over 50 and Housebound**

**For information, or to join, call Hester Jones on 0208 962 5584 – It's FREE, and STRAIGHTFORWARD**

Creative writing group run over the telephone for people interested in writing. Focus on poetry, fiction, word games, life stories, and more.

### Westminster Adult Education Classes

**'Golden Oldies classes' for the over 60s**  
Lupus Street

London SW1 3AT  
0207 641 1346 OR 1347

Co-ordinator - Cindy Hearn - 0207 641 7099

Floristry, Computer classes, I pad classes, Spanish classes

## Making Friends

Community Hubs provide hundreds of activities for people over 50. It's a great way to try something new, meet new friends and keep healthy.

### **Open Age Tele-Activity – supported by City of Westminster & NHS**

**Call Hester Jones on 0208 962 5584. She will tell any potential member how to access the sessions in their own home – it's easy and the activity is free**

If you can't get out, you can join a telephone session to socialise and chat with new people. This service is FREE and the call is paid for by Tele-activity. So you can enjoy a conversation from the comfort of your armchair.

Callers are part of small group that enjoys discussing a variety of topics – current affairs, films, healthcare & even take part in occasional quizzes. Activities are chosen by the group and facilitated by an Open Age staff member. You have a say in what you would like to talk about.

### **Befriending**

**Vincentian Care Plus – Tel: 0207 730 4254**  
**E mail: [dom.care@vincentiancareplus.org.uk](mailto:dom.care@vincentiancareplus.org.uk)**

If you or someone you know feels isolated and would appreciate a home visit from a volunteer befriender, get in touch with Vincentian Care Plus.

### **Bibliotherapy**

**Tel: 0207 641 6200**  
**[www.westminstergov.uk](http://www.westminstergov.uk)**

Joining a reading group is a brilliant way to meet new people, chat about stories and hear other views; there are five Bibliotherapy groups across Westminster. Visit the website [www.westminstergov.uk](http://www.westminstergov.uk) or call 0207 641 6200 for your nearest group.

### **Contact the Elderly**

**Tel: 0207 430 0630**

Organises gatherings for older people who live at alone. One Sunday afternoon a month, volunteer drivers take people on regular visits to hosts' homes. Groups of between ten and sixteen people visit a different home every month and spend a few hours in the company of friends

## Sports and Leisure Activities

### Westminster Leisure Centre Concession Card

Discounts and free swimming for people with disabilities, people aged 60+, and people on benefits or unemployed. Apply at any Westminster leisure centre

### Queen Mother Sports Centre

Westminster Leisure Centre with swimming pool  
223 Vauxhall Bridge Road, London SW1  
0207 630 5522

Swimming, Aqua and fit 50+ workouts.

## Parks and Gardens

**Taking a walk in the parks/gardens is great way to keep active and de-stress. Here are some of the local gardens you might like to visit:**

Bessborough Gardens, London SW1V 2JE  
Christchurch Gardens, Victoria, London SW1  
Ebury Square Gardens, Ebury Square, Pimlico SW1  
Millbank Gardens, John Islip Street, Pimlico  
Pimlico Gardens, Grosvenor Road Pimlico, SW1  
Riverside Walk Gardens, Millbank London SW1  
St Georges Square Gardens, St Georges Square Pimlico  
St Johns Gardens, Page Street, London SW1

### Monthly Walking Group – Open Age

First Wednesday of the month 11am

Tel: 07913 476 782

Enjoy different walks each month. Walks are typically around 5 miles in length

Free

Location varies each month call 07913 476 782 for details.

## Transport

### Freedom Pass - Westminster City Council

**Telephone 0207 641 2266**

Free for disabled travelers, and for everyone aged 60 and over. Allows free travel on buses and tubes in London after 9.00 a.m. on weekdays, and at any time at the weekend. Apply at your local post office with proof of age and residency. Anyone over the aged of sixty can call for advice.

**London Dial-a-Ride****Telephone 0485 999 1999****Website:** [www.dialaride.gov.uk](http://www.dialaride.gov.uk)

Free local door to door transport for people with disabilities.  
Reduced fare for essential carer. Ring to register and book

**London Taxi Card Service****Tel: 0207 934 9791 or 0845 415 4156****Email:** [taxicard@londoncouncils.gov.uk](mailto:taxicard@londoncouncils.gov.uk)

Provides subsidised transport in taxis and private hire vehicles  
For people who have serious mobility or visual impairment.

## Information and Support Services

**Advocacyplus****Every Saturday: 10.00 – 12.00 a.m.****Victoria Library, 160 Buckingham Palace Road, SW1T 6QG****Tel: 0208 962 8695**

Free, independent, and confidential advice for older people. Help with problems that you cannot resolve on your own. Help provided with many issues.

**Age Concern Westminster****Tuesday 9.30-12 midday, Churchill Gardens Estate, (off Lupus Street)****London SW1 3AL****Tel: 0203 004 5610**

Get advice on ensuring that you are receiving all your benefits due to you, on finance, your future, personal budgets, making a will or anything you are worried about. They can also visit you at home if you have difficulty in getting out.

**Alzheimer's Society****Devon House**

**58 St Katherine's Way**  
**London1 E1W 1LB**  
**Reception 0207 423 3500**  
**Helpline 0300 222 11 22**  
[enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)

The Society works to improve the quality of life of people diagnosed with Alzheimer's disease.

## **Bereavement Service**

**Camden, City and Westminster Bereavement Service**  
**3<sup>rd</sup> Floor**  
**293-299 Kentish Town Road**  
**London NW5 2TJ**  
**Telephone number 0207 584 0090**  
[cciwbs@btconnet.com](mailto:cciwbs@btconnet.com)

## **Carers UK**

Advice line: 0808 8087777

[www.carersuk.org/](http://www.carersuk.org/)

## **Citizens Advice Bureau**

**Westminster CAB, 21a Conduit Place, Paddington, London W2 1HS**  
**Tel 08444 771 611**  
Free, independent, confidential advice for Westminster residents

## **Living with Dementia.**

**Tel: Westminster Dementia Adviser, 0370 192 4265**

**Or drop in to: Victoria Medical Centre, 29 Upper Tachbrook Street, Victoria SW1V 1SN**

**If you are affected by Dementia, or support someone who is, you can talk to** others and get advice from health professionals at one of the Westminster Memory Café Sessions. Each monthly get together is different, ranging from classes, visits from art organizations, local Health groups and live music.

## **Message in a Bottle – Westminster City Council**

**Tel: 0207 641 1444 (senior passport)**

Keep personal and medical details in a plastic bottle in the fridge, where it can be found in an emergency. Senior Passport Line can tell you where to pick up a bottle near you.

## **People First**

Supporting Independent Living



A website which is an excellent all round information resource. Includes a diary of daily events, and listings of support services.

**Web:** [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)

## **Westminster Carers Network**

Tel: 020 8960 3033

Email: [info@carers-network.co.uk](mailto:info@carers-network.co.uk)

Web: [www.carers-network.co.uk](http://www.carers-network.co.uk)

## **Westminster Memory Cafe**

**Victoria Medical Centre, London SW1**

Provide group based support for people with dementia as well as their families and supporters. Café sessions provide warm and friendly environment as well as information from local health and carer-related services.

## **Westminster Mind**

**Mental Health and problems such as depression.**

**Contact 0207 259 8100**

**Address: Radistock House**

**5 Eccleston Street**

**London SW1W 9IX**

## **Sensory needs**

### **Action on Hearing Loss**

**Telephone: 0808 0123**

**Text: 0808 8083 9000**

**Email [Information@mid.org.uk](mailto:Information@mid.org.uk)**

### **Royal National Institute for the Blind (RNIB)**

**Telephone 0303 123 9999**

**[Helpline@rnib.org.uk](mailto:Helpline@rnib.org.uk)**

**Office Hours 9.00am to 5.00pm**

**105 Judd Street**

**London WC1H 9NE**

## **Safety at home**

You should always feel be able to feel safe in and around you own home. If you have any concerns, these organisations should be able to help.

### **Belgravia Police Station**

**202-206 Buckingham Palace Road**

**Belgravia SW1W 9SX**

**Tel: 101**

**Text phone: 18001 101**

Opening hours: Monday to Sunday 8am - 10pm

### **Elder Abuse Helpline**

**Telephone 0808 808 8141**

**Freephone service**

**Monday to Friday 9am-5pm.**

Help for anyone who is being abused or anyone concerned in any way about the abuse of older people.

### **Staying First**

**Westminster Handyperson Service**

**Tel: 0208 996 8890**

**Email: [sf.info@sbhg.co.uk](mailto:sf.info@sbhg.co.uk)**

Arrange minor works and small repairs in the home at a reasonable cost for Westminster residents over 60, on low income or disabled.

### **Westminster Falls Prevention Service**

**Telephone 0207 641 4001 (ask for fall prevention)**

**Mon-Friday 8.30am -4.30pm**

Help, advice and support

Managing anxiety, and strategies in case of a fall.

### **Westminster Home Improvement Agency & Handyperson Service**

**Tel: 0207 641 8959**

Supports vulnerable residents to maintain independence and live safely in their own homes. This includes providing advice and assistance with repairs, improvements and adaptations for clients whose homes require works.

### **Westminster Senior Passport.**

**Tel: 0207 641 1444 -If you are concerned for your own safety**

**Smoke alarms – London Fire Brigade**

Telephone: 0800 284428

Free Fitting and home safety check by the Fire Brigade who will be able to give you advice on preventing fires, and fit free smoke alarms.

**Telecare- Community Alarm system.**

Tel: Westminster Council Care Management Team - 0207 641 1175

If you are concerned about feeling unsteady on your feet or how to get help in an emergency, Telecare is a community alarm system that works by having a pendant Alarm around the neck or wrist.

#### Numbers to call in an emergency

**POLICE– FIRE–AMBULANCE 999**

**TYPETALK for all 3 services 0800 0 999**

**GAS – 24 Hr Emergency service**

**0800 111 999**

**0800 371 787(minicom)**

**ELECTRICITY – 24 Hr emergency service**

**EDF ENERGY**

**0800 028 0247**

**0800 085 6780(minicom)**

**THAMES WATER -24hr emergency service**

**0845 920 0800**

#### **NHS 111 service - Medical Help – Non emergency**

If you need medical help fast, but it is not a 999 emergency you can Telephone **111**

NHS 111 will assess you, provide advice and direct you straight away to the local service that can help you best.

This service is available 24 hours a day, 7 days a week and calls are free, including from mobiles.

For more information visit [www.nhs.uk/111](http://www.nhs.uk/111)

#### **Podiatry (Foot Health) and Chiropody**

**Alcinda Verissimo**

Tel: 07535 342132

**Email: alcinda\_verissimo@hotmail.com**

Private Podiatrist

### **Basic Foot Care Service**

**Westminster Podiatry Services  
Podiatry Central Booking Office  
300 Kensal Road, W10 5BE**

**Tel: 0208 962 3930**

**Email: CBO@nhs.net**

Open to anyone registered with a Westminster GP who has problems with their own nail care.

### **South Westminster Health Centre**

**9am -5pm Monday to Friday.**

**Tel: 0208-962 4499**

**South Westminster Health Centre SW1 2PF**

Self referral – Free Service for older people

You can contact the booking centre and arrange for an appointment. They will arrange for you to be referred and book your first appointment at your local clinic.

They will send you out form, but if you require help just walk in and they will help you complete the form. You can also request that your doctor refers you to this service

## **Dentist – NHS Service**

### **South Westminster Health Centre**

**Tel:0208 962 4499**

**South Westminster Health Centre SW1 2PF**

**Monday, Wednesday and Friday**

Dental check up £18.00

Free if you receive pension credits

### **Community Dentist**

Dental Clinic

**Tel: 0207 963 2429**

**Emergency no: 0203 402 1312**

## **Hairdresser, Manicure, Pedicure – Home Visits –SW1**

**Anne is registered on the home database of Age UK for home visiting. She covers the SW1 District, Warwick Avenue, Millbank, Belgravia, Churchill Gardens, and Pimlico. Anne has worked in hairdressing for over 50 years**

Haircuts £8.00 Colour £22.00 Perms £29.00

Men and Women.

Manicures and Pedicures £8.00 (NOT a chiropody service)

**Tel: 0207 233 9081**

**Mobile: 07944 02113**

**Marcella – Hairdresser**

**Mobile: 07710 225440**

**Bernie – Hairdresser**

**Mobile: 07966 156647**