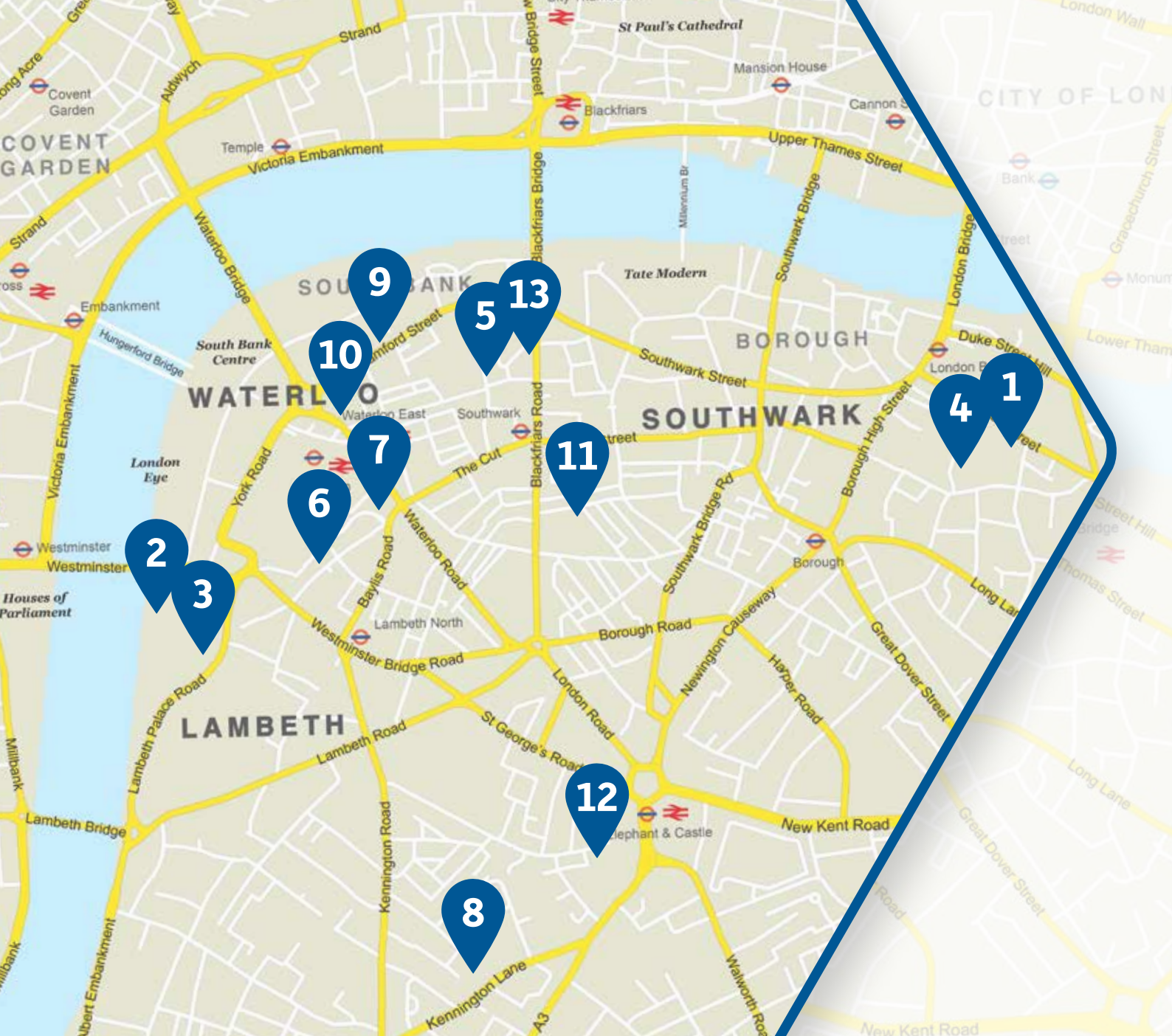


Age Well Here



Your guide to thinking ahead, staying independent, care and caring, and enjoying life (2026 edition)

Endorsed by



KEY SERVICES AND AMENITIES

- | | |
|--|---|
| 1. Guy's Hospital | 8. Lambeth Walk Group Practice: Hurley Branch Site* |
| 2. St Thomas' Hospital | 9. Coin Street Neighbourhood Centre |
| 3. St Thomas' Accident and Emergency (A&E) | 10. The Bridge at Waterloo (TBAW) |
| 4. Guy's Hospital Urgent Care Centre | 11. Blackfriars Settlement |
| 5. Blackfriars Medical Practice | 12. The Castle Centre |
| 6. Waterloo Health Centre | 13. The Colombo Centre |
| 7. Waterloo Action Centre (WAC) | |

*Lambeth Walk Group Practice is currently operating from temporary premises across two sites: Hurley and Akerman. Completion of the new permanent site in Graphite Square, Vauxhall, SE11 is expected by summer 2027.

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Every effort has been made to ensure the accuracy of the information published in this Guide. However, some information is subject to change over time and readers are encouraged to conduct their own research and fact checking at the point of enquiry. Neither Care Choices nor the Elders Group can be held liable for any errors or omissions.

In addition, please note the following. Not all the services mentioned are available across both Lambeth and Southwark or open to residents in both boroughs. There is no advertising in this Guide and consequently, with the exception of the home care, care home and nursing home listings, organisations that are primarily of a commercial nature are not generally highlighted.

This Guide is not intended to be a substitute for professional medical, legal or financial advice. Always seek the advice of a qualified professional. Your use of this Guide implies your acceptance of these disclaimers.

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Alternative formats

This Guide is available as an e-book at www.carechoices.co.uk and is Recite me compatible. Recite me is an accessibility software tool that supports people with disabilities, non-native speakers and others to access information online.



Introduction

Welcome from the Elders Group



A warm welcome to Age Well Here – a Guide packed full of help and support for older people living in Waterloo, the South Bank and neighbouring areas, and for those who care for them. Care

Services Guides are produced all over the country, usually by a specialist publisher working with a local authority. This Guide is different. Importantly, it crosses borough boundaries, because that's what real life is like. It is a co-production between the neighbourhood community it serves and a supportive professional partner: on one side an informal group of volunteers, the Elders Group; on the other, the publisher, Care Choices. It has been a labour of neighbourly love, a challenge and a journey that we are all still on.

The Elders Group first came together in 2022 in Waterloo. Since then, we have grown from six to over 80 people. Our shared aim was to see how we can help ourselves and our neighbours stay in our own homes, living as independently as possible and, when that is no longer an option, to ensure that we are not distanced and isolated from our friends and communities when we are at our most vulnerable.

We discovered there is a lot of support available to us, both locally and nationally. But you can't access that support if you don't know about it so creating a Guide became a priority.

Age Well Here does not claim to be perfect or exhaustive, but it is the very best a concerted community effort can produce. For now, it is a one off, but it has generated a lot of interest and is perhaps a model others may take up – and certainly improve on!

We live here in a wonderful neighbourhood with a proud history of collective action. Age Well Here shows yet again what we can do when we put our combined minds to it. As the proverb says 'If you want to go fast, go alone. If you want to go far, go together.' With Age Well Here we hope that's what we're doing.

Thanks

Age Well Here has been made possible thanks to many people – all those in the Elders Group itself, our health and wellbeing professionals, support organisations and colleagues at Care Choices.

We're grateful to them and particularly to those who enabled the project financially – LERA (Lambeth Estate Residents' Association) and a private donor who has funded 2,000 free printed copies*. Thank you all! *Carole Milner MBE, Elders Group.*

***Coin Street neighbourhood centre (108 Stamford Street, SE1) is kindly holding spare free copies at its reception for anyone who still needs one. Subject to availability.**

A message from the publisher

Care Choices, the publisher of this Guide, sincerely thanks the Elders Group for its extensive and highly knowledgeable contributions to this Guide. This has been a truly collaborative process and Care Choices is grateful for the support of the Elders Group at each stage of publication. It is hoped that this Guide will be a helpful resource for local residents and those who care for them.

Finding care in your area

Looking for care in your area? Want to know the quality rating of providers you're considering? Care Choices, publisher of this Guide, has a website providing comprehensive details of care providers as well as essential information.

You can search by postcode, county or region for care homes, nursing homes and home care providers that meet your needs across the country. Your search can be refined by the type of care you are looking for, and the results can be sent to you by email. The results can also be saved and emailed to others.

The website includes detailed information for each care provider, including the address, phone number and the service's latest CQC inspection report and rating (see page 72), indicating the quality of care provided. Some reports may be out of date if a care provider hasn't been inspected for a while. Always contact the care provider directly in this instance.

You can also view an electronic version of this Guide on the site and have it read to you by using the 'Recite Me' function. Visit: **www.carechoices.co.uk**

Longer lives, new possibilities



By Avivah Wittenberg-Cox, host of 4-Quarter Lives podcast, writer of Elderberries Substack and local resident.

Living longer isn't just about adding years to life. Increasingly, it's about discovering that the later decades can become some of the most meaningful ones. For most of human history, life followed a simple pattern. We grew up, we worked and – if we were fortunate – we enjoyed a period of retirement before life gradually slowed.

Today the shape of life has changed. Many of us now live well into our eighties and nineties. These extra decades have quietly transformed the structure of life itself. Instead of a single long adulthood followed by retirement, life now often unfolds in four quarters, each with its own rhythm and opportunities.

The third quarter of life – roughly from 50 to 75 – is increasingly a time of reinvention. Careers may evolve or wind down, children leave home and new freedoms emerge. It is a period when many people begin to think more consciously about how they want to live in the decades ahead.

The choices made during this stage matter. Staying physically active, maintaining strong friendships, nurturing curiosity and remaining engaged with the world all help build the foundations for a healthier and more independent later life.

Just as importantly, the third quarter is a time to begin thinking ahead – about where we live, the communities we belong to, the support we might one day need and the ways we want to remain connected and purposeful.

Eventually we move into the fourth quarter of life, or what we call Q4 – from roughly 75 onwards. Energy may gradually decline and daily life can become more complex. Tasks that once felt simple may require a little more help. At this stage, good support systems become invaluable.

But Q4 should not be seen simply as a period of loss. It can also be a time of reflection, wisdom, deep relationships and appreciation for life's quieter pleasures. What makes this stage work well is community.

Neighbours, family, local organisations and community services play a crucial role in helping us remain safe, supported and connected in our later decades. Whether it is help with transport, advice about services, social groups, healthcare support or simply knowing who to call when something is needed, these networks make everyday life easier and more secure.

That is exactly why a Guide like Age Well Here is so valuable. Behind the practical information it contains – the lists of services, organisations and sources of support – lies something profoundly reassuring: the knowledge that none of us has to navigate later life alone.

Longer lives are one of the great achievements of modern society. The real opportunity now is learning how to live those years well – preparing thoughtfully in the third quarter and supporting one another through the fourth. Because the hidden gift of longer lives is not simply more time. It is the chance to ensure that our later years are lived with dignity, connection and care – within communities that look out for one another.



Thinking ahead – at any age

We may hope to live to a ripe old age, but it is important to think and plan ahead so we are as prepared – financially, legally and in other ways – as possible. To live well as we age, it makes sense to have plans in place.

This section describes some of the topics it is important to consider:

- Financial preparation.
- Legal preparation.
- Planning for the end of life.
- Sharing critical information with key people.

Two of the most important resources available to all are as follows.

Age UK

The leading national charity for older people in the UK provides national, regional and local support services. Its network of more than 160 local Age UKs provides vital direct services which vary, but include information, advice and advocacy centres, day centres, luncheon clubs, home help, handyperson schemes, IT and training. The website will tell you what is available in your area.

Most importantly Age UK (national) provides a wide range of excellent, easy to digest information guides and factsheets on most of the key issues mentioned here and elsewhere including will writing, Lasting Powers of Attorney (LPA), avoiding scams and so on.

They are obtainable free online and in hard copy at: **www.ageuk.org/services/information-advice/guides-and-factsheets**

Age UK lobbies on issues affecting older people in London such as retaining travel concessions and digital exclusion. You can sign up to support these campaigns at: **www.ageuk.org.uk** or call: **0800 169 6565** for advice.

Age UK – national

Web: **www.ageuk.org.uk**

Tel: **0800 678 1602**

Age UK Lambeth

Web: **www.ageuk.org.uk/lambeth**

Tel: **020 7346 6800**

Age UK Southwark

Web:

<https://age.org.uk/lewishamandsouthwark>

Tel: **020 7358 4077**

Citizens Advice

Open to everyone who needs it with practical advice you can trust, Citizens Advice is a national charity with a network of local bureaux offering confidential expert advice on any issue you may have including debt and money, benefits, housing and work. Depending on where you live there are a number of offices in Lambeth and Southwark. Advice is available online, over the phone and in person and is free to everyone.

Web: **www.citizensadvice.org.uk**



Financial preparation

Planning financially for this next stage of life can help everyone to make the most of their later years.

Where to get free advice

Money Helper

A Government backed resource offering free and impartial help with a range of financial issues including investments, financial planning, benefits, money troubles, family and care, savings, pensions and retirement. Advice provided via website or over the phone. Free tools and calculators also available. Call Monday to Friday, 8.00am to 6.00pm. Closed bank holidays. UK calls are free. Web: www.moneyhelper.org.uk/en
Tel: **0800 138 1677, 0800 138 7777** (debt and money) and: **0800 011 3797** (pensions).

Money Savings Expert

Provides useful guidance and information across a range of topics including how to manage household bills, income and budgeting, wills, pensions and savings.
Web: www.moneysavingexpert.com

Where to get paid-for advice

Getting professional advice about future financial planning may be helpful in identifying the most suitable and cost-effective solutions. You can seek unbiased, expert advice from independent financial advisers who will charge fees for their advice.

Financial Conduct Authority

Independent financial advisers are regulated by the Financial Conduct Authority whose role is to ensure that they adhere to high standards of conduct.
Web: www.fca.org.uk
Tel: **0800 111 6768** (freephone) or: **0300 500 8082** (from the UK).

Society of Later Life Advisers

Helps people and their families find trusted, accredited financial advisers who understand financial needs in later life. Specialist advisers can offer advice on products from across the whole market. Fees vary depending on the type of service offered.
Web: <https://societyoflaterlifeadvisers.co.uk>
Tel: **0333 202 0454**

Financially protecting a surviving partner and/or dependants

One of the best ways you can protect a surviving partner or any dependants is to make a will. See page 10 for more information on writing a will. You should also check if your partner might benefit from your state pension by using the Government pension tool at:

www.gov.uk/state-pension-through-partner

If you also have a private pension, you should complete an Expression of Wishes (usually available from your pension provider), naming the person (or persons) you'd like to benefit from any investments remaining in the pension, as these are not currently covered by your will. Some company pensions may also continue to make partial payments to a spouse or partner if you have made provision for this – check if this option is available.

You can also decide to make lifetime gifts to loved ones before you die. Gifts to your spouse or civil partner are free of tax and, if you are able to do so, you can give a tax-free cash gift of up to £3,000 each year to another person, such as a child. Larger amounts may also be given but tax will be charged on such gifts if you die within seven years of the date of the gift.

Any proposed gift needs careful consideration of the benefits, risks and implications, particularly regarding any future liability for tax or your own possible needs, including the cost of care.

Care annuities

A care annuity in the UK is a specialised insurance policy bought with a lump sum to provide a guaranteed, tax-free, lifetime income to pay for care home or home care fees. It ensures that care costs are covered for life, preventing assets from being exhausted.

There are two types of care annuities:

- **Immediate Needs:** Which starts paying out immediately, suitable for those currently in care.
- **Deferred Needs:** This is bought immediately, but payments start after a set period (for example, one-five years), which is cheaper as it assumes a period of self-funding.



→ Whilst such arrangements can offer peace of mind, they also present risks. It is recommended that advice be sought from a specialist financial

adviser, particularly one accredited by organisations like the Society of Later Life Advisers. See page 9 for contact details.

Legal preparation

If you need legal advice, there are self-help and free options available if your affairs are simple. If you have a complicated estate or significant assets it is advisable to use a solicitor who can give you impartial advice about wills, gifts, estate planning, Powers of Attorney, immediate and long-term care plans etc.

Solicitors charge for their services. Ask family or friends for their recommendations, contact several firms and ask for an estimate of cost and an idea of timescales involved. Some firms will make home visits if necessary and will adapt their communications to meet your needs.

If you choose to use a solicitor ensure that they are qualified, regulated and insured at the Solicitors Regulation Authority (www.sra.org.uk/consumers/register), The Law Society (<https://solicitors.lawsociety.org.uk>) or the Association of Lifetime Lawyers (<https://lifelawyers.org.uk>), who are specifically accredited to support older clients.

Waterloo Legal Advice Service (WLAS)

WLAS is a free service housed in Waterloo Action Centre, a building with wheelchair access. It is run by volunteers and is open on Thursday evenings by appointment only. To book an appointment complete the online form at:

www.wlas.org.uk/form.html or call:
020 7261 1404

Areas of advice include civil litigation, consumer, employment, housing (repair, landlord/neighbour disputes), immigration, property and probate. WLAS reserves the right to decide which other services it can help with. WLAS doesn't advise on debt, welfare benefits, parking and Council Tax disputes. WLAS assists clients in Lambeth and Southwark.

How to make a will

Writing a formal will, signed by yourself and two witnesses, is the only way to say who will get your money, property and belongings when you die.

It will help you make provision for dependants, including those who are unable to care for themselves.

It will also name the people (the Executors) who will look after your affairs including your funeral arrangements. Note that a letter signed only by you does not count as a formal will. Also note the witnesses must not be people who benefit in any way from your will.

Many UK charities offer a free will writing service in the hope of receiving a gift in the will. There is also a Free Wills Month (March and October each year) and Will Aid which runs in November, where participating solicitors and charities will help to write simple wills.

If you don't have a will, or it cannot be found, your money, belongings and property will be divided up under the Rules of Intestacy. Usually spouses, those in a formal civil partnership and some relatives can inherit under these rules. (Note: this includes people who are separated but not legally divorced.)

For more information on which relatives can inherit without a will, visit:

www.gov.uk/inherits-someone-dies-without-will/

If there are no surviving living relatives, the estate passes to the Crown. The Treasury Solicitor is then responsible for dealing with the estate.

You should also consider preparing a Letter of Wishes to be kept with your will which, although non-binding, will give your Executors guidance on any cultural, religious or other preferences you have that are not covered by your will.



Free Wills Month

Web: www.freewillsmoth.org.uk

National Free Wills Network

Web: www.nationalfreewills.net

Tel: **020 7825 2505** or **020 7825 2939**

Will Aid

The charity will writing scheme.

Web: www.willaid.org

Tel: **0300 0309 558**

Will Registration

Registration for a small fee (currently £30) ensures that your will can be located and used to correctly distribute an estate. It removes the risk associated with a will being lost, misplaced or forgotten over time.

Web: www.nationalwillregister.co.uk

Tel: **0330 100 3660** (helpline).

Advanced Care Planning (ACP), Advance Statements, Advance Decisions ('Living Wills') and Recommended Summary Plan for Emergency Care and Treatment (ReSPECT)

ACP is the process of discussing and documenting your preferences, wishes, beliefs and values regarding your future care (what matters to you, what you want/don't want as you approach the end of your life etc). This is a complex area, but it is very important to think about it in advance as it will guide future decisions by family and professionals, if you can't make or express your own choices. Royal Trinity Hospice's 'What matters to me' is a personalised advance care planning tool providing a useful guide.

Examples of ACP documentation include:

- An Advance Statement which allows you to informally communicate your wishes in general.
- An Advance Decision, commonly known as a Living Will, if you want your wishes to be legally binding. This sets out any treatment you do not want to receive in specified circumstances, even if you die as a result. If you are making or already have a Lasting Power of Attorney for Health & Welfare (see page 12) you must ensure that the two documents are compatible. You can get an Advance Decision form from charities like

Compassion in Dying (which offers an online service and free packs), the Alzheimer's Society and Age UK. The NHS website (www.nhs.uk) provides guidance on their use (search 'Advance Decision').

- The ReSPECT form, completed in conjunction with a healthcare professional, records discussions which will guide your clinical care and treatment in a future emergency.

Treatment Plans

This is a specific medical strategy devised by doctors, often informed by the ACP to manage your current condition. It is a detailed, written plan of medical interventions and care for your current health condition and is designed to ensure that medical decisions align with your wishes and clinical needs, particularly in acute medical or surgical settings.

While your ACP provides guidance on foundational 'what matters to me' information, your Treatment Plan will detail 'how we will care for you' in the present guided by those preferences. For example, your ACP may state a preference for comfort over aggressive intervention; the Treatment Plan would then focus on symptom relief and quality of life, rather than life-prolonging treatments that conflict with your ACP.

Do Not Resuscitate Statements (DNR)

Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) is sometimes called DNAR (Do Not Attempt Resuscitation) or DNR (Do Not Resuscitate) but they all refer to the same thing. A DNR can be requested by you, but the instruction must be issued and signed by a doctor and is usually recorded on a special form kept in your medical records.

The form should also be printed and a copy kept with you at home, ideally in a prominent place where emergency medics would see it, otherwise you will be resuscitated. You and the people important to you should know that the form is in your medical records. If you are considering a DNR you should first consult with your GP who will advise you on the implications and ensure your wishes are properly documented and kept in your medical records.



→ Further information on the topics discussed in this section is available from the following organisations.

Age UK

Web: **www.ageuk.org.uk**

Tel: **0800 556 6112** (Advice Line).

Compassion in Dying

Web: **www.compassionindying.org.uk**

(search 'DNR').

Tel: **0800 999 2434**

NHS England

Web: **www.england.nhs.uk** (search 'DNACPR').

Resuscitation Council UK

Web: **www.resus.org.uk** (search 'Guidance: DNACPR and CPR decisions').

Tel: **020 7388 4678**

Royal Trinity Hospice

'What matters to me' can be downloaded from the following website or a hard copy can be requested via email from:

trinitynews@royaltrinityhospice.london

Web: **www.royaltrinityhospice.london**

Tel: **020 7787 1000**

Lasting Powers of Attorney (LPA) for Welfare and Financial Affairs

LPAs allow you to appoint someone you trust to make decisions, if you become unable to do so, about your personal welfare, including healthcare, consent to medical treatment and, quite separately, about your property and financial affairs. An LPA is only valid once registered with the Office of the Public Guardian for which there is a fee, currently £92.

In the case of a Welfare LPA the person appointed will have authority to make decisions about your welfare only if you yourself are not in a condition to do so. By contrast, in the case of the LPA for finances, this authority can be used while you retain capacity provided you have given your attorney the power to do so.

If you become incapable of managing your own affairs and do not have an LPA in place, the Court of Protection (more information

in the following sections) can issue Orders directing the management of your property and financial affairs. The Court procedure is slow and expensive, so preparing an LPA in advance is always advisable.

If you do not have an LPA for Welfare in place, you should at least sign a letter to your GP authorising health professionals to share your health information with nominated individuals. Without this, they will not be able to do so.

Ending or changing a Lasting Power of Attorney (LPA) in the UK is generally straightforward and low-cost, if you have mental capacity. It costs nothing in fees to revoke but requires formal, written notification to the Office of the Public Guardian. For more information, visit: **www.gov.uk** (search 'Office of the Public Guardian').

Detailed information on making, registering or ending an LPA is available from the Government's website: **www.gov.uk/power-of-attorney**

Deputyships

If you do not have an LPA, a close friend or relative could apply to the Court of Protection to become your deputy if you 'lack mental capacity', i.e. you cannot make important decisions independently. People may lack mental capacity for example, because they have had a serious brain injury or illness or have dementia.

A deputy can make decisions on either or both:

- Property and financial affairs, such as paying the person's bills, receiving their income and managing their financial affairs.
- Personal welfare, to make decisions about medical treatment and how someone is looked after.

However, applying to the Court of Protection can be a difficult and complex process and your prospective deputy may need to use a solicitor. If the application involves a welfare decision regarding deprivation of liberty, there may be legal aid available. For more information, visit: **www.gov.uk/become-deputy**

Planning for the end of life

Planning for the end of life is a good way to tell your family what you would like to happen when you die.

Organ and body donation

All adults in the UK are considered to have agreed to donate their organs when they die, unless they record a decision not to or they are in an excluded group. To opt out of organ donation you must record your decision on the NHS Organ Donor Register at: **www.organdonation.nhs.uk** or call: **0300 123 2323**.

If you wish to have your body donated for medical research, you must register well in advance with the London Anatomy Office, which co-ordinates body donation for research and teaching, complete the consent forms and inform your next of kin, executor and GP of your decision so they can act quickly at the time of death.

London Anatomy Office

Web:

www.kcl.ac.uk/research/london-anatomy-office

Tel: **020 7848 042**

Email: **lao@kcl.ac.uk**

Planning for your funeral

You may want to consider writing down your wishes for your funeral. Your family may appreciate knowing your wishes, so they are not left wondering if they are making the right choices.

You do not have to select a funeral director in advance but, if you do, ensure they are a member of either the National Association of Funeral Directors or the National Society of Allied and Independent Funeral Directors. These associations have strict guidelines to which members must adhere.

You may also wish to consider buying a pre-paid funeral plan, protecting those organising your funeral from unexpected fees. Since July 2022, all pre-paid funeral plans are regulated by the Financial Conduct Authority.

While you can still choose a traditional funeral, today a wide range of modern and flexible services, offering various levels of help with funeral planning, are available. These include options for all faiths

and cultures; socially and environmentally friendly funerals; a variety of eco materials for coffins and shrouds; assistance with repatriation; alternative possibilities for scattering the ashes of a loved one such as via a self-fire firework package or a professionally fired tribute display.

Most funeral directors also now offer the option of a 'direct cremation' or 'unattended funeral'. This separates the cremation from any kind of attended funeral service. Family and friends may plan their own celebration or memorial service at a later time.

In circumstances where there are no funds available and no one to arrange a funeral, the local council can arrange for a Public Health Funeral. This is a basic service primarily designed to protect public health. Some places of worship may also be able to help. Other options include applying to the Department for Work and Pensions (DWP), if you receive certain benefits, for help with essential costs. For more information, visit: **www.gov.uk/funeral-payments**

A number of organisations offer guidance on how to plan for your funeral, including Hospice UK. Visit: **www.hospiceuk.org** (search 'How to arrange a funeral').

Plans for your pets

If you have a pet, it is also important to ensure you have a plan for it if you die before they do. You could leave your pet to someone you trust in your will. If you don't have someone to do this, there are charities that offer services to rehome your pet.

Whether you choose an individual or an organisation, you must ensure the plan for your pet is included in your will, Letter of Wishes or equivalent. →



➔ **Battersea Dogs and Cats Home: Forever Loved**

A free service that ensures your pets are cared for and rehomed if you pass away before them.

Web: **www.battersea.org.uk/support-us/legacies-memory/forever-loved-service**

Tel: **0800 001 4444**

Cats Protection

The UK's leading cat charity, dedicated to rescuing, rehoming and improving the lives of cats.

Web: **www.cats.org.uk/what-we-do/catguardians**

Tel: **0300 121212**

Dogs Trust

The UK's largest dog welfare charity that rehabilitates and rehomes approximately 14,000 dogs annually through its 22 rehoming centres.

Web: **www.dogstrust.org** • Tel: **020 7837 0006**

Pet Peace of Mind

Helps patients with serious illnesses keep their pets. Applications are open for all common household pets; you can register up to four animals from your household. • Web:

www.bluecross.org.uk (search 'Pet peace of mind').

Tel: **0300 777 1910**

RSPCA – Home for Life

The Home for Life service has no upper limit of applications you can make but advises you to make

direct contact if you need to apply for more than five pets. • Web:

www.rspca.org.uk/whatwedo/care/homeforlife

Tel: **0300 123 0239**

Together Through Homelessness (Hope Project)

The project provides free preventative veterinary care and advice for dog owners experiencing homelessness or a housing crisis in the local area.

Web: **www.dogstrusthopeproject.org.uk**

Tel: **020 7833 7611**

Digital death

If you use a computer, tablet or smart phone, you are likely to have digital records – photos, files, contacts, even financial holdings (such as cryptocurrency), etc. – which you may want your loved ones to be able to access after you die.

There are no laws in place about who can access your digital footprint after you die but, in your will, you can grant the right to access digital assets to named individuals, such as Executors (the person or people you want to carry out your will).

Make sure you keep all your passwords saved somewhere secure so that your Executor can access your accounts (including those which are secured with facial recognition which will default to a password).

Sharing critical information with key people

It is essential to ensure any partner, spouse or any other close family knows where to find all the key documents aforementioned for when they are needed. While you are still alive this will include Lasting Powers of Attorney and Living Wills. Immediately after your death it will include your funeral wishes, expression of wishes and plans for any pets. Finally, it will include your will, pension details, other financial provisions you have made, bank, utility and insurance details and digital information such as passwords.

You could consider creating an 'important documents' filing box and advising where this information can be found. Alternatively, the Age UK LifeBook is an excellent way of recording the

practical details of your life. It covers all your important documents and ensures your loved ones have all the details they need to sort out everything on your behalf. Visit:

www.ageuk.org.uk (search 'LifeBook').

Case studies



Contributed by Melinda Giles, local resident and solicitor specialising in key legal issues affecting older and vulnerable people and in advising those preparing for later life.

The following case studies are based on real situations to illustrate how early advice and resources can truly help at times of need.

Joan's story

Joan was widowed and lived alone in the two-bedroom property that she and her late husband Stan had bought. When Joan was 80, her son Daniel broke up with his long-term partner and moved in firstly simply because he needed somewhere to live, and then, as Joan's health deteriorated, he cared for her. Unfortunately, Joan's poor health reached a stage where Daniel could no longer look after her and so she moved into a care home.

Although Joan had a pension and a few savings, she could not afford the cost of the care home, and she was not entitled to local authority support because they calculated the value of her property as her capital. It had to be sold, to pay for her care. At this time, Daniel was 56 years old. He had nowhere else that he considered home and had not put anything in place to move on. He knew that his mum had left the property to him in her will; unfortunately, this was not enough

to persuade the local authority that he could continue living there.

What could they have done differently?

Simply taking advice at the time that Daniel moved in as to what the future may have looked like could have given various options for the ownership of the property. Knowledge of how care home funding is worked out, even if you hope you will never need it, is crucial.

It may be possible that there is a solution even at this time; it is possible to appeal to the local authority and ask that they use their discretion to ignore the capital value of the property and allow Daniel to live there. This can also be the case if he is on a disability benefit, and if he is over 60 years old. It is worth getting some legal advice to see where you stand if you find yourself in this situation.

Stella's story

Stella was divorced and had been in a relationship with George for over 20 years. She had two sons from her marriage, Ryan and Tom. She got on with Ryan, but not with Tom. Stella collapsed and was taken to hospital. She was in a coma, and the doctors were unable to consult with her; they asked George if he was her husband, and he had to say he was not. They asked him for the details of any adult children and he, of course, had to say that she had two sons.

The hospital was unable to take authority from George for the type of health treatment decisions

that Stella may have told him that she wanted. In fact, they were obliged to communicate with both her sons even though she was estranged from Tom, because there was nothing in writing to say that he was not to be consulted.

What could they have done differently?

They could have made a Lasting Power of Attorney for Health and Welfare appointing George and Ryan (if she wanted) to make these decisions. The medical and social care team would then consult with those named attorneys if Stella was unable to decide for herself.

Isabella's story

Isabella had always had a cat, but when her tabby died and Isabella was 85 years old, she felt she could not have another for fear that she would die during the cat's lifetime, and it would be homeless.

This worried her greatly but equally she was lonely and knew that having a cat in her life would give her the comfort that she was used to.

What is the solution?

Isabella can make a will gifting a sum of money to a specific person who has agreed to take in her cat and look after it. It would be a gift in the will conditional upon that responsibility. Additionally, some charities have arrangements whereby if you contact them ahead of time, they can look after your pet if you are unable to. In exchange it is hoped you will make a charitable donation, but it is not conditional.

Staying well – mind and body

There are many ways to keep our minds and bodies active as we age. This is not just about exercise but also about staying connected with people, maintaining a sense of purpose, having fun and enjoying life.

This section covers some of the activities, facilities and resources available locally:

- Staying connected locally.
- Volunteering.
- Keeping active and exercising.
- Getting around.

- Don't stop learning.
- Fun.
- Keeping up with technology.
- Avoiding scams and unwanted contacts.
- Crime and anti-social behaviour.

General information on healthy ageing in Southwark is available from Southwark Council via its website at: **www.ageingwellsouthwark.org** and its hard copy guide, 'Healthy ageing in Southwark'. Relevant information has been kindly shared with us and is included in this Guide.

Staying connected locally

The following are the principal voluntary and community organisations that each organise a wide range of activities for older people locally. They also generally welcome volunteers to help with their activities.

Blackfriars Settlement

Works with local people in SE1 to build a better community and improve wellbeing. Its positive ageing service hosts activities that include dance, exercise, crafts, singing and a men's group for 60+. Membership costs £10 a year with many activities being free or low cost.

Web: **<https://blackfriars-settlement.org.uk/positive-ageing>**

Tel: **020 798 9521** (option three). • Email: **positiveageing@blackfriars-settlement.org.uk**

Coin Street Community Builders

A social enterprise working to create a better neighbourhood in Waterloo and North Southwark. It organises a range of activities at the Coin St Neighbourhood and Colombo Centres to help over 50s stay active and involved in the community, including dance, keep fit, craft, outings and gardening. Activities are either free or low cost.

Web: **<https://coinstreet.org/community/over-50s>**
Tel: **020 7021 1600**

The Bridge at Waterloo (TBAW)

A charity located at and founded by St John's Church, Waterloo. It aims to bring people together through: Room for You – a free programme with activities such as chair yoga, art, gardening, chess, English language practice, a Walking Group, a monthly Dragon Café for people with mental health challenges and a range of other community activities. Free Wi-Fi is available.

Web: **<https://stjohnswaterloo.org/the-bridge-at-waterloo>** • Tel: **020 7633 9819**

Waterloo Action Centre (WAC)

A community centre that hosts social activities, many designed for people over the age of 60. Current activities (not always provided by WAC but held at the centre) include gentle exercise classes, a sewing group, a men's group, Tai Chi, crochet and knitting groups, tea groups, line dancing, rock and roll classes and an out-and-about club. Activities are either free or require a small fee. • Web:

<https://waterlooactioncentre.co.uk/activities>
Tel: **020 7261 1404**

Email: **office@waterlooactioncentre.co.uk**



Volunteering

This is one of the best ways to interact with the community and give something back to a worthy cause. There are many charities, community groups, tenants and residents' associations and places of worship who welcome volunteers. Many of these are mentioned as follows and throughout this Guide.

Bright Centres

A volunteer-led organisation in Lambeth focused on empowering disadvantaged communities through education, mentoring and support services. Volunteers provide crucial assistance in after-school clubs, academic mentoring, youth development (music, sports and culinary) and advocacy for vulnerable families.

Web: www.brightcentres.co.uk

Tel: **203 004 9782**

Community Southwark Volunteer

Via this website you can find hundreds of volunteering roles with charities and community groups across Southwark. You can search for roles or register for full access to the system.

Web:

<https://volunteer.communitysouthwark.org>

Connecting Waterloo Community Project

Brings together the collective strengths of Coin Street, St John's Waterloo, Bright Centres and Oasis Hub Waterloo to create a more connected approach to volunteering. It currently involves 200 dedicated volunteers who receive support and training and re-invest their time and talents directly into the neighbourhood.

Web: <http://coinstreet.org/connecting-waterloo-community-project>

Tel: **07445 147516** (mobile).

Citizens Advice

Uses more than 14,000 volunteers from a range of backgrounds to deliver its services, nationally and locally.

Web: www.citizensadvice.org.uk
(select 'Volunteer with Us').

Tel: **0800 144 8848**

Good Gym

A national charity that combines getting fit (running, walking and cycling) with doing practical tasks to help local community organisations and isolated older people. Membership is free and anyone can join no matter what age or fitness level. Also organises social events so members can connect and has a local group in Lambeth.

Web: www.goodgym.org or:

www.goodgym.org/v3/areas/lambeth

Tel: **020 7836 5454**

Email: getinvolved@goodgym.org

Lambeth Voluntary and Community Sector

Advertising voluntary roles, 'Team Lambeth' also hosts volunteer fairs throughout the year and publishes a weekly volunteer newsletter to promote opportunities at local voluntary sector organisations.

Web: www.lambeth.gov.uk/lambeth-voluntary-community-sector/volunteering

Neighbourhood Champions

If you are a resident in Lambeth, you can become a Neighbourhood Champion and help keep the neighbourhood clean, safe and friendly.

Web: www.lambeth.gov.uk (search 'Neighbourhood Champion').

Tel: **020 7926 3069**

Robes Project

A charity that helps people experiencing homelessness in Southwark and Lambeth during the winter months by providing shelter, food and care.

• Web: <https://robes.org.uk/volunteer>

Tel: **020 7407 5623**

Simply Volunteer London

Connects you with volunteering opportunities across the boroughs and city.

• Web: <https://simplyvolunteerlondon.uk/roles-search>

Tel: **0114 253 6611**

If you have a green thumb, you could volunteer at any of the following.

Archbishop's Park Community Trust

Web: www.apctrust.co.uk/gardening-club

Tel: **020 7926 9000**



→ **Bankside Open Spaces Trust**

Volunteer at Millennium Green, Crossbones Gardens and Christ Church Gardens, among others.
Web: www.bost.org.uk • Tel: **020 7403 3393**

Coin Street

Volunteer at Bernie Spain Gardens.
Web: www.coinstreet.org/about-us/get-involved
Tel: **020 7021 1600**
Email: volunteering@coinstreet.org

The Bridge at Waterloo

Volunteer at St John's Churchyard.
Web: www.stjohnswaterloo.org/volunteering
Tel: **020 7633 9819**
Email: bridgeadmin@stjohnswaterloo.org

You could also volunteer at local cultural organisations, including the following.

Imperial War Museums

In London these include the Churchill War Rooms, the IWM London and HMS Belfast.
Web: www.iwm.org.uk/volunteer
Tel: **020 7091 3067**
(Customer services).

Shakespeare's Globe

A supporter of 'Volunteering in Southwark'.
Web: www.shakespearesglobe.com/jobs-and-opportunities/volunteer-stewards

Keeping active and exercising

Keeping active is important for both your body and mind. There are many commercial gyms and fitness centres in the area, with some offering a discounted rate for older people. However, exercise does not have to be in a gym or class; it can be a daily walk around where you live or simply gardening or cleaning your home.

Action for Elders

Offers a range of activities for people over 60 including online exercise programmes, an online book club and face-to-face social events.
Web: www.actionforelders.org.uk
Tel: **030 330 30132**

Active Lambeth

Active Lambeth offers several discounts and specialised programmes for seniors, primarily for those over 60 years of age. Eligible residents can access reduced-rate memberships starting from approximately £16.75 per month.
Web: <https://active.lambeth.gov.uk>
Tel: **020 7095 5100**

Better Health

Public Health England's Better Health programme provides tools to help people of any age manage their weight and get fit including tips and offers to get you moving.
Web: www.nhs.uk/better-health/get-active

Castle Centre

The nearest public sports centre, gym and swimming pool in this area is the Castle Centre at Elephant and Castle. It includes classes and activities specifically for the over 60s. The swimming pool has free sessions for residents over 60 in Southwark.
Web: www.southwarkleisure.co.uk
Tel: **020 7525 4020**

Chandler Hall

Located on Lambeth Walk, it hosts a range of community activities including Zumba for fitness, chair Pilates and Yoga classes which provides exercise for everyone, especially those with arthritis, backache and joint conditions.
Web: <https://chandler-hall.com>
Tel: **07956 802294**

Colombo Centre

Owned by Coin Street Centre Trust and offering a wide range of exercise classes, a fully fitted gym and local multi-use hard courts and pitches.
Web: www.colombocentre.co.uk
Tel: **020 7261 1658**

Get Active London

Use the Get Active London website to find exercise opportunities near you, several specifically for people over 60.
Web: <https://getactive.io> • Tel: **020 7868 5055**

Good Gym

See page 17 for more information.

Web: www.goodgym.org • Tel: **020 3642 0997**

Rambert Studio

Provides dance and exercise classes, including yoga and Pilates for various experience levels. Discounts are offered for over 60s, local and Coin Street residents.

Web: <https://rambert.org.uk> • Tel: **020 8630 0600**

Silverfit

A charity helping people maintain their fitness and friendships in later life. Sessions take place at the Castle Centre and the Academy of Sport at 100-116 London Road SE1 6LN.

Web: www.silverfit.org.uk/events

Tel: **020 8123 7879** • Email: info@silverfit.org.uk

South Bank Ramblers

People of all ages and backgrounds are welcome to join. Walks take place throughout the week and can all be reached by public transport. The walks range from 4-18 miles and vary in difficulty. Longer walks include a lunch stop at a café or pub and sometimes a picnic.

Web: www.southbankramblers.org.uk

Tel: **020 8761 0767**

The Great Outdoor Gym Company

Has built outdoor gym facilities across London. The gyms are designed to be inclusive to all. To find outdoor equipment near you, visit the website.

Web: www.tgogc.com/find-a-gym

Getting around

Staying connected with people and places is an important part of keeping yourself physically and mentally well. There are various transport and mobility services available to help you get out and about.

60+ Oyster pass

For people aged 60+ who live in London, but who do not qualify for the Older Person's Freedom Pass. It allows free travel on most TfL services and National Rail services in London.

Web: <https://tfl.gov.uk/fares/free-and-discounted-travel/60-plus-oyster-photocard>

Dial-a-ride

A free, bookable door-to-door service using accessible minibuses. To qualify you must become a member of the scheme (charges apply) and have a permanent or long-term disability which means you are unable to use public transport. For more information and an application form, call or visit the website.

Web: <https://tfl.gov.uk/modes/dial-a-ride>

Tel: **0343 222 7777**

Senior railcard

Available to everyone aged 60 or over; you do not have to be retired to be eligible.

The card gives you a third off rail ticket prices outside peak travel times and currently costs £35 a year or £80 for three years. It is available as either a digital or physical card.

Web: www.senior-railcard.co.uk

Blue Badge Scheme

Allows people with disabilities or health conditions to park closer to their destination. Some people will qualify automatically, while others may need to be assessed and significant evidence may be required. Parking at hospitals and health centres is free for Blue Badge holders. A Blue Badge typically lasts for three years and can cost up to £10.

Web: www.gov.uk, www.lambeth.gov.uk or: www.southwark.gov.uk (search 'Blue badge').

Older Person's Freedom Pass

Allows free travel across London and free local bus journeys nationally for people who have reached the state pension age and whose sole residence is in London. It also allows for free travel on local bus services throughout England. For more information, visit the website or contact your local library.

Web: www.londoncouncils.gov.uk (search 'Freedom Pass').



→ TFL/London Councils' Taxicard

If you have mobility impairments and have trouble using public transport, you may be able to get subsidised taxi and minicab travel in London, but significant evidence of disability is likely to be required. • Web:

www.londoncouncils.gov.uk/services/taxicard

Tel: **020 7934 9791**

Email: **taxi.card@londoncouncils.gov.uk**



Don't stop learning

Keeping your brain active is just as important as keeping your body active. Activities like learning a new skill can help to keep your mind active and well. You may even want to set up your own business if you are feeling entrepreneurial.

Adult education

There are lots of options, available both in person and online, to continue your learning as you get older.

British Film Institute (BFI)

Holds talks, courses, screening and discussion events for adults who have a keen interest in film. It also has free matinees for people over the age of 60 and concessionary rates at other times of day for over 60s and those on certain benefits. Web: **www.bfi.org.uk/events-adult-learners**

City Lit

Offers courses covering art and design, business, culture and history, performing arts, health and wellbeing, writing, language and more. Web: **www.citylit.ac.uk** • Tel: **020 3871 3111**

Morley College

Runs the Waterloo Centre for Adult Education. Founded by Emma Cons, it has been teaching adults for over 130 years and provides courses ranging from visual arts to languages, music, science and computing. Morley College also offers accredited Lambeth Tour Guides Courses for anyone interested in the history of Lambeth and who would like to become a qualified, professional tour guide. • Web: **www.morleycollege.ac.uk/waterloo-centre** Tel: **020 7450 1889**

Tate Modern

Offers free guided tours of parts of its collection, giving you greater insight into a wide range of modern art.

Web: **www.tate.org.uk/whats-on/tate-modern/tate-modern-free-guided-tours-and-talks**

Tel: **020 7887 8888**

u3a

Promotes positive ageing and is a great way to find and develop new interests for a low cost. You can join classes, groups, talks and courses through the Interest Groups Online service and through local groups.

Web:

www.u3a.org.uk/learning/interest-groups-online

Tel: **020 8466 6139**

Local history societies

Lambeth Local History Forum

(**www.lambethlocalhistoryforum.org.uk**) and

Waterloo Local History Society

(**www.lambethlocalhistoryforum.org.uk/members/waterloo-local-history-society**)

both offer a range of walks, talks, quiz nights and festivals for anyone with an interest in local history.

Setting up your own business

The Startup School for Seniors offers a programme for those aged 50+ who are trying to set up a business for the first time or who want to increase their trading income. It is a part-time, six-week online course that blends first-person accounts, live workshops, pre-recorded videos and supportive group work. Visit:

www.startupschoolforseniors.com

Libraries

Libraries provide a comprehensive range of services that extend from traditional lending and digital resources to specialised employment support, health initiatives and community spaces.

Lambeth libraries

Web: www.lambeth.gov.uk

Durning Library

167 Kennington Lane SE11 4HF

Tel: **020 7926 8682**

Email: DurningLibrary@lambeth.gov.uk

Waterloo Library

Oasis Centre, 1 Kennington Road

Tel: **020 7926 8751**

Email: WaterlooLibrary@lambeth.gov.uk

Southwark libraries

Web: www.southwark.gov.uk

Tel: **020 7525 2000** (option two, then option three).

Email: libraries@southwark.gov.uk

John Harvard Library

211 Borough High Street SE1 1JA

Web: www.southwark.gov.uk

Tel: **020 7525 2000**

Southwark Heritage Centre and Walworth Library

145-147 Walworth Road SE17 1RW

Web: www.southwark.gov.uk

Email: walworth.library@southwark.gov.uk

The Home Library Service will bring books to your home if you have difficulty visiting your local library in person due to age, disability or full-time caring responsibilities. When you join the scheme, a librarian will visit you to find out what you like to read. Then, every three weeks you will be delivered up to 20 items.

Audio books, eBooks, DVDs and jigsaws can also be loaned to you. This service is free and open to any age.

Home Library Service

Lambeth

Tel: **020 7926 8335**

Email: libraryoutreachservice@lambeth.gov.uk

Southwark

Tel: **020 7525 7493**

Email: libraries@southwark.gov.uk

Fun

Maintaining a sense of fun and play as you age is good for both body and mind. Engaging in a fun activity doesn't just pass the time, it can fundamentally change how you age by keeping you physically stronger, mentally sharper and more socially connected.

For starters

Advantages of Age (AofA)

A social enterprise designed to challenge the prevailing negative stereotypes around ageing. The website is full of inspiring stories about older people taking initiatives, engaging in a whole range of fun activities and ageing gracefully or disgracefully. 'Sex, Death and Other Inspiring Stories' is AofA's handbook on growing old funkily while the 'Sex Advice for Seniors Podcast'

tells you everything you need to know to have a thriving sex life as you age.

Web: www.advantagesofage.com

Tel: **07957 371840**

Email: info@advantagesofage.com

Temple of Ideas

A group for unstoppable and creative over 50s who congregate in order to expand and share their knowledge through conversation, music, poetry and art. Gatherings take place around London and include field trips. Most events are free.

Web: <https://templeofideas.org/event-listing>

The Posh Club

A network of performance and social clubs for over 60s emphasising dressing up, regular

access to live performances, social connectivity and intergenerational volunteering. Held in five locations across London and the South East, one being held in Elephant and Castle. Free membership via the website.

Web: www.theposhclub.co.uk

Tel: **07366 541903**

Email: info@duckie.co.uk

Singing together

Many places of worship have choirs and welcome new members. The following singing groups are active locally.

Coin Street Choir

A fun community singing group. Free and members of any age or level of experience are welcomed. Contact Coin Street neighbourhood centre's Youth and Community Programmes Team for more information or to join.

Web: <https://coinstreet.org>

Tel: **020 7021 1600**

Email: community@coinstreet.org

London Bridge Soul Choir

A non-audition, high-energy, fun and inclusive community choir open to all abilities. Membership fees apply, free taster sessions available.

Web: www.soulchoirs.com/choirs/london-bridge-tuesdays

Southwark Cathedral Community Choir

Free and open to local residents and workers, requires no audition and provides an opportunity to sing choral music and to contribute to services and events at the Cathedral. For information email the Music Administrator via the website.

Web: <https://cathedral.southwark.anglican.org/worship-and-music/music/the-choir/the-choirs-today>

Tel: **020 7367 6700**

Southwark Chamber Choir

An audition chamber choir based at St George's Cathedral, singing religious and secular repertoire. Social events are organised in conjunction with the choir. Membership fees apply.

Web: www.stgeorgescathedral.org.uk/music

Take Note Singers

A chamber choir welcoming beginners and seasoned singers alike. No audition required. Repertoire ranging from religious to popular music. Voluntary contributions to cover expenses.

Web: www.takenotesingers.org.uk

West End Musical Choir

For fans of musical theatre, this non-audition diverse community choir also organises weekly social events, regular theatre trips and special big-scale events. Membership fees apply.

Web: www.westendmusicalchoir.com

Quiz nights

There are a wide variety of quiz nights in Lambeth and Southwark including the following.

Lambeth

The King's Arms

25 Roupell Street SE1 8TB

Hosts its 'Famous Kings Quiz' every Sunday at 7.00pm.

Web: <https://thekingsarmslondon.co.uk>

Tel: **020 7735 2039**

Three Stags

67-69 Kennington Road SE1 7PZ

Hosts a weekly quiz night every Wednesday at 8.00pm.

Web: www.threestagspub.com

Tel: **020 3887 8101**

Southwark

Golden Hinde

St Mary Overie Dock SE1 9DE

This historic galleon occasionally hosts unique, themed quiz nights.

Web: www.goldenhinde.co.uk

Tel: **020 7403 0123**

Southwark Brewing Company

46 Druid Street SE1 2EZ

Hosts a taproom quiz on the first Friday of every month at 7.30pm.

Web: www.southwarkbrewing.co.uk

Tel: **020 3302 4190**

The Southwark Tavern

22 Southwark Street SE1 1TU

A weekly general knowledge quiz is held every Tuesday at 8.00pm.

Web: www.thesouthwarktavern.co.uk

Tel: **020 7403 0257**

White Hart

22 Great Suffolk St SE1 0UG

Offers quiz evenings on the first and third Wednesday of each month.

Web: www.whitehartsouthwark.co.uk

Tel: **020 7928 8265**

Dance venues

Haven't Stopped Dancing Yet

A 'grown-ups' 70s and 80s disco party – lots of soul, funk, disco and feel-good classics that get people up and moving. Aimed at people who remember the music from the first time around (but everyone is welcome). Venues in and around London.

Web: www.haventstoppeddancingyet.co.uk

Jig and a Swig

Designed for adults of all ages and has classes in Waterloo. It is a social Irish dancing community in London that focuses on fitness, 'craic' and building friendships through dance and post-class socialising.

Web: <https://jigandaswig.co.uk>

Mix & Move

A free monthly ballroom and Latin dance workshop for all ages held at the Royal Festival Hall. No experience needed.

Web: www.southbankcentre.co.uk (search 'Mix & Move'). • Tel: **020 3879 9555** (Royal Festival Hall).

Rivoli Ballroom

Legendary vintage ballroom in South East London hosting 70s and 80s Disco and Funk nights with non-stop retro tunes.

Web: www.rivoliballroom.com

Soul Network

One of London's biggest soul and funk nights playing 70s, 80s and 90s soul, rare groove, funk and R&B. For people who enjoy dancing to classics in a lively but mature crowd. Venues in and around London.

Web: www.soulnetwork.co.uk

Tel: **07794 674453**

Heard it through the grapevine?

If you'd just like to let your hair down at home, whether to motown, funk or something else, YouTube and other similar sites offer a wide choice including: Motown/Funk: The Ultimate Mix 60/70/80s – Aretha Franklin, James Brown, Diana Ross, Marvin Gaye and more.

Coin Street ©2025 Ollie Rudkin



Coin Street ©2025 Ollie Rudkin



St John's Waterloo ©2025 Eleanor Bental

Keeping up with technology

Technology moves fast with new products and updates coming out all the time. This can be challenging but there is support available to help you.

Useful support services

Services to help you use technology and get online include the following.

Clear Community Web

Offers a range of digital learning sessions, including mobile phone bootcamps, digital drop-ins and online services support in various venues in Lambeth.

Web: <https://clearcommunityweb.co.uk>

Tel: **0300 102 4418**

King's College London

Facilitates community IT support by connecting students and staff with local organisations needing technical expertise. Examples include providing digital support to help patients tackle boredom and isolation in hospital and digital buddying to help older people navigate smartphones, tablets and the internet. The most effective route to access this support is via your local Age UK.

Web: www.kcl.ac.uk/volunteering

Email: volunteering@kcl.ac.uk

Waterloo Action Centre

Provides regular IT and internet help sessions. Contact in advance or just turn up.

Web: <https://waterlooactioncentre.co.uk/it-and-internet-help>

Tel: **020 7261 1404**

WhichTech

A UK-based subscription service (currently £49 per annum) offering its members one-to-one technical help with devices ranging from computers and phones to cameras and TVs, as well as a bi-monthly magazine. Support is provided over the phone or online via remote control. There is no need to already be a member of Which.

Web:

www.which.co.uk/about-which/techsupport

Tel: **029 2267 0000** (member services).

Landlines and mobile phones

Many older people benefit from having both a landline and mobile phone, as landlines offer reliability during power cuts and simplicity, while mobiles provide freedom and safety on the go. A landline is also important if you use Telecare (see page 32) in your home.

For those with poor vision or dexterity, large-button, simple phones (both mobile and landline) are essential, and some need help adapting to new tech, making landlines crucial for consistency and emergency access.

Note: The switch over to digital services (by January 2027) will affect landlines. For more information, visit: www.gov.uk/guidance/moving-landlines-to-digital-technologies

BT's Connected Together

An initiative designed to help customers, particularly elderly or vulnerable individuals, transition from old analogue landlines to new digital (All-IP) landlines.

Web:

www.bt.com/about/all-ip/connected-together



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Avoiding scams and unwanted contacts

There are an increasing number of ways for criminals to scam and steal from us. Scammers can approach you in person, by post, on the phone or online and scams can be difficult to identify.

If someone comes to your door unannounced, take time to study their ID carefully and, if you are uncertain, ask them to return when you have someone else present. Be wary of unknown phone numbers and emails asking you to respond by pressing a link (generally do not do so).

Look for online reviews of anything you don't already know about that asks you to take action or give information about yourself. Reputable individuals and businesses will not mind you taking the time to conduct these checks for your peace of mind.

If you think you have been scammed, whether online or otherwise, you should report it as soon as possible to Report Fraud or in an emergency, the police.

Report Fraud

Web: www.reportfraud.police.uk

Tel: **0300 123 2040**

How to block unwanted calls and mail

There are many apps available to download on your mobile through the Google Play or App store, such as TrueCaller. Search 'Call blocker' in your app store. You can also use the Telephone Preference Service or Mail Preference Service, details as follows.

Mail Preference Service (MPS)

A free service that enables consumers to have their names and home addresses removed from

lists used by companies. It is supported by Royal Mail, trade associations and the Information Commissioners Office (ICO). Visit the MPS site to register your address.

Web: www.mpsonline.org.uk/consumer/register

Telephone Preference Service (TPS)

A free service supported by the Information Commissioners Office, enabling you to opt out of receiving unsolicited sales and marketing calls on your landline or mobile. Visit the website to register your landline or mobile number. You can also register your mobile number by texting 'TPS' and your email address to: **85095**.

Web: www.tpsonline.org.uk/register

How to avoid and report internet scams and phishing attacks

An internet scam is any digital trick whereas a phishing attack is a specific type of scam where a criminal pretends to be someone you trust. The Government offers comprehensive guidance on its website (www.gov.uk/report-suspicious-emails-websites-phishing). Its National Cyber Security Centre (NCSC) deals with many thousands of scams each year and publishes helpful guidance on reporting scam emails, texts, calls and websites. Visit: www.nsc.gov.uk

All reports are investigated by the NCSC and reporting will help reduce the number of emails you receive, make you a harder target for crime and ensure action which will protect others. You can forward suspicious emails to: report@phishing.gov.uk. You can also forward suspicious text messages to: **7726** and your mobile phone provider will be advised. Both services are free.

Crime and anti-social behaviour

It is important to report crime as soon as possible to ensure the police can respond effectively, gather evidence and better protect you. If you encounter crime or anti-social behaviour in Lambeth or Southwark, act as follows.

Immediate crime reporting

- Call **999** for emergencies, for example you or

someone else are in immediate danger, a crime is in progress or someone is using or threatening violence.

- Call **101** for non-emergencies, or report online at the Metropolitan Police website for non-urgent issues like fraud or antisocial behaviour; you can also report at a local police station. →

→ Anonymous reporting

Contact the independent charity Crimestoppers at: **0800 555 111** to report information anonymously.

Community engagement with policing

If you are concerned about local issues affecting the community, the Metropolitan Police's Met Engage platform focusses on community policing in Lambeth and Southwark. It allows residents to connect with local Safer Neighbourhood Teams (SNTs), receive alerts and provide feedback on local issues like anti-social behaviour and crime.

It provides direct access to your local SNTs which are organised by ward, such as Waterloo & South Bank, Borough & Bankside, Vauxhall, St George's and so on. Sign up for regular alerts and updates on local issues on the MetEngage website at:

www.metengage.co.uk

SNTs are police-led teams. Neighbourhood Watch is a volunteer-led crime prevention scheme acting as 'eyes and ears' for the community and reporting issues to the SNT, which in turn acts on this intelligence.

Living at home for longer

Many people want to stay in their own home for as long as possible – this section looks at ways to help you do so which include:

- De-cluttering your home.
- Downsizing or relocating.
- Prepared meal delivery.
- Extra support in times of need.
- Combatting loneliness.
- Pet sitting.
- Getting things fixed.
- Specialist equipment to adapt your home.

De-cluttering your home

Clutter can make your home less safe and harder to look after, so it is good to consider getting rid of things you don't need any more. Decide what you want to keep, donate, sell or throw away.

When deciding what to keep, ask yourself:

- Have I used it in the last six months?
- Will I use it in the next six months?
- If I needed to use it again, could it be easily replaced?
- If I saw this in a shop today, would I buy it?
- Am I keeping this because of its potential to be valuable or useful?
- Would the space the item takes up be more useful than the item itself?

There are a number of decluttering, house clearance and recycling services available in the area.

Donating

If you have smaller items or clothing, most charity

shops will welcome these. Some will take furniture and other larger items, and some can pick up items for free or for a small fee. This can vary from shop to shop so you should check before dropping anything off.

Hospices of Hope

Currently the only charity shop in the area is on Lower Marsh.

Web: **<https://hospicesofhope.co.uk>**

Tel: **020 7928 4741**



Other charity shops in the wider area include the following.

British Heart Foundation

The store at 211 Old Kent Road accepts and usually will collect furniture that is no longer required.

Web: **www.bhf.org.uk**

Tel: **020 7160 6200**

Emmaus

Provides free collection of saleable, reusable furniture from residents in Lambeth and Southwark.

Web: **<https://emmaus.org.uk>**

Tel: **0300 303 7555** (General enquiries).

Salvation Army

Accepts a wide variety of high-quality items to help fund community projects.

Web: **www.salvationarmy.org.uk/clothing-bank**

Tel: **020 7928 7136**

Scrapstore

Scrapstore recycles any goods that can be used for arts and crafts, materials such as paper and paint, textiles and trimmings, buttons and bubble wrap, wood, foam, fine wire and leather. Local schools and community groups can access this unique resource for a small annual fee. Please use the email below to check whether your items are accepted.

Web: **www.workandplayscrapstore.org.uk**

Tel: **020 8682 4216**

Email: **info@workandplayscrapstore.org.uk**

TRAID (Textile Recycling for Aid and International Development)

TRAID is a UK-based charity focused on reducing the environmental and social impacts of the fashion industry, with charity shops, clothing banks and free home collection across London.

Web: **www.traid.org.uk**

Tel: **020 8733 2588**

Selling

You can also sell unwanted items either online, via auction or through specialist organisations who will value and/or purchase antiques, vintage items and other collectibles. You may have to pack and post the items yourself or you may be able to arrange for items to be collected.

Some more valuable items may sell better at auction, but the fees tend to be higher to sell at auction than online. Common online platforms include Vinted, eBay, Gumtree, Facebook and Next Door.

Council recycling and disposal

Local councils have their own recycling sites and services. For detailed information, visit the following websites.

Lambeth Council

At Lambeth Council's reuse and recycling centres, residents can dispose of recyclable items for free. Appointments are needed and proof of residency required. For large items like furniture Lambeth offers special collection services.

Web: **www.lambeth.gov.uk** (search 'Reuse and recycling centres').

Tel: **020 7926 9000** (option one).

Southwark Council

Southwark Council's Reuse and Recycling Centre does not currently require an appointment but proof of residency in Southwark is required. Also offers special collection services for large items including furniture.

Web: **www.southwark.gov.uk** (search 'Southwark Reuse and Recycling Centre'). • Tel: **020 7525 2000**



Downsizing or relocating

If you have decided it is time to move to a new home and are looking for some expert support, there are a number of specialist companies who, for a fee, can see you through the whole process. They can help you decide what you want to take

with you, plan where your furniture will go, pack everything up, unpack, settle you in and deal with all the necessary administration required to assist your move. Search online for downsizing services.

Prepared meal delivery

Your local council may not directly provide meals but may be able to arrange for meals to be delivered, although you would have to meet their eligibility criteria and it wouldn't necessarily be free.

A number of commercial organisations can deliver either fresh ingredients, organic and otherwise, to make meals to their recipes or fresh or frozen meals to your door at a charge. Many supermarket chains, of course, now offer home delivery of food and

other groceries ordered online, again usually with a delivery charge.

Lambeth Council

Web: www.lambeth.gov.uk (search 'Support with meals').

Southwark Council

Web: www.southwark.gov.uk (search 'Help with meals and shopping').

Extra support in times of need

Food banks and other food support organisations

Food banks are community organisations that can help if you can't afford the food you need. Your local job centre, GP, housing association or social worker can give you a referral so that you can get vouchers to use at the food bank. You can redeem these for a parcel of food and essentials. These parcels normally contain enough food for three days and essential items like toothpaste or deodorant.

If you are sick or disabled, your local food bank may be able to deliver the food package to you. Some food banks have a limit on the number of times you can visit but it is still worth asking if you really need the food.

For residents in Lambeth these include the following.

Croydon and Lambeth Food Bank

Distributes food through Oasis Waterloo Hub to people in the surrounding area. You need an appointment to collect your parcel.

Web: <https://lambethcroydon.foodbank.org.uk/get-help>

Tel: **020 7921 4205**

Email: foodbank@oasiswaterloo.org

Food Bus

A converted double decker bus visits Lambeth Walk each week to bring affordable fresh produce to communities with limited access to healthy food.

Web: www.be-enriched.org/the-food-bus

Tel: **07397 288160**

Email: hello@be-enriched.org

Healthy Living Platform (HLP)

A Lambeth-based charity that focuses on making it easier for local communities to lead healthy and sustainable lives through food-based initiatives.

Web: <https://healthylivingplatform.org>

Tel: **07701 365551**

Email: contact@healthylivingplatform.org

Lambeth Larder

For residents in Lambeth, Lambeth Larder is a community-focused social enterprise which serves as a central 'information hub', connecting residents in financial crisis with emergency food and essential support services.

Web: www.lambethlarder.org/emergency-food

Tel: **07462 446280**

For residents in Southwark there are many foodbanks, food pantries and low cost or free food support services. Visit www.southwark.gov.uk (search 'Help with food costs'). These include the following.

Borough Food Co-operative

A non-profit organisation operating on a membership basis from St George the Martyr Church. Allows members to choose up to 16 grocery items for £4.50 per visit. It sources its provisions from local organisations and is open every Tuesday, Thursday and Saturday. Membership is inclusive regardless of income or location.

Web: www.boroughfoodcooperative.co.uk

Tel: **020 7357 7331**

Southwark Food Bank

Located at Bermondsey Methodist Church this provides emergency food to people in crisis. Uses a voucher referral system.

Web: **www.southwark.foodbank.org.uk**

Tel: **020 7732 0007** or:

0808 208 2138 (national helpline).

Spring Community Hub

The hub supports residents in Southwark, although it is based outside the area covered by this Guide.

Web:

www.springcommunityhub.org.uk/food-bank

Tel: **020 7703 1653**

Email: **foodbank@springcommunityhub.org.uk**

Day centres

Day centres provide for people in need and homeless people. They may offer services such as lunch and refreshments, hairdressers, dental treatment, nail-cutting and assisted bathing facilities. Some offer emergency respite, drop-ins and advice.

Manna Society Day Centre

12 Melior Street SE1 3QP

A day centre in London Bridge for homeless people and those in need, open seven days a week, for hot meals, showers, clothing and advice on housing and welfare.

Web: **www.mannasociety.org.uk**

Tel: **020 7357 9363**

Email: **mail@mannasociety.org.uk**

St George the Martyr Charity

Marshall House, 66 Newcomen Street, London SE1 1YT

Situated in Borough, the charity provides support to older people on low incomes in its 'Area of Benefit' through social opportunities and outings, home care services such as hairdressing and chiropody, pastoral care and some financial assistance.

Membership is free for eligible local residents.

Web: **www.stgeorgethemartyrcharity.com**

Tel: **020 7407 2994**

Email: **visitor@stgeorge1584.org.uk**

Stones End Day Centre

11 Scovell Road SE1 1QQ

Situated in Borough, the centre offers a day care service for older people including those living with dementia and those who are socially isolated. It provides door-to-door transportation, daily hot cooked meals, a wide range of therapeutic activities as well as opportunities to learn new skills and make new friends. Fees may be payable subject to means.

Tel: **020 7701 9700**

Email: **information@ageuklands.org.uk**

Webber Street Day Centre

6-8 Webber Street, London SE1 8QA

London City Mission's centre near Waterloo station for local rough sleepers and homeless people. Also provides a Women's Safe Space on certain days.

Web: **www.webberstreet.org.uk**

Tel: **020 7928 1677**

Combatting loneliness

Older people are especially vulnerable to social isolation, particularly if they live alone or have no family.

Befriending, home-sharing and intergenerational activities all combat loneliness at home and improve mental and emotional wellbeing.

Befriending

This is where a volunteer provides a 'listening ear' and companionship through telephone or face-to-face befriending.



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→ Age UK

Offers telephone befriending and in-person befriending services. • Web:

www.ageuk.org.uk/services/befriending-services

Tel: **0800 470 8090** (national friendship and support line).

Aphasia Re-Connect

Aphasia is often the result of a stroke and this service matches individuals with aphasia with trained 'befrienders' who often have personal experience living with the condition.

Web: **<https://aphasiareconnect.org>**

Tel: **07885 288943**

Compassionate Neighbours

Trained volunteers who provide befriending and companionship to people in their local community. They support individuals experiencing loneliness or isolation, particularly those with terminal illnesses or in old age, through weekly visits or phone calls to chat and share activities. You can usually find Compassionate Neighbours through local hospices.

St Christopher's Hospice

Web: **www.stchristophers.org**

Tel: **020 8768 4619**

Royal Trinity Hospice

Web: **www.royaltrinityhospice.london**

Tel: **020 7787 1000**

Email: **connect@royaltrinityhospice.london**

Homesharing

The following organisations carefully help to match people, for their mutual benefit, who have a spare room with younger working people who need accommodation. There is generally a low-cost rental agreement and, in exchange, assistance is provided in the form of companionship and help with minor household chores etc.

Homeshare UK

The UK network for homeshare providers.

Web: **www.homeshareuk.org**

Tel: **0151 227 3499**

Email: **contact@homeshareuk.org**

Share My Home

Web: **www.sharemyhome.co.uk**

Two Generations

Web: **<https://twogenerations.co.uk>**

Tel: **0333 344 7738**

Intergenerational activity

Interaction between different generations is proven to be highly beneficial in helping to improve mental and emotional wellbeing. Although there is currently limited activity of this type locally, there are a number of national organisations, such as those mentioned as follows, who foster this type of activity.

Adopt a Grandparent

A charity using a secure platform to pair volunteers with older adults (in care homes or receiving home care) for virtual companionship.

Web: **<https://adoptagrandparent.org.uk>**

Tel: **01483 413136**

InCommon Foundation

A charity active in London connecting groups of young people with their older neighbours, to share experiences, celebrate differences and learn from one another.

Web: **<https://incommon.org.uk>**

Tel: **07725 992001**

Intergenerational England

A charity campaigning for 'age irrelevance'. Builds relationships and champions change through music, storytelling, theatre and arts sessions in community spaces.

Web: **www.intergenerationalengland.org**

Email: **hello@intergenerationalengland.org**

Link Age Southwark

A charity offering direct intergenerational work with local schools, alongside digital buddy programmes where volunteers support older people in their homes to improve digital skills, befriending, group activities and support for older people and those with dementia.

Web: **www.linkagesouthwark.org**

Tel: **020 8299 2623**

Together Project

Organises activity and community projects aimed at tackling loneliness and age segregation.

Web: **<https://thetogetherproject.org.uk>**

Tel: **07811 320 578**

See also in this Guide, Good Gym on page 17.

Pet sitting

The idea of leaving your pet behind to visit family or attend hospital may be worrying. There are a variety of options available, some of which offer ways to secure discounts although not specifically for older people.

Borrow my Doggy

This is the UK's largest dog sharing network. It is a subscription scheme connecting dog owners with local dog lovers who want to spend time with a pet without the full-time commitment of ownership.

Web: <https://www.borrowmydoggy.com>

Tel: **020 3826 8628**

Rover.com

Offers verified sitters and walkers in the local area. Services include house sitting for a few hours or more, boarding, drop-in visits, daycare and dog walking. Rates vary depending on service, location etc.

Web: www.rover.com/uk • Tel: **0808 281 2524**

Trusted House Sitters

Offers a verified and reviewed sitter who can stay in your home while you are away for a week or more to look after your pet and house. There is an annual subscription to join this service with a small booking charge.

Web: www.trustedhousesitters.com

Email: support@trustedhousesitters.com



Getting things fixed

Several services provide trusted tradespeople and other helpers to sort out things needing to be done in your home. Some neighbourhoods have local neighbourhood WhatsApp groups where people share or ask for recommendations on trusted tradespeople. Check with any tenants or residents' associations if they know of a WhatsApp group.

Age UK Lambeth

Offers a HandyFix service to local residents. The team can assist with a wide range of services, including moving furniture, cleaning, basic carpentry work, small repairs, safety installations and energy-saving upgrades. This is a paid-for service, and the cost is dependent on the tasks completed.

Web: www.ageuk.org.uk/lambeth

Tel: **0207 346 6800**

Age UK Lewisham and Southwark

Offers a handyperson service for residents in Southwark. Jobs that support safety in the home, like preventing slips and falls, are completed free of charge or charged at reduced rate for those receiving certain benefits.

Web: www.ageuk.org.uk • Tel: **0207 701 9700**

Email: handypersons@ageuklands.org.uk

Good Gym

Helps fix things in your home by sending DBS-checked volunteers to perform one-off, practical and 'odd-job' tasks for people, primarily those aged 50 and over. The volunteers often run, walk or cycle to the location as part of their workout.

Web: www.goodgym.org

Tel: **020 2642 0997**

Silver Saints

Provides a friendly, flexible, efficient and trustworthy handyman service. The handymen undergo a rigorous interview and probation process with hourly rates and a Saturday service.

Web: www.silversaints.com

Tel: **0207 099 9199**

Task Rabbit

An online directory where you can search for a local handyman to help you with home tasks such as putting up shelves, deconstructing furniture, painting and more.

Web: www.taskrabbit.co.uk



→ Lambeth Repair Café

If you have a broken smaller item that needs fixing, like a lamp or fan, visit the Lambeth Repair Café, a voluntary initiative all about sharing fixing skills, reducing waste and socialising.

It brings together neighbours of all ages to help each other. Held on the first Saturday of each month, the location can vary so check the website before you visit.

Web: **www.repaircafe-lambeth.org**

Tel: **020 8050 7098**

Library of Things

Rents out useful equipment, like drills and sewing machines, at a low cost. The local site is at Castle Leisure Centre. • Web:

www.participate.libraryofthings.co.uk/southwark

Email: **hello@libraryofthings.co.uk**

Which? Trusted Traders

Each trader on the site has passed rigorous assessment against the Which? trading standards and reviews are moderated to verify they are genuine.

Web: **<https://trustedtraders.which.co.uk>**

Specialist equipment to adapt your home

Specialist equipment can make life easier and improve your safety and independence. This includes personal alarms and practical adjustments such as stair lifts, handrails, raised toilet seats and shower stools. For more information on equipment and technology that could make your life easier, contact your local council for an assessment. It might refer you to an Occupational Therapist (OT) or you could contact an OT privately. You can buy personal alarms and assistive technology from private companies and organisations or, if you are eligible, your local council may be able to provide it for you.

Personal alarm systems

Personal alarms can help you to remain independent. Relatives and carers are also reassured that, should an incident occur, someone will be on hand to help.

Lambeth Council

Web: **www.lambeth.gov.uk** (search 'Personal home alarms').

Southwark Council

Web: **www.southwark.gov.uk** (search 'Equipment, adaptations and assistive technology').

Careline and Telecare are both technologies designed to support independent living. The terms are used, often interchangeably, to refer to personal alarm systems. Careline usually refers to the pendant/alarm device that is worn around your neck or on your wrist and is connected to a 24/7 monitoring centre through your phone line.

Telecare describes the broader system of sensors and, occasionally, medical, social or, sometimes, telemedicine technology. Telecare's environmental sensors can detect inactivity, smoke, flooding, gas or extreme temperatures in the home. When activated, they connect to a response centre where trained operators will take the most appropriate action, such as contacting a nominated responder, family member, carer, neighbour, doctor or the emergency services.

Mobility aids and equipment

These are devices designed to improve personal mobility, independence and safety for individuals with disabilities, injuries or age-related limitations. Depending on your needs and means, local councils can sometimes provide upgrades and adaptations such as bathroom and kitchen refits.

Living Made Easy (Disabled Living Foundation)

Provides a quick and easy-to-use online guided advice service. Visit to learn more about possible solutions or see pages 34 and 35. Once you have identified equipment that might help with your support needs, use the checklist on page 33 to make sure it's right for you.

Web: **<https://livingmadeeasy.org.uk>**

Tel: **0300 123 3084**

Manage at Home

Supplies mobility aids and equipment which you can buy yourself.

Web: **www.manageathome.co.uk**

Tel: **0800 910 1864**

It's a good idea to consider the following questions before buying any assistive technology. If you are unsure about what technology might help meet your needs, you can contact your council or visit:

<https://livingmadeeasy.org.uk>

You can download and print this checklist at: www.carechoices.co.uk/checklists

Suitability

Does the equipment support your specific needs? ☐

Are you willing to use it? ☐

Will it fit into your everyday life and routine? ☐

Have you tried a demo of the equipment? ☐

Do you understand what the equipment is for? ☐

Do you need to take it with you when you leave the house? Is it transportable? ☐

Does the equipment have any limitations that would make it unsuitable for you? ☐

Will it work alongside any assistive technology you already have? ☐

Usability

Is a simpler piece of equipment available (e.g. a pill case rather than an automated pill dispenser)? ☐

Does the equipment need a plug socket and will any wires cause a trip hazard? ☐

Is it easy to use? Can you read/hear it clearly and are any buttons big enough for you? ☐

Are you able to use it? Are there any aspects you don't understand? ☐

Notes

Will it need to be installed by a professional? ☐

Can the retailer provide you with training in using the equipment? ☐

Reliability

Will it work if you have pets or live with other people (e.g. could someone else set off a sensor alarm by accident)? ☐

Have you read reviews of the equipment you are looking at? Consider these before making your purchase. ☐

Can you speak to someone who already uses it? ☐

Does it require batteries? Find out how often they will need changing and whether the equipment will remind you to do this. ☐

Is it durable? If you drop it, is it likely to break? ☐

Cost

Do you know how much it costs? ☐

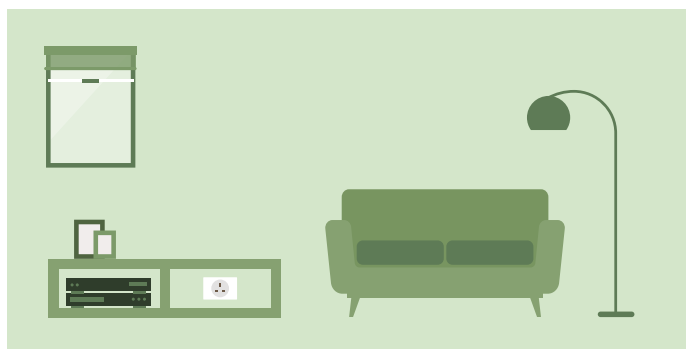
Will you need to pay a monthly charge? ☐

Are there alternative solutions that might be free? ☐

Is there a cost associated with servicing the equipment? ☐

Making life easier at home

If you're having difficulties with everyday tasks, these simple solutions could make life easier and enable you to retain your independence. These are a starting point; other solutions are available, which might better suit you.



Finding it difficult to **get in and out of chairs**? Try putting a piece of hard board under the seat base. Alternatively, buy chair raisers, a higher chair or an electric riser chair. Also try taking regular gentle exercise to improve your mobility.

If you can't **reach your windows**, could you move furniture out of the way? Ask someone to help if you need to move heavy furniture. There are also tools for opening and closing windows.

Struggling to **keep warm/cool**? Consider a fan or heater. Is your house insulated? Are there any draughts? You may also be eligible for the winter fuel payment from the Government. Visit: **www.gov.uk/winter-fuel-payment**

If you have trouble **using light switches**, think about replacing your switches for ones that are easier to use. Consider handi-plugs or light switch toggles, or there's even technology available that turns your lights on and off using your speech.

Use subtitles if you **can't hear the TV** or buy wireless headphones. Do you need a hearing aid? Request an assessment from your council.



Do you **forget to take your tablets**? Make a note of when you've taken them or buy an automatic pill dispenser or pill box. If you struggle to open your medicine, ask your pharmacist for advice on alternative packaging that could make it easier for you.

Can you **reach everything in your cupboards**? If not, try a handi-reacher or rearrange your kitchen so the things you use most are within easy reach.

If you are having **problems with preparing food**, consider buying ready-chopped options or try a chopping board with spikes. There are also long-handled pans, teapot tippers and lid grippers that could help. Palm-held vegetable peelers or a food processor might be a solution and meal delivery services are also available.

Is **eating and drinking becoming difficult**? Large-handed cutlery could help, as could non-slip mats for the table. Lightweight cups and mugs with two handles could also be a solution.

Having tap turners fitted can make **using taps** easier. You could also consider changing to lever-style taps, which might be easier for you to use.



Handled plug



Chair raisers



Chopping board



Level indicator



Teapot tipper

More information on staying independent and ideas to help you live at home can be found online at: www.carechoices.co.uk/staying-independent-at-home/ There is also information on making larger adaptations to your home.



If **moving whilst in bed** is a problem, have you thought about using an over-bed pole? You might also want to buy a pillow raiser or change your bedding so it's lighter.

Is it becoming **difficult to get dressed**? If so, specially adapted clothing is available, or you could buy a long-handled shoe horn, a dressing stick or a button hook. If you are having a lot of difficulty, consider home support – see page 45.

Clocks are available with large numbers or lights if you **can't read the time** in bed. You can also buy clocks that speak the time.

If you are **finding it harder to read in bed**, consider an e-reader that allows you to change the font size. Some also have integrated lights. Look for bedside lamps with a step-on or button switch if yours are difficult to use.

Do you **struggle to get in and out of bed**? You could learn new ways of moving around, purchase a leg lifter or a hoist, or install grab rails for support. Seek advice about these options. If the bed is the issue, you could buy an electric adjustable bed or raise the bed to the right height.



If it's **hard to hold your toothbrush**, try a toothbrush gripper. You might also benefit from having an electric toothbrush or sitting on a stool.

You might like to buy a raised toilet seat or a seat with a built-in support frame if it's **hard to use your toilet**. Flush-lever extensions are also available.

Has it become more **difficult to wash**? Items are available, like long-handled sponges and flannel straps. You could also consider a slip-resistant bath mat, grab rails, a half step to help you get in and out of the bath, or a bath or shower seat. Tap turners can also be used in the bathroom.

For more information on technology that could make your life easier, contact your council for an assessment. They might refer you to an occupational therapist (OT) or you could contact an OT privately. Search online for OTs near you.

Lambeth Council

Web: www.lambeth.gov.uk (search 'Help for independent living').

Southwark Council

Web: www.southwark.gov.uk (search 'Equipment, adaptations and assistive technology').



Grab handles



Bed table



Hand rail



Hand trolley



Tap turners

Health and wellbeing support services

There is a very wide range of services to support health and wellbeing locally, ranging from NHS hospitals and medical practices to paid-for ancillary services and community support. Some of these services are limited to certain areas as there are different rules, regulations and thresholds for each council.

In this section, the following topics are covered:

- Pharmacies.
- GP surgeries and social prescribers.
- Urgent and emergency care.
- Guy's and St Thomas' (GSTT) Integrated Local Services (ILS).
- Mental health.
- Trusted medical advocates.
- Hearing.
- Seeing.
- Feet – podiatry and foot care.
- Personal care.
- Complementary and alternative therapies.
- LGBTQIA+ health and wellbeing support.

Pharmacies

For minor aches and pains your local pharmacy can advise. No appointment is needed; pharmacies tend to have longer opening hours than GP surgeries and most have consulting areas where you can speak to a pharmacist in private.

The Pharmacy First scheme was launched in January 2024. It consists of local NHS pharmacies across England, including Boots. As well as their normal services, they offer treatment for seven common conditions – sinusitis, sore throat, earache

(one-seven years old), insect bites, impetigo, shingles and urinary tract infections (UTIs) in women aged 16-64, without a GP visit. It is a national service, but individual pharmacies can choose whether to offer it, so it is wise to check first.

Some ailments such as runny nose, dry eyes and itchy skin may seem minor initially but if symptoms are persistent, worsening or interfere with daily life, you should not hesitate to consult your GP.

GP surgeries and social prescribers

For more severe issues, including those affecting your mental health, you should contact your local health centre to speak with a GP or nurse.

You do not need to be permanently registered with a GP to consult one in England, as anyone can receive free emergency or temporary treatment for up to 14 days. For longer-term care, you should register as a permanent or temporary resident (up to three months) to access services like prescriptions, tests and referrals.

Social prescribers work alongside GPs and nurses in the primary health team. You can ask your GP to refer you to a social prescriber if you would like help finding community support and services to improve your health and wellbeing, including volunteering,

group activities, healthy lifestyles information, legal advice and debt counselling.

There are three main practices locally, two in Lambeth and one in Southwark.

Lambeth

Waterloo Health Centre

114 Lower Marsh, London SE1 7AE

Web: <https://www.waterloohealth.co.uk>

Tel: **020 7928 4049**

Lambeth Walk Group Practice

Web: <https://lambethwalkgp.co.uk>

Tel: **020 7735 4412**

The surgery is currently operating from the following locations:

- **Akerman Health Centre**

This is the main operational site.
60 Patmos Road, London SW9 6AF
Tel: **020 3049 6400** (centre) or:
020 3582 0000 (medical practice).

- **Hurley Clinic**

This is the main site for most face-to-face appointments.
Ebenezer House, Kennington Lane SE11 4HJ
Tel: **020 7735 7918**

Southwark

Blackfriars Medical Practice

45 Colombo Street SE1 8EE
Web: **www.blackfriarsmedicalpractice.nhs.uk**
Tel: **020 7928 6216**



Colombo Centre ©2025 Jonah Wyn Pugh

Urgent and emergency care

Urgent care centres deal with issues needing same-day attention but not emergency care. They treat non-life-threatening minor injuries and illnesses such as sprains, broken bones, bites, burns, scalds and infections.

A&E (Accident and Emergency) treats life-threatening, critical conditions and is only for severe, immediate needs.

Accident and Emergency (A&E)

Westminster Bridge Road SE1 7EH
St Thomas' Hospital is the closest emergency department; open 24 hours a day and with a walk-in service.

Emergency (Acute) Dental Care

Acute Dental Centre, Floor 23, Tower Wing, Great Maze Pond SE1 9RT • Guy's Hospital deals with emergency conditions such as dental infection, bleeding and trauma.

Tel: **111** (to make an appointment) or:
020 7188 7188

Urgent Care

Tabard Annexe, Borough Wing, Great Maze Pond SE1 9RT
Guy's Hospital is the closest centre and has a walk-in service that is open from 8.00am to 8.00pm, seven days a week, 365 days a year.
Tel: **020 3049 8970**

Guy's and St Thomas' NHS Foundation Trust (GSTT) Integrated Local Services (ILS)

GSTT hospitals provide integrated local services across, amongst others, the boroughs of Lambeth and Southwark, linking hospital care with community services, including nursing, occupational therapy, physiotherapy, speech therapy, social workers and other support disciplines.

Working in partnership with local authorities and community/voluntary groups, they provide holistic care in a range of locations including GP practices, schools, community buildings and patients' homes.

Access to most of the following services requires referral by a GP or other health or social care professional. If it does not explicitly say a service accepts self-referrals, it must be assumed that it does not.



→ With thanks to GSTT ILS Directorate for providing the following information.

Guy's and St Thomas' Integrated Local Services (ILS)

@home

Seven days a week, 8.00am to 11.00pm. Referrals can be made by telephone between 8.00am and 8.00pm, but it is unable to provide same-day interventions for referrals received after 6.00pm. This is not a self-referral service.

@home is a virtual ward or Hospital at Home (HaH) service. It delivers acute hospital level clinical care safely to patients in their own homes with the dual aims of preventing hospital admissions and facilitating faster discharges. Virtual wards, which are part of the Urgent and Emergency Care (UEC) recovery plan, help to speed up patient recovery while freeing up hospital beds for patients that need them most.

Care is provided by a multidisciplinary team who together create individualised care plans tailored to each patient's needs. Patients receive continuous support through regular face to face visits, comprehensive clinical assessments, intravenous therapy and remote monitoring which offers early detection of deterioration by remote consultations, symptom monitoring questionnaires and real time tracking of vital signs. The team also addresses sudden declines in physical function or other needs which might require hospital admission.

This service provides same-day and next-day interventions and a two-hour Urgent Community Response (UCR). It is part of the NHS Long Term Plan to deliver urgent care to people in their homes or usual place of residence when their health suddenly deteriorates and they are at risk of admission or re-admission within 24 hours to prevent further deterioration. UCR referrals typically come from general practice, ambulance services, NHS 111 or community-based health and social care providers, including care homes.

Community Rehabilitation and Falls Service (CRAFs)

Community Rehabilitation

Monday to Friday, 8.30am to 4.30pm.

This non-urgent service provides physiotherapy and/or occupational therapy rehabilitation for adults over 18 living in the community who have had falls, illness or injury and/or have a variety of long-term conditions such as arthritis and joint replacements. Those who have experienced falls where falls prevention exercises alone won't meet their needs and those not requiring an urgent response, double handed input or who have a neurological condition as their primary diagnosis, are also eligible.

Falls clinic

A multidisciplinary clinic for patients with a Lambeth GP, whose cause of falls is unknown or who have a history of multiple falls in the last year requiring investigation.

Falls prevention exercises

Monday to Friday, 8.30am to 4.30pm.

Self-referral: Patients can call the helpline on:

020 3049 5424 for advice on accessing the most appropriate intervention. This non-urgent service directs patients at risk of or worried about falls to appropriate strength and balance exercises via community exercise classes, virtual exercise classes, the Otago one-to-one home exercise programme or a strength and balance group.

Community Stroke and Neurorehabilitation Service

Web: www.guysandstthomas.nhs.uk/our-services/community-neuro-rehabilitation

Community Adult Speech and Language Therapy Service

Monday to Friday, 8.30am to 4.30pm.

Self-referral: Patients can self-refer by calling:

020 3049 5512. This service provides Speech and Language Therapy input to adult residents who require assessment/intervention for acquired difficulties swallowing (dysphagia) or communicating (dysarthria/dysphasia/cognitive communication disorder) with no known neurological diagnosis.

Community Neuro Rehabilitation Team

Monday to Friday, 8.30am to 4.30pm.

Self-referral: Patients can self-refer by calling:

020 3049 5512. This service is provided by a specialist multidisciplinary team to support

patients living with neurological conditions, including stroke patients six or more months post stroke diagnosis. The team aims to support patients to maximise recovery, use tools and strategies to manage any related difficulties and to live well with the neurological condition in the ways that are most important to them.

Community Stroke Team

Monday to Friday, 9.00am to 5.00pm. This is not a self-referral service, but staff will book visits to patients. The service is provided by a specialist, multidisciplinary team supporting people living with a stroke, who have been diagnosed with a stroke in the last six months. The team includes occupational, speech and language therapists and physiotherapists, neuropsychologists, nurses, social workers, support staff, stroke reviewers and stroke care advisers.

South East London Neuro Navigation Service

Monday to Friday 8.30am to 4.30pm. This service supports patients with neurorehabilitation needs to access the most appropriate service working across pathways from acute to specialist inpatient and to community to ensure seamless transition and reduce delays.

Continence Advisory Service

Monday to Friday, 9.00am to 5.00pm. The service offers outpatient clinic appointments to patients referred with bladder and/or bowel continence issues.

Web: www.guysandstthomas.nhs.uk/our-services/continence-advisory-service

Heart Failure Services

Monday to Friday, 9.00am to 5.00pm. The service offers outpatient clinic, inpatient reviews and home visits for patients with a confirmed diagnosis of heart failure who have been reviewed by a cardiologist or older persons' physician with specialist interest in heart failure.

Homeless and High Intensity User (HIU) Service High Intensity User (HIU) Service

Monday to Friday, 9.00am to 5.00pm. This service supports clients who attend A&E more than expected. It is a non-clinical service offering support through phone calls, home

visits, coaching and various ways of engagement that build human connection. It aims primarily to support clients around their social issues, healthcare access and other situations.

Homeless Service

Monday to Friday, 9.00am to 5.00pm. This is a nurse-led primary care and specialist care service that provides community healthcare for people experiencing homelessness, vulnerably housed people, people with no recourse to public funds and other groups who have difficulties in accessing health services. It provides street health nursing care for rough sleepers, including services within hostels, day centres and addiction services.

Intermediate Care for Lambeth and Southwark

Lambeth: Monday to Sunday, 7.30am to 10.00pm. Southwark: Monday to Sunday, 8.00am to 8.00pm. Integrated health and social care teams provide borough-based responses supporting medically stable adults requiring a two-day UCR, Intermediate Care Rehabilitation and Reablement Response from a multi-skilled team to maximise independence, minimise the need for long-term care input and reduce risk of hospital of admission.

This care involves assessment and interventions to meet goals set with the person, thus actively supporting the process of an individual regaining the skills, confidence and independence to enable them to do things for themselves. Interventions typically last for a maximum of six weeks.

Learning Disabilities Service

Web:

www.guysandstthomas.nhs.uk/our-services/learning-disability-community-health-team

Monday to Friday, 9.00am to 5.00pm. This service offers multi-disciplinary specialist healthcare and support to adults with learning disabilities. It provides specialist assessment, treatment and management to those whose needs cannot be successfully met by mainstream services, even when reasonable adjustments are made.

The service works as a multi-disciplinary team in partnership with Mental Health in Learning

Disabilities (SLAM) and social workers as well as other partners to ensure that the needs of the person are met to as high a standard as possible and improve quality of life.

It includes support from Occupational Therapists, Physiotherapists, Audiologists (only in Southwark), Speech and Language Therapists and Community Learning Disability Nurses who facilitate healthcare when individuals might not be able to navigate services and systems independently.

Neighbourhood Nursing (NN)

Seven days a week, 8.00am to 8.00pm. This service provides skilled nursing at home for housebound patients in Lambeth and Southwark. It is designed to provide continuity of care by allowing patients to see the same small, locally-based team of nurses, promoting independence and reducing hospital admissions. NN is not a self-referral service.

Clinicians make referrals or enquiries to the service via the NN Single Point of Access (SPA) which operates Monday to Friday, 9.00am to 5.00pm. Once an individual is on an NN caseload they will be given direct contact details for their particular team of nurses.

Palliative and End of Life Care

Web: www.guysandstthomas.nhs.uk/our-services/palliative-care

Available 24/7, the Palliative Care Team provides specialist advice on pain and other physical symptoms that affect people facing serious illness. It also provides advice on psychological, emotional, social and spiritual concerns. This includes delivery of care to dying adult patients and those important to them via high-quality support.

Pharmacy Service

Monday to Friday, 8.00am to 5.00pm. A team of integrated care pharmacists and technicians provides clinical advice and professional support on the safe prescription, handling and administration of medicines. ILS Pharmacy contributes to patient care as part of the wider multidisciplinary teams that support @Home, Intermediate Care Southwark and Lambeth, NN and care homes.

Pulross – Rehabilitation Ward at Pulross Centre

Available 24/7, this service offers care for adults with rehabilitation and/or nursing needs who also require 24-hour care. The unit has 14 intermediate care beds and six 2B neuro-rehabilitation beds.

Web: www.guysandstthomas.nhs.uk/community-health-centres/pulross-centre

Refugees and Asylum Seekers Service

Monday to Friday, 9.00am to 5.00pm. This service provides primary care and specialist care services to refugees and asylum seekers at day centres, hostels and hotels both by appointment and walk-in. Health navigation services also support clients in accessing local health and social services across Lambeth, Southwark and Lewisham.

Tissue Viability Nurses Service

Web: http://gti/clinical/directorates/inpatient_services/tissueviability/tissue-viability-home.aspx

Monday to Friday, 9.00am to 5.00pm. The team supports patients with acute and chronic wound issues in the acute and community setting. It provides treatment, advice and education on managing wounds and preventing pressure ulcers, including advice on wound treatment and dressing choices, leg ulcer assessment and management, pressure ulcer prevention, assessment and management, vacuum assisted closure (VAC), education and training.

Tobacco Dependence Treatment Service

Monday to Friday, 9.00am to 5.00pm. This service provides online and face-to-face support to clients who would like support in managing their tobacco dependence. Support is provided for inpatients at Guy's and St Thomas' hospitals and in community settings in Lambeth.

Tuberculosis Clinical Nurse-led Service

Monday to Friday, 9.00am to 5.00pm. This service hosts local tuberculosis (TB) services for the rapid diagnosis, treatment and follow-up of patients with TB and those in close contact with them.

Web: www.guysandstthomas.nhs.uk/our-services/tuberculosis-community-nurse-led-service

Mental health

Older people may experience mental health problems such as depression and anxiety often linked to life changes like bereavement, loneliness and physical illness. Dementia, though distinct, is also a significant concern. Older adults often under-report or don't seek help for depression and anxiety. Mental health issues are not a part of normal ageing; support and treatments are available.

Apart from your GP, in Lambeth and Southwark, you can get further support from the following organisations.

Community Mental Health Teams (CMHT)

Web: <https://slam.nhs.uk/search/service/lambeth-community-mental-health-team-for-older-adults-70>

Tel: **020 3228 8030** (Lambeth) or:
020 3228 6920 (Southwark).

Lambeth Well Being Hub

Web: www.lambethcollaborative.org.uk/mental-support-in-lambeth

Tel: **0800 920 2456**

South East London Mind

Web: www.mind.org.uk

Tel: **020 8159 8355** (general support, groups and a helpline for Lambeth and Southwark).

South London & Maudsley (SLAM)

Web: <https://slam.nhs.uk> or www.slam.nhs.uk/patients-and-carers/crisis-support

Tel: **0800 731 2864** (option one for urgent help – 24 hours – option two for Patient Advice and Liaison Service [PALS]).

Southwark Well Being Hub

Web: www.together-uk.org/southwark-wellbeing-hub

Tel: **0800 368 8433**

Waterloo Community Counselling

Offers counselling and psychotherapy at an affordable rate. In-person, online and telephone sessions available. Regularly supports people with anxiety, depression, loneliness, bereavement and more.

Web: www.waterloocc.co.uk • Tel: **0207 928 3462**

Hoarding disorder is a specific condition increasingly affecting older adults. A combination of local government, NHS services and specialist charities offer help to people struggling with hoarding disorder including the following organisations.

Grant A Smile Cleaning and Hoarding Services

A social enterprise that provides deep cleaning, organising and decluttering services.

Web: www.grantasmile.org.uk

Tel: **020 3004 7286**

Email: admin@grantasmile.org.uk

Hoarding UK

A national charity providing dedicated support.

Web: <https://hoardinguk.org>

Tel: **020 3239 1600**

Southwark Council

Offers direct support and guidance for residents concerned about hoarding in council properties.

Web: www.southwark.gov.uk

Email: hoarding.notifications@southwark.gov.uk

Trusted medical advocates

These are individuals or organisations that can support you in navigating healthcare, ensuring your voice is heard and needs are met. They can help you communicate with doctors, understand treatments and ensure services follow rules, acting as your ally, whether family, friend or professional.

Contact your local council or NHS services for a referral to independent advocacy services like VoiceAbility or The Advocacy Project.

Advocacy Project

Web:

www.advocacyproject.org.uk/home/what-we-do

Tel: **020 3960 7920**

VoiceAbility

Web: www.voiceability.org

Tel: **0300 303 1660**

Hearing

Reduced hearing can seriously increase the risk of social isolation and loneliness. If you are worried about your hearing, you should visit your GP. They can refer you to a hearing specialist for tests that are free on the NHS, or you can take an online test.

Many pharmacies or opticians have hearing specialists. At these locations the hearing test is often free, but you may have to pay for any treatment needed. NHS hearing aids are provided free of charge, though you may be charged if you lose or significantly damage them due to negligence. You'll need a GP referral for a hearing test to qualify.

Royal National Institute for Deaf People (RNID)

This is the UK's national charity supporting approximately 18 million people who are deaf, have hearing loss or tinnitus.

Web: <https://rnid.org.uk/information-and-support/take-online-hearing-check>

Tel: **0808 808 123** • Text: **07360 268 988**

Relay UK: **18001 0808 808 0123**

Email: contact@rnid.org.uk

Some GP surgeries and pharmacies still provide a free ear wax removal service, though this is becoming rarer. Alternatively, organisations like Specsavers and Boots provide a paid-for service, currently charged at £60.

Eyesight

It is important to have regular eye tests, and these are free if you are over 60. They help not only with eyesight but also to detect other potentially harmful conditions.

Eligible individuals can also get optical vouchers which can be used towards the cost of your glasses or contact lenses. You do not need to spend the voucher at the same establishment where you had your test; you can shop around to find the best value and suitability for you.

Some opticians, including Specsavers and Outside Clinic, offer home visits for those who cannot get to an optician due to ill health or disability.

NHS

To see if you are eligible for an NHS eye test search 'Free NHS eye test'. • Web: www.nhs.uk

Outside Clinic

This is the UK's leading provider of home eye and hearing care services, specifically designed for individuals who cannot easily visit a high street optician or audiologist unaccompanied.

Web: www.outsideclinic.co.uk/home-eye-tests

Tel: **0808 239 3504**

Specsavers

For more information and to book an at home eye test. • Web: www.specsavers.co.uk/home-visits

Feet – podiatry and foot care

Podiatry (sometimes termed chiropody) treats a range of acute foot conditions including ulceration and infected feet.

Community podiatry services for Lambeth and Southwark are provided by Guy's and St Thomas' NHS Foundation Trust. To access these, you must be registered with a GP in Lambeth or Southwark. Referrals are accepted from health professionals or via a self-referral form. Walk-in emergency foot clinics are available without a referral, for urgent problems like bleeding, infection or sudden pain.

Age UK Lambeth Foot Care

Offers a professional foot care service designed to be accessible and affordable for older adults in the borough. • Web: <https://www.ageuk.org.uk>
Tel: **0207 346 6800**

NHS England

Artesian House, 94 Alscot Road SE1 3GG
The Podiatry Centre is the primary local centre.
Web: www.nhs.uk/services/clinic/the-podiatry-centre/RJ159
Tel: **020 3049 7900**

Foot care focusses on the prevention of common issues and the upkeep of healthy feet such as routine nail cutting and callus reduction. Paid-for services are available with some focussing on older people and some providing services at home.

Breathe

Based at the Colombo Centre, it offers paid-for services but operates with a strong community focus. Provides advice and treatments for a range of foot-related ailments on Wednesdays, with a discount for seniors. • Web:

www.breathe-london.com/locations/waterloo

Tel: **07985 080861** (9.00am to 7.00pm, appointment only).

Happy Feet

A not-for-profit toenail cutting service available in Southwark for those who do not qualify for medical podiatry.

Web: **www.ageuk.org.uk/**

lewishamandsouthwark/services/happy-feet

Tel: **020 7701 9700**

Healing Foot

A paid-for mobile service providing home-visit podiatry and chiropody across both Lambeth and Southwark, particularly useful for elderly or less mobile patients.

Web: **www.healingfoot.co.uk**

Tel: **020 7326 1988**

Kennington Chiropody and Podiatry

Offers specialised services, such as a range of minor surgical procedures, as well as more routine aspects of foot care. A paid-for service with discounts for seniors and home visits.

Web: **www.kenningtonchiropody.co.uk**

Tel: **020 7735 4303**

Personal care

Older people in Lambeth and Southwark can access personal care like bathing, dressing, routine foot care and hairdressing, either at home or elsewhere, through a mix of council-funded referral services and paid-for services.

Foot care services are referenced in the previous section. If you need help from the council with personal care, you can request a needs assessment. This will determine whether you are eligible for council funding.

Lambeth Council

Web: **www.lambeth.gov.uk** (search 'Home care').

Tel: **020 7926 5555** (Adult Social Care team).

Southwark Council

Web: **www.southwark.gov.uk** (search 'Home care support').

Tel: **020 7523 3324** (Older People and Physical Disabilities team).

Paid-for personal care services are available from charities, including Age UK, and from private home care agencies with some focussing on older people and some providing services at home.

Age UK Lambeth

Offers personal care including washing and dressing through a specialised service called MYhome.

Web: **www.ageuk.org.uk/lambeth**

Tel: **020 7346 6800**

Age UK Lewisham & Southwark

Offers similar 'Independent Living' and home-based support services for Southwark residents.

Web: **www.ageuk.org.uk/lewishamandsouthwark**



Complementary and alternative therapies

The term 'complementary and alternative therapies' describes treatments not generally used in modern medicine. They may be traditional medicinal practices, herbal remedies or chiropractic treatment, among others.

Breathe

Breathe is a community of independent mind and body therapists, working from the Colombo Centre, Waterloo. It provides a range of paid-for treatments such as physical therapies, psychotherapy, Cognitive Behavioural Therapy (CBT) and hypnotherapy, with some offering community wellbeing rates including discounts for seniors. • Web:

www.breathe-london.com/locations/waterloo
Tel: **07903 646579**

Clinic@Southbank

A specialist clinic for traditional East Asian medicine including acupuncture, Chinese herbal medicine, Kampo, Tuina, physiotherapy, osteopathy and Ayurveda. These are paid-for services, but they can be contacted directly for a free initial chat or to enquire about any specific concessions.

Web: **www.southbankclinic.co.uk**
Tel: **0207 928 8333**

Re-Balance at Rambert

The clinic specialises in a holistic approach to healthcare and offers paid-for services but with a 10% discount for over 65s. It provides treatments in osteopathy, osteo sports massage, laser therapy, shockwave therapy, Pilates and yoga, to address various musculoskeletal concerns, from everyday aches to sports injuries.

Web: **www.rebalanceclinic.co.uk**
Tel: **020 7127 8127**

University College of Osteopathy, now known as the UCO School of Osteopathy

Osteopathy is a holistic, hands-on therapy for everyday aches, pains and injuries, focussing on bones, muscles, joints and tissues.

Treatment at the main General Clinic is given by senior students under expert supervision or by fully qualified osteopaths. Treatment is heavily subsidised, with lower fees for students, concessions and community partners.

98-118 Southwark Bridge Road SE1 0BQ
Web: **www.clinic.uco.ac.uk**
Tel: **020 7089 5360**

LGBTQIA+ health and wellbeing support

There are several organisations in Lambeth and Southwark providing services to older LGBTQIA+ individuals to support their health and wellbeing.

Lambeth Links

This is the main LGBTQIA+ community forum for Lambeth. It provides a central point of rallying, communication and advocacy on behalf of the LGBTQIA+ community who live, work and socialise in the borough.

Web: **www.lambethlinks.org.uk**

Queer Minds

A peer support service from SelMinds for LGBTQIA+ adults in Lambeth and Southwark. A space for LGBTQIA+ individuals who are looking to connect with others and get mental health support. There is a drop-in centre for

trans individuals, and various workshops and activities are held in partnership with different organisations.

Web: **https://selmind.org.uk/queermindsls**

Bridge@Southwark and Bridge@Lambeth

Primary care GP clinics for trans, non-binary and intersex individuals. The clinics are open to anyone registered with a GP in Southwark or Lambeth and you can self-refer to the service.

Web: **ihl.bridgeatsouthwark.co.uk** or:
www.lambethtogether.net

Gaia Centre in Lambeth

Run by Refuge, the centre provides a free service to anyone impacted by gender-based violence who lives, works or studies in Lambeth. The centre offers confidential, non-judgemental

and independent support with the help of four specialist partner organisations.
Web: <https://refuge.org.uk/i-need-help-now/one-stop-shop-services> • Tel: 020 7733 8724

Tonic@Bankhouse

Tonic addresses the issues of loneliness and isolation of older LGBTQ+ people and the need

for specific housing and support provision. Tonic focuses on creating vibrant and inclusive urban LGBTQ+ affirming retirement communities where people can share common experiences, find mutual support and enjoy their later life.
Web: www.tonichousing.org.uk/tonicatbankhouse
Tel: 0207 971 1091

Care in your own home

As we get older, we are likely to need increasing levels of support with our day-to-day living. Choosing the right level of care and understanding how to pay for it is important. Carefully chosen home care is an excellent way to retain your freedom and independence in familiar surroundings while getting the help you need to stay happy and safe.

This section discusses carers, who they can be, the support they can provide and the support they can

receive, both practically and financially. Information about the different ways that care can be paid for begins on page 62.

- Who is a carer?
- Unpaid carers and their support.
- Paid carers and their support.
- Personal assistants.
- Carers' benefits.

Who is a carer?

A carer can be paid or unpaid, a family member or a professional. A carer regularly looks after, helps or supports someone who remains at home but can't manage everyday life without help. Your carer will support your individual needs and help you to stay independent. The help they give you can be emotional as well as physical.

Carers can live in or work on an hourly basis or provide overnight presence either waking or sleeping.

Specialist carers can provide support in the form of respite and convalescence care and palliative/end of life care, as well as with conditions such as stroke rehabilitation.

Unpaid carers and their support

There are over 5.5 million unpaid carers in the UK looking after older people who may be partners, relatives, friends or neighbours. This figure includes young carers (aged 5-17) and young adult carers (aged 18-25). Unpaid carers in the UK have access to several financial and practical support options. Eligibility typically depends on the number of hours care is provided, earnings and the benefits received by the person being cared for.

Caring for a friend or family member can be time consuming and sometimes lonely. There are organisations that create online and face-to-face spaces for carers so that you always have someone

to turn to when you need it. Young carers have specific legal rights under the Children and Families Act 2014 and the Care Act 2014 and there are specific organisations which support them.

The following hubs act as a resource for carers to access advice, emotional support and community connections.

Carers Trust

Provides a young carers futures programme to help with employment and education goals.

Web: <https://carers.org> • Tel: 0300 772 9600 →

→ Carers UK

A national charity connecting all carers and providing expert information and advice.

Web: **www.carersuk.org** • Tel: **0808 808 7777**

Email: **advice@carersuk.org**

Children's Society

Helps you find local young carer groups and hosts the Young Carers Festival.

Web: **www.childrensociety.org.uk**

Tel: **020 7841 4400**

Lambeth Carers Hub

Provides free support to all unpaid carers, who live or work in Lambeth or who care for someone who lives in Lambeth.

Web: **www.carershut.org.uk**

Tel: **020 7501 8970** (adult carers) or:

020 7501 8972 (young carers).

Mobilise

A digital platform for unpaid carers, aged 18 and over, providing advice and connecting with local resources.

Web: **www.mobiliseonline.co.uk**

NHS – The Carens Room

Carens is the UK's national organisation

dedicated to supporting those aged 18 or over who care for their ageing parents. This group represents 57% of all carers in the UK. The Carens Room provides a free digital platform and online community available to carers 24/7.

Web: **<https://carens.co.uk/carent-support/how-to-get-help-from-the-nhs-as-a-carer>**

Sidekick

A confidential and anonymous SMS service for young carers aged 13-18 run by the charity Action for Children.

Web: **<https://sidekick.actionforchildren.org>**

Text: **07888 868059**

Southwark Carers Hub

Provides free support to all unpaid carers who live or work in Southwark, or care for someone who lives in Southwark.

Web: **www.southwarkcarers.org.uk**

Tel: **020 7708 4497**

Supporting Together Co-operative Limited

A member-led organisation specifically for unpaid carers. It aims to bring together like-minded families to work as a team and bring about changes to the way care and support services are delivered.

Web: **www.supportingtogether.coop**

Paid carers and their support

Agency provided carers

If you use a commercial agency, you will have a contract with the agency which will provide a fully trained care worker. The cost will depend on the level, type and duration of care that you require. If a carer lives and works in your own home, the carer must be allowed breaks and overnight carers must be provided with a private, furnished, clean bedroom, ensuring they can rest properly between shifts. Agency workers are supported by their employing agencies.

Any organisation that employs live-in carers is required to register with the Care Quality Commission (CQC) and ensure that its employees follow the essential standards of quality and safety in their practices. For more information about the CQC, see page 72.

Seniors Helping Seniors

This is a social enterprise that provides both elderly

care and employment opportunities for people as they age. By hiring seniors to care for other seniors it helps solve two of the biggest social problems in UK today – elderly care and employment opportunities for people as they age.

Web: **www.seniorshelpingseniors.co.uk/about-us**

Tel: **01564 335875** and: **01926 354688** (to be directed to nearest local office).

Independent carer co-operatives

This is an innovative model that aims to provide care services that are owned, controlled and operated by their members, who can be the carers themselves, the people receiving care or a combination.

Equal Care Co-op

Based in West Yorkshire the Equal Care Co-op is piloting its services in parts of London specifically in Clapton (Hackney) and Southwark.

Web: **www.equalcare.coop**

Personal assistants (PAs)

A PA is someone you employ directly to provide support you need in a way that suits you best. As an employer, you will need to provide a job application form, job description and employment contract and abide by employment and tax laws such as checking your PA is legally allowed to work in the UK and paying tax, pensions and National Insurance (NI). If you don't do this when you should, you may have to pay expensive interest and fines or, in some circumstances, have legal action taken against you.

There are specialist companies and charities, like Age UK, that can handle such matters on your behalf. They provide recruitment, employment and payroll support for hiring a PA and handle all statutory requirements including Income Tax, NI and liaison with HMRC. These services are often tailored for individuals using Direct Payments (see page 63) but are also available to self-funders. Search online for Employer Support Services in your borough.

Even if your PA states they are self-employed, you may still be treated as their employer by HMRC. To get advice on the employment status of your PA, call the HMRC helpline on: **0300 200 3300** or visit: **www.carersuk.org** (search 'Employing a care worker directly') or: **www.gov.uk/au-pairs-employment-law** for more information on the rules and regulations for employers.



Carers' benefits

There are several benefits that carers may be entitled to and it is worth exploring all of these. They include Carer's Allowance, Carer's Premium and Carer's Credit.

Carer's Allowance is a state benefit for people who provide at least 35 hours of care per week to someone with substantial care needs. It is currently £86.45 per week. It is not means tested but it is taxable. Receipt of the allowance can impact other benefits so specialist independent advice should be sought before claiming it.

Carers may also qualify for Carer's Premium or Carer's Credit, depending on eligibility. Carer's Premium is an extra payment of currently up to £48.15 per week. Carers who do not qualify for Carer's Allowance may qualify for Carer's Credit. Carer's Premium can be thought of as 'extra cash now' and Carer's Credit as 'protection for later'.

The Government's website (**www.gov.uk**) has more information on benefits, including carers' benefits. Alternatively, contact a local carers' organisation, which may be able to help undertake a benefit check for you.

Search for care in your area

With so many providers to choose from, where do you start?

- Find care providers quickly and easily
- Search by location and care need
- Information on care quality
- Links to inspection reports
- Additional information, photos and web links
- Brochure requests



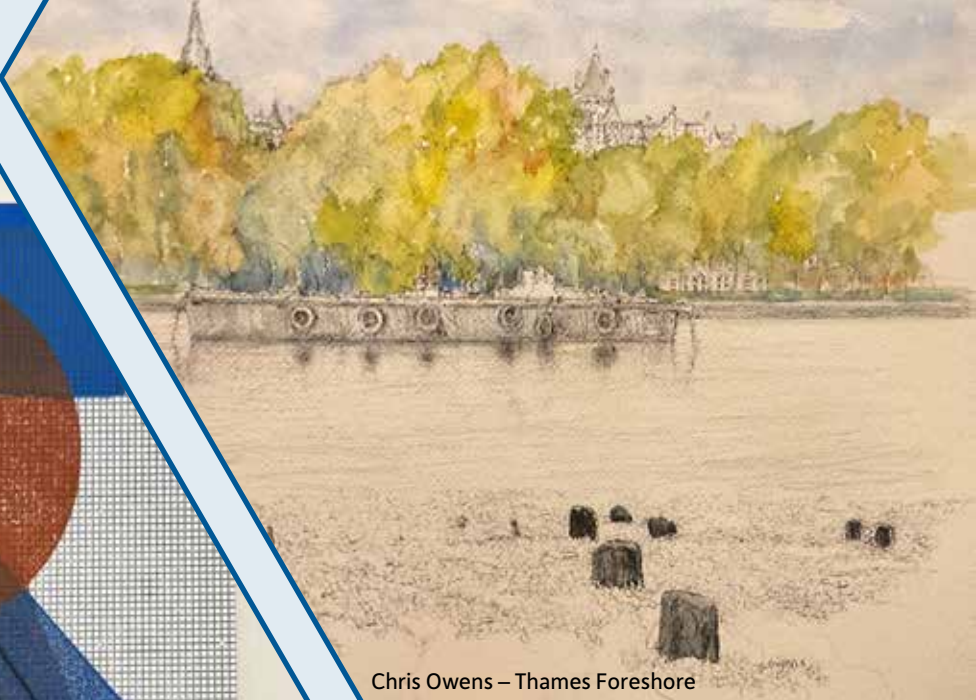
Scan to search now



www.carechoices.co.uk 



Chris Clarke – Multiples



Chris Owens – Thames Foreshore



Joao Simoes-Brown – Untitled



Tim Hollins – Leap into Life

Local residents' artwork

Agency 1

Agency 2

Agency 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you have paper with you when speaking with home care agencies so you can make notes.
You can download and print this checklist at: www.carechoices.co.uk/checklists

About the agency

- How long has the agency been operating? ☐ ☐ ☐
- How long are staff allocated per visit? ☐ ☐ ☐
- Can you contact the agency in an emergency or outside office hours? ☐ ☐ ☐
- Does the agency have experience with your specific needs? ☐ ☐ ☐

Staff

- Are you likely to be visited by different staff each day? ☐ ☐ ☐
- Are all staff checked with the Disclosure and Barring Service? ☐ ☐ ☐
- Will you be notified in advance if your care worker is on holiday or sick? ☐ ☐ ☐
- Are staff matched to you specifically, based on your needs and preferences? ☐ ☐ ☐
- Can you meet your care worker(s) before they start? ☐ ☐ ☐
- Does the agency have both male and female staff? ☐ ☐ ☐

Accommodating your needs

- Can the agency accommodate your needs if they increase? Ask about the process for this. ☐ ☐ ☐
- Does the agency have a training scheme in place? ☐ ☐ ☐
- Are all staff trained to a certain level? ☐ ☐ ☐
- Are staff able to help with administering medication if required? ☐ ☐ ☐
- Is there a way for staff to communicate with each other about the support they provide when they visit you? How? ☐ ☐ ☐

Regulation

- Will your support plan be reviewed at regular intervals? ☐ ☐ ☐
- Can you see the agency's contract terms? ☐ ☐ ☐
- Can you lodge a complaint easily? ☐ ☐ ☐
- Are complaints dealt with quickly? ☐ ☐ ☐
- Can you see a copy of the agency's CQC registration certificate and quality rating? ☐ ☐ ☐

Notes

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*See page 72.

Living with dementia

Dementia is an umbrella term for a range of progressive, often irreversible syndromes, caused by physical brain damage, resulting in impaired memory, thinking, language and behaviour. Common types include Alzheimer's disease and vascular dementia.

Not everyone will develop dementia, but it becomes an increasing concern as we age. Having dementia does not mean you have to automatically move into care. With the right support you can continue to live at home independently or with varying levels of care. If this is your situation there are many sources of support available to you.

Under English law, Dementia is recognised as a disability rather than an illness. This gives access to financial support such as Attendance Allowance or Personal Independence Payment (see page 64).

All necessary medical care remains free on the NHS. However, if a person's needs due to dementia are deemed primarily 'social' (such as assistance with washing, dressing, cooking or companionship), the responsibility for support typically falls under social care, which is means-tested. In very severe cases, all care may be free.

In this section, the following topics are covered:

- Warning signs, diagnosis and implications.
- Support at home.
- Respite care.
- Advocacy.
- Safeguarding.
- Organisations offering support.
- Loss of mental capacity.

Warning signs, diagnosis and implications

If you are worried about yourself or a loved one experiencing persistent forgetfulness or memory difficulties, and it is causing you to feel concerned, you should consult a GP who can make an assessment and a referral to a memory clinic.

It is important to be aware that there are many different forms of dementia, and each may take a different course. Once a diagnosis has been received, medication that can slow progress may

be prescribed. It is important to be aware that there are other immediate consequences such as the need to report the diagnosis to the Driver and Vehicle Licensing Agency (DVLA) and your car insurer.

Although this can be a difficult time, assistance is available, including support from the NHS, your local council and voluntary agencies, notably the Alzheimer's Society and Age UK.

Support at home

Post diagnosis many people continue to live independently at home for a long time. The more support they can be given, the better life with dementia can be, especially in the early years. Routine and continuity of care, whether family or professional, help maintain confidence and wellbeing.

When someone is living with dementia, they need:

- Support to live their life.
- Reassurance that they can still make decisions and that their feelings matter.
- Freedom from as much stress as possible.
- Appropriate activities and stimulation to help them to remain alert, socialised and motivated for as long as possible.

Support to remain independent may be arranged through agencies or directly by the family – some examples of such support include:

- Home care.
- Respite care or short breaks.
- Specialist day centres.
- Assistive technology.
- Carers' support groups.

Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest you take paper with you when visiting care homes so that you can make notes. Please use this checklist in conjunction with the care homes checklist on page 56. You can download and print this checklist at: www.carechoices.co.uk/checklists

Design

Are there clear signs throughout the home? ☐ ☐ ☐

Has the home been designed or adapted for people with dementia? ☐ ☐ ☐

Are the home and grounds secure? ☐ ☐ ☐

Are there prompts outside the residents' rooms to help people identify their own? ☐ ☐ ☐

Is the décor familiar to your loved one? ☐ ☐ ☐

Choices

Do residents get a choice in terms of what they wear each day? ☐ ☐ ☐

Are residents encouraged to be independent? ☐ ☐ ☐

Can residents decide what to do each day? ☐ ☐ ☐

Can residents have a say in the décor of their room? ☐ ☐ ☐

Activities

Are residents able to join in with household tasks like folding washing? ☐ ☐ ☐

Are there activities on each day? ☐ ☐ ☐

Can residents walk around outside on their own? ☐ ☐ ☐

Are residents sitting in front of the TV or are they active and engaged? ☐ ☐ ☐

Are there rummage boxes around? ☐ ☐ ☐

Health

Can residents get help with eating and drinking? ☐ ☐ ☐

How often does the home review residents' medication? ☐ ☐ ☐

Does the home offer help if a resident needs assistance taking medication? ☐ ☐ ☐

Do GPs visit the home regularly? ☐ ☐ ☐

Staff

Are staff trained to identify when a resident might be unwell? ☐ ☐ ☐

Are staff trained to spot when someone needs to go to the toilet? ☐ ☐ ☐

Do the staff have any dementia-specific training/experience? ☐ ☐ ☐

Will your loved one have a member of staff specifically responsible for their care? ☐ ☐ ☐

Approach to care

Does the home follow a specific approach to dementia therapy, for example, validation therapy? ☐ ☐ ☐

Will the home keep you informed about changes to your loved one's care? ☐ ☐ ☐

Does the home have a specific approach to end of life care? ☐ ☐ ☐

Does the home keep up to date with best practice in dementia care? ☐ ☐ ☐

*See page 72.

Respite care

From time to time those who care for a person living with dementia may require a break from their caring responsibilities. Known as 'respite care' this may be a regular break of a few hours a week or a period of a few weeks.

Respite care may be planned or be required in an emergency and can involve the person living with dementia attending a day centre, staying for a short period in a nursing home or a care worker visiting

the person's home to enable the carer to have a break. Contact your local council to see if you are eligible for support with arranging these services.



Advocacy

If needed, advocates can help you express your views and navigate complex decisions. Councils must provide an advocate if you need one during care and support planning.

The Advocacy People – Southwark

Web: www.theadvocacypeople.org.uk/service-delivery-areas/southwark

Tel: **0330 440 9000**

Email: info@theadvocacypeople.org.uk

VoiceAbility – Lambeth

Web: www.voiceability.org/support-and-help/services-by-location/lambeth

Tel: **0300 303 1660**

Email: helpline@voicability.org

Safeguarding

Adults with dementia or in a vulnerable condition can be particularly open to abuse. This can be physical, emotional, financial, sexual, institutional or involve neglect or self-neglect.

If you suspect abuse, neglect or coercive control contact the relevant authority mentioned in the Safeguarding section. For more information, see page 69.

Organisations offering support

Age UK

Has many resources available nationally to help you better understand dementia symptoms, find support near you or arrange social care.

Web: www.ageuk.co.uk

Age UK Lambeth

Offers free drop-in sessions across the borough for people living with dementia and their carers through its Magnolia Clubs. These offer a range of activities from arts and crafts, music and singing to day trips.

Web: www.ageuk.org.uk/lambeth

Tel: **0751 871512**

Age UK Southwark

With its partners, offers several free drop-in and social sessions specifically for people with dementia and their carers including the Daffodil Activity Group, run by the Alzheimer's Society.

Web: www.age.uk.org.uk/

lewishamandsouthwark • Tel: **020 7701 9700**



Alzheimer's Society

This leading charity works to improve the quality of life for everyone affected by dementia, whether Alzheimer's or otherwise. If you have concerns about any form of dementia, contact your local office for information and support and access to local services.

'This is me' is a leaflet available from the Alzheimer's Society designed as a support tool to enable person-centred care by professionals and others caring for a person with dementia. It can be used to record details about a person such as their cultural or family background, important events, people and places in their life and their preferences and routines. This should accompany a person, for example, going into any form of care.

Web: **www.alzheimers.org.uk**

Tel: **0333 150 3456** (dementia support line).

Dementia Adventure

Provides supported holidays for people with dementia as an alternative to traditional respite where partners, family, friends or carers can enjoy an outdoor break together. Holidays are usually five days long, can be bespoke, are subsidised and are available to anyone across the UK.

Web: **<https://dementiaadventure.org>**

Tel: **01245 237548**

Dementia Friends

Gives people an understanding of dementia and the small things they can do, such as helping with transport or every-day tasks, to make a difference for people living with it.

Web: **www.dementiafriends.org**

Dementia UK

A specialist nursing charity that provides free, expert support to families affected by all forms of dementia. Its primary offering is its network of Admiral Nurses. They work in the community, GP practices and hospitals, providing one-to-one support to families caring for their loved ones, as well as offering a free national Dementia UK helpline. • Web: **www.dementiauk.org**

Tel: **0800 888 6678** (Admiral Nurse dementia helpline).

Email: **helpline@dementia.org**

Playlist for Life

A music and dementia charity covering the whole of the UK. Its aim is to ensure everyone living with dementia has access to a personalised playlist. Offers free advice and resources to anyone affected by dementia who could benefit from the power of music. Also provides training for health and social care professionals looking to deliver person-centred care using personalised music.

Web: **www.playlistforlife.org.uk**

Tel: **0141 404 0683**

Loss of mental capacity

If you have already put a will in place, Lasting Powers of Attorney (LPAs), a Living Will etc. (see pages 11-13), this will help your family and others involved in your future care, should you eventually lose the mental capacity to make your own decisions.

The Mental Capacity Act (MCA) 2005 provides the legal framework protecting older people who may lack capacity to make specific decisions due to conditions like dementia.

It ensures actions taken on their behalf are in their best interests and provides safeguards for health and welfare. For more information see page 71.

Lambeth Council

Web: **www.lambeth.gov.uk** (search 'Mental capacity').

Southwark Council

Web: **www.southwark.gov.uk** (search 'Making decisions for someone you care for').



Alternative options for housing and care

A wide range of housing options can provide different levels of independence and self-sufficiency, support and care as you age. Some are Care Quality Commission (CQC) regulated (see page 71) and, subject to type, you can buy or rent.

There are several organisations in the UK providing free information and/or directories for finding, comparing and booking care homes and care services.

This section covers the different options and information available, including:

- Integrated Retirement Communities (IRCs).

- Sheltered housing.
- Extra care housing.
- Care homes.
- Nursing homes.
- Shared Lives.
- Benevolent funds, occupational charities and almshouses.
- Out-of-area care.
- Pets in care homes.

For a complete list of local alternative options for housing and care, see page 73.

Integrated Retirement Communities (IRCs)

Also known as retirement villages, retirement housing and independent living, IRCs are residential developments to buy or rent (often for those 55+) that combine independent living with on-site amenities, social activities, a supportive environment and flexible care support.

Retirement villages themselves are not automatically CQC approved, but the care

services provided within them are regulated if they involve 'personal care'. Care can be bought in according to need or some of these villages have in-house care teams which are regulated by CQC.

IRCs that are members of ARCO (Associated Retirement Community Operators) are regulated by the ARCO Consumer Code.

Sheltered housing

Sheltered housing is primarily a housing service rather than a care service. It is rental accommodation provided by local authorities and housing associations for older people who would like to remain independent but prefer the added security and reassurance of an alarm call service and a scheme manager, either based at the site or who visits regularly.

Many sheltered housing schemes also have communal lounges, laundry facilities, lifts, door entry systems and specially adapted facilities. In general, standard sheltered housing is not regulated or inspected by CQC.

Sheltered housing can also be accessed through two council run schemes – Council Based Letting (CBL) and Mutual Exchange. Both schemes can help you

move, including outside your area, but they operate in completely different ways and there are strict rules that apply.

Lambeth Council

Web: www.lambeth.gov.uk (search 'Sheltered housing').

Tel: **020 7926 6000**

Lambeth Home Connections

Web: www.homeconnections.org.uk

Southwark Council

Web: www.southwark.gov.uk/housing/find-home/sheltered-housing

Southwark Home Search

Web: www.southwarkhomesearch.org.uk

Extra care housing

Extra care housing brings together self-contained rental accommodation with some communal facilities, allowing you to retain some independence in your living space while also receiving help from an on-site designated team of care workers.

In an extra care scheme, instead of the low-level support traditionally provided by wardens in sheltered schemes, higher levels of care and support are provided by the care workers, who can be available 24-hours a day. Extra care housing is CQC regulated.

Care homes

A care home is generally for people who can no longer manage at home but don't have complex medical needs. It provides a residential setting where people live and receive 24-hour personal care, such as bathing, feeding, dressing and help with mobility. You typically have a single room, often with an ensuite. Meals are generally communal and provided at set times.

The defining feature that separates a care home from other housing options is that it is a fully managed environment where care is the primary function. In England all care homes are CQC regulated.



Liz Rideal –Slow Drop Blue
Local residents' artwork

Nursing homes

A nursing home is a residential facility providing 24-hour medical care and personal support for individuals who cannot live independently. It provides medical supervision, personal care, specialised services for conditions like advanced dementia and Parkinson's, rehabilitation from surgery, strokes etc, onsite therapies and end of life care.

Nursing homes cater to individuals with complex medical requirements that exceed what can be provided at home or in an assisted living setting.

They are generally more expensive than residential homes due to the specialised medical staff and equipment required.



Home 1

Home 2

Home 3

Fees per week	Quality rating*
£	
£	
£	

We suggest that you take paper with you when visiting care homes so that you can make notes. You can download and print this checklist at: www.carechoices.co.uk/checklists

Staff

What is the minimum number of staff that are available at any time? ☐ ☐ ☐

Are staff respectful, friendly and polite? ☐ ☐ ☐

Do staff have formal training? ☐ ☐ ☐

Are the staff engaging with residents? ☐ ☐ ☐

Activities

Can you get involved in activities you enjoy? ☐ ☐ ☐

Is there an activities co-ordinator? ☐ ☐ ☐

Does the home organise any outings? ☐ ☐ ☐

Are residents escorted to appointments? ☐ ☐ ☐

Do the residents seem entertained? ☐ ☐ ☐

Does the home have a varied activities schedule? ☐ ☐ ☐

Life in the home

Is the home adapted to suit your needs? ☐ ☐ ☐

Can you bring your own furniture? ☐ ☐ ☐

Are there enough plug sockets in the rooms? ☐ ☐ ☐

Are there restrictions on going out? ☐ ☐ ☐

Is there public transport nearby? ☐ ☐ ☐

Does the home provide any transport? ☐ ☐ ☐

Can you make/receive calls privately? ☐ ☐ ☐

Can you decide when to get up and go to bed? ☐ ☐ ☐

Does the home allow pets? ☐ ☐ ☐

Does the home use Digital Care Planning accessible to families? ☐ ☐ ☐

Personal preferences

Is the home too hot/cold? Can you control the heating in your room? ☐ ☐ ☐

Is the décor to your taste? ☐ ☐ ☐

Are there restricted visiting hours? ☐ ☐ ☐

Is there somewhere you can go to be alone? ☐ ☐ ☐

Does the home feel welcoming? ☐ ☐ ☐

Catering

Can the home cater for any dietary requirements you may have? ☐ ☐ ☐

Does the menu change regularly? ☐ ☐ ☐

Can you eat when you like, even at night? ☐ ☐ ☐

Can you have food in your room? ☐ ☐ ☐

Is there a choice of food at mealtimes? ☐ ☐ ☐

Is alcohol available/allowed if you want it? ☐ ☐ ☐

Can visitors join you for meals? ☐ ☐ ☐

Fees

Do your fees cover all of the services and activities? ☐ ☐ ☐

Are fees likely to change regularly? ☐ ☐ ☐

Is the notice period for cancellation of the contract reasonable? ☐ ☐ ☐

Could you have a trial period? ☐ ☐ ☐

Can you keep your room if you go into hospital? ☐ ☐ ☐

Can you handle your own money? ☐ ☐ ☐

*See page 72.

Shared Lives

Shared Lives is a community-based care service for adults with learning disabilities, mental health issues or other care needs. It matches individuals with approved, trained carers who provide support, companionship and accommodation within their own homes, offering long-term, short breaks or day activities.

For older people, Shared Lives is a highly personalised alternative to traditional home care or residential care homes. Often described as ‘family-based care’, it enables seniors to maintain some independence while living in a supportive home environment.

Lambeth Council Shared Lives

Web: www.lambeth.gov.uk

(search ‘Shared Lives’).

Email: sharedlives@certitude.london

Southwark Council

The council’s Shared Lives scheme is managed through Ategi.

Web: www.southwark.gov.uk (search

‘Shared Lives’) or: <https://sharedlivesplus.org.uk/scheme/ategi-shared-lives-southwark>

Benevolent funds, occupational charities and almshouses

Several industry-specific benevolent funds, occupational charities and almshouses in the UK provide financial aid and practical support including housing, sheltered accommodation or housing support for retired workers, especially those in financial hardship or with care needs. While historically these funds provided housing for their own members, in many cases places are now available to those in the local community who meet specific criteria.

Occupational and industry-specific funds generally cater for those who have been in specific trades or professions, such as the armed forces, civil engineering, nursing, teaching, the theatre and entertainment industry. Examples in Lambeth and Southwark are as follows.

The Drapers’ Company

Manages Walter’s Close in Walworth (Southwark) through The Trust Partnership. It provides 40 flats for older people aged 65+ in financial need.

Web: <https://thedrapers.co.uk>

The Girdlers’ Company

Manages almshouses in Peckham, Southwark. These provide 18 flats for Freemen of the City of London and individuals who have worked in trades similar to that of a Girdler • Web: <https://girdlers.co.uk>

Many almshouse vacancies are co-ordinated through Southwark Council and Lambeth Council sheltered housing assessments. You can search for current vacancies via the Almshouse Association’s vacancy board at: www.almshouses.org

Southwark has a high concentration of almshouses, primarily managed by local charities. Most almshouses require a strong local connection to the borough.

The United St Saviour’s Charity manages the Appleby Blue complex in Bermondsey, Hopton’s Almshouses in Bankside and St Saviour’s Court. Web: www.ustsc.org.uk

Southwark Charities manages St Mary Newington Close in Walworth and Edward Edwards’ House, Bankside • Web: www.southwarkcharities.co.uk

City of London Almshouses Trust operates a sheltered housing estate in Brixton, Lambeth. Eligibility is for those aged 55+ on low incomes who have either worked in the City of London or lived in Lambeth for at least five years.

Web: www.cityoflondon.gov.uk

(search ‘The City of London Almshouses Trust’). →



Hopton's Almshouses

→ Future projects of note

Southwark Charities is currently rebuilding Edward Edwards' House (Blackfriars Road) into 64 contemporary one-bedroom flats for local Southwark residents over 55. These will come online in 2028.

Coin Street Community Builders is a social enterprise that owns a 13-acre site on the South Bank with green spaces, co-op housing and community infrastructure. It has long-term plans, supported by the community, to build what would be the only nursing home for local residents in the whole area.



Out-of-area care

Sometimes you may opt to move to a different area. When you receive out-of-area care your original council usually retains initial responsibility for funding and arranging that care. Under the Care Act 2014, there should be no gap in care and support when people choose to move home.

Your care plan and funding should continue, but the new local authority must be informed to ensure a smooth transition and potential review of needs.

The 'placing' council generally remains responsible for the cost and care plan. If you are self-funding, you must manage contracts with providers in the new area yourself.

'Continuity' means making sure that, when an adult who is receiving care and support in one area of England moves home, they will continue to receive care on the day of their arrival in the new area.

Pets in care homes

An important question for many older people is 'Can I take my pet with me if I go into care?' When moving into a care home, pets may move in with you if the facility is pet friendly, although many homes restrict this due to safety or capacity, leading to pets being rehomed with family, friends or through charities.

It is crucial to check individual home policies early, as some allow pets to stay with you, while others only permit them to visit. Rehoming with family or friends is often the preferred option for ensuring that your pet stays in a familiar, loving environment.

The Cinnamon Trust is dedicated to helping older people and the terminally ill maintain the vital bond they have with their pets and maintains a national register of care homes and retirement housing that accept residents with pets. Charities like Battersea Dogs and Cats Home and the RSPCA have 'Home for Life' or 'Guardian' services that can care for pets if you pass away or move into care.

Battersea Dogs & Cats Home

Web: www.battersea.org.uk

Tel: 0800 001 4444

Cinnamon Trust

Web: <https://cinnamon.org.uk>

Tel: 01736 757 900

RSPCA

Web:

www.rspca.org.uk/local/central-london-branch

Tel: 0300 1230 239



What to do with your old home

If you need to move, deciding what to do with your home is dependent on many factors such as whether you own or rent the property, whether you rent privately or from another landlord such as the council or a co-op.

You will have many decisions to make, and this

section sets out some of the issues you will need to consider:

- If you own your home.
- If you rent your home.
- Things to do when moving out.
- Maintaining an empty property.

If you own your home

If you own your home, you could either sell it or rent it out to help pay for your care home costs. However, if you retain ownership this will count in your financial assessment for care costs when you move permanently into a care home.

If you receive care in your own home (domiciliary care) or are in a temporary care home placement, your main home is ignored. It is also ignored if your partner or dependant is still living there. Additional properties are always included as capital.

Selling

If you decide to sell you could do so privately, online or at auction, but most people use a sales agent who will come and value the property and then, if instructed, market it and liaise with your purchaser.

It is sensible to try to get three agent valuations before making a decision. Agent fees can vary and are usually set as a percentage of the sale price and deducted from the proceeds of the sale.

You will need a solicitor or a licensed conveyancer to advise and act for you in the sale of your property. It is important to choose firms who meet high professional standards. For solicitors, you can use the Law Society and for conveyancers the Conveyancing Quality Scheme.

Fees will be deducted from the proceeds of the sale. Remote online conveyancing is now common practice and means that you do not have to attend your solicitor's office to complete the required paperwork.

Money Helper

Web: www.moneyhelper.org.uk/en/getting-help-and-advice/homes-advice/find-homebuying-advice • Tel: 0800 011 3799

Council of Licensed Conveyancers

Web: www.clc-uk.org/consumers
Tel: 020 3859 0904

The Law Society

Web: <https://solicitors.lawsociety.org.uk>
Tel: 020 7241 1222
Email: enquiries@lawsociety.org.uk

Equity release

This is a financial tool for UK homeowners, generally aged 55 and over, allowing access to tax-free cash from their home's value without moving. There are two main types – a Lifetime Mortgage and a Home Reversion Plan. Equity release comes with some risks and isn't right for everyone.

The Money Helper website provides helpful information on the pros and cons. To find an equity release specialist, use the Equity Release Council directory, and to get support with other mortgage options, use an organisation such as the Society of Later Life Advisers. Always check your adviser is registered with the Financial Conduct Authority.

Equity Release Council

Web: www.equityreleasecouncil.com
Tel: 0300 012 0239

Financial Conduct Authority

Web: www.fca.org.uk • Tel: 0800 111 6768



→ Money Helper

Web: www.moneyhelper.org.uk/en/homes/buying-a-home/what-is-equity-release
Tel: **0800 011 3799**

Society of Later Life Advisers

Web: <https://societyoflaterlifeadvisers.co.uk>
Tel: **0333 2020 454**

Renting out your home

If you decide to rent out your home, a letting/ managing agent may be able to help you. An agent can advise and help you decide what price to rent at, recommend necessary modifications, vet prospective tenants, manage rent payments and organise maintenance and repairs to the property. Agents' fees are usually set as a percentage of and deducted from the rent.

If you live in a rented property

In general, if you rent your property from a landlord, you must give the landlord appropriate notice of your moving out. In your tenancy agreement, you should find information on how much notice your landlord requires.

If you are ending the tenancy agreement early,

you may incur fees which again should be clearly stated in your tenancy agreement.

Subject to the type of landlord, for example housing associations, co-ops and council properties, there may be different requirements for notice periods and time allowed for house clearance.

Things to do when moving out

Whether you are simply moving out, renting or selling your former home it is important to remember the following.

Emptying your home

When moving you may either employ a house clearance or removal company and/or use charities who offer house clearance services as well as furniture collection.

British Heart Foundation

Offers a paid-for professional house clearance service designed to clear items and household waste from a property.

Web: www.bhf.org.uk/shop/donating-goods/house-clearance
Tel: **0300 330 3322**

Chartwell Cancer Trust

The trust offers a comprehensive house clearance service for those downsizing, decluttering or dealing with bereavement. Collections are free for all items that can be resold or recycled.

Web: <https://chartwellcancertrust.co.uk>
Tel: **01959 570322**

Revive & Recycle

This charity works to provide those in need with free items of essential furniture and clears houses regardless of whether or not it can salvage items for its charity operations. It charges for house clearances but does not charge for items it can give away.

Web: www.reviveandrecycle.org.uk
Tel: **0800 032 0626**

Shelter

A charity offering a house clearance service with two primary options depending on the volume and quality of the items – free partial clearance of good-quality saleable items such as furniture and a full clearance that is typically chargeable.

Web: www.shelter.org.uk (to locate your nearest store).

Utilities

You should notify your utilities providers at least 48 hours in advance of you leaving the property. Most utility companies provide details of who to contact in advance of a move.

If you have a meter, make sure to take photos of the meter reading on the day you leave the property.

Your providers will require a forwarding address for any bills or further information. Utilities will include gas, electricity and water and you will also have to advise your phone line provider.

Redirecting mail

With the Post Office you can place a redirection on your mail for three, six or 12 months. There is an associated cost, and it can take up to five days for the service to be implemented. Discounts are available to those who receive Universal Credit or Pension Credit.

To set up your redirection, you need the names and

dates of birth of everybody who needs their mail redirected, your old address and your new address. Visit the Royal Mail website at:
www.royalmail.com/start-your-redirection for more information.

DVLA

If you are still driving you must update your driving licence, vehicle logbook (V5C), Direct Debit for vehicle tax and other details when you move home permanently. Visit the DVLA website at:

www.gov.uk/tell-dvla-changed-address for more information.

Owning an empty property

Council Tax

You usually have to pay Council Tax on an empty home. However, local councils in England have discretion over Council Tax discounts for empty properties, often allowing a 100% discount for a limited period (e.g. one month), after which full, or sometimes premium, rates apply. Contact your local council to ask about a discount.

When one of two adults in a household dies, the Council Tax typically changes from a full charge to a discounted rate. The surviving resident is usually entitled to a 25% single person discount.

You can be charged additional Council Tax if your home has been empty for at least one year. This is also known as the 'empty homes premium'. How much you pay will depend on how long the property has been empty.

You may not have to pay the premium for up to 12 months if the empty home is being marketed for sale or to rent. You will still need to pay the standard rate of Council Tax on the property, unless you're eligible for a discount or exemption. To apply for an exemption, contact your local council.

Unoccupied home insurance

It is very important to notify your home insurers if you are moving out and to arrange new insurance if your home is likely to be empty for a period of time. While empty it will be at higher risk of fire, theft, flooding and malicious damage and you should

maintain records of all inspections and repairs for insurance purposes. Specialist unoccupied home insurance is available to cover your home against such risks for periods of up to 12 months.

Maintenance of an empty property

Maintaining an empty property is crucial to prevent rapid deterioration, safeguard against legal risks and protect your asset. Regular maintenance of vacant buildings is vital to avoid structural damage, with most insurance companies requiring regular visits.

Key aspects of empty property maintenance include securing and monitoring all access points; regular checks for damage, leaks, pests etc; keeping the exterior and garden tidy; and managing incoming mail.

You remain responsible for utility bills, including standing charges for electricity, gas and water, even if usage is zero. To manage costs and protect the property, notify your suppliers and consider a 'void' tariff.

Alternative solutions to managing the property yourself include:

- Property guardianship: Letting people live in the property to maintain it in exchange for lower rent, which ensures constant occupancy, however this can involve significant legal, financial and practical issues.
- Professional management: Hiring a property management firm to handle inspections and maintenance.

Paying for care

Paying for care as an older person can be complex as what you pay will depend on your savings, assets, income and the type of care you need.

In essence, unless you are able to self-fund, you will require support from your local council who will determine via an assessment what your needs and financial position are in order to offer you what they consider to be the necessary support.

Self-funding

If you have sufficient resources, you can of course make your own decisions and pay entirely for your own care in whatever form that takes. Currently, if you have more than £23,250 in savings or capital, excluding the home you continue to live in, you will have no option but to self-fund the full costs of your care.

However, should your situation change and you anticipate falling below this threshold, you must notify your local adult social care department as soon as possible so that you can access the local authority funding support you may then need.

Whether you are self-funding or not and irrespective of what you hold in savings or capital, you have a legal right to an assessment of your care needs by the local adult social care department.

It is important to seek independent financial advice if you are paying for your own care and support.

Some support, for example care provided by the NHS, is non-means tested and free, regardless of your income, savings and capital.

In this section, the following topics are covered:

- Self-funding.
- Local council and Government funding.
- Running out of money.
- Top-ups or third-party payments.

There are independent financial advisers who focus specifically on care funding advice ('specialist care fees advisers'). They are regulated by the Financial Conduct Authority, must adhere to a code of conduct and ethics and take shared responsibility for the suitability of any product they recommend. See page 9 for more information.

Money Helper

A free and impartial money advice service set up by the Government.

Web: www.moneyhelper.org.uk

Tel: **0800 138 7777**

Society of Later Life Advisers

Aims to assist consumers and their families in finding trusted, accredited financial advisers who understand financial needs in later life.

Web: www.societyoflaterlifeadvisers.co.uk

Tel: **0333 202 0454**

Local council and Government funding

If you have more than £14,250, but less than £23,250, you will have to partially self-fund the costs of your care. If your savings and capital fall below the current £14,250, you will qualify for maximum financial support from your local council.

To access local council and Government funding, you must first have an assessment of your care needs and finances by your local adult social care department.

Financial assessment

You have a legal right to the assessment, which is free and ensures people only have to pay what they can afford, taking into account capital, income and expenditure. The value of your home is not included in the assessment if you continue to live there.

If you move into care outside your home, the value of your property will usually be included in the assessment, unless you have a partner or a

qualifying relative (such as someone who is over 60 or disabled) who still lives there.

The assessment will take into consideration factors such as:

- How you can best be supported to live independently as possible.
- Your home and how you are coping in it.
- Your emotional wellbeing.
- Your diet.
- Any health and medical treatments you need.

Your local council is legally obligated to provide a written record of your financial assessment once it is complete. The document must be clear, transparent, easy for you to understand and contain the following specific information:

- Whether you are eligible for financial help and how much you and the council will contribute to the costs.
- An explanation of how the decision was arrived at, including which parts of your income and savings were taken into account.
- How much the charge will be, how often you will be expected to pay it and the preferred method of payment.
- Your Personal Budget, i.e. the amount it will cost to meet your care needs in whole or in part.

If you believe the assessment is incorrect, unfair or that your situation was not properly considered, you have the right to challenge it. You appeal a local authority financial assessment via a staged process, starting with an informal review and moving to a formal complaint if necessary.



Every local authority must publish its formal procedures online – to find it quickly, use a search engine to look for:

- **Lambeth Council:** ‘Adult Social Care Appeals Guidance.’
- **Southwark Council:** ‘Adult social care financial assessment appeal.’

Personal Budgets

Your social care Personal Budget is the allocated sum of money provided by your local council to cover the costs of your assessed care and support needs. The council’s contribution is not taxed, and it will not affect any benefits you receive. If you receive a Personal Budget – particularly as a Direct Payment – you must account in detail for how the money is spent to ensure it meets the goals in your agreed care and support plan. You will need to keep evidence of spending, provide records such as receipts and invoices, and possibly report regularly.

The support services you might need can include hiring personal assistants (PAs), home care agencies, equipment, community activities, transport, respite for carers and reablement, which will help you with relearning domestic skills following hospitalisation.

The actual amount may not meet all of your costs and, if you have the means to do so, you may choose to pay for additional support which is not covered by your Personal Budget.

A Personal Budget may be received:

- In the form of a Direct Payment to a bank account in your name or, where you lack capacity, in the name of a ‘suitable person’. If you choose a Direct Payment, the council is likely to provide you with a prepaid card to pay for your care and support.
- By way of an account held and managed by the local council in line with your wishes.
- As a mixture of these options.

Non-means tested care and support

Some support is available free, regardless of your income, savings and capital. Care provided by the NHS is free, for example services provided by a community or district nurse, or after-care services provided under section 117 of the Mental Health Act. →

→ If you are eligible, you may also be entitled to some non-means-tested Government-funded benefits such as Personal Independence Payments (PIP) and Attendance Allowance (AA). PIP is payable to those aged between 16 and State Pension age and AA is payable to people over State Pension age. Both are awarded by the Department of Work and Pensions (DWP).

There are different rates that can be awarded depending on the level and type of help you need. These can be found at: **www.gov.uk** and you can check your State Pension age at: **www.gov.uk/state-pension-age**

Assessments on discharge from hospital

If you have been admitted to hospital and you need care on discharge, you may be referred to the discharge team for an assessment, which will take place on the ward. The team may be made up of social workers, carers' officers, mental health workers and housing officers.

When the services you need have been agreed, adult social care will work with you, your family and carers to provide those services or restart services you had in place before you were admitted to hospital.

Sometimes interim care packages are set up when you are discharged from hospital to help you recover and live independently at home.

There are various types of interim packages:

- Reablement is an intensive short-term service, provided by a reablement worker, that helps people regain skills or confidence, for example after a hospital stay. It has a social care focus and is provided free for a limited time after which it may be means tested.
- Intermediate care is similar to reablement but involves a multidisciplinary team of health professionals, such as physiotherapists and nurses. It can be provided in your own home or in a care home and has a medical focus. It is also free for a limited period of time after which it will be means assessed.
- NHS Continuing Healthcare is a package of ongoing care for those who are likely to have complex medical needs and have been assessed to have a primary health need. This is free of charge and is not means tested.

For more information, see page 37.

Running out of money

If you are already in a care home and fully self-funding but look likely to run out of money, you have two choices – either you can find a third party, usually family or friends, to meet your ongoing care costs; or you will have to approach your local council for support.

If this is the case, you should let your local council know well in advance as it will need to undertake an assessment of your circumstances before deciding whether to contribute or contribute more.

You will only become eligible for council support if your capital and savings are likely to reduce to £23,250 or below (the current threshold).

If you become eligible for council support and you are in a care home that charges more than the council's fee levels, you must find someone to help pay the difference. This is known as a 'top-up' or 'third party payment'. If this is not available to you, you will have to find accommodation that can meet your needs at the fee level set by the council.

Top-ups or third-party payments

Third-party payments commonly known as 'top-ups', are voluntary contributions made by others to cover the cost of a preferred care home that exceeds the local authority's funding rate. These arrangements are primarily used in the UK when an individual is eligible for council support but chooses a more

expensive, premium or specialised facility.

The responsibility usually falls to a family member, friend or charity (such as a benevolent fund). Before anyone else agrees to pay your top-up, they should be aware that the amount may increase, usually

once a year, and they need to be confident that they can sustain the payments for as long as they are required.

If the additional payments stop being paid for any reason, you should seek help and advice from the council. You may have to move to a cheaper home within the local authority's funding levels.

If you are already a resident in a care home and no top-up was required when you moved in, the care

home may create the need for one by increasing its charges at a later date. This may result from a change in your arrangements made at your request, for example, you may move to a nicer room that is more expensive.

Any additional costs would have to be agreed first with the local authority. Note that councils have a duty to offer you a place at a home that accepts their funding rates and if no such place is available, a top-up should not be charged.

End of life

If you have planned ahead, most of your end of life decisions will already have been made. These are described on pages 11- 13 and include Living Wills, Advance Directives, Lasting Powers of Attorney for Health and Welfare and Do Not Resuscitate Instructions (DNR/DNACPRs). All of these are important in ensuring that the medical and care decisions taken by family, friends and clinical teams are in accordance with your wishes.

End of life care should emphasise dignity, comfort and quality of life, by managing your symptoms and providing physical, emotional, social and spiritual care for yourself and your family. It includes pain management and emotional support and should be based on your own wishes, values and preferences for care and for where you want to die. It can be provided at home or in a hospital,

hospice or care home and by doctors, nurses, therapists and other professionals.

End of life care is often called palliative care, although the latter also includes long-term pain management and support for people with chronic conditions who are not at the end of life. A starting point in determining your particular end of life care could be conversations with your GP or, if you are in hospital or elsewhere, with other health professionals looking after you.

This section covers:

- End of life care at home.
- Doula support.
- Care elsewhere.

End of life care at home

Many people wish to stay at home as long as they can and there are several organisations which provide support depending on the cause of terminal illness and the level of care needed. You may be assisted by district nurses, community teams, hospice-at-home services or charities such as MacMillan, Marie Curie and Dementia UK.

Compassionate Neighbours is a service that connects anyone with a terminal diagnosis and who is socially isolated with local volunteers who visit at least once a week to provide friendship and emotional and practical support.

Locally, this is organised through St Christopher's Hospice and Trinity Hospice.

St Christopher's Hospice Compassionate Neighbours Team

Web: **www.stchristophers.org.uk**

Tel: **0208 768 4619** or: **07718 250363**

Email: **CN@stchristophers.org.uk**

Trinity Hospice Compassionate Neighbours Team

Web: **www.royaltrinityhospice.london**

Tel: **0207 787 1000** or: **0777 554 1848**

Email: **connect@royaltrinityhospice.london**

Doula support

A growing movement in the UK is of ordinary people, known as End of Life Doulas, who are trained to support others who are nearing the end of life and their loved ones. Their non-medical role is to provide emotional, practical and spiritual support, with knowledge and experience, to facilitate an end of life that is as peaceful, meaningful and dignified as it can be.

They can ensure a person's wishes are heard, help with advance planning, enable people to think about

their life legacy, allow family carers to take a break, provide companionship and, after death, offer guidance and comfort to families, including care of the body, support with death registration paperwork and funeral planning. Some doulas may charge a modest fee for this help.

End of Life Doula UK

Web: <https://eol-doula.uk> ('Get support').

Tel: **01137 339100**

Care elsewhere

If you are unable to or do not wish to remain at home, a number of other options are available. Hospices may be able to offer specialised in-patient care and family support. Hospitals have specialist palliative care teams to support patients, while some care homes offer palliative and end of life care.

The oldest hospice in England is Royal Trinity Hospice (www.royaltrinityhospice.london), founded in 1891. Located on Clapham Common, it provides comprehensive specialist palliative and end of life care across Central and South West London.

Royal Trinity has an inpatient unit and also provides palliative care in patients' homes, specialist dementia care, a 24-hour phone support line, therapy, bereavement support and holistic support with access to counsellors, social workers, spiritual care experts and dieticians for both patients and their families. All specialist care is provided free of charge to patients aged 18 and over with life-limiting conditions.

Royal Trinity also produces several leaflets and booklets on sensitive topics and end of life care, designed to support patients, families and healthcare professionals. These can be downloaded directly from their website or ordered as free printed copies.

St Christopher's Hospice (www.stchristophers.org.uk) is a specialist palliative care provider, recognised as the birthplace of the modern hospice movement.

It has two sites, in Sydenham and Orpington, and offers an inpatient unit, home care, welfare and psychological support and bereavement services, as well as being a centre for professional learning and community training in end of life care. All services are free of charge to patients and families across five South London boroughs, including Lambeth and Southwark.



Dealing with death

When someone dies there are a lot of practical aspects to be dealt with as well as coping with the emotional burden of bereavement.

This section covers:

- Steps to take.
- Bereavement support.
- Repatriation from abroad.
- Burial in a different area.

Steps to take

What to do when someone dies depends on where and how they die. The key people will include the responsible medical team, next of kin, the undertaker and the executors or solicitor who holds the will. An unexpected death may involve a coroner. If an individual dies in a care home, they may require the body to be removed within a few hours.

After death, a medical examiner (usually a doctor) will check and confirm the cause of death. They will then confirm to the relevant relative or executor that the death can be formally registered. This will be to the Registry Office of the borough where the death occurred and needs to happen within five days of confirmation of death. If a coroner is involved this may delay registration.

The Registrar should then provide:

- **Death certificates:** It is wise to obtain several official copies as these will need to be shown to a number of organisations (e.g. banks for bank accounts) and many request originals rather than copies. There will be a charge for additional originals.
- **Details of the 'Tell Us Once' service:** This enables a death to be notified to all relevant Government organisations (e.g. tax, state pension, benefits etc.). The person reporting the death will need to

provide details about the deceased, the date and place of death, the executor, next of kin etc.

It is important, after a death, that the person responsible for making arrangements knows where to find key documents, particularly any statement of wishes about the funeral (including any paid funeral plan, preferred undertaker, pre-paid burial plot, cremation/burial wishes) and any specific instructions about organ or body donation.

Many organisations will also need to be informed of a death, including banks, any pension providers and utility companies. If the deceased person lived in a rental property, notice will need to be given. In a council property, this can be as little as four weeks.

If someone dies, those responsible for their estate can be asked to repay certain benefits, but usually only if payments continued past the official 'run-on' period, or if there was an overpayment while the person was still alive so, in general, only if the deceased person was paid for too long.

Inevitably there is much to think about and organise in the days after a death. A step-by-step guide to all this is provided on the Government website at: **www.gov.uk/when-someone-dies/** If an undertaker has been chosen they also can provide some advice.

Bereavement support

As well as national charities, there are also funeral and bereavement support services in both Lambeth and Southwark. Most larger organisations such as banks and pension providers also have specialist bereavement teams or processes that can help.

Cruse Bereavement Support Lambeth

The UK's leading national charity providing free, confidential support, advice and information to children, young people and adults following a death. Operates through a national helpline,

online resources and over 80 local branches across England, Wales and Northern Ireland. The Lambeth branch is located at St. Andrew's Worship & Community Centre, Short Street SE1 8LJ

Web: **www.cruse.org.uk**

Tel: **020 7620 3999** (voicemail service; calls are typically returned within 48 hours).

Email: **lambeth@cruse.org.uk**

Lambeth Council Bereavement Support Team

Offers information about funeral planning, local cemeteries and crematoria and what to do after the funeral.

Web: **www.lambeth.gov.uk**

Tel: **02079 264221**

Email: **bereavementservices@lambeth.gov.uk**

Southwark Council Bereavement Support Service

Provides practical and emotional support to residents navigating the aftermath of a death.

Web: **www.southwark.gov.uk**

Tel: **02075 257270**

Email: **bereavementservice@southwark.gov.uk**

Bereavement Advice Centre

A free UK-based helpline and web service that provides practical information, advice and signposting for people who have recently lost someone close.

Web: **www.bereavementadvice.org**

Tel: **0800 634 9494**

The Bereavement Register

A free service to remove the name and address of someone who has died from mailing lists.

Web: **www.thebereavementregister.org.uk**

Tel: **0800 082 1239** (automated telephone line registration service).



Repatriation from abroad

Repatriating a body from abroad involves navigating complex international regulations, requiring an international funeral director to manage logistics. The process is expensive and can take weeks, requiring co-operation with local authorities, the British consulate and the airline. Suspicious deaths can extend this to months.

Transporting ashes is generally simpler and more cost-effective than moving a full body. The Government website provides comprehensive information at: **www.gov.uk/guidance/what-to-do-after-a-british-national-dies-abroad**



Burial in a different area

In the UK this is straightforward and common, with no legal restrictions on moving a body across county lines within England and Wales. The death should be

registered where it occurred, and a funeral director can manage transport, with burial permitted in any chosen cemetery or churchyard.

Safeguarding

Safeguarding adults means protecting adults with care and support needs from abuse, neglect and harm, ensuring their right to live in safety, dignity and with control over their lives.

It involves preventing abuse, responding effectively when it happens and promoting the individual's wellbeing.

This section covers:

- What is adult abuse?
- Who might be causing the abuse?
- Who to contact.
- Attorney misconduct.
- Comments and complaints.

What is adult abuse?

A vulnerable adult is a person who may be unable to take care of or protect themselves from harm or from being exploited. The abuse can range from treating someone with disrespect in a way that significantly affects their quality of life, to financial or psychological abuse or causing actual physical suffering.

Abuse can happen anywhere – at home, in a care home or a nursing home, in a hospital, the workplace, at a day centre or educational establishment, in supported housing or in the street. It can also take the form of exploitation, such as cuckooing, where criminals take over the home of a vulnerable person to use it as a base for illegal activities.

Who might be causing the abuse?

The person who is responsible for the abuse may be known to the person who is being abused and could be:

- A care worker or a volunteer.
- A health worker, social care or other worker.
- A relative, friend or neighbour.
- Another resident or service user.
- An occasional visitor or someone who is providing a service.
- A person of authority.
- Someone who deliberately exploits vulnerable people.

Who to contact

If you think an older person you know is being abused, contact your local council using the following details.

Lambeth Council

Web:

www.lambeth.gov.uk/adult-social-care-health

Tel: **020 7926 5555**

Southwark Council

Web: **www.southwark.gov.uk/adult-social-care/safeguarding-adults** • Tel: **020 7525 3324**

If the abuse is also a crime, such as assault, racial harassment, rape or theft, you should contact the police to prevent someone else from being abused.

If the police are involved, your local council will work with the police and with you to provide support. Call the police on: **101** or call: **999** in an emergency.

If the vulnerable adult is living in a registered care home, nursing home or receiving home care services you can also:

- Contact the Care Quality Commission (CQC) on: **0300 061 6161**.
- Let a public service professional, such as a social worker, community nurse, GP, probation officer or district nurse, know your concerns. These people have responsibilities under the county's adult protection procedure and can advise you about what to do next.

Attorney misconduct

The person you are concerned about may have a Lasting Power of Attorney (LPA), which gives their appointed attorney(s) legal authority to make decisions on their behalf at a time when they may be unable to do so.

Normally attorneys are legally bound to act in the best interests of the person they have authority for. However, sadly this is not always the case.

If you suspect an attorney is abusing their position you can do the following:

- Report to the Office of the Public Guardian: This is the primary route for concerns about attorney

misconduct, such as theft, fraud or poor decision-making.

- Contact adult social care: If you believe the older person is in immediate danger or being neglected, report to the local authority's safeguarding adult team.
- Report to the police: In cases of theft, fraud or physical/sexual abuse, report to the police or Action Fraud.
- Apply to the Court of Protection: If you are a family member or concerned person, you can apply directly to the Court of Protection for an emergency order to freeze assets or remove the attorney.

Comments and complaints

If you, your family or friends are unhappy with any aspect of your support, whether at home or in care, such as how carers or staff treat you, the quality of food or anything affecting your comfort, you or they, should feel able to complain. You should also feel free to make comments or suggestions to improve services or your surroundings.

Making a complaint should be straightforward and must not affect the standard of care you receive. Care services are required to have a clear and easy-to-use complaints procedure. If you are worried about the care you or someone else is receiving, it is often best to speak to the manager of the service first, as concerns may be resolved quickly.

If a formal complaint is needed, contact the registered owners of the service, who must respond. For concerns about regulation breaches, contact your local CQC office. If your care is arranged or funded by the local authority, you can also raise concerns with your local council, see below for contact details.

Lambeth Council

Web: www.lambeth.gov.uk (search 'Compliments, appeals and complaints').
Tel: **020 7926 5555** (select 'Adults').

Southwark Council

Web: www.southwark.gov.uk (search 'Adult social care complaints and compliments').
Tel: **020 7525 3977**
Email: sscomplaints@southwark.gov.uk

If you have been unable to resolve your complaint, you can contact the Local Government and Social Care Ombudsman on **0300 061 0614** and ask for assistance. The Ombudsman looks at complaints about councils and some other authorities and organisations, including adult social care providers (such as care homes and home care providers). It is a free service, and its job is to investigate complaints in a fair and independent way.



Regulatory frameworks

There are a number of legal frameworks that regulate care for vulnerable adults and the care sector.

The following have been included as useful background information:

- Loss of mental capacity.
- The Disclosure and Barring Service (DBS).
- Inspecting and regulating care services.
- Inspecting and regulating local authority delivery.

Loss of mental capacity

The Mental Capacity Act (MCA) 2005 provides the legal framework protecting older people who may lack capacity to make specific decisions due to conditions like dementia, stroke or illness. It ensures actions taken on their behalf are in their best interests and provides safeguards for health and welfare.

The Act provides oversight through the Office of the Public Guardian and the Court of Protection. It requires 'trusted persons' such as attorneys and carers to act in the individual's best interests, imposing a legal duty of care and provides mechanisms for investigation and removal if those duties are breached.

Office of the Public Guardian

Web: www.gov.uk/government/organisations/office-of-the-public-guardian

Independent Mental Capacity Advocates (IMCAs) are statutory advocates appointed under the Act by those responsible for care or treatment, such as local authorities and/or NHS bodies. They represent people who lack the capacity to make specific, serious decisions and have no one else to represent them – the 'unbefriended'. Their role is to ensure the decision-making process is lawful, considers the person's wishes and protects their human rights.

The Disclosure and Barring Service (DBS)

To be barred generally means you are officially prohibited, blocked or prevented from doing something. In this context, a barring system for individuals is most commonly used as a safeguarding mechanism to prevent specific people from working with vulnerable groups. The DBS service combines criminal records checks and barring functions. Disclosure information and services are available at: www.gov.uk/db

Care homeowners, home care agencies and employment agencies supplying care workers must request checks as part of pre-employment screening, including DBS disclosures. Care providers and suppliers are also required to refer individuals to the DBS if they believe misconduct has harmed, or put at risk, a vulnerable adult.

Individuals who know they are barred but seek

employment in care roles may face criminal charges, including imprisonment. It is also an offence for employers or voluntary organisations to knowingly employ a barred person in a regulated role.



Inspecting and regulating care services

All health and social care services must be registered to show they meet required standards. The Care Quality Commission (CQC) is the independent regulator of health and social care in England. It registers care providers, inspects and rates services, and can take action to protect people who use them.

After inspecting a care home or home care agency, the CQC publishes a report based on five key questions – whether the service is safe, effective, caring, responsive to people’s needs and well led.

Each service receives an overall rating of ‘Outstanding’, ‘Good’, ‘Requires improvement’ or ‘Inadequate’, as well as ratings for each question. These ratings help people see where a service performs well and where improvements are needed. Inspection reports and ratings are available on the CQC website, and providers must display their latest rating at their premises and online.

You can also tell the CQC about your experiences of care – good or bad. It can use your information to see where it should inspect next and what to look out for when it does. If you want to share your experience of care, visit:

www.cqc.org.uk/give-feedback-on-care

Recent reviews have highlighted a number of weaknesses in the CQC system, including a drop in the number of annual inspections, outdated ratings and registration backlogs. The Service User Bands displayed in the listings section of this Guide (beginning on page 73) are designed to help you find the right type of care and are taken directly from the CQC website wherever possible.

However, care providers self-select these boxes during registration, and they are not always exact. For all these reasons, you should complement CQC listings by conducting your own checks using tools such as the checklists provided in this Guide and by seeking personal references.

Inspecting and regulating local authority delivery

Under the Health and Care Act 2022, the CQC was given a new statutory duty to assess how well local authorities deliver their adult social care functions. The CQC Assurance Framework for Adult Social Care requires the CQC to visit local authorities across England to assess their processes and whether they are placing people’s experiences at the heart of their decisions. For more information, visit: **www.cqc.org.uk/guidance-regulation/local-authorities**

Care Quality Commission

Web: **www.cqc.org.uk**

Tel: **0300 061 6161** (Monday to Friday, 8.30am to 5.30pm, excluding bank holidays).

Email: **enquiries@cqc.org.uk**

Write to: The Care Quality Commission,
Citygate,
Gallowgate,
Newcastle upon Tyne NE1 4PA



Alternative options for housing and care listings

The number of local alternative options for housing and care as we get older is limited. Therefore, to cover the full range, from Integrated Retirement Communities (IRCs) and almshouses to sheltered and extra care housing, all listings in Lambeth and Southwark have been included, beginning on page 81. There are of course other facilities in adjacent boroughs north of the river and beyond.

While all home care, care home and nursing home listings have been obtained from the Care Quality Commission (CQC), most of the following alternative options for housing and care listings have been obtained independently. As a result, you should conduct your own research before making any decisions about your or a loved one's care.

There is a small number of housing and care options very close to the area covered by this Guide, but beyond Lambeth and Southwark borders. As an indication of options available, the following are examples in nearby Wandsworth.

Provider: Audley Care Ltd

An integrated retirement community that also provides extra care housing.
Nightingale Place, 3 Nightingale Lane,
Clapham SW4 9AH
Tel: 020 3802 1581

OP D PD MH SI YA

Provider: Battersea Care Ltd

Eden Court is an integrated retirement community with a section, Eden Grange, providing nursing care.
Eden Court, 313 Battersea Park Road,
Battersea SW11 4LU
Tel: 020 3797 2404

OP D PD SI YA

Provider: Battersea Place Retirement Village Ltd

Battersea Place is an integrated retirement community with a section, Albert Suites, providing nursing care.
Battersea Place Retirement Village,
73 Albert Bridge Road,
Battersea SW11 4DS
Tel: 07745 649051

OP PD SI YA

Provider: Methodist Homes (MHA)

Provides sheltered housing.
Ash Court,
155c Broomwood Road, Clapham SW11 6JX
Tel: 020 8053 0273

OP YA

Provider: Nightingale Hammerson

Nightingale House is a nursing home for people with a Jewish background.
Nightingale House,
105 Nightingale Lane,
Wandsworth Common SW12 8NB
Tel: 020 8673 3495

OP D



Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Home care providers

The following provider listings, which begin with home care providers below and end on page 89 with nursing homes, have been organised based on

what is typically an increasing level of care required. To assess the level of care that may be required, you should read the guidance beginning on page 45.

Lambeth

Provider: 365 Divine Care Ltd

365 Divine Care
516-522, Streatham High Road SW16 3QF
Tel: 020 3302 4303 **OP D PD LDA MH YA**

Provider: Aspire Care Services Ltd

Aspire Care Services Ltd
262 Streatham High Road SW16 1HS
Tel: 020 8677 6336 **OP D PD LDA MH SI YA AD**

Provider: Atlas CareNet Ltd

Atlas CareNet Ltd
216 Brixton Hill SW2 1HE
Tel: 07930 494027 **OP YA**

Provider: Brockwell Gate Ltd

Brockwell Care
1-4 Brixton Hill Place SW2 1HJ
Tel: 020 8678 5944 **OP D PD LDA YA**

Provider: Care Hand Service Ltd

Care Hand Service Ltd
21 Arragon Gardens SW16 5LY
Tel: 07889 404393 **OP D PD LDA MH SI YA**

Provider: Care Mission Ltd

Care Mission Ltd
36-37 Kings Cross,
Albert Embankment SE1 7TL
Tel: 07552 562223 **OP D PD LDA MH SI YA**

Provider: Carebybio Ltd

Carebybio Ltd
Unit 42, The Link, 49 Effra Road SW2 1BZ
Tel: 07877 480972 **OP D PD MH SI YA**

Provider: Choice Support

Westminster Bridge Road
Ground Floor, 100 Westminster Bridge Road SE1 7XA
Tel: 020 7261 4100 **OP D PD LDA MH SI YA**

Provider: Chris Homecare Ltd

Caremark Lambeth
Unit 43, Eurolink Business Centre,
49 Effra Road SW2 1BZ
Tel: 020 3393 2877 **OP D LDA MH YA AD**

Provider: City Carers Ltd

City Carer 2
Unit B14, The Link,
49 Effra Road SW2 1BZ
Tel: 07855 35445 **OP D PD LDA MH YA**

Provider: City Healthcare Agency Ltd

City Healthcare Agency Ltd
50 Vassall Road SW9 6HX
Tel: 020 7735 0164 **OP D PD MH YA**

Provider: Community Living Kenbury House Ltd

Kenbury House
Main Office, Flat G, 2B,
Kenbury Street SE5 9BS
Tel: 07960 484429 **LDA MH YA**

Provider: Cornerstone Home Care Ltd

Right at Home Mitcham, Streatham and Dulwich
537 Norwood Road SE27 9DL
Tel: 020 8004 9644 **OP D PD LDA SI YA**

Provider: Dignity Domiciliary Care Ltd

Dignity Domiciliary Care
Flat 21, Sidgwick House,
Stockwell Road SW9 9EZ
Tel: 07531 539701 **OP D PD YA**

Provider: Dirie Care Ltd

Dirie Care Ltd
22 New Park Road SW2 4UN
Tel: 020 8674 7575 **OP D PD LDA MH SI YA**

Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Provider: Emerald Care Services (UK) Ltd

Emerald Care Services (UK) Ltd
46-47 Newbury House, Overton Road SW9 7HJ
Tel: 020 7326 1253 **OP D PD SI YA**

Provider: Ethos Care Family Services Ltd

Ethos Care Family Services Ltd
1 Exchange Gardens SW8 1BG
Tel: 07392 553162 **OP PD LDA MH YA**

Provider: Global Homecare Ltd

Global Homecare Ltd
14 Gleneagle Road SW16 6AB
Tel: 020 8677 7979 **OP D PD LDA MH SI YA**

Provider: Handling Care Ltd

South East London
1 Othello Close SE11 4RE
Tel: 020 8208 2149 **OP D PD YA**

Provider: Holistic Community Care Ltd

Holistic Community Care Ltd
Unit 3B, Union Court, 20 Union Road SW4 6JP
Tel: 020 7091 0399 **OP D PD MH SI YA AD**

Provider: Independence Homes Ltd

Active Care Group Support Living Services
– Complex
Mercury House, 3rd Floor South,
117 Waterloo Road SE1 8UL
Tel: 01732 779353 **OP PD LDA MH SI YA**

Provider: Jako Ltd

Jako Ltd
Flat 5, 35 Marcus Garvey Way SE24 0LW
Tel: 07985 247166 **OP D PD MH YA AD**

Provider: Kaamil Education Ltd

Daryel Care Lambeth
Room ER22, Effra Road SW2 1BZ
Tel: 020 7272 4914 **OP D PD LDA MH SI**

Provider: L'Arche

L'Arche London
9-13 Norwood High Street,
West Norwood SE27 9JU
Tel: 020 8670 6714 **OP LDA YA**

Provider: Lambeth Chinese Community Association

Lambeth Chinese Community Association
69 Stockwell Road SW9 9PY
Tel: 020 7733 4377 **OP D PD LDA**

Provider: Lambeth Elfrida Rathbone Society

Rathbone Outreach
The Old Library, 14-16 Knight Hill,
West Norwood SE27 0HY
Tel: 020 8670 4039 **PD LDA MH AD**

Provider: Lifecome Care Ltd

LifeCome Care, London
128B Brixton Hill SW2 1RS
Tel: 020 3393 7048 **OP D PD LDA MH SI YA AD**

Provider: London Care Ltd

London Care (Helmi House)
43 Robsart Street SW9 0BQ
Tel: 020 7501 8703 **OP D PD LDA MH SI YA**

Provider: London Care Responds Ltd

London Care Responds
Unit 13, Shakespeare Business Centre,
245A Coldharbour Lane SW9 8RR
Tel: 020 3490 4464 **OP D PD YA**

Provider: McDavied Care Ltd

McDavied Care Ltd
2 Anfield Close, Weir Road, Balham SW12 0NT
Tel: 07984 715074 **OP D PD LDA YA**

Provider: Metro Homecare Ltd

Metro Homecare Ltd
Office 3.26, 3/FL., Canterbury Court,
Kennington Park, 1-3 Brixton Road SW9 6DE
Tel: 020 7701 5161 **OP D PD LDA MH SI YA**

Provider: Midshires Care Ltd

Helping Hands Dulwich
525 Norwood Road SE27 9DL
Tel: 020 3937 8884 **OP D PD LDA SI YA**

Provider: Millenium Employment Agency Ltd

Millenium Employment Agency Ltd
2 Mount Ephraim Road, Streatham SW16 1NG
Tel: 020 8677 4747 **OP D PD LDA MH SI YA**

Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Provider: Mr Vastiampilla Stanislaus

Haven Care – Streatham

Room 5, Hideaway, 1 Empire Mews SW16 2BF

Tel: 020 3409 9697 **OP D PD LDA MH SI YA AD**

Provider: Mrs Vedah Kayumba

VKARE Domiciliary Services

3-7 Sunnyhill Road SW16 2UG

Tel: 07473 077790 **OP D PD MH SI YA**

Provider: My Homecare HFW Ltd

My Homecare Wandsworth

141-157 Acre Lane, Brixton SW2 5UA

Tel: 020 3183 2043 **OP D PD MH YA**

Provider: NeuroHealth London Ltd

NeuroHealth Case Management Services

Office 3.15, Canterbury Court, Kennington Park

Business Centre, 1-3 Brixton Road SW9 6DE

Tel: 020 8675 1210 **OP PD MH SI YA**

Provider: NursLink Homecare Ltd

NursLink Homecare Ltd

2.19 Chester House, Kennington Park,

1-3 Brixton Road SW9 6DE

Tel: 020 3410 1060 **OP D PD LDA YA**

Provider: Olumba Care Ltd

Lambeth Office

Flat 10, Sidford House, Cosser Street SE1 7DD

Tel: 020 8243 8633 **OP D LDA MH YA**

Provider: Prime Way Care Ltd

Prime Way Care South London

Unit 2, 360-366 Coldharbour Way SW9 8BJ

Tel: 020 7664 1509 **OP D PD MH SI YA**

Provider: PsychWorks Associates Ltd

PsychWorks Associates

43 Hideaway Work Space,

1 Empire Mews SW16 2BF

Tel: 07942 691070 **OP PD YA**

Provider: Ramah Ker Services Ltd

Ramah Ker Services Ltd

Unit BB46, The Link, 49 Effra Road SW2 1BZ

Tel: 01202 283697 **OP D PD LDA MH SI YA AD**

Provider: Sahaan Healthcare Ltd

Sahaan Healthcare Ltd

5 Mitcham Lane SW16 6LG

Tel: 07837 772509 **OP D LDA YA**

Provider: Somack Healthcare Ltd

Somack Healthcare Ltd

Unit 27, Hideaway Work Space, Streatham Business

Centre, 1 Empire Mews SW16 2BF

Tel: 020 3089 4813 **OP D PD SI YA**

Provider: Southcroft Healthcare Lodge Ltd

Southcroft Healthcare Lodge

Self Storage Solutions,

1a, Kempshott Road SW16 5LG

Tel: 020 8764 9888 **OP PD MH SI YA**

Provider: Spring Consult UK Ltd

Spring Consult UK Ltd

137 Lambeth Walk SE11 6EE

Tel: 020 3137 7307 **OP D PD LDA MH SI YA AD**

Provider: St Martin Of Tours Housing Association Ltd

Ferrini House, 14 Rutford Road SW16 2DH

Tel: 020 7704 3841 **MH YA**

Provider: Stockwellcare Support Services Ltd

Stockwellcare Support Services

215 Amesbury Avenue SW2 3BJ

Tel: 020 7018 2721 **OP D PD LDA MH SI YA**

Provider: The Healthcare Professional Services Ltd

The Healthcare Professional Services Ltd

546 Streatham High Road,

Streatham SW16 3QF

Tel: 020 8480 5028 **OP D PD LDA MH SI YA AD**

Provider: The Upper Hand Care Ltd

The Upper Hand Care Ltd

7 Mitcham Lane SW16 6LG

Tel: 07479 929390 **OP D PD SI YA**

Provider: Train2Care Academy

Train2Care Academy

410 Streatham High Road SW16 6EX

Tel: 07983 580970 **OP D PD YA**

Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Lambeth continued

Provider: Transforming Support (South London) Ltd

Transforming Support (South London)
36-37 Albert Embankment SE1 7TL
Tel: 0303 300 3000

OP LDA YA

Provider: Unique Personnel (U.K.) Ltd

Lambeth Branch
394 Streatham High Road SW16 6HX
Tel: 020 8671 7665

OP D PD LDA MH SI YA

Provider: Vitality Health And Homecare Ltd

Vitality Health & Homecare Ltd (Greenwich)
UnitEra 63, 49 Effra Road SW2 1BZ
Tel: 020 7272 4914

OP D PD LDA SI YA

Provider: Wawcare Support Ltd

48 Valleyfield Road SW16 2HR
Tel: 020 3689 3318

OP D PD LDA MH YA

Provider: Wellspring Integrated Care Ltd

Wellspring Integrated Care Ltd
65 Blenheim Gardens SW2 5DA
Tel: 020 3623 9193

OP PD

Provider: William's Care Service Ltd

William's Care Service Ltd
Flat 2,
Beaminster House,
Dorset Road SW8 1EL
Tel: 07985 272381

OP YA

Southwark

Provider: AA Healthcare Services Ltd

AA Healthcare Services Ltd
Unit 9, Thrive Hub, 14-15 Surrey Quays Centre,
Redriff Road, Canada Water SE16 7LL
Tel: 07432 486358

OP D PD LDA MH YA

Provider: Ability Focus Ltd

Ability Focus Limited
99-103 Lomond Grove,
Camberwell SE5 7HN
Tel: 020 7971 1369

OP D PD LDA MH SI YA

Provider: Admire Care Services Ltd

Admire Care Services Ltd
Unit 4, Hatcham Road Studios,
Hatcham Road SE15 1TW
Tel: 07861 742175

OP PD YA

Provider: AMTC Care Ltd

AMTC Care Ltd
234 Old Kent Road SE1 5UB
Tel: 07578 565875

OP D PD MH YA

Provider: Angels Domiciliary Care Ltd

Angels Domiciliary Care Ltd
Unit 38, St Olav's Court,
25 Lower Road SE16 2XB
Tel: 020 3151 6888

OP D PD LDA MH SI YA

Provider: Ascend Support (South) Ltd

Epsom
New City Court,
20 St. Thomas Street SE1 9RS
Tel: 0330 470 6115

OP D PD LDA MH SI YA

Provider: C & V Inspire Training and Development

Inspire Care Professionals Services
Suite 47,
48 Rye Lane SE15 5BY
Tel: 020 3601 8727

OP D PD LDA YA

Provider: Cairos Services Ltd

Cairos Services Ltd
Flat 53 Smeaton Court,
50 Rockingham Street SE1 6PF
Tel: 07534 242881

OP PD YA

Provider: Candy Care Group Ltd

Candy Care Group Ltd
Crowne House,
56-58 Southwark Street SE1 1UN
Tel: 020 3011 3800

OP D PD LDA MH SI YA AD

Provider: Capital Staffing Services Ltd

Capital Staffing Services Ltd
53 Tanner Street SE1 3PL
Tel: 020 7407 8686

OP D PD LDA MH SI YA AD

Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Provider: Care Solution Services Ltd

Care Solution Services Ltd
156 Camberwell Road SE5 0EE
Tel: 07932 533281

OP D PD MH SI YA

Provider: Care4UHomecare Ltd

Care4UHomecare Ltd
Unit 13A, Action House,
53 Sandgate Street SE15 1LE
Tel: 020 3903 8477

OP D LDA MH YA

Provider: Children's Complex Care Ltd

Voyage (CYP DCA) Greater London
Ground Floor, Crowne House 56-58,
Southwark Street SE1 1UN
Tel: 020 7407 7704

PD LDA YA

Provider: Community Clinical Care Ltd

Community Clinical Care Ltd
Office B1, 1st Floor, 82 Borough High Street SE1 1LL
Tel: 020 7989 0909

PD LDA SI YA

Provider: Crystal Healthcare and Training Ltd

Crystal Healthcare and Training Ltd
23 Quedgeley Court, Ebley Close SE15 6BD
Tel: 07960 199858

OP D PD MH SI YA AD

Provider: Daughters of Divine Love Training and Assessment Centre (UK)

Ddltac(UK) – London
161 Sumner Road SE15 6JL
Tel: 020 7252 7402

OP D MH SI YA

Provider: Divine Care and Support Services Ltd

Divine Care and Support Services
Unit 344, Camberwell Business Centre,
99-103 Lomond Grove SE5 7HN
Tel: 020 7701 4580

OP D PD LDA YA

Provider: E Health Care Agency Ltd

E Health Care Agency Ltd
3 Dover Flats, Old Kent Road SE1 5NJ
Tel: 07767 729869

OP D PD YA

Provider: Edina Homecare Ltd

Edina Homecare Ltd
236 Old Kent Road SE1 5UB
Tel: 020 3519 0322

OP D PD LDA MH SI YA AD

Provider: Enrich Home Care Ltd

Enrich Home Care Ltd
110, 49-65 Southampton Way SE5 7SW
Tel: 07539 521124

OP D YA

Provider: Evricare Solutions Ltd

Evricare Solutions Ltd
189 Old Kent Road SE1 5NA
Tel: 020 3720 5200

OP D PD YA

Provider: Fatfalam Ltd

Fatfalam Ltd
12 Beamish House,
Rennie Estate SE16 3PL
Tel: 07877 491622

OP D PD MH YA

Provider: First Connect Healthcare Ltd

First Connect Healthcare Ltd
1 Hooks Close SE15 2TP
Tel: 07823 886379

OP D PD MH SI YA

Provider: Gilbert Global Care Services Ltd

Gilbert Global Care Services Ltd (London)
Unit 343 Camberwell Business Centre,
99-103, Lomond Grove SE5 7HN
Tel: 07956 461096

OP D PD LDA MH SI YA AD

Provider: Graceland Support Ltd

London
Flat 21, Arnot House,
Comber Grove SE5 0LA
Tel: 07427 341541

OP D MH YA

Provider: Grapecroft Ltd

Harmony Healthcare
34 Lafone Street SE1 2LX
Tel: 0800 292 2331

OP D PD LDA MH SI YA

Provider: Greenstaff Medical Ltd

Greenstaff Medical Ltd
1st Floor, 3 More Riverside London SE1 2RE
Tel: 0333 043 7103

D PD LDA MH SI

Provider: Greenwrite Healthcare Ltd

Greenwrite Healthcare
Floor GF, Office C,
35A Astbury Road SE15 2NL
Tel: 020 7407 4782

OP D PD MH YA

Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Provider: Guy's and St Thomas' NHS Foundation Trust

Guy's and St Thomas' NHS Foundation Trust Adult Community Services
200 Great Dover Street SE1 4YB
Tel: 020 7188 5368

OP YA

Provider: Hebron Care Services Ltd

Studio 1d, 3-5 Latona Road SE15 6RX
Tel: 0330 133 3843

OP PD YA

Provider: Holistic Healthcare Stratford Ltd

Holistic Healthcare Stratford
Alpha House, 100 Borough High Street SE1 1LB
Tel: 07540 589970

OP D PD YA

Provider: Humanity Care & Support Services Ltd

Humanity Care and Support Services
Studio 2, 12 Ossory Road SE1 5AN
Tel: 020 3986 5440

OP D LDA YA

Provider: Liral Veget Training and Recruitment Ltd

Liral Veget Training and Recruitment Ltd
165 Old Kent Road SE1 5UT
Tel: 020 7231 1658

OP D PD LDA MH SI YA AD

Provider: Loch Healthcare Services Ltd

Loch Healthcare Services Ltd
90 Wyndham Road SE5 0UB
Tel: 020 3538 6894

OP D PD MH SI YA

Provider: London Care Ltd

London Care (Lew Evans House)
Lew Evans House,
188 Underhill Road SE22 0QF
Tel: 020 8299 0413

OP D PD LDA MH SI YA

Provider: Macánta Complex Care Ltd

Macánta Complex Care
1-2 Paris Gardens SE1 8ND
Tel: 07834 360651

OP PD SI YA

Provider: Nation Wide Recruitment Consultants Ltd

Nation Wide Recruitment Consultants Ltd
54 Camberwell Road SE5 0EW
Tel: 020 7701 9716

OP D PD MH SI YA

Provider: Newness Care Ltd

Newness Care Ltd
Camberwell Business Centre 99-103,
Lomond Grove SE5 7HN
Tel: 07309 662519

OP D PD YA

Provider: Noble Care and Support Ltd

Noble Care and Support Ltd
11 Evan Cook Close SE15 2HJ
Tel: 020 7732 6557

OP D PD LDA MH SI YA AD

Provider: Oasis Care and Training Agency (OCTA)

Oasis Care and Training Agency (OCTA)
24-32 Murdock Street,
Peckham SE15 1LW
Tel: 020 7639 6192

OP PD LDA YA

Provider: Pamikyx Ltd

Pamikyx Ltd
307 East Street SE17 2SX
Tel: 020 3479 3599

OP D PD MH YA

Provider: Primas Home Care Ltd

Primas Home Care Ltd
Larcom House, 9 Larcom Street SE17 1RT
Tel: 020 3640 6639

OP D PD YA

Provider: Profad Care Agency Ltd

Profad Care Agency
Unit 3 & 5, 1 Bethwin Road SE5 0SH
Tel: 020 7639 0839

OP D PD MH YA

Provider: Red Group Personnel Ltd

Red Homecare
320, 3rd Floor, The News Building,
London Bridge Street SE1 9SG
Tel: 020 4604 0535

OP D PD LDA MH SI YA

Provider: Revolution Social Care Ltd

Revolution Social Care
17 Aylton Estate, Renforth Street SE16 7JL
Tel: 020 8088 3968

OP D PD LDA MH SI YA

Provider: S2O Care Services Ltd

S2O Care Services LTD London Branch
Unit C1, Tavern Quay, Rope Street SE16 7EX
Tel: 020 8692 4446

D PD SI

Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Provider: SGC Kind Care Services Ltd

SGC Kind Care Services Ltd
Flat 32, Woodsford, Portland Street SE17 2TN
Tel: 07476 337754 **OP D PD LDA MH SI YA AD**

Provider: Snowball Care UK Ltd

Snowball Care UK Ltd
Langdale House, 11 Marshalsea Road,
Unit 316 SE1 1EN
Tel: 020 3176 6400 **OP D PD LDA MH SI YA AD**

Provider: Southwark African Family Support Services (SAFSS)

Southwark African Family Support Services (SAFSS)
54 Camberwell Road, Camberwell SE5 0EN
Tel: 020 7701 0486 **OP D PD LDA MH SI YA**

Provider: Southwark Disablement Association

SDA Domiciliary Care Services
Cornerstone Studios, 1 Addington Square SE5 7JZ
Tel: 020 3095 9426 **OP PD SI YA**

Provider: Starline2000 Ltd

Starline 2000
47 Ashmore Close SE15 5GY
Tel: 07960 269418 **OP D PD LDA SI YA AD**

Provider: Supreme Care Services Ltd

Supreme Care Services Ltd
59-61 Old Kent Road SE1 4RF
Tel: 020 3959 9410 **OP D PD LDA MH SI YA AD**

Provider: Thames Homecare Service Ltd

Thames Homecare Service Ltd – Southwark
Unit 241, Camberwell Business Centre 99-103,
Lomond Grove SE5 7HN
Tel: 020 398 14729 **OP D PD MH SI YA AD**

Provider: Thames Senior Home Care Ltd

Home Instead Westminster
St. Saviours House, 39-41 Union Street SE1 1SD
Tel: 020 3701 2862 **OP D YA**

Provider: Tinos Care Ltd

Tinos Care Ltd
355 Southwark Park Road SE16 2JN
Tel: 07341 130126 **OP D PD MH YA**

Provider: Transforming Support (Coulsdon) Ltd

Transforming Support (Coulsdon)
New City Court, 20 St. Thomas Street SE1 9RS
Tel: 0303 300 3000 **OP D PD LDA MH SI YA**

Provider: Transforming Support (Surrey) Ltd

Transforming Support (Surrey) Ltd
Runway East, 20 St. Thomas Street SE1 9RS
Tel: 0303 300 3000 **OP D PD LDA MH SI YA**

Provider: Unique Home Care and Support Services Ltd

Unique Home Care and Support Services Ltd
Studio 4, 53 Sandgate Street SE15 1LE
Tel: 07424 695227 **OP PD YA**

Provider: VIDA Supported Living Ltd

VIDA Supported Living – London
3 More, London Riverside SE1 2RE
Tel: 020 3910 1460 **OP D PD LDA MH YA**

Provider: Whitmore Care UK Ltd

Whitmore Care UK (East London)
Suite 2, 132 Lower Road SE16 2UG
Tel: 07939 519322 **OP D MH YA**

Provider: You-Centred Healthcare Ltd

You-Centred Healthcare Ltd
Unit 28 The Business Centre, St Olav's Court,
Lower Road SE16 2XB
Tel: 020 3633 7972 **OP D PD SI**

See the checklist on page 49 for useful questions to ask when looking at home care providers.



Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Integrated Retirement Communities (IRCs)

Lambeth

Provider: Tonic Housing Association

Tonic@Bankhouse
20 Albert Embankment,
Vauxhall SE1 7FY
Tel: 020 7971 1091

OP YA



Almshouses and occupational charities

Lambeth

Provider: Teachers' Housing Association

Thrale Almshouses
27 Polworth Road, Streatham SW16 2HA
Tel: 020 7440 9440

OP YA

Provider: The City of London Almshouses Trust

The City of London Almshouses
Ferndale Road, Brixton SW9 8AN
Tel: 020 7274 1337

OP YA

Provider: The Friendly Almshouses

The Friendly Almshouses
155-167 Stockwell Park Road,
Brixton SW9 0TL
Tel: 020 7274 7176

OP YA

For more information about almshouses and occupational charities, see page 57.

Southwark

Provider: Dulwich Almshouse Charity

Edward Alleyn House
College Road, Dulwich Village SE21 7AS
Tel: 020 8299 5590

OP YA

Provider: Southwark Charities

St Mary Newington Close
Surrey Square, Walworth SE17 2LP
Tel: 020 7593 2000

OP YA

Provider: The Girdlers' Company

The Girdlers' Almshouses
Consort Road, Peckham SE15 3SD
Tel: 020 7638 0488

OP YA

Provider: The Trust Partnership

Walter's Close
Brandon Street, Southwark SE17 1NE
Tel: 01285 841900

OP

Provider: United St Saviours Charities

Appleby Blue
94-116 Southwark Park Road, Rotherhithe SE16 3RD
Tel: 020 7089 9014

OP YA

Provider: United St Saviours Charities

Hopton Gardens
Hopton Street, Southwark SE1 9JJ
Tel: 020 7089 9014

OP



Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Sheltered housing

Lambeth

Provider: Abbeyfield Streatham Society Ltd

Abbeyfield House
28 Conyers Road, Streatham SW16 6LT
Tel: 020 8677 6255

OP YA

Provider: Anchor

Bernard Sunley House
21 South Island Place, Stockwell SW9 0DY
Tel: 0330 127 2225

OP YA

Provider: Anchor

Henry Twining Court
Crescent Lane, Clapham SW4 9RP
Tel: 0330 127 2225

OP YA

Provider: Anchor

Manor Court
8a St Matthews Road, Brixton SW2 1NW
Tel: 0330 127 2225

OP YA

Provider: Anchor

Tudor Stacks
1 Dorchester Drive, Herne Hill SE24 0DL
Tel: 0330 127 2225

OP YA

Provider: Jliving

South Lodge
45 Leigham Court Road,
Streatham SW16 2NJ
Tel: 020 8381 4901

OP YA

Provider: Lambeth Council

113 Norwood Road
Herne Hill SE24 9AE
Tel: 07947 247881

OP PD LDA MH YA

Provider: Lambeth Council

Balmoral Court
Gipsy Road, West Norwood SE27 9UF
Tel: 07940 766831

OP PD LDA MH YA

Provider: Lambeth Council

Burchell House
Vauxhall Gardens Estate, Lambeth SE11 5LF
Tel: 07736 472590

OP PD LDA MH YA

Provider: Lambeth Council

Carfax Place
Clapham Common SW4 7BQ
Tel: 07947 455153

OP PD LDA MH YA

Provider: Lambeth Council

Castle House
Wilcox Close, South Lambeth SW8 2UH
Tel: 07715 634367

OP PD LDA MH YA

Provider: Lambeth Council

Cherry Tree Drive
Leigham Avenue, Streatham SW16 2PE
Tel: 07947 455157

OP PD LDA MH YA

Provider: Lambeth Council

Cloisters
Melbourne Mews, Myatts Field,
Stockwell SW9 6PP
Tel: 07895 886836

OP PD LDA MH YA

Provider: Lambeth Council

Chaplin Close
Gray Street, Waterloo SE1 8TU
Tel: 07947 455156

OP PD LDA MH YA

Provider: Lambeth Council

Crowhurst Close
Loughborough Road, Brixton SW9 7JX
Tel: 07947 455149

OP PD LDA MH YA

Provider: Lambeth Council

Fitch Court
Effra Road, Brixton SW2 1DD
Tel: 07947 455150

OP PD LDA MH YA

Provider: Lambeth Council

Heather Close
Heath Road, Clapham SW8 3BS
Tel: 07946 819609

OP PD LDA MH YA

Provider: Lambeth Council

Holland Grove
Brixton SW9 6EQ
Tel: 07947 455158

OP PD LDA MH YA

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Lambeth continued

Provider: Lambeth Council

Joe Hunte Court
St Vincent Close, Knights Hill, West Norwood SE27 OQB
Tel: 07947 455145 **OP PD LDA MH YA**

Provider: Lambeth Council

Macintosh Court
269 Leigham Court Road, West Norwood SW16 2SB
Tel: 07951 704042 **OP PD LDA MH YA**

Provider: Lambeth Council

Matlock Close
Herne Hill SE24 OBB
Tel: 07984 011079 **OP PD LDA MH YA**

Provider: Lambeth Council

Northwood House
Hamilton Road, West Norwood SE27 9SL
Tel: 07940 766827 **OP PD LDA MH YA**

Provider: Lambeth Council

Nuneham
Garrads Road, Lambeth SW16 1JY
Tel: 07946 819604 **OP PD LDA MH YA**

Provider: Lambeth Council

Queenswood Court
Hamilton Road, West Norwood SE27 9SH
Tel: 07596 570917 **OP PD LDA MH YA**

Provider: Lambeth Council

Spa Court
Well Close, Valley Road, Streatham SW16 2AH
Tel: 07834 698663 **OP PD LDA MH YA**

Provider: Lambeth Council

The Glebe
Prentis Road, Streatham SW16 1QR
Tel: 07947 757281 **OP PD LDA MH YA**

Provider: Metropolitan Thames Valley Housing

Chapleton House
13-19 Jelf Road, Brixton SW2 1BG
Tel: 020 3535 3535 **OP YA**

Provider: Metropolitan Thames Valley Housing

Coney Way
Ashmore Estate, Kennington SW8 1LN
Tel: 020 3535 3535 **OP YA**

Provider: Metropolitan Thames Valley Housing

Cottingham Road
Ashmole Estate, Kennington SW8 1LG
Tel: 020 3535 3535 **OP YA**

Provider: Metropolitan Thames Valley Housing

Coventry Hall
Polworth Road, Streatham SW16 2EE
Tel: 020 3535 3535 **OP YA**

Provider: Metropolitan Thames Valley Housing

Hanover Mansions
64-70 Barnwell Road, Brixton SW2 1PP
Tel: 020 3535 3535 **OP YA**

Provider: Metropolitan Thames Valley Housing

Homewoods
14 Atkins Road, Balham SW12 0AF
Tel: 020 3535 3535 **OP YA**

Provider: Metropolitan Thames Valley Housing

Ingleton House
2a Rectory Grove, Clapham SW4 0DZ
Tel: 020 3535 3535 **OP YA**

Provider: Metropolitan Thames Valley Housing

Langholm Close
Clapham Park Estate, Clapham SW12 0BD
Tel: 020 3535 3535 **OP YA**

Provider: Metropolitan Thames Valley Housing

Lotus Close
69 Rosendale Road, Dulwich SE21 8B
Tel: 020 3535 3535 **OP YA**

Provider: Metropolitan Thames Valley Housing

Strathleven
47 Glenelg Road, Brixton SW2 5JU
Tel: 020 3535 3535 **OP YA**

Provider: Network Homes

Thrayle House
9 Benedict Road, Stockwell SW9 0FS
Tel: 0300 373 3000 **OP YA**

Provider: Riverside

Chatsworth House
108 Idmiston Road, West Norwood SE27 9HW
Tel: 0345 111 0000 **OP YA**

Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Provider: Riverside

Robert Runcie Court
46 Acre Lane, Brixton SW2 5SR
Tel: 0345 111 0000

OP YA

Provider: Sanctuary

Wimborne House
Lyham Road, Brixton SW2 5NP
Tel: 0800 917 0092

OP YA

Provider: Sanctuary

Ashley House
82a Telford Avenue, Streatham SW2 4XG
Tel: 0800 917 0092

OP YA

Provider: Vale Living

The Vale
93 Knollys Road, Streatham SW16 2JR
Tel: 0808 169 6511

OP YA

Provider: Sanctuary

Hillyard House
Hillyard Street, Brixton SW9 0NH
Tel: 020 7735 8245

OP YA

For more information about extra care housing, see page 55.

Southwark

Provider: Abbeyfield Dulwich Society

Abbeyfield House
89-91 Stradella Road, Dulwich SE24 9HL
Tel: 020 7274 5177

OP YA

Provider: Riverside

Welton Court
2a Crofton Road, Camberwell Green SE5 8NB
Tel: 0345 111 0000

OP YA

Provider: Anchor

Dulwich Mead
48-52 Half Moon Lane, Dulwich SE24 9HS
Tel: 0330 127 2225

OP YA

Provider: Rotherhithe Waterside

Rotherhithe Waterside
21-22 Smith Close, Rotherhithe SE16 5PB
Tel: 020 7231 5946

OP YA

Provider: Anchor

Clifton Court
35 Studholme Street, Peckham SE15 1DE
Tel: 0330 127 2225

OP YA

Provider: Southwark Council

Barset
65a Barset Road, Nunhead SE15 3HE
Tel: 020 7732 0755

OP PD LDA YA

Provider: Housing 21

Ronald Buckingham Court
Kenning Street, Rotherhithe SE16 4LL
Tel: 0370 192 4589

OP YA

Provider: Southwark Council

Brook Drive
71-79 Brook Drive,
Kennington SE11 4TR
Tel: 020 7582 8477

OP PD LDA YA

Provider: Riverside

Carey Court
101 Wyndham Road, Camberwell SE5 0UX
Tel: 0345 111 0000

OP YA

Provider: Southwark Council

D'Eynsford
64 Don Phelan Close, Camberwell SE5 7BB
Tel: 020 7701 7858

OP PD LDA YA

Provider: Riverside

St James Cloister
49a East Dulwich Road,
East Dulwich SE22 9BW
Tel: 0345 111 0000

OP YA

Provider: Southwark Council

Grosvenor Park
Camberwell SE5 0NU
Tel: 020 7703 0389

OP PD LDA YA

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Provider: Southwark Council

Harry Lambourn
9 Gervase Street,
New Cross SE15 2RW
Tel: 020 7732 3978

OP PD LDA YA

Provider: Southwark Council

Hughes House
62 Canterbury Place,
Newington SE17 3AH
Tel: 020 7701 5157

OP PD LDA YA

Provider: Southwark Council

Keeton's Court
Flats 1-63 (odds), John Roll Way,
Bermondsey SE16 4SP
Tel: 020 7231 7370

OP PD LDA YA

Provider: Southwark Council

King Charles Court
30 Royal Road, Newington SE17 3NU
Tel: 020 7587 0699

OP PD LDA YA

Provider: Southwark Council

Locksfield
1 Catesby Street,
Walworth SE17 1RH
Tel: 020 7703 2234

OP PD LDA YA

Provider: Southwark Council

Lucy Brown
27 Park Street, Southwark SE1 9EG
Tel: 020 7403 7189

OP PD LDA YA

Provider: Southwark Council

Marden Square
28 Drummond Road,
Bermondsey SE16 2HZ
Tel: 020 7231 1688

OP PD LDA YA

Provider: Southwark Council

Pedworth
Abbeyfield Road, Bermondsey SE16 2DY
Tel: 020 7232 1753

OP PD LDA YA

Provider: Southwark Council

Ray Gunter House
4 Marshland Close, Southwark SE17 3JX
Tel: 020 7701 3491

OP PD LDA YA

Provider: Southwark Council

Rockgrove Way
Blue Anchor Lane,
Bermondsey SE16 3UB
Tel: 020 7237 4733

OP PD LDA YA

Provider: Southwark Council

Silverlock
Flats 1-33, George Walter Court,
Silwood Street, Rotherhithe SE16 2BG
Tel: 020 7237 2561

OP PD LDA YA

Provider: The City of London

Harman Close
Avondale Square Estate, Old Kent Road,
Bermondsey SE1 5PB
Tel: 020 7237 1696

OP YA



Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

Extra care housing

Lambeth

Provider: Community Trust Housing

Helmi House
43 Robsart Street, Stockwell SW9 0BQ
Tel: 020 7926 5555

OP LDA YA

Provider: Metropolitan Thames Valley Housing

Lingham Court
Lingham Street, Stockwell SW9 9HF
Tel: 020 7926 5555

OP LDA YA

Provider: Housing 21

Cheviot Gardens
West Norwood SE27 0DD
Tel: 0370 192 4000

OP YA

Provider: Riverside

Bankhouse
20 Albert Embankment SE1 7FY
Tel: 0345 111 0000

OP YA

Provider: Metropolitan Thames Valley

44 Clarence Avenue
Clapham Common SW4 8LF
Tel: 020 7926 5555

OP LDA YA

Provider: Sanctuary

Hillyard House
Hillyard Street, Brixton SW9 0NH
Tel: 020 7735 8245

OP YA

Provider: Metropolitan Thames Valley Housing

Charleston House
68 Clapham Common, Southside SW4 9DT
Tel: 020 7926 5555

OP LDA YA

For more information about extra care housing, see page 55.

Southwark

Provider: Housing 21

Lime Tree House
Dundas Road, Peckham SE15 2DL
Tel: 0370 192 4791

OP

Provider: Southwark Council

Harriet Hardy Extra Care Centre
Westmorland Road,
Walworth SE17 2AY
Tel: 020 7525 5950

OP YA

Provider: Southwark Council

Lew Evans House
188 Underhill Road, East Dulwich SE22 0QF
Tel: 020 7525 5950

OP YA

Provider: Southwark Council

Tayo Situ House
Cator Street, Peckham SE15 6FA
Tel: 020 7525 5950

OP YA



Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Care homes

Lambeth

Provider: 229 Mitcham Lane Ltd

229 Mitcham Lane Ltd – 11 Angles Road
11 Angles Road, Streatham SW16 2UU
Tel: 020 8677 7444

MH YA

Provider: Achieve Together Ltd

49 Oakdale Road
49 Oakdale Road, Streatham SW16 2HL
Tel: 020 8677 9509

LDA YA

Provider: Admiral Healthcare Ltd

Gleneagle House
29 Gleneagle Road SW16 6AY
Tel: 020 8677 5412

OP MH YA

Provider: Astra Homes Ltd

Pinfold Home
33-37 Pinfold Road, Streatham SW16 2SL
Tel: 020 8769 7869

MH YA

Provider: Basdeo Kaydoo

Ambleside Lodge – London
25 Ambleside Avenue, Streatham SW16 1QE
Tel: 020 8677 9175

MH YA

Provider: CareTech Community Services Ltd

CareTech Community Services Ltd – 25 Garrads Road
25 Garrads Road, Streatham SW16 1JS
Tel: 020 8835 8173

PD LDA MH

Provider: CareTech Community Services Ltd

Vosse Court
12 Vosse Court, Streatham SW16 3BS
Tel: 020 8765 9934

LDA MH

Provider: Crownwise Ltd

Crownwise Ltd – Parkview
17 Streatham Common South, Streatham SW16 3BU
Tel: 020 8679 2364

OP MH YA AD

Provider: Crownwise Ltd

Crownwise Ltd – St Andrews
92 Drewstead Road, Lambeth SW16 1AG
Tel: 020 8769 0668

OP MH YA

Provider: Crownwise Ltd

Crownwise Ltd – Streatham Common South
22 Streatham Common South, Streatham SW16 3BU
Tel: 020 8765 0716

OP MH YA

Provider: Deepdene Care Ltd

Deepdene House
55-57 Stanthorpe Road SW16 2EA
Tel: 020 8769 6297

MH

Provider: Fairlie Healthcare Ltd

Fairlie House
2-6 Uffington Road, West Norwood SE27 ORW
Tel: 020 8670 6090

OP PD SI YA

Provider: High View Care Services Ltd

High View Residential Unit
84 Thurlow Park Road, West Dulwich SE21 8HY
Tel: 020 8670 0168

LDA MH YA

Provider: Joy Care Home Services Ltd

Joybrook
86 Braxted Park, Streatham SW16 3AU
Tel: 020 8764 2028

OP D LDA YA

Provider: Kirkstall Lodge Ltd

Kirkstall Lodge
56 Kirkstall Road, Streatham SW2 4HF
Tel: 020 8678 8296

LDA MH

Provider: L'Arche

L'Arche London Gothic Lodge
21 Idmiston Road SE27 9HG
Tel: 020 8761 8044

PD LDA

Provider: La Rosa Homes Ltd

La Rosa 2
39 Stanthorpe Road, Streatham SW16 2DZ
Tel: 020 7767 9694

MH YA

Provider: La Rosa Homes Ltd

La Rosa Residential Care Home
97 Babington Road, Streatham SW16 6AN
Tel: 020 7787 9694

MH YA

Provider: Leigham Lodge Ltd

Leigham Lodge
64 Leigham Court Road, Streatham SW16 2PL
Tel: 020 8664 6640

LDA

Provider: Magnolia Court Ltd

Magnolia Court
62 Leigham Court Road SW16 2PL
Tel: 020 8696 6651

LDA

Lambeth continued

Provider: Rosenmanor Ltd

Rosenmanor 1
46 Kempshott Road SW16 5LQ
Tel: 020 8764 8915

MH

Provider: Signature Health and Living Ltd

Signature-Hopton
8 Hopton Road SW16 2EQ
Tel: 020 8265 9814

OP MH

Provider: Sanctuary Care Limited

Aashna House Residential Care Home
2 Bates Crescent, Streatham Vale SW16 5BP
Tel: 020 8765 0822

OP D PD

Provider: Thanet Healthcare Limited

Thanet House
50 Barrow Road, Streatham SW16 5PG
Tel: 020 8769 9667

LDA MH YA

Provider: Saffronland Homes 2 Ltd

Minehead
18 Minehead Road SW16 2AW
Tel: 023 8027 0310

OP LDA MH YA

Provider: Voyage 1 Ltd

Mountearl
73 Leigham Court Road, Streatham SW16 2NR
Tel: 020 8769 0322

OP LDA MH YA

Southwark

Provider: Agincare (Southwark) Ltd

Bluegrove House
325 Southwark Park Road SE16 2JN
Tel: 020 7394 2300

OP D YA

Provider: Mission Care Management

The Elms
147 Barry Road SE22 0JR
Tel: 020 8693 4622

OP D PD YA

Provider: Agincare (Southwark) Ltd

Greenhive House
50 Brayards Road SE15 2BQ
Tel: 020 7740 9880

OP D YA

Provider: PLUS (Providence Linc United Services)

Gaywood Street
24 Gaywood Street, Elephant & Castle SE1 6HG
Tel: 020 7261 9210

LDA

Provider: Agincare (Southwark) Ltd

Rose Court Care Home
253 Lower Road, Rotherhithe SE8 5DN
Tel: 020 7167 6508

OP D YA

Provider: Saffronland Homes 1 Ltd

Fenwick
29 Fenwick Road SE15 4HS
Tel: 023 8027 0310

LDA MH YA

Provider: Battersea Care Ltd

Dunton Road
71-73 Dunton Road, Bermondsey SE1 5TW
Tel: 020 7232 0016

OP MH YA

Provider: Saffronland Homes 1 Ltd

Mundania
2 Mundania Road SE22 ONG
Tel: 023 8027 0310

LDA MH YA

Provider: Leonard Cheshire Disability

Athol House – Care Home Physical Disabilities
138 College Road, Upper Norwood SE19 1XE
Tel: 020 8670 3740

OP PD LDA YA

Provider: Southside Partnership

Glengarry Road
72 Glengarry Road SE22 8QD
Tel: 020 8693 6743

OP MH

Provider: London Borough of Southwark

Orient St Adult Respite Unit
19 Orient Street, Kennington SE11 4SR
Tel: 020 7582 5907

OP D PD LDA MH SI YA

See the checklist on page 56 for useful questions to ask when looking at care homes.

Service OP Older people (65+) D Dementia PD Physical disability LDA Learning disability, autism
User Bands MH Mental health SI Sensory impairment YA Younger adults AD People who misuse alcohol or drugs

Nursing homes

Lambeth

Provider: Abbey Uplands Care Home Ltd

Uplands Care Home
254 Leigham Court Road SW16 2QH
Tel: 020 8769 9944

OP D PD SI

Provider: Bupa Care Homes (ANS) Ltd

Havelock Court Care Home
6 Wynne Road, Stockwell SW9 0BB
Tel: 020 7924 9236

OP D PD LDA MH YA

Provider: Fairlie Healthcare Ltd

Fairlie House
2-6 Uffington Road,
West Norwood SE27 0RW
Tel: 020 8670 6090

OP PD SI YA

Provider: Limetree Healthcare Ltd

Limetree Care Home
8 Limetree Close SW2 3EN
Tel: 020 8674 3437

D

Provider: Little Sisters of the Poor

Little Sisters of the Poor – St Peters Residence
St Peters Residence, 2A Meadow Road SW8 1QH
Tel: 020 7735 0788

OP YA

Provider: St. Mary's Care Ltd

St Mary's Care Home
3 Tooting Bec Gardens SW16 1QY
Tel: 020 8677 9677

OP D

Provider: Trustees of British Home & Hospital for Incurables

British Home & Hospital for Incurables
Crown Lane SW16 3JB
Tel: 020 8670 8261

PD

Provider: Windmill Healthcare Ltd

Windmill Lodge Care Home
115 Lyham Road, Brixton SW2 5PY
Tel: 020 8674 4940

OP YA

Southwark

Provider: Agincare (Southwark) Ltd

Tower Bridge Care Centre
1 Aberdour Street, Southwark SE1 4SH
Tel: 020 7394 6840

OP D YA

Provider: Agincare (Southwark) Ltd

Waterside
40 Sumner Road SE15 6LA
Tel: 0800 085 4159

OP D YA

Provider: Country Court Care Homes 2 Ltd

Camberwell Lodge
Picton Street SE5 7QH
Tel: 020 4579 2198

OP D YA

See the checklist on page 51 for suggestions of useful questions to ask when looking at care homes for dementia care.



Service	OP Older people (65+)	D Dementia	PD Physical disability	LDA Learning disability, autism
User Bands	MH Mental health	SI Sensory impairment	YA Younger adults	AD People who misuse alcohol or drugs

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Admire Care Services Ltd	77	Evricare Solutions Ltd	78	Loch Healthcare Services Ltd	79
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Angels Domiciliary Care Ltd	77	Ferrini House	76	London Care (Helmi House)	75
Aspire Care Services Ltd	74	First Connect Healthcare Ltd	78	London Care (Lew Evans House)	
Atlas CareNet Ltd	74				79
Brockwell Care	74	G-I		London Care Responds	75
Cairos Services Ltd	77	Gilbert Global Care Services Ltd		M-O	
Candy Care Group Ltd	77	(London)	78	Macánta Complex Care	79
Capital Staffing Services Ltd	77	Global Homecare Ltd	75	McDavied Care Ltd	75
Care Hand Service Ltd	74	Greenstaff Medical Ltd	78	Metro Homecare Ltd	75
Caremark Lambeth	74	Greenwrite Healthcare	78	Millenium Employment	
Care Mission Ltd	74	Guy's and St Thomas' NHS		Agency Ltd	75
Care Solution Services Ltd	78	Foundation Trust Adult	79	My Homecare Wandsworth	76
Care4UHomecare Ltd	78	Harmony Healthcare	78	Nation Wide Recruitment	
Carebybio Ltd	74	Haven Care – Streatham	76	Consultants Ltd	79
City Carer 2	74	Helping Hands Dulwich	75	NeuroHealth Case	
City Healthcare Agency Ltd	74	Holistic Community Care Ltd	75	Management Services	76
Community Clinical Care Ltd	78	Holistic Healthcare Stratford	79	Newness Care Ltd	79
Crystal Healthcare and		Home Instead Westminster	80	Noble Care and Support Ltd	79
Training Ltd	78	Humanity Care and		NursLink Homecare Ltd	76
		Support Services	79	Oasis Care and Training	
		Inspire Care		Agency (OCTA)	79
		Professionals Services	77	P-S	
D-F		J-L		Pamikyx Ltd	79
Daryel Care Lambeth	75	Jako Ltd	75	Primas Home Care Ltd	79
Ddlta(UK) – London	78	Kenbury House	74	Prime Way Care South London	76
Dignity Domiciliary Care	74	Lambeth Branch	77	Profad Care Agency	79
Dirie Care Ltd	74				
Divine Care and					

Home care providers continued

PsychWorks Associates	76	Spring Consult UK Ltd	76	Transforming Support (Surrey) Ltd	80
Ramah Ker Services Ltd	76	Starline 2000	80	Unique Home Care and Support Services Ltd	80
Rathbone Outreach	75	Stockwellcare Support Services	76	VIDA Supported Living – London	80
Red Homecare	79	Studio 1d, 3-5 Latona Road SE15 6RX	79	Vitality Health & Homecare Ltd (Greenwich)	77
Revolution Social Care	79	Supreme Care Services Ltd	80	VKARE Domiciliary Services	76
Right at Home Mitcham, Streatham and Dulwich	74	T-V		Voyage (CYP DCA) Greater London	78
S2O Care Services Ltd London Branch	79	Thames Homecare Service Ltd – Southwark	80	W-Y	
Sahaan Healthcare Ltd	76	The Healthcare Professional Services Ltd	76	Wellspring Integrated Care Ltd	77
SDA Domiciliary Care Services	80	The Upper Hand Care Ltd	76	Westminster Bridge Road	74
SGC Kind Care Services Ltd	80	Tinos Care Ltd	80	Whitmore Care UK (East London)	80
Snowball Care UK Ltd	80	Train2Care Academy	76	William's Care Service Ltd	77
Somack Healthcare Ltd	76	Transforming Support (Coulsdon)	80	You-Centred Healthcare Ltd	80
Southcroft Healthcare Lodge	76	Transforming Support (South London)	77		
South East London	75				
Southwark African Family Support Services (SAFSS)	80				

Integrated Retirement Communities (IRCs)

Tonic@Bankhouse	81
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Almshouses and occupational charities

Appleby Blue	81	St Mary Newington Close	81	The Girdlers' Almshouses	81
Edward Alleyn House	81	The City of London Almshouses	81	Thrale Almshouses	81
Hopton Gardens	81	The Friendly Almshouses	81	Walter's Close	81

Sheltered housing

113 Norwood Road	82	Chapleton House	83	G-K	
A-F		Chaplin Close	82	Grosvenor Park	84
Abbeyfield House (Lambeth)	82	Chatsworth House	83	Hanover Mansions	83
Abbeyfield House (Southwark)	84	Cherry Tree Drive	82	Harman Close	85
Ashley House	84	Clifton Court	84	Harry Lambourn	85
Balmoral Court	82	Cloisters	82	Heather Close	82
Barset	84	Coney Way	83	Henry Twining Court	82
Bernard Sunley House	82	Cottingham Road	83	Hillyard House	84
Brook Drive	84	Coventry Hall	83	Holland Grove	82
Burchell House	82	Crowhurst Close	82	Homewoods	83
Carey Court	84	D'Eynsford	84	Hughes House	85
Carfax Place	82	Dulwich Mead	84	Ingleton House	83
Castle House	82	Fitch Court	82	Joe Hunte Court	83

Sheltered housing continued

Keeton's Court	85	Northwood House	83	South Lodge	82
King Charles Court	85	Nuneham	83	Spa Court	83
L-Q		Pedworth	85	St James Cloister	84
Langholm Close	83	Queenswood Court	83	Strathleven	83
Locksfield	85	R-W		The Glebe	83
Lotus Close	83	Ray Gunter House	85	The Vale	84
Lucy Brown	85	Robert Runcie Court	84	Thrayle House	83
Macintosh Court	83	Rockgrove Way	85	Tudor Stacks	82
Manor Court	82	Ronald Buckingham Court	84	Welton Court	84
Marden Square	85	Rotherhithe Waterside	84	Wimborne House	84
Matlock Close	83	Silverlock	85		

Extra care housing

44 Clarence Avenue	86	Harriet Hardy Extra		Lew Evans House	86
Bankhouse	86	Care Centre	86	Lime Tree House	86
Charleston House	86	Helmi House	86	Lingham Court	86
Cheviot Gardens	86	Hillyard House	86	Tayo Situ House	86

Care homes

229 Mitcham Lane Ltd		Dunton Road	88	Leigham Lodge	87
– 11 Angles Road	87	Fairlie House	87	Magnolia Court	87
49 Oakdale Road	87	Fenwick	88	Minehead	88
Aashna House Residential		High View Residential Unit	87	Mountearl	88
Care Home	88	Gaywood Street	88	Mundania	88
Ambleside Lodge – London	87	Gleneagle House	87	Orient St Adult Respite Unit	88
Athol House – Care Home		Glengarry Road	88	Pinfold Home	87
Physical Disabilities	88	Greenhive House	88	Rose Court Care Home	88
Bluegrove House	88	Joybrook	87	Rosenmanor 1	88
CareTech Community Services		Kirkstall Lodge	87	Signature-Hopton	88
Ltd – 25 Garrads Road	87	L'Arche London		Thanet House	88
Crownwise Ltd – Parkview	87	Gothic Lodge	87	The Elms	88
Crownwise Ltd – St Andrews	87	La Rosa 2	87	Vosse Court	88
Crownwise Ltd – Streatham		La Rosa Residential			
Common South	87	Care Home	87		
Deepdene House	87				

Nursing homes

British Home & Hospital for		Limetree Care Home	89	Tower Bridge Care Centre	89
Incurables	89	Little Sisters of the Poor		Uplands Care Home	89
Camberwell Lodge	89	– St Peters Residence	89	Waterside	89
Fairlie House	89	St Mary's		Windmill Lodge	
Havelock Court Care Home	89	Care Home	89	Care Home	89

Notes

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Search for care in **your area**

With so many providers to choose from, where do you start?

You, a friend or family member may be looking to stay living independently at home, with support from a home care or live-in care provider, or perhaps a care home would be more suitable. The Care Choices website has been designed to help your search for care.



Find care providers quickly and easily



Search by location and care need



Information on care quality



Links to inspection reports



Additional information, photos and web links



Brochure requests



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www.carechoices.co.uk



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