

**THE SIXTY PLUS GUIDE:**

Information for

**older  
people**

in Kensington and Chelsea

8th Edition  
March 2005

## **Introduction**

Welcome to the 8th edition of the **Sixty Plus Guide: Information for Older People in Kensington and Chelsea**. Much has changed since the last edition in 2000. The responsibility for delivering local health services has shifted to the Primary Care Trust, Pension Credit was introduced, the number of people taking up direct payments for community care services has grown, and opportunities to get involved, keep fit and stay active have increased considerably. Another change is the inclusion in this edition of email addresses and websites, recognising that more and more older people are using the internet for information and recreation.

Older people have again been at the centre of this project. Several of them are already involved in the RBKC Readers Group and brought precisely the sort of experience we needed to ensure clarity, consistency and conciseness. They set a standard early on that we have tried to maintain throughout the process.

To help us assess the value of the Guide and plan for future editions, we would be grateful for any comments from readers concerning content, accuracy, layout and accessibility. We hope that this Guide will provide a useful introduction to the range of services, opportunities and entitlements available to the diverse population of older residents of Kensington and Chelsea.

**Cynthia Dize**  
*Director*  
*March 2005*

## Spanish

Bienvenidos a la “Guía de Mayores de Sesenta: Información para personas en la Tercera Edad de Kensington y Chelsea.” El propósito de esta Guía es brindar acceso a todos los residentes, a la amplia variedad de servicios existentes en nuestra comunidad. La Guía está dividida en siete secciones: Salud y Bienestar; Dinero y Subsidios; Asesoramiento e Información; Vivienda y Alojamiento; Apoyo para una Vida Independiente; Transporte; y Tiempo Libre y Actividades. La Guía también contiene información para aquellos que cuidan de parientes o amigos. Si Ud. Desea conversar acerca del contenido de esta Guía, en su propio idioma, le rogamos consulte la lista de agencias de asesoramiento para personas de comunidades de minorías étnicas. Esta se encuentra en la Sección 3. Por más información le rogamos se comunique con la sección de Relaciones con la Comunidad del Ayuntamiento (Council’s Community Relations Section) llamando al Teléfono 020 7598 4633.

## French

Bienvenue, voici “le Guide pour les Soixante Ans Plus: Renseignements pour les Personnes du Troisième Age de Kensington et Chelsea”. Ce guide a pour but de permettre à tous les résidents d’accéder à une grande variété de services disponibles dans notre communauté. Le Guide est divisé en sept chapitres: Santé et Bien-être; Argent et Prestations; Conseils et Renseignements; Habitation et Logement; Soutien pour une Vie Indépendante; Transport; Loisirs et Activités. Le Guide contient aussi des renseignements pour aider les personnes prenant soins de parents ou d’amis. Si vous désirez discuter du contenu de ce Guide dans votre langue, veuillez consulter s’il vous plaît dans le chapitre 3 la liste des Agences conseil pour personnes de communautés de minorité ethnique. Pour tous renseignements supplémentaires, contactez s’il vous plaît, la section Service des Relations Communautaires de la Municipalité en appelant le 020 7598 4633.

## Somali

Ku soo dhowoow ”warbixinta la xiriirta dadaka dadoodu tahay Lixdan iyo ka weyn eek u nool Chelsea iyo Kensington.” Ujeedada ugu wayn ee warbixintaan waa in uu Qof walba oo degan degaanka Chelsea iyo Kensington uu og yahay ama ka faa’iidaysan karo waxyaabaha adeega Bulshada ah ee uu xaqa u leeyahay. Warbixintaan waxaa loo qeybiyey Todobo qeybood: Caafimaadka iyo ladnaanta guud ahaaneed; Lacagta iyo waxtarka la xiriira; Talo iyo wargelin; Guryaha iyo degaanka; Taageerida in uu qofku keligii noolaado;Isgaarsiinta (Transport); iyo Tamashlaynta iyo firfircoonida. Warbixintu waxay kaloo ka kooban tahay warbixino aad wax tar ugu leh kuwa daryeelaya qof Qaraaba ah ama Qof saaxiib ah. Hadii aad dooneysid in aad kala hadasho waxyaabaha ay ku saabsan tahay warbixintaan afkaada Hooyo,Fadlan la tasho Liiska wakiilada la taliya Bulshooyinka minooratiga ah, waxaadna ka heli kartaa liiskooda qeybta Sadexaad. Hadii aad warbixin dheeraad ah u baahan tahay la xariir qeybta xaafadaada ee qaabilsan xiriirka Bulshada adigoo kala xiriiraya Taleefoonka 020 7598 4633.

## Portuguese

Bem-vindo ao “Guia Sessenta ou Mais: Informações para Pessoas de Idade em Kensington e Chelsea.” O objetivo deste Guia é ajudar residentes a ganhar acesso a uma grande variedade de serviços que existem em nossa comunidade. O Guia é dividido em sete seções: Saúde e Bem-Estar; Dinheiro e Subsidios; Conselho e Informação; Moradia e Acomodação; Apoio para Viver com Independência; Transporte; e Lazer e Atividade. O Guia também contém informações para ajudar aqueles que cuidam de parentes ou amigos. Se você quiser discutir o conteúdo deste guia em sua própria língua, por favor consulte a lista de agências de aconselhamento para pessoas pertencentes a comunidades de minorias étnicas que pode ser encontrada na Seção 3. Para maiores informações por favor entre em contato com a Seção de Relações Comunitárias de sua Administração Local pelo número 020 7598 4633.

## Arabic

مرحبا بكم إلى "دليل ما فوق سن الستين: معلومات للكبار في السن في منطقتي كينزنجتون و تشلسي." والغرض من هذا الدليل هو تمكين جميع المقيمين في المنطقة الاستفادة من نطاق واسع من الخدمات المتوفرة في مجتمعنا المحلي. وينقسم الدليل إلى سبعة أجزاء: الصحة والرعاية؛ النقد والإعانة المالية؛ الإرشاد والمعلومات؛ الإسكان والمرافق السكنية؛ الدعم من أجل حياة مستقلة؛ النقل والفعاليات الترفيهية. كما يحتوي الدليل كذلك على معلومات لمساعدة الأفراد الذين يعتنون بقریب أو صديق. وإذا رغبت في مناقشة محتويات هذا الدليل بلغتك أنت فيرجى الاطلاع على قائمة وكالات الإرشاد من مجتمعات الأقليات القومية وستجدها في الجزء رقم ٣. لمزيد من المعلومات يرجى الاتصال بقسم العلاقات الاجتماعية في البلدية على هاتف رقم 020 7598 4633.

## Farsi

مايه خوشحالی ماست كه " راهنمای ویژه افراد بالای ٦٠ سال، حاوی اطلاعات مربوط به سالمندان در منطقه كينزنجتون و چلسي" را در دست داريد. هدف اين راهنما آن است كه تمام ساكنين را قادر سازد به خدمات گسترده ای كه در منطقه ما وجود دارد دسترسی پیدا کنند. اين راهنما به هفت بخش تقسیم شده است: تندرستی و رفاه؛ پول و كمك هزینه ها؛ مشاوره و اطلاعات؛ اسكان اهالی و مسكن؛ كمك و پشتیبانی برای زندگی مستقل و متکی به خود؛ وسایل نقلیه و رفت و آمد؛ و بالآخره فعالیت ها و تفریحات سالم. اين راهنما همچنين اطلاعاتی نیز برای كمك به کسانی به دست می دهد كه از خویشاوندان و یا دوستان خود پرستاری و مراقبت می کنند. اگر مایلید پیرامون موضوعات اين راهنما به زبان خودتان گفتگو کنید، لطفاً به فهرست سازمان های مشاوره برای اقلیت های قومی كه در بخش ٣ آمده است مراجعه کنید. برای اطلاعات بیشتر، لطفاً از طریق تلفن ٧٥٩٨ ٤٦٣٣ ٠٢٠ با بخش مناسبات اهالی شورای شهرداری تماس بگیرید.

## Editor's notes

Every effort has been made to ensure that the information contained in the Guide was correct at the time of printing but we cannot accept responsibility for any errors or omissions. An inclusion in the Guide does not imply an endorsement by Sixty Plus.

The world of community services, housing and benefits is a rapidly changing one and we would recommend that you use the information in this Guide as a starting point and seek specialist advice where appropriate.

The telephone number prefix indicates the potential cost of a call:

- 080** = no charge to the caller
- 0845** = local rate call
- 0870** = national rate call
- 0871** = up to 10p a minute
- 09** = premium-rate numbers (charges vary)
- 077 / 078 / 079** = mobile phones (charges vary)

- Please keep this guide for future reference.
- Please check the RBKC website, which also holds the Community Plus database, for any new and updated information: [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

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## SECTION 1

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# Health and Well-Being

**Salud y Bienestar**

**Santé et Bien-être**

**Caafimaadka iyo ladnaanta guud**

**Saúde e Bem-Estar**

**الصحة والرفاهية**

**تندرستی و رفاه**





This section looks at health and growing older. It begins with a brief explanation of the structure of the Health Care system followed by an outline of your rights in the NHS and finishes with a brief section on health promotion.

## 1.1 Health Services

### The Health Care System

#### *The National Health Service*

The **National Health Service (NHS)** provides universal health care in the United Kingdom. It is free of charge except for some dental and eye care, although you may get free treatment for these if you are on a low income or receive Pension Credit (Guarantee Credit) or Income Support.

[www.nhs.uk](http://www.nhs.uk)

**NHS Direct** is the NHS Helpline. It is staffed by nurses and gives medical advice and information on health care. Advice and information may also be accessed from its web site. Interpreting services are available.

- **NHS Direct**  
☎ 0845 4647 • [www.nhs.direct.nhs.uk](http://www.nhs.direct.nhs.uk)

#### *Kensington and Chelsea Primary Care Trust (PCT)*

**Kensington and Chelsea Primary Care Trust** is responsible for providing and making improvements to local health services across the borough. The PCT works closely with General Practitioners (GPs), Dentists, Opticians, Pharmacies, the local authority and voluntary

groups to make local health services more efficient, more effective and more accountable to the community they serve.

- **Kensington and Chelsea PCT**  
Courtfield House, St Charles Hospital,  
Exmoor Street, W10 6DZ  
☎ 020 8962 4656

#### *Central and North West London Mental Health NHS Trust*

**Central and North West London Mental Health NHS Trust** (CNWL) provides mental health services and specialist substance misuse services across a number of boroughs including Kensington and Chelsea.

- **Central and North West London Mental Health Trust**  
30 Eastbourne Terrace, W2 6LA  
☎ 020 8237 2000 • [www.cnwl.org](http://www.cnwl.org)

### Minor Injuries Unit

The **Minor Injuries Unit** (MIU) offers a walk-in alternative to visiting a doctor for non-emergency treatments such as minor burns, injuries, cuts or sprains. The Unit is open from 9.00am–9.00pm every day except 25th December (Christmas). The X-ray department is open Monday to Friday 9.00am–8.00pm, Saturday and Sunday 10.00am–8.00pm.

If you are not sure whether your injury is minor and can be treated in the MIU, please telephone the unit for advice.

- **St Charles Hospital**  
Exmoor Street, W10 6DZ  
☎ 020 8962 4262

## Minor Treatment Centre

For advice and treatment on minor illnesses, a nurse-led service is available from Monday to Friday 8.00am–4.30pm, Saturdays 8.00am–12.00 midday. The Centre is based at:

- **South Westminster Centre for Health**  
82 Vincent Square, SW1P 2PF  
☎ 020 8746 5716

Minor Injuries Units are recommended for urgent problems that don't need to be seen in Accident & Emergency departments. Generally the waiting times are shorter than in busy A&E departments.

## Hospitals

The following hospitals have **Accident and Emergency Departments**. They are also the main hospitals to which you might be sent if you have an illness that requires hospital treatment, observation or continuing care:

- **Chelsea and Westminster Hospital**  
369 Fulham Road, SW10 9NH  
☎ 020 8746 8000
- **St Mary's Hospital**  
Praed Street, W2 1NY  
☎ 020 7886 6666
- **Charing Cross Hospital**  
Fulham Palace Road, W6 8RF  
☎ 020 8383 0000
- **Hammersmith Hospital**  
Du Cane Road, W12 0HS  
☎ 020 8383 1000

## Specialist Hospitals

- **The Royal Marsden Hospital (Oncology /Cancer)**  
203 Fulham Road, SW3 6JJ  
☎ 020 7352 8171
- **Royal Brompton and Harefield NHS Trust**  
(Heart and Lung conditions)  
Sydney Street, SW3 6NP  
☎ 020 7352 8121

## Rehabilitation

The following hospitals and nursing homes provide rehabilitation for older people. The nursing homes care for those who require continuing care and are physically and mentally frail:

- **St Charles Hospital and Princess Louise Hospital**  
☎ 020 8969 2488
- **Princess Louise of Kensington Nursing Home**  
Pangbourne Avenue, W10 6DL  
☎ 020 8962 4902 / 4906
- **Joan Bartlett Nursing Home**  
1 Beatrice Place, Marloes Road, W8 5LP  
☎ 020 962 4952

## Day Hospital

### Princess Louise of Kensington Day Hospital

The Day Hospital is for residents living in the following postal code areas: W10, W11, W2, W9 and NW6, who need medical, nursing and other health care. This includes assessment, investigations and treatments to

maintain their health and ability to function independently at home, preventing where possible the need for hospital admission. The person referred and the carer are offered support, advice and education. Referrals in the community are made by the GP to ensure all information about the person's previous medical history and medication is passed on to the Day Hospital.

An ambulance service is available for those who cannot make their own transport provision. Free tea and lunch is provided.

*Opening hours: Monday to Friday, 8.30am–5.00pm, excluding Bank Holidays.*

- **Princess Louise of Kensington (PLK) Day Hospital**  
Pangbourne Avenue, W10 6DL  
☎ 020 8962 4960

#### *Phoenix GP Unit*

The **Phoenix GP Unit**, based within St Charles Hospital, is a 15-bed ward providing an alternative to acute hospital treatment. The unit is nurse and therapy led and provides a homely environment in which to be treated. Patients are admitted on a short-term basis, for a variety of nursing, medical and therapy treatments and remain under the medical care of their own GP (doctor).

Referrals to the Unit can be made by anyone involved in the patient's care, but must have the agreement of the GP for the admission to proceed.

- **Phoenix GP Unit**  
St Charles Hospital, Exmoor Street, W10 6DZ  
☎ 020 8962 4296

#### *Social Services Teams in Hospitals*

There are two hospital Social Services teams providing services to the local acute hospitals.

**Chelsea and Westminster Hospital Social Services Team** provides a service to inpatients.

☎ 020 8746 8788

**St Mary's Hospital Social Services Team** provides a service to residents of Kensington and Chelsea who are inpatients at St Mary's, Hammersmith and Charing Cross Hospitals, as well as patients whose care is transferred to St Charles Hospital.

☎ 020 7886 6533

Older adults with mental health needs receive their health care from St Charles Hospital or South Kensington and Chelsea Mental Health Centre, depending on which part of the borough they live in.

There are dedicated Social Workers linked to both hospitals who work with the psychiatric and nursing teams to provide a service to patients of the mental health service.

- **St Charles Older Persons Mental Health Team**  
☎ 020 8962 4180

For residents in the south of the Borough, the mental health Social Worker is located with the Chelsea and Westminster Hospital Social Services team. *See above.*

#### *Consent Forms*

If you are going to have a surgical operation, you will have to sign a consent form giving your agreement to

the operation. If you are unsure about what the operation is for or what will be done, make sure that it is explained to you by the person in charge before you sign the form.

### *Benefits while you are in hospital*

Your benefits may change if you go into hospital, so let the Department for Work and Pensions (DWP) know if you are going in and again when you are discharged. You can ask the hospital Social Worker to help you. See *Section 2 page 87, Going into Hospital*.

## **Leaving Hospital**

Before you leave hospital, a nurse will discuss your care needs with you to ensure a safe and timely discharge. If necessary, the nurse will send a referral form, with your consent, to the hospital Social Services team. A Care Manager will visit you on the ward to discuss your needs with you and assist the medical and Occupational or Physiotherapy staff to plan your safe discharge.

The hospitals and Social Services work together to ensure that patients are not delayed unnecessarily in hospital where there is an increased risk of picking up infections. Recently, the government has introduced a system whereby Social Services are liable for financial penalties should the reason for a patient's delay be solely the responsibility of Social Services.

The Care Manager will provide you with a Care Plan, with details of the support that has been set up for you including contact telephone numbers. The charging policy for any provision of home care services will be discussed with you.

Following discharge from hospital the Care Manager will contact you to check whether you have the right amount of care and arrange a home visit if necessary.

If you need further rehabilitation following your stay in the acute hospital, your medical team may refer you to have this care at St Charles Hospital or Thamesbrook. Your Care Manager will remain involved to ensure that your needs are met following discharge from these rehabilitation settings.

Most people wish to remain as independent as possible and live in their own homes, but some people are unable to do so following serious illness. In these situations, the Care Manager will ensure that your needs are assessed under the criteria for Continuing Care and will work with you and those close to you to find the most appropriate care setting or support, within available resources.

A leaflet, *Leaving Hospital – Information about your discharge from hospital*, is available from the Social Services Publications Team on

**☎ 020 7361 2223 / 3630**

### *Return Home Safely Service*

This service is for residents of Kensington, Chelsea and Westminster who need some support after being discharged from hospital or after attending Accident and Emergency. This service does not replace any existing services but it is for people who need immediate, short-term, practical help (i.e. turning on heating, making a cup of tea, doing basic shopping, and generally making people comfortable at home) to assist them on the day they are discharged home and for a short time afterwards. The **Return Home Safely Service – Discharge**

**Teams** are based at:

- **St Mary's Hospital**, Acrow West, Praed Street, W2 1NY  
☎ 020 7886 1360
- **Chelsea and Westminster Hospital**, 369 Fulham Road, SW10 9NH  
☎ 020 8746 1560

See also page 26 **Community Rehabilitation Team**.

### *The Enabling Service*

This service is for people aged over 65, living in Kensington and Chelsea, who have recently received hospital treatment and need help in regaining confidence to manage at home and in the community.

The service is provided free of charge for up to six weeks. If necessary, assistance is given after this time to find alternative care which you may have to pay for.

Some of the tasks that the service can help with are: personal care (bathing, dressing), cooking, going to places such as shops and post offices, visiting day centres, pursuing hobbies, housekeeping, and maintaining communication with family and friends, for example, writing letters. Referrals are made through Care Managers.

For general information about the **Enabling Service**, contact: **020 7938 8231**.

### *Transport to Hospital*

The **Hospital Travel Costs Scheme** is a reimbursement scheme for people who do not have a medical need for an ambulance, but cannot afford the cost of travel to hospital. To qualify you must be on means-

tested benefits. Full or partial reimbursement may be available to those patients who are assessed as being on low income. Further information is given in leaflet HC11 which should be available in the hospital.

- **Hospital Travel Cost Scheme**  
☎ 0845 850 1166 for general advice  
☎ 08701 555 455 to order information leaflet HC11  
[www.doh.gov.uk/nhscharges/hc11/htm](http://www.doh.gov.uk/nhscharges/hc11/htm)

You are entitled to free transport to hospital if you are unable to travel there by yourself. Your doctor will be able to arrange this for your first appointment, but you must give him enough notice. The hospital will then book transport for your further appointments.

The **K&C Hospital Plus Bus Link** offers daily trips to main hospitals such as The Chelsea & Westminster Hospital, St Mary's and other hospitals in the Borough as well as to doctors' surgeries. This service is for: people who are elderly, disabled or with limited mobility, victims of crime and mothers with small children. The service is door-to-door using fully accessible minibuses and there is a small fare each way. For more information call:

☎ 020 8960 8774

### *Pets*

If you are receiving benefits and you are worried about who will look after your pet while you are in hospital or away from home, contact:

- **The Blue Cross Animal Hospital**  
5 Hugh Street, Victoria SW1V 1QQ  
☎ 020 7932 2370 (24 hours) or ask your Social Worker  
[www.thebluecross.org.uk](http://www.thebluecross.org.uk)



## The Cinnamon Trust

The Cinnamon Trust is a charity to help older people and those with serious illnesses to look after their pets. Practical help such as dog walking for someone who is housebound, can be provided by volunteers. Long-term care for pets can also be arranged between owners and the Trust. To find out more about the Cinnamon Trust and even how to become a volunteer contact:

- **The Cinnamon Trust**

Foundry House, Foundry Square, Hayle,  
Cornwall, TR27 4HE  
☎ **01736 757900** • [www.cinnamon.org.uk](http://www.cinnamon.org.uk)

The local library may have copies of the Cinnamon Trust's leaflet.

## Walk-in Centres

A nurse-led service is available for advice and treatment of minor illnesses at:

- **Parsons Green NHS Walk-in Centre:**

5–7 Parsons Green, SW6 4UL  
☎ **020 8846 6758**  
Monday to Friday 8.00am–8.00pm,  
Saturday and Sunday 9.00am–6.00pm

- **Charing Cross Hospital Walk-in Centre:**

Ground floor/South Wing, Fulham Palace Road, W8 8RF  
☎ **020 8846 7490**  
Monday to Friday, 8.00am–10.00pm  
Saturday and Sunday, 9.00am–10.00pm

## Single Assessment Process (SAP)

The Single Assessment Process applies to health and social services, care providers, voluntary sector organisations and housing departments.

Many older people have both health and social care needs and agencies must work together so that the assessment and care planning process covers all the needs an individual may have. The Single Assessment Process is being introduced so that services for older people are more effective and co-ordinated. In 2004 a Standard Assessment tool for older people was introduced for use by all of the organisations in North West London.

*See Section 5 page 158 for more information.*

## Doctors (General Practitioners)

### Registering

It is very important to be registered with a local doctor (GP). For a list of GP Practices near you, phone:

☎ **0845 4647** NHS Direct  
☎ **020 7150 8072** (for doctors in Kensington,  
Chelsea and Westminster)

Or visit the NHS website:

[www.nhs.uk](http://www.nhs.uk)

In an emergency you can go to any doctor and although they have an appointments system, you can ask to be seen as soon as possible. If you are having difficulty registering with a doctor, contact Westminster Primary Care Trust:

☎ **020 7150 8000**

If you are too ill to visit your doctor, explain what is wrong and ask for a home visit. Ensure that you ring the surgery as soon as possible after it opens to arrange this. Some doctors use a deputising service for out-of-hours visits. Therefore, it may not be your own GP who visits you.

### *Patient Choice*

Starting in 2005 you will increasingly be offered choice of service at your GP surgery in Kensington and Chelsea. If your GP recommends an appointment at a hospital or other service, then you will be offered a choice of four or five places to go. This will start with some of the most common services needed for example, dealing with cataracts, with information given on waiting times and how to get there for each of the choices. You will then be able to phone to arrange a date or time for your appointment. Eventually you may be able to do this in the GP surgery before you go home. The services you can choose from will be based on local hospitals and services.

### *Changing Doctors*

If you wish to change your doctor, take your medical card to the new doctor and ask to be included on their NHS list. A doctor is obliged to take you as a patient if your registered address falls within the practice's boundary of postcodes. However, you will need to check with the doctor's receptionist to see if the surgery's list is full and closed to new patients. If the list is closed, the receptionist will provide you with information about how to find another doctor. The new doctor will then arrange for the transfer of your medical records.

### *Free Health Checks*

Your doctor (GP) will invite you for a health check when you register and if you are over 75 and have not been seen by your GP in the preceding 12 months. This check can often take place in your own home.

### *Practice Nurses*

Practice Nurses are surgery-based, and perform a variety of tasks such as dressings, immunisations, minor treatments, disease management and health promotion advice. They are usually employed by the practice.

### *Influenza and pneumonia vaccine*

The influenza vaccine is available from October each year on request. You are automatically entitled to it if you are aged 65 and over or live in a residential or nursing home. If you are housebound, your GP will arrange for the District Nurse to administer this. The pneumonia vaccine is offered to people over 80.

### *Medication*

If you are having problems managing or taking your medication, your doctor, District Nurse or Community Pharmacist (chemist) can arrange for an assessment and provision of support to help you with your medicines.

Support offered will include:

- labelling of medicines with large print or Braille,
- removing tablets/capsules from blister packs and repackaging in a bottle,
- reminder charts,

- medicines administration records,
- medicines supplied in a multi-compartment compliance aid.

See also page 25, **Community Pharmacists**.

The **Intensive Home Support Service (IHSS)** is a rapid response service provided to adults who are *not* currently known to Social Services. The purpose of this service is to help reduce avoidable hospital admissions by providing personal care, housework, shopping or respite care in an emergency. The service lasts for up to two weeks and is free for this period. If an ongoing service is required afterwards a referral is made to Social Services. Referrals are accepted from your GP, District Nurse, Social Worker or you can self-refer. Please contact the IHSS Co-ordinator on:

☎ **020 8846 1178**

### *Respite*

Your GP or Social Worker can arrange short stays in a residential home or nursing home to enable your carer to have a rest. They can also help to arrange extra support or care before a crisis occurs.

See Section 5, page 181, **Services for Carers**.

### *Hearing loss*

If you are having difficulties with your hearing, do not automatically blame it on your age because it may be a build-up of wax. See your GP and ask him to check your ears. A treatment of drops or syringing may clear up the problem. If this does not work, he will refer you to the Audiologist for a more detailed examination and may prescribe hearing aids, which are free on the NHS.

**The Hearing Aid Centre** is for people living in Kensington and Chelsea. It has a direct referral service from the GP for people over 60 and also offers home visits, although there is a waiting list for this. Repairs are carried out at the centre and you can have your batteries replaced and hearing aids ‘retubed’.

- **The Hearing Aid Centre**

2 Beatrice Place, Marloes Road, W8 5LW

☎ **020 8846 6011**

*Monday to Friday 11.00am–12.00 midday*

*Monday, Tuesday or Wednesday from 2.00pm–2.30pm*

There are also services at **Charing Cross Hospital**

☎ **020 8846 1021**

*Services including repairs are available*

*Tuesday, Wednesday, Thursday and Friday*

*from 9.30am–12.00 midday*

If you live in Kensington and Chelsea and Westminster, an audiology service is available at **St Mary’s Hospital**. A home visiting service is not provided.

☎ **020 7886 1015**

Some people with hearing loss use additional equipment as well as their hearing aids. These devices help you to hear particular sounds around the home or attract your attention visually.

You may have difficulty hearing the telephone or the doorbell, or you may only hear the television or radio if the volume is turned up very high. Specially designed devices are available for amplifying the sound of televisions, doorbells, radios and telephones. Some phones are fitted with an ‘inductive coupler’ which can be used by hearing aid users who have a ‘T’ switch on their aid.



This type of equipment is available through the Occupational Therapists at your Social Services department (see page 28).

If you have social work needs, **other than equipment**, please contact the Social Worker for Hearing Impairment:

☎ **020 7361 2468** Sensory Impairment Team  
Minicom: 020 7937 7232 • Fax: 020 7361 2148

The RNID has a detailed factsheet called *Telephones for Hard of Hearing People*. This leaflet and a catalogue of other publications is available from:

- **RNID for Deaf and Hard of Hearing People**  
☎ **0808 808 0123** Information Line  
☎ **0808 808 9000** Textphone Helpline  
e: [informationline@rnid.org.uk](mailto:informationline@rnid.org.uk) • [www.rnid.org.uk](http://www.rnid.org.uk)

British Telecom provides a variety of devices to help people with hearing loss.

- **BT Age and Disability Helpline**  
☎ **0800 919 591**  
☎ **0800 243 123** (minicom/textphone)

See Section 5 page 179 for further information on **hearing loss services**.

## Health Centres

As well as your GP surgery, you can go to your local Health Centre for a range of services and advice on all aspects of your health.

## Kensington and Chelsea Primary Care Trust (PCT)

- **Colville Health Centre**  
51 Kensington Park Road, W11 1PA  
☎ **020 7221 2650**  
*Podiatry, Dietician, Community Psychiatric Nurse, District Nurse, Continence Adviser, Health Visitors, Physiotherapy, Speech Therapy*
- **St Charles Family Health Centre**  
St Charles Hospital, Exmoor Street, W10 6DZ  
☎ **020 8962 4466**  
*District Nurse, Podiatry, Health Visitors, Leg Ulcer Clinic*
- **Walmer Road Clinic**  
Eastry House, 226 Walmer Road, W11 4ET  
☎ **020 7243 0296**  
*District Nurse, Podiatry.*
- **Emperor's Gate Centre**  
49 Emperor's Gate, SW7 4HJ  
☎ **020 8237 5353**  
*District Nurse, Podiatry, Health Visitors, Family Planning Clinic*
- **The Abingdon Health Centre**  
88–92 Earl's Court Road, W8 6EG  
☎ **020 8846 6200**  
*District Nurse, Health Visitors, Podiatry, Family Planning Clinic*
- **Violet Melchett Clinic**  
30 Flood Walk, SW3 5RR  
☎ **020 8846 6677**  
*Podiatry, Physiotherapy, District Nurse, Health Visitors, Community Dental Service, School Nursing Service, Family Planning Clinic*

- **World's End Health Centre**

529 King's Road, SW10 0UD

☎ **020 8846 6333**

*Podiatry, Community Dietetic Service, District Nurse, Heath Visitors, Community Rehabilitation, Community Dental Service, Family Planning Clinic*

## **District Nurses**

District Nurses are employed by the Health Trusts and are based in Health Centres to carry out visits to people who are in need of nursing care in the community. GP or practice staff can refer patients or people who are housebound for blood pressure checks, medication, wound dressing and care in the last stages of life. You can contact them direct by ringing the nearest Health Centre. *See above.*

District Nurses can arrange for the loan of medical equipment such as commodes and pressure mattresses. The District Nursing service is available 24 hours a day.

### *Continence*

A team of specialist continence nurses is based at The Gate House, St Charles Hospital, Exmoor Street, W10 6DZ. District Nurses also give continence advice, carry out assessments and arrange for the delivery of incontinence pads and the loan of commodes.

**The Continence Nursing Team** can be contacted on:

☎ **020 8962 4546** • Fax: 020 8962 4158

The **Continence Foundation Helpline** offers confidential advice from a specialist nurse. They produce a number of free leaflets.

- **The Continence Foundation**

307 Hatton Square, 16 Baldwins Gardens, EC1N 7RJ

☎ **0845 345 0165** *Helpline open Monday to Friday 9.30 am–1.00pm* • [www.continence-foundation.org.uk](http://www.continence-foundation.org.uk)

## **Dentists**

It is important to register with a local dentist and to have regular dental checks. Dental treatment is not free for most people. However, if you are on a low income or receiving benefits, you may be entitled to free treatment. Your dentist will discuss with you whether your treatment will be under the NHS (for which there may be a charge), or private, or a mixture of both. If you are registered with a dentist, you are entitled to emergency or out-of-hours dental care.

If you are not registered, an emergency dental service is available at:

- **Charing Cross Hospital**

Fulham Palace Road, W6 8RF

☎ **020 8846 1005**

For more advice on finding a dentist, emergency dental services, or for a list of dental practices in Kensington and Chelsea that provide NHS treatment, phone **NHS Direct 0845 4647**.

### *Community Dental Services*

The **Community Dental Services** provide a service to people with special needs, learning and physical disabilities, with complex medical conditions, social and psychological problems and children with severe dental decay. Access to this service is by self-referral or by

other agencies. For more information contact **The Dental Office:**

☎ 020 8795 6313 / 6315

## Optometrists (Opticians)

A visit to the optometrist (ophthalmic optician) for an eye examination becomes more important as you get older. An eye examination can tell more than whether you need a pair of glasses or if your eyes are healthy. It can also reveal other health conditions.

The incidence of many eye diseases, such as cataracts or glaucoma, increases with age and can lead to a gradual diminishing of vision. Early diagnosis and treatment is therefore vital.

General medical conditions like diabetes and high blood pressure can also affect the eyes. Your optometrist will check for these and other conditions during your eye examination. If anything unusual is noticed he will write to your doctor who will then refer you to the hospital specialist for further examination.

There is no charge for your eye test once you reach the age of 60 and NHS vouchers are available towards the cost of lenses, provided you or your partner are in receipt of Pension Credit (Guarantee Credit) or Income Support or have certificate HC2. (See *Section 2 page 81, Health Care Benefits.*)

Eye examinations are recommended for most people every two years. Some optometrists will want to see you more often and will advise you accordingly. If you ever have any sudden change in your vision, pain in the

eyes or are simply worried about your eyes, make an appointment to see your optometrist as soon as possible or go straight to a specialist eye hospital.

- **Moorfields Eye Hospital**  
162 City Road, EC1V 2PD  
☎ 020 7253 3411

- **Western Eye Hospital**  
171 Marylebone Road, NW1 5YE  
☎ 020 7886 6666

If you have sight loss, you may be eligible to be registered as blind or partially sighted. If you are not currently seeing a hospital consultant, ask your GP to make a referral to an eye specialist who may provide a CV1 (Certificate of Visual Impairment), which will enable you to register with Social Services as a blind or partially sighted person.

You can contact the Social Worker for Visual Impairment on:

☎ 020 7361 2968 Sensory Impairment Team

See *Section 5 page 176 for further information on sight loss services.*

## Podiatrist (Chiropodists)

Podiatry (chiropody) services are provided at local Health Centres on the basis of your medical and podiatry need in accordance with the service eligibility criteria. There is also a domiciliary service for housebound people and a transport service is provided for those who cannot use public transport.

Demand on services is high so NHS podiatry care is offered in accordance with the service criteria. If you do not qualify, there are training sessions to help you look after your feet yourself. To apply for NHS podiatry treatment and for details of training sessions call your local health centre for a referral form.

You may wish to seek private podiatry treatment. The **Health Professionals Council (HPC)** will be able to recommend a local Podiatrist:

☎ 020 8562 0866

www.hpc.org

### *Emergency Podiatry Treatment*

A walk-in emergency clinic is available at **St Charles Podiatry Department** on Wednesday mornings from 9.00am to 10.30am. This clinic is for the treatment of wounds, infections or acute pain in the foot and is on a first-come basis.

- **St Charles Hospital Podiatry Department**

Exmoor Street, W10 6EZ

☎ 020 8962 4477

Other Emergency Podiatry Clinics are available at:

- **Parsons Green NHS Walk-in Centre**

5–7 Parsons Green, SW6 4UL

☎ 020 8846 6758

Monday 9.00am–7.30pm, Thursday 5.15pm–7.30pm

- **Charing Cross Hospital**

Ground floor/ South Wing, Fulham Palace Road, W6 8RF

☎ 020 8846 1621 Thursdays 1.30pm

- **The Society of Chiropodists and Podiatrists**

53 Welbeck Street, W1M 7HE

☎ 020 7486 3381

**EPICS** provides an appointment-based service for members who have a medical need for podiatry.

- **EPICS**

The Westway Centre, 2–4 Malton Road, W10 5UP

☎ 020 7598 4600

## **Community Pharmacists**

Your local pharmacist (chemist) is an expert on all aspects of safe and proper use of medicines.

A Community Pharmacist can dispense both NHS and private prescriptions, as well as counselling on how to take your prescribed medicine. People over the age of 60 are entitled to free prescriptions on the NHS although you may have to show proof of age.

A pharmacist is also available without appointment to advise you on:

- appropriate treatment for minor ailments (referring you to a doctor if necessary) and is qualified to help you choose appropriate medicines,
- how to store and dispose of your medicines properly,
- side effects of medicines, and how they may be reduced or eliminated by a change of medication,
- the safety and appropriateness of using prescribed medicines with medicines which are available ‘over the counter’.

Under the NHS, pharmacists can provide stoma and continence items as well as compression hosiery and trusses with a prescription from your GP. Some pharmacies stock, or can order, aids to daily living for older people or disabled people. Pharmacists can provide 'easy-to-open' caps for bottles, and Braille or large print labels on request.

Many pharmacists will collect prescriptions from the doctor at the request of a patient and also deliver the medicine to the patient's home.

If an emergency prescription is required outside normal hours, there is a rota of late opening pharmacists published in the local paper. Your doctor will also have a list of chemists who work out-of-hours or you can find out about pharmacies and opening hours by contacting:

☎ **0845 4647 NHS Direct** • [www.nhs.uk](http://www.nhs.uk)

**Zafash Pharmacy** is open 24 hours.

233–235 Old Brompton Road, SW5 OEW  
☎ **020 7373 2798**

See also page 15, *medication*.

## **Physiotherapy and Rehabilitation Services: Community Rehabilitation Team**

### *Community Physiotherapy Services*

These services are especially concerned with the mobility and independence of older people. You may be referred by your doctor or you may contact them for a referral form yourself. They supply walking aids, for example: walking sticks and zimmer frames. They can also visit housebound people in their own homes and may suggest

an exercise programme to help people to get fit and active again.

If you need to see a physiotherapist following an injury, it may be more appropriate for you to be seen at an Outpatients Department to which your Doctor (GP) can refer you.

- **Community Rehabilitation Team**

World's End Health Centre, 529 King's Road, SW10 0UD  
☎ **020 8237 2535**

**Thamesbrook** takes people, over the age of 65 years, who have been referred from hospital, for a rehabilitation programme before they return home. Referrals can also be from the community to try to prevent hospital admissions.

- **Thamesbrook**

2 Dovehouse Street, SW3 6LA  
☎ **020 7352 1004**

### *Community Rehabilitation Team*

The Community Rehabilitation Team works alongside local hospitals. There are a number of different therapists who work in this team: Physiotherapists, Occupational Therapists, Speech and Language Therapists, Dieticians and Podiatrists. The service provides assessment and rehabilitation in mobility, daily living skills, healthy living and safety in the home. It also aims to prevent unnecessary hospital admissions, keeping people at home for as long as possible. In addition the service helps to support carers to reduce the risks of them suffering physical injury or emotional stress while caring for someone. See Section 5 page 181 for further information on **carers**.



The Team may refer you to a more appropriate service such as: Outpatients Physiotherapy Department, Day Centre, Day Hospital, Palliative Care or Continuing Care.

Single Assessment referral forms are available on request from the Community Rehabilitation Team or other health professionals. Anyone can make a referral. See *above for contact details*.

## Occupational Therapy

The aim of occupational therapy provided by Social Services is to help you make the most of your abilities and to enable you to function safely both within your own home and outside. They may be able to provide or arrange for:

- advice on managing the difficulties caused by physical disability,
- equipment to help with daily living and personal care,
- minor home adaptations such as grab rails and stair rails,
- major structural alterations to kitchens and bathrooms, stair lifts and ramps.
- **North Occupational Therapy Service**  
140 Ladbrooke Grove, W10 5ND  
☎ 020 7598 4430 • e: otnorth@rbkc.gov.uk
- **Central Occupational Therapy Service**  
282 Earls Court Road, SW5 9AS  
☎ 020 7598 4971 • e: otcentral@rbkc.gov.uk
- **South Occupational Therapy Service**  
Chelsea Old Town Hall, King's Road, SW3 5EE  
☎ 020 7361 4015 • e: otsouth@rbkc.gov.uk

As well as equipment and adaptations through Social Services OT, there is an occupational therapy service for rehabilitation following discharge from hospital or following an illness. An occupational therapist (OT) from the Community Rehabilitation Team will assess your needs and establish a programme for you at home. This may be carried out in conjunction with another therapist from the Community Rehabilitation Team. See *page 27 for contact details*.

### Mobility

Some aids to mobility are supplied by the physiotherapist. Anyone can refer you or you can contact the physiotherapy service yourself. The physiotherapist will visit you at home if you are housebound. See '**Community Physiotherapy Services**' on *page 26 for further details*.

The **Chelsea and Westminster Healthcare NHS Trust** runs an eight-week programme for individuals living in the community. The aim is to: educate to reduce the risk of falls and to learn coping strategies, if having fallen; to prevent injury, increase confidence and improve physical strength, balance and general fitness. Referrals are made through your GP, physiotherapist or occupational therapist. Ask them for more information.

### Falls

There is not a separate specialist Falls Team/Service within Kensington and Chelsea PCT, however Falls are managed in a variety of settings throughout the borough. In the North, **Falls Clinics** are provided at Princess Louise of Kensington Day Hospital and, in the South, at Chelsea & Westminster Hospital.

**Falls Prevention and Rehabilitation** is provided by St Mary's and Chelsea & Westminster Hospitals (Medicine & Elderly wards), Princess Louise of Kensington Day Hospital, the Community Rehabilitation Team (CRT), Thamesbrook and EPICS.

*For contact details see pages 4, 5, 25, 27.*

### *Wheelchairs*

**Brent PCT: Kensington, Chelsea and Westminster Wheelchair Service** supplies wheelchairs for adults on long or short-term loan. Alternatively, they offer the Voucher Scheme which can be used to assist with the purchase of a manual wheelchair. You can contact the Wheelchair Service yourself or be referred by a family member, GP or health professional. There is a waiting list for an assessment but people with urgent needs will be seen as soon as possible.

- **Brent PCT: Kensington, Chelsea and Westminster Wheelchair Service**

Willesden Community Hospital,  
Harlesden Road, NW10 3RY

☎ **020 8451 8048** for long-term loan

*Office hours Monday to Friday 9.30 am–12.30pm,  
1.30pm–2.30pm*

☎ **020 8451 8450** for short-term loan: outdoor or temporary use and for information about the Voucher Scheme

*Office hours Monday to Friday 8.30am–12.30pm*

An answerphone is available for the above numbers.

**The British Red Cross Medical Loan Service** hires wheelchairs and commodes on short-term loan. A refundable £30 deposit is necessary for wheelchairs and a £10 refundable deposit for commodes.

- **British Red Cross Medical Loan Service**

67 Old Church Street, SW3 5BS

☎ **020 7352 8550** for reservations

**Action Disability Kensington and Chelsea** supplies wheelchairs for short-term use.

- **Action Disability Kensington and Chelsea (ADKC)**

Whitstable House, Silchester Rd, W10 6SB

☎ **020 8960 8888** • e: [adkc@adkc.org.uk](mailto:adkc@adkc.org.uk)

## **Speech and Language Therapy**

The Community/Outpatient Speech and Language Therapy Service is available to adults living in Kensington and Chelsea who are experiencing swallowing and/or communication difficulties. These may affect speech, voice, fluency and spoken/written language functions in everyday activities and can be associated with a wide range of conditions, for example stroke and Parkinson's disease. If it is more appropriate, people can be seen for appointments in their own home or nursing home, rather than attending a hospital outpatient appointment.

Speech and Language Therapists are employed by Kensington and Chelsea Primary Care Trust. They work as part of the Kensington and Chelsea Community Rehabilitation Team, Stroke Team and at Chelsea and Westminster, St Charles and Princess Louise of Kensington Hospitals.

For general enquiries and further information about the services available, please contact:

- **The Kensington and Chelsea Speech and Language Therapy Adult Community Service**  
St Charles Hospital, 1st Floor, Edith Cavell Rehabilitation Unit, Exmoor Street, W10 6DZ  
☎ 020 8962 4862

## Memory Loss and Dementia Services

There is a wide range of services available to support you and/or your family, carers and friends whether closely or partly involved. If you are worried about memory loss for yourself or someone else, you can ask your doctor for an assessment, speak to your Practice Nurse or contact the Dementia Development Team staff who will be able to provide information and support.

**The Dementia Development Team** maintains a Memory Loss and Dementia Resource Library in the borough, which is available for carers and friends, and anyone interested in dementia. This is based at the offices of the Social Services Dementia Team which also provides information, advice and support groups for family carers and staff working in Care and Health Services.

The Dementia Development Team promotes excellence in dementia care and person-centred care within services supporting people with dementia.

- **The Dementia Development Team**  
The Westway Centre, 2–4 Malton Road, W10 5UP  
☎ 020 7598 4648 / 4664 / 4667

See also Section 5.6 page 181, **Services for carers.**

It may be helpful to attend a Day Centre where specialist help is available. Transport is provided to take you there and home again at the end of the day. The Day Centre aims to provide a pleasant environment, giving you an opportunity to be with other people during the day and to participate in various interesting activities. Your Social Worker will be able to arrange a visit.

- **Edenham Day Centre**  
1 Elkstone Road, W10 5NT  
☎ 020 8960 1301
- **The Quest Day Centre**  
85 Clarendon Road, W11 4XQ  
☎ 020 7243 0117

**Age Concern Kensington and Chelsea** has a Dementia Outreach Service with specialist key workers who offer regular support and stimulating activities for people in their own homes who have memory loss.

- **Age Concern Kensington and Chelsea**  
Kensington Charity Centre, Charles House,  
375 Kensington High Street, W14 8QH  
www.ackc.org.uk  
*Please note: This is Age Concern's new address from 1 May 2005. Calls will be re-routed for one year.*  
☎ 020 7938 3944

**Admiral Nurses** provide support, information and practical advice to carers of people with dementia. Carers can contact them direct.

- **Admiral Nurse Service (North)**  
The Medical Centre, 7E Woodfield Rd, W9 3XZ  
☎ 020 8451 8131



- **Admiral Nurse Service (South)**  
3 Beatrice Place, Marloes Road, W8 5LW  
☎ 020 8846 6001

See Section 5 pages 169 for **Alzheimer's Society** contact details.

## Mental Health Services

Support for older people at home with mental health concerns is available from the **Central and North West London (CNWL) Mental Health NHS Trust** and from **Social Services**. This can include practical help with living at home, day centres and visits from the community psychiatric nurse.

Residential care is also available for older people with higher support needs or for those who meet NHS continuing care criteria. Specialist services are available for people with memory loss, depression and other types of mental illness. Leaflets about these services are available in libraries, GP surgeries, Social Services offices and advice agencies or by calling **Kensington and Chelsea Primary Care Trust (PCT)** or **Westminster Primary Care Trust (PCT)**.

- ☎ 020 8969 2488 Kensington and Chelsea PCT
- ☎ 020 7150 8000 Westminster PCT

Walk-in clinics are based at:

- **Mental Health Unit**  
St Charles Hospital, Exmoor Street, W10 6DZ  
☎ 020 8962 4189
- **South Kensington and Chelsea Mental Health Centre**  
1 Nightingale Place, SW10 9NG  
☎ 020 8237 2000 Central switchboard (CNWL)  
Mental Health Trust

**Community Mental Health Teams** are based at these centres. These teams will assess people with suspected dementia or depression either at the Unit or in their home, and offer support to them and their carers to enable them to function as comfortably and safely as possible.

**Community Psychiatric Nurses** are also available to support the Mental Health Teams, and Day Centres can assist with on-going care.

Continuing care and respite facilities are available for people with mental health problems aged 65 and over at:

- **Central and North West London Mental Health Trust**  
Beatrice Place, Marloes Road, W8 5LP  
☎ 020 8846 6045  
[www.cnwl.org](http://www.cnwl.org)
- **Kensington and Chelsea PCT**  
Hannah/Iris Unit, Princess Louise of Kensington Nursing Home, Pangbourne Avenue, W10 6DL  
☎ 020 8962 4946

**MindinfoLine** offers confidential help on a range of mental health issues: **0845 766 0163** (for the price of a local call).

[www.mind.org.uk](http://www.mind.org.uk)

**SMART** promotes mental health through purposeful activities such as: providing rehabilitation and training towards work opportunities, social clubs and drop-in sessions for people of all ages.

15 Gertrude Street, SW10 0JN  
☎ 020 7376 4668 • e: [smart.chelsea@btclick.com](mailto:smart.chelsea@btclick.com)  
[www.smartlondon.org.uk](http://www.smartlondon.org.uk)

## Counselling

Emotional and psychological suffering is very common although not always easily recognised by other people. Everyone has times of emotional crisis in their lives and it is always best to seek support from friends or from the care services. Your GP can advise you and prescribe medication or refer you to a counsellor.

You can contact the **Westminster Pastoral Foundation** yourself. Counselling involves support, listening and sometimes guidance through times of emotional distress. Fees are on a sliding scale according to your income.

- **The Westminster Pastoral Foundation**  
23 Kensington Square, W8 5HN  
☎ 020 7361 4800 • [www.wpf.org.uk](http://www.wpf.org.uk)

The **British Association for Counselling and Psychotherapy (BACP)** can tell you about private counselling and psychotherapy resources in your area. Some practitioners have a sliding scale of fees. The BACP also publishes a leaflet explaining what is involved in counselling and psychotherapy and whom it can help.

- **British Association for Counselling and Psychotherapy (BACP)**  
BACP House, 35–37 Albert Street, Rugby, Warwickshire, CV21 2SG  
☎ 0870 443 5252 • [www.bacp.co.uk](http://www.bacp.co.uk)

**Samaritans** offer a 24 hour totally confidential telephone service if you are distressed and would like to talk.

- **Samaritans**  
☎ 08457 909090 National Helpline  
☎ 020 7734 2800 Local Helpline

**Rethink Severe Mental Illness** (formerly known as the National Schizophrenia Fellowship) campaigns and provides services on behalf of people affected by severe mental illness and their carers.

- **Rethink** (Head office)  
30 Tabernacle Street, EC2A 4DD  
☎ 0845 456 0455  
☎ 020 8974 6814 *National Advice Service, Monday to Friday, 10.00am–3.00pm* • [www.rethink.org](http://www.rethink.org)

Rethink has a number of carers' groups nationwide. At the time of writing there was no group based in Kensington and Chelsea. Consult their website to find the nearest group.

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

**The Depression Alliance** is a leading UK Charity for people affected by depression. They provide information, support and understanding through their network of self-help groups. They produce a range of information leaflets.

- **The Depression Alliance**  
35 Westminster Bridge Road, SE1 7JB  
[www.depressionalliance.org](http://www.depressionalliance.org)

**Saneline** is a confidential service that gives information to callers about where they can access care. They offer emotional and crisis support to people with mental health problems, their families and friends. Information is also available to health professionals and organisations working in mental health fields.

- **Saneline**  
☎ 0845 767 8000

## **Palliative Care (Care of the Dying)**

Palliative care focuses on a person's quality of life during terminal illness rather than on curing the disease. It concentrates especially on relieving pain and other symptoms but also on social support and providing an environment that best suits a person's needs. Palliative care can be provided at home, in nursing homes, residential homes, in hospital, or in a hospice.

The NHS supports people to remain in their own homes for as long as possible if that is what they want. The level of care provided by the NHS and Social Services will depend on the patient's needs. The needs of carers are also taken into account at all times including support following bereavement.

- **Trinity Hospice**  
30 Clapham Common North Side, SW4 0RN  
☎ 020 7787 1000
- **Pembridge Unit**  
St Charles Hospital, Exmoor Street, W10 6DZ  
☎ 020 8962 4411

### *Specialist Community Nursing Team*

**The Pembridge Palliative Care Centre** provides specialist palliative care to patients in the community who are registered with a GP in Kensington and Chelsea, Hammersmith and Fulham and Brent and some areas of Westminster.

☎ 020 8962 4406

**Macmillan Nurses** offer emotional support and can give information about other support groups and organisations to people who are affected by cancer.

- **Macmillan Information Line**  
☎ 0808 808 2020 Freephone

**District Nurses** will provide support at home and can be accessed through your GP or local Health Centre.

See Section 3 page 111 for information on **Bereavement Counselling**.

## **Alcohol and Drugs Services**

If you are worried about your own or someone else's use of drugs or alcohol, there are a number of services which provide confidential advice, information and help. Your GP is a useful first point of contact for advice and also for referral to a more specialist service.

Social Services have a Substance Use Social Work Team who can provide specialist advice and information, arrange referrals, assessments and access to treatment programmes.

- **Substance Misuse Services**  
69 Warwick Road, SW5 9HB  
☎ 020 8746 5800

**The Central and North West London Mental Health NHS Trust** provides community-based substance misuse services, called Community Assessment and Primary Services (CAPS).

- **CAPS South** (for people living in Kensington and Chelsea)  
69 Warwick Road, SW5 9HB  
☎ **020 8746 5800**

### *Voluntary Organisations*

**Alcohol Resource Centre (ARC)**. This is a walk-in advice service open to residents of Kensington, Chelsea and North Westminster.

314 Ladbroke Grove, W10 5NQ  
☎ **020 8960 5505** • e: arc@rugby-house.demon.co.uk

**Alcoholics Anonymous (AA)** offers a telephone helpline and referral to meetings.

☎ **020 7833 0022**  
☎ **08457 769 755** • www.aa-uk.org.uk

**AL-ANON** offers support for family members of people with alcohol problems.

☎ **020 7403 0888** • www.al-anonuk.org.uk

**Narcotics Anonymous (NA)** can offer help if you are having problems with drugs.

☎ **020 7730 0009** *Helpline open 10.00am–10.00pm, 7 days a week* • e: pi@ukna.org • www.ukna.org

**New Roots** is a community-based drug and alcohol related advice service for Black and Minority Ethnic groups. It offers a range of information, advice and support services.

Rugby House Project, 474–480 Holloway Road, N7 6HT  
☎ **020 7272 2617** • e: newroots@rugbyhouse.org.uk

## **HIV, AIDS and Sexual Health**

Human Immunodeficiency Virus (HIV) is the virus that can lead to a condition called AIDS. People can become infected with HIV and they can pass it on to other people. A person infected with HIV is infected for life. People infected with HIV can look and feel well for a long time.

Acquired Immune Deficiency Syndrome (AIDS) is the condition of being infected with HIV as well as one of a number of particularly severe illnesses. There is currently no cure once someone is infected, although there are now medications that can help control how the virus affects the body. There is currently no vaccination against infection.

You can become infected by:

- having unprotected penetrative sex with someone who is infected,
- injecting drugs, using a needle or syringe which has already been used by an infected person,
- mother to baby transmission, although the risks are now considerably lower with drug treatment.

If you receive donated blood in the UK there is no risk of HIV infection because since 1985 all donated blood has been tested for HIV.

If you think you have been at risk, you can have a free blood test for HIV although it is important to note that HIV antibodies may not be detected in the blood through a test for about three months after infection takes place.

Testing is available from GPs, most Genito-Urinary Medicine Clinics and many Drug Advice Services.

**The Social Services Health Team** can provide a needs assessment and access to services.

- **Social Services Health Team**

Chelsea and Westminster Hospital,  
369 Fulham Road, SW10 9NH

☎ **020 8746 8788** • e: healthteam.c&w@rbkc.gov.uk  
www.rbkc.gov.uk

Support, Advice and Information are available from the following:

- **Sexual Health Information Line**

Provides information and advice on HIV/AIDS as well as on other sexually transmitted diseases. It can also provide information about where to go for treatment within the NHS.

☎ **0800 567 123** (freephone)

- **AVERT (Aids Education and Research Trust)**

☎ **01403 210202** • www.avert.org

**The Cara Trust** offers emotional and spiritual support (group and individual) to people living with and affected by HIV/AIDS, as well as lunches, complementary therapies, spiritual gatherings, retreats, discussion groups and a drop-in centre. Most services, except for retreats and pilgrimages, are free. The emphasis is on peer support and building friendship networks.

- **The CARA Trust**

95 Sirdar Road, W11 4EQ

☎ **020 7792 8299** • e: info@caralife.com  
www.caralife.com

**The London Lighthouse** provides advice, social and practical support, complementary therapies, a nutrition and diet adviser, podiatry, fitness and yoga classes, and treatment information to people living with HIV/AIDS.

- **London Lighthouse**

111–117 Lancaster Road, W11 1QT  
☎ **020 7792 1200**

Palliative Care and rehabilitation for people with HIV/AIDS is available at:

- **Mildmay Hospital**

Hackney Road, E2 7NA  
☎ **020 7613 6300**

## **Complementary Medicine**

It is possible to access certain complementary therapies through the NHS including homeopathy, osteopathy and acupuncture. Some therapies may be provided within Health Centres or at The London Homeopathic Hospital. You can ask your GP for advice or for a referral. It is important to let your GP know what therapies you are using in order to receive the most appropriate treatment. It is possible to buy a number of remedies and supplements for self-treatment, however, it is advisable to let your GP and/or pharmacist know what you are taking in order to make sure they are safe for you, especially when you are already taking prescribed medicines.

There are no regulatory bodies for complementary medicine in the UK but you can contact these organisations for further information and to find your nearest practitioner.



### **Munro Centre for Complementary Health Care**

Provides a wide range of complementary therapies such as: homeopathy, acupuncture, massage, craniosacral therapy and reflexology. It may be possible to negotiate a concessionary rate with individual practitioners for those who are not able to afford the full cost.

- **Munro Centre for Complementary Health Care**

Office 4, Canalside House, 383 Ladbroke Grove, W10 5AA  
☎ 020 8969 6799

**BLISS Creative Health Centre** provides a range of complementary therapies and can offer some concessions to residents of Golborne ward.

- **BLISS**

333 Portobello Road, W10 5SA  
☎ 020 8969 3331

### *Homeopathy*

#### **Royal London Homeopathic Hospital NHS Trust**

The Royal London Homeopathic Hospital provides a range of complementary treatments including homeopathy, acupuncture, autogenic (relaxation) training, nutritional medicine and spinal manipulation. The hospital runs a number of clinics for different conditions, for example: rheumatology, dermatology, podiatry, stress, allergy, respiratory conditions, women's health and cancer relief.

- **The Royal London Homeopathic Hospital**

60 Great Ormond Street, WC1N 3HR  
☎ 020 7833 7276

### **British Homeopathic Association and Faculty of Homeopathy**

#### *Homeopathic Trust*

The British Homeopathic Association and Faculty hold a register of qualified homeopathic practitioners. They can also help with finding out how to get homeopathic treatment on the NHS.

- **British Homeopathic Association and Faculty of Homeopathy**

Hahnemann House, 29 Park Street, Luton LU1 3BE  
☎ 0870 444 3950 • e: info@trustrhomeopathy.org  
www.trustrhomeopathy.org

### *Acupuncture*

The British Acupuncture Council is a professional body which holds a register of qualified practitioners in traditional acupuncture. They can send contact details of local practitioners to anyone interested.

- **British Acupuncture Council**

63 Jeddo Road, W12 9HQ  
☎ 020 8735 0400 • e: info@acupuncture.org.uk  
www.acupuncture.org.uk

### *Aromatherapy*

The International Federation of Aromatherapists is a professional body which is able to send out a list of qualified practitioners who are available in local areas.

- **International Federation of Aromatherapists**

182 Chiswick High Road  
☎ 020 8742 2605 • e: office@ifaroma.org  
www.ifaroma.org

## Reflexology

For enquiries about qualified reflexologists who work in your area, contact:

- **Association of Reflexologists**  
5 Fore Street, Taunton, Somerset, TA1 1HX  
☎ 0870 5673320 • e: info@aor.org.uk • www.aor.org.uk

## Alexander Technique

The Society of Teachers of the Alexander Technique can send contact details of local practitioners.

- **Society of Teachers of the Alexander Technique**  
Linton House, 39–51 Highgate Road, NW5 1RS  
☎ 0870 5673320 • e: office@stat.org.uk  
www.stat.org.uk

## Naturopathy and Osteopathy

- **The British College of Naturopathy and Osteopathy**  
Frazer House, 6 Netherhall Gardens, NW3 5RR  
☎ 020 7435 7830 for clinic appointments  
e: info@bcom.ac.uk

## Osteopathy

Osteopaths diagnose and treat people who have muscular-skeletal problems (muscles, ligaments, nerves and joints). Treatment involves gentle manual techniques to ease pain, reduce swelling and improve mobility.

Osteopathy is provided by Kensington and Chelsea PCT for patients who are registered with a Kensington and Chelsea GP. Ask your GP for details.

**The British School of Osteopathy** is a training school. It offers treatments to members of the public with a supervised final year student. The cost of treatment is less with a student than with a qualified osteopath.

- **British School of Osteopathy**  
275 Borough High Street, SE11JE  
☎ 020 7407 0222 • www.bso.ac.uk

To find an osteopath near you contact:

- **The General Osteopathy Council (GOsC)**  
Osteopathy House, 176 Tower Bridge Road, SE1 3LU  
☎ 020 7357 6655 • e: info@osteopathy.org.uk  
www.osteopathy.org.uk

## Yoga

**The British Wheel of Yoga** is the governing body for yoga in the UK. It provides contact details of local representatives who can give information about classes and tutors in your area as well as information about training to become a yoga teacher.

- **British Wheel of Yoga**  
25 Jermyn Street, Sleaford, Lincolnshire, NG34 7RU  
☎ 01529 306851

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## 1.2 Your Health Rights

### Patient and Public Involvement Forum (PPIF)

**Patient and Public Involvement Forums (PPIF)** have been set up to monitor and scrutinise the service of local hospitals and Primary Care Trusts. The PPIF looks

at general issues that the local community would like to see improved and tries to include these in its work plan. They have legal powers obliging the Trust to respond to their queries within 20 working days.

If you are interested in becoming a member of the PPI Forum or liaising on a regular basis either as an individual or as a representative of a group, please get in touch with the PPI Forum Co-ordinator in your area. See *Section 7, page 221 for contact details.*

## Kensington and Chelsea PCT User Involvement Panel

Kensington and Chelsea PCT is committed to involving service users (patients, carers and the public) in the development and evaluation of health services. The User Panel meets regularly and can participate in PCT user involvement activities and inform strategic decision making. The User Panel is open to residents of Kensington and Chelsea and/or users of Kensington and Chelsea PCT health services.

- **User Involvement Team**  
125 Old Brompton Road, SW7 3RP  
☎ 020 8383 6224 • e: [userinvolvement@kc-pct.nhs.uk](mailto:userinvolvement@kc-pct.nhs.uk)

## Patient Advice and Liaison Service (PALS)

The **Patient Advice and Liaison Services (PALS)** listed below can listen to your concerns, suggestions or questions. Their aim is to help you to sort out any problems you may experience in the hospital or PCT quickly. PALS also provide information about local health services and will help you to find support.

- **Chelsea & Westminster Hospital PALS**  
☎ 020 8846 6727 • e: [pals@chelwest.nhs.uk](mailto:pals@chelwest.nhs.uk)
- **St Mary's Hospital PALS** (also covers Western Eye Hospital)  
☎ 020 7886 7777
- **Royal Brompton and Harefield Hospital PALS**  
☎ 020 7349 7715 • e: [pals@rbh.entham.es.nhs.uk](mailto:pals@rbh.entham.es.nhs.uk)
- **Royal Marsden Hospital Patient Information Support and Advice Centre (incorporating PALS)**. The service includes a drop-in centre for cancer related queries and people affected by cancer. *Centre opening times, Monday to Friday 9.30am–4.00pm.*  
☎ 0800 783 7176 • [www.royalmarsden.org](http://www.royalmarsden.org)

**Kensington and Chelsea PCT PALS** covers the community health services in Kensington and Chelsea, for example, doctors, dentists, pharmacists and St Charles Hospital. The service is provided by telephone or you can visit the drop-in centre. Please phone before attending.

St Charles Hospital, Exmoor Street, W10 6DZ  
☎ 020 8962 4547 (Helpline) • e: [pals@kc-pct.nhs.uk](mailto:pals@kc-pct.nhs.uk)  
[www.kc-pct.nhs.uk](http://www.kc-pct.nhs.uk)

## Central and North West London Mental Health Trust PALS

Each service in the Trust has its own PALS Link Worker. For details, see the Trust's website or phone the number below.

☎ 020 8237 2329 • [www.cnwl.org](http://www.cnwl.org)

## Interpreters

You have the right to ask your doctor to arrange for an interpreter. There is no charge for this service for



patients. GRIP provides face-to-face interpreting and translating.

- **GRIP**

☎ 020 7150 8355 • www.grip.nhs.uk

## Your Medical Records

If you have lost your medical card, you can write to Westminster Primary Care Trust (PCT) and ask for a replacement. Westminster PCT are currently managing the GP allocation and registration service for Kensington and Chelsea residents. Your medical card has your NHS number and other information, which is needed to get your medical record if you change doctor.

You have the right to ask to look at your medical records although you may be asked to put this request in writing. Your GP may only withhold information which he or she believes might cause serious harm to your physical or mental health.

- **Westminster PCT**

Patient Information Department  
15 Marylebone Road, NW1 5JD  
☎ 020 7150 8000

## Your Right to Treatment Abroad

Before travelling within the European Union you should complete Form E111 available from any Post Office. These forms will cease to be valid from January 2006 when they will be replaced by the European Health Insurance card.

This will help you get both hospital and GP treatment while you are away as well as telling you how to reclaim any medical charges.

If you are travelling outside the European Union, you are advised to take out travel insurance which includes medical cover, unless the country you are visiting has a reciprocal arrangement with the NHS. It is also advisable to check with your travel agent and GP to ensure that you are up-to-date with the recommended vaccinations.

## Making a Complaint

All NHS General Practices, Pharmacists, Dentists, and Opticians have a system for listening to comments, suggestions and complaints. It is hoped that all complaints will be solved at the practice.

If you have a complaint, tell the practice in writing, by phone or in person. If you make a complaint in person, you should ask to speak to someone in private. Your complaint will be noted by a member of staff who will tell you when you can expect a reply.

You should be told the outcome of the investigation either at a meeting or in writing within 10 working days. If you are not happy with the outcome you can contact Kensington and Chelsea PCT.

- **Kensington and Chelsea Primary Care Trust (PCT)**

Complaints Department, Courtfield House,  
St Charles Hospital, Exmoor Street, W10 6DZ  
☎ 020 8962 5507 • e: chief.executive@kc-pct.nhs  
www.kc-pct.nhs.uk

**The Independent Complaints Advocacy Service (ICAS)** provides support to people in England wishing to complain about the treatment or care they received under the National Health Service (NHS).

Trained caseworkers with knowledge of the NHS complaints procedure help clients by offering advice, information and if needed, support to enable them to pursue a complaint.

In London the service is provided by Citizens Advice. To access this service please phone the following number or check the website:

☎ **0845 120 3784** • [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

The service is independent, free and confidential.

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## 1.3 Health Promotion

### Keeping Healthy

Ageing often results in a slow reduction in the body's ability to cope with 'health challenges'. These challenges may arise from changes in temperature, such as during very cold or hot weather, coping with infections, or from periods of immobility perhaps due to more serious illnesses. It is important to be aware of the greater impact these challenges can have on older people's health in order to take action to minimise their effects, for example by maintaining body warmth during very cold conditions.

Most of the physical effects attributed to the ageing process such as loss of muscle strength, fitness, balance, flexibility and co-ordination can be prevented or reduced by remaining active. In fact, regular exercise can

significantly improve general fitness levels for most people no matter what age they are. Keeping active and living in a safe, warm home environment also reduce the incidence of having a fall.

A healthy lifestyle including eating well, drinking sufficiently, keeping alcohol to within sensible limits, being active and not smoking will all help to maintain good health, well-being and independence.

It is also advisable to have regular health checks such as sight tests, blood pressure measurements, breast screening and influenza immunisations. For further advice, information and screening you may speak to your GP, Practice Nurse or other healthcare professional.

Similarly, it is important to maintain positive mental health as well as other intellectual abilities such as memory. This may in part be achieved by learning new skills, reading widely, maintaining and developing social contacts, joining community organisations and taking up hobbies. There is much that older people can offer to enrich society through sharing their life experiences and knowledge.

#### *Exercise Referral Scheme*

The exercise referral scheme seeks to encourage residents who may be inactive and who have had or who currently have a medical complaint or a disability, to increase their activity levels and develop healthy lifestyle habits. You need to make an appointment with your GP or a health professional who will assess your suitability and complete a referral form. The exercise programme lasts for eight weeks at reduced costs within these leisure centres:

- **Kensington Leisure Centre**  
Walmer Road, W11 4PQ  
☎ 020 7727 9747
- **Portobello Green Fitness Club**  
3–5 Thorpe Close, W10 5XL  
☎ 020 8960 2221
- **Chelsea Sports Centre**  
Chelsea Manor Street, SW7 5PL  
☎ 020 7352 6985

Information about the **50 Forward** physical activity guide is on page 202 and see Section 7 page 206 for further information on **sport and exercise**.

### *Stop Smoking Advice*

For advice and support about giving up smoking you may like to speak to a health professional such as your GP, Practice Nurse, District Nurse or Pharmacist. Or you may contact:

- **Kensington and Chelsea Stop Smoking Service:**  
☎ 0800 085 9147 • e: stopsmoking@kc-pct.nhs.uk

### *Healthy lifestyle information in eight languages*

A new website contains information in eight languages in an audio and written format. The information covers lifestyle advice and facts about heart disease, diabetes, TB, cervical screening and mental health.

[www.soundshealthy.nhs.uk](http://www.soundshealthy.nhs.uk)

## **Healthy Living Resources**

### **Kensington and Chelsea PCT Community Health Development Team**

This team aims to improve the health of disadvantaged communities and to address inequalities in health. It works with local communities and groups to identify their health issues or priorities, working in partnership with them to devise projects to bring about health improvement. The team can provide training, advice and support to implement effective community health development. For more information or to participate in projects contact:

- **Community Health Development Team**  
125 Old Brompton Road, London SW7 3RP  
☎ 020 8383 6224

The **Expert Patients Programme** is a generic self-management programme that aims to help people living with long-term health conditions achieve the best quality of life, despite their illness. This six-week course is led by two trained volunteers who themselves are living with chronic conditions. It offers an opportunity for participants to share ideas with others and learn from their experiences. This free course seeks to enhance the relationship that participants have with health professionals and covers a wide range of topics. Contact the User Involvement Team on

☎ 020 8383 6224 • e: [userinvolvement@kc-pct.nhs.uk](mailto:userinvolvement@kc-pct.nhs.uk)

### *Dietician*

Dietary advice is available from a **Community Dietician**. You need to be referred by your doctor (GP), Practice Nurse or other health professional.

## Voluntary Organisations

Sixty Plus has a Health Project called **Health Wise** which can advise on how to access a variety of health services as well as running a programme of workshops and talks to promote healthy ageing. Regular health articles appear in the Sixty Plus quarterly newsletter.

- **Sixty Plus**

1 Thorpe Close, W10 5XL

☎ **020 8969 9105** • e: info@sixtyplus.org.uk

www.sixtyplus.org.uk

Health Advice is available in the **Age Concern** newsletters.

- **Age Concern Kensington and Chelsea**

Kensington Charity Centre, Charles House,  
375 Kensington High Street, W14 8QH

www.ackc.org.uk

*Please note: This is Age Concern's new address from 1 May 2005. Calls will be re-routed for one year.*

☎ **020 7938 3944**

The **Open Age** Project provides complementary therapy sessions such as massage and reflexology, varied exercise groups, health information talks and information on other similar local provision at its Positive Age Centre.

- **The Positive Age Centre**

Peabody Estate, Dalgarno Way, W10 5JN

☎ **020 8960 4853**

**EPICS** runs a programme of healthy living talks, displays, advice and health checks for individuals, falls prevention classes and a chairbics class.

The Westway Centre, 2-4 Malton Road, W10 5UP

☎ **020 7598 4600**

## Publications

The **Department of Health** produces a wide range of literature on health topics.

- **Department of Health Literature Line**

☎ **0800 555 777** • www.dh.gov.uk

**Help the Aged** produces a number of leaflets on ageing and health issues.

- **Help the Aged**

207-221 Pentonville Road, London N1 9UZ

☎ **020 7278 1114** • e: info@helptheaged.org.uk

www.helptheaged.org.uk

The **Age Concern Information Line** provides information leaflets as well as telephone advice.

- **Age Concern Information Line**

Linhay House, Ashburton, Devon, TQ13 7UP

☎ **0800 00 9966** • www.ageconcern.org.uk

## SECTION 2

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# Money and Benefits

**Dinero y Subsidios**

**Argent et Prestations**

**Lacagta iyo waxtarka la xiriira**

**Dinheiro e Subsídios**

**النقد والإعانة المالية**

**پول و کمک هزینہ ها**



This section is about the financial support you may be entitled to receive once you are over 60. Because of the continuous change in benefit rates we have not included figures in this section.

The Government has introduced a new benefit, Pension Credit, which replaces Minimum Income Guarantee (MIG) for people over 60, with an additional element for people over 65 who have savings.

Current rates of all benefits are available from the Department for Work and Pensions or the Citizens Advice Bureau. See Section 3 for contact details.

Assessing your entitlement to benefits and other financial assistance is a particularly daunting task and many people are either unaware of their entitlement or deterred by the extremely complex form-filling that is necessary. The **advice agencies** listed at the beginning of Section 3 on page 92 can help explain your entitlements and assist in filling forms.

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## 2.1 The Department for Work and Pensions and The Pension Service

The **Department for Work and Pensions (DWP)** is the government department responsible for pensions and social security benefits. The **Pension Service** deals with the administration of pensions and benefits.

The Pension Centre is in Newcastle. Calls to this centre are charged at local rates. When getting in touch with The Pension Service always have your National Insurance number to hand.

The Pension Service will provide general information, and will be able to help with specific enquiries from customers, including payment of the benefits/entitlements.

- **Pension Service – London Pension Centre (Newcastle)**  
Newcastle Pension Centre, PO Box 1005, Tyne View Park, Whitley Road, Newcastle-Upon-Tyne, NE98 1YN  
☎ 0845 60 60 265 • Textphone: 0845 60 60 285  
[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

The Pension Service website provides details about Pension Credit and who can claim it. The free *PG1 Pensioners guide: England and Wales – making the most of government help and advice* is available and can be ordered by phone or via the website:

[www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

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## 2.2 State Retirement Pensions

The State Retirement Pension is paid to people who have reached pensionable age. This is currently 60 for women and 65 for men. The State Pension age will change between 2010 and 2020 for women born on or after 6 April 1950. Retirement pension rate depends on the number of National Insurance contributions you have paid or are treated as having paid during your working life. You must have paid contributions for 10 or 11 years to qualify for the minimum basic State Retirement Pension. Your income or your savings do not affect your State Retirement Pension but it is taxable.

You can receive a Retirement Pension even if you are still working. However, you do not have to receive it until you reach 65 for a woman or 70 for a man. If you choose to defer your pension, you will earn the right to



an enhanced pension. Once you reach the upper age it will be paid automatically.

A Retirement Pension may be made up of the following:

#### *Basic pension*

A basic Retirement Pension is determined by the Government and increases annually. If not enough contributions have been paid this amount may be reduced. There is a small additional weekly payment when you reach 80.

#### *Increases payable for dependants*

You can get an increase of Retirement Pension for your wife regardless of her age, or for your husband if you get some basic State Retirement Pension.

You can get an increase for your child or children if you claimed Retirement Pension before 6 April 2003. For claims on or after 6 April 2003 it will not be possible to get an increase of Retirement Pension. Instead, provision for children will be made through Child Tax Credit. However, certain provisions are attached depending on the benefits and income that they already receive.

#### *Additional pension*

Additional pension is also known as 'SERPS' (State Earnings Related Pension). It is paid on top of the basic pension and is based on your earnings since 1978. If you reached pension age on or before 6th April 1999 your SERPS will be calculated in this way.

However, changes to the scheme that will reduce the amount of SERPS people receive are being phased in between April 1999 and April 2009. For more details

about this calculation for people retiring both before and after 6th April 1999, contact the Citizens Advice Bureau or ask the Pensions Service for leaflet NP46.

#### *Graduated pension*

Graduated Retirement Benefit (GRB) is based on the amount of graduated National Insurance contributions you paid between April 1961 and April 1975. If you were employed during any part of this period and paid graduated National Insurance contributions you will be entitled to GRB.

#### *Extra pension*

If you do not claim Retirement Pension at age 60 or 65 but continue to work, you will earn extra pension payable on top of the basic pension when you retire. You can defer claiming Retirement Pension for up to five years.

### **How to claim**

A claim form should be sent to a woman before she reaches the age of 60 and to a man before he reaches the age of 65. If you do not receive it, you can contact the local Pension Service office and ask for one. If you do not wish to receive a pension at age 60 or 65, you can keep the form and return it at the time you want to claim Retirement Pension or when you reach 65 or 70.

When making a claim for Retirement Pension you and any adult dependant included in the claim will have to provide your National Insurance number, or enough evidence for the number to be identified. If you do not have a National Insurance number, you should apply for one by contacting your nearest local Department for Work and Pensions office.

## *Retirement Pension for people over 80*

If you are aged over 80, you are entitled to a Retirement Pension even if you have not paid enough National Insurance contributions. You can claim this if:

- you do not get a basic Retirement Pension or get a reduced one; *and*
- you are living in the UK when you claim and have lived here for a total of at least ten years in any continuous period after your 60th birthday.

### *How to claim*

You can claim during the four months before reaching 80 or at any time if you are already 80. You should apply by completing the form in leaflet NI184 available from the Department for Work and Pensions.

- **Department for Work and Pensions**  
Room 112, The Adelphi, 1–11 John Adam St, WC2 6HT  
☎ 020 7712 2171 • www.dwp.gov.uk

## **Income Tax**

If you are aged 65 or over, you are liable to pay tax in the same way as any other taxpayer. In other words, you must pay tax on the difference between your taxable income and the tax allowances and reliefs which you can claim. However, you may be able to claim higher tax allowances than a younger person.

### *What is taxable income*

Someone aged 65 or over may have income from a number of sources which may be taxable or tax-free.

You may have income from:

- earnings (taxable),
- an occupational pension (taxable),
- a personal pension (taxable),
- social security benefits, for example, Retirement Pension (some are taxable and some are tax-free),
- savings or investments (usually taxable). Only a few types of investment produce income which is tax-free.

## **Working after Retirement Age**

Your pension is not reduced if you carry on working but it is counted as part of your taxable income. You will not have to pay National Insurance contributions. Your employer will still have to pay contributions for you, but you should receive a **Certificate of Exception** from the Department for Work and Pensions.

*See Section 7 page 214 for information about **Work**.*

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## **2.3 Income Related Benefits**

There are a number of Benefits in addition to your pension that you may be able to claim depending on your income and savings.

## **Pension Credit**

Pension Credit (PC) is a new Social Security entitlement introduced on 6th October 2003, replacing Minimum Income Guarantee (MIG).



The Pension Service, which is part of the Department for Work and Pensions, administers this entitlement.

Pension Credit consists of two parts and you can claim either or both depending on your circumstances:

- **Guarantee Credit (GC)** seeks to ensure that older people have a minimum to live on and is for people aged 60 years and over.
- **Savings Credit (SC)** seeks to reward those who have made 'modest provision' for their retirement. Claimants must be 65 years or over and have a small amount of income or savings.

Retirement provision means income from a retirement pension other than the basic State Retirement Pension, for example, an occupational or private pension, or income under an equity release scheme, an annuity or capital.

Pension Credit does not have an upper savings or capital limit, although there is assumed income if savings or capital exceeds £6,000 (£10,000 if you are in a care home). The rate at which income from capital is assessed is £1 for every £500 (or part of £500) over £6,000.

Pension Credit does not include any amount for dependent children. If you are responsible for a child you should claim tax credit and child benefit.

### *The Savings Credit Calculations Rules*

The broad principle is that for every £1 per week of income that a claimant has provided for his or her retirement, 60 pence is awarded as Savings Credit every week. Only income above a certain threshold is counted.

### *How to Claim*

You can claim Pension Credit on a PC1 form or directly by phone. Please call the freephone number:

☎ **0800 99 1234** • Textphone: 0800 169 0133  
Monday to Friday 8.00am–8.00pm,  
Saturday 9.00am–1.00pm

The **Department for Work and Pensions (DWP)** has a very informative website:

[www.dwp.gov.uk](http://www.dwp.gov.uk)

### *Evidence Needed to Support a Claim*

You will need to provide information about your circumstances, including information about income, such as an occupational pension or capital. You are also requested to provide evidence of your identity, for example, your National Insurance number.

The Pension Service requires original documentation. If you are not able to send evidence of savings or income through the post, it may be possible to visit a Pension Service's Information Point.

If you are housebound or cannot reach any of these Information Points easily, you can request a home visit either when you contact the application claim line or in writing on the claim form itself. A Pension Service Customer Liaison Officer will then visit you in your home and verify the information on your income and savings.

### *Changes of Circumstances*

If your circumstances change while you are getting Pension Credit, you should report this to The Pension Service. This is particularly important in order to avoid being overpaid or underpaid.

## Contacting the Pension Service

You can contact The **Pension Service** directly on:

☎ **0845 60 60 265**

for enquiries with Pension Credit once your claim has been processed.

The Pension Service also has a website which provides details about Pension Credit and who can claim it. The address is:

[www.thepensionservice.gov.uk/pensioncredit](http://www.thepensionservice.gov.uk/pensioncredit)

## Payment of Benefits and Pensions

### *What is Direct Payment?*

Direct Payment is the way state pensions and Benefits will be paid in the future. Benefit order books are being phased out and Benefits are being paid straight into accounts of your choice. These options include using banks, building societies, cash machines or the Post Office. Some of these options mean that you can get your money out any time of the day, any day of the week, anywhere in the country.

Direct Payment will apply to you if you collect any of these Benefits or pensions:

**State Pension**  
**Pension Credit**  
**Income Support**  
**Disability Living Allowance**  
**Attendance Allowance**  
**Incapacity Benefit**  
**Widow's Benefit**

## Post Office Card Account

This is a new account designed only for the collection of benefits, state pensions and tax credits from the Post Office. This account allows you to take cash out at any Post Office branch, using a plastic card and Personal Identification Number (PIN). Your card and PIN will also allow you to request a balance enquiry at any Post Office branch.

### *What to do if you need someone to collect your benefit for you*

If you open a Post Office card account, you can nominate someone you trust, such as a friend or relative, to take money out of your account regularly on your behalf. The person you nominate will have his or her own card and Personal Identification Number (PIN), in order to collect money for you.

If you would like to open a Post Office card account or require further advice, you can call **0800 092 7302**.

If you are in receipt of Pension Credit you may also be eligible for Housing Benefit, Council Tax Benefit, help with healthcare costs and Social Fund payments.

## Housing Benefit and Council Tax Benefit

Housing Benefit is a means-tested benefit for people on low incomes which provides help with paying rent. If you are receiving the Guarantee Credit of Pension Credit, you will get 100% relief on eligible rent – but note that this does not include charges for heating, hot water and water rates. Homeowners cannot get Housing Benefit, but may get help with mortgage interest payments or some service charges as part of their Pension Credit.

Council Tax Benefit helps you with your Council Tax. If you are receiving Pension Credit you will receive 100% relief on Council Tax provided that you are responsible for paying Council Tax in your normal home. From 1 April 2004 claimants whose property is in band F, G, or H **will not** have a maximum Council Tax benefit restriction to that of a band E property.

### *How do you qualify?*

You may be eligible for Housing Benefit and/or Council Tax Benefit if:

- you are on a low income,
- you have savings of less than £16,000,
- you are liable to pay rent on your normal home,
- you can provide the information requested by the Benefits Service in the form of original documentation, for example bank statements, proof of rent and proof of income.

### *How to claim Housing Benefit and Council Tax Benefit*

To claim Housing Benefit and Council Tax Benefit you will need to complete a claim form. You can obtain a form from the Benefits Service on the number listed below, or from your local Advice Centre (see page 92). You can phone the Benefits Service for help or you can visit the Benefit Services reception. They may also be able to visit you if you need help to complete the form.

- **Benefits Service**  
The Town Hall, Hornton Street, W8 7NX  
☎ 020 7361 2486 • e: benefits@rbkc.gov.uk

### *How is it paid?*

Council (TMO) tenants or housing association tenants will normally have Housing Benefit directly credited to their rent account. For private tenants payments may be made by cheque, directly into your bank account or directly to your landlord. Council Tax Benefit will be credited to your Council Tax account.

## **The Social Fund**

The Social Fund provides lump sum payments to people on low incomes to deal with exceptional expenses which they are unable to meet from their regular income, such as essential items of furniture.

**Community Care Grants** are available to anyone on Pension Credit and do not have to be repaid. This grant is particularly intended to help people maintain themselves in the community; so older people with an exceptional need are a priority.

**Budgeting Loans** are repayable but interest-free to people on Pension Credit who need important items that they cannot afford. They are intended to help with occasional lump sum expenses which are difficult to budget during a period on benefit.

**Crisis Loans** are again repayable but interest-free and are intended to help with expenses in an emergency or as a consequence of a disaster.

To apply for these benefits you will need an application form from your local Department for Work and Pensions. You may wish to ask for help from an Advice Agency and include a letter of support from your Social Worker or Doctor.

## 2.4 Benefits for People with Disabilities

Attendance Allowance and Disability Living Allowance are benefits to help with the costs of illness and disability. To claim DLA you must have become ill or disabled before your 65th birthday. If you are over 65 you should claim Attendance Allowance.

Neither of these benefits is dependent on National Insurance contributions. They are not affected by savings or income, and will not normally affect other benefits. However, they are counted as income if you are receiving Pension Credit in a residential or nursing home.

Both Attendance Allowance and Disability Living Allowance are either paid weekly, and collected from the Post Office, or monthly in arrears to a bank or building society account. They may be awarded indefinitely or for a set period after which they will be reviewed.

It is important to note that an award of AA or DLA can act as a 'passport' to other benefits such as Carer's Allowance and can lead to an increased amount of Pension Credit.

### Attendance Allowance

This is a benefit for people who need help because of a physical or mental illness or disability. It is not necessary to have a carer to receive AA – it is the care you need rather than the care you receive which counts. Similarly it is not your actual disability which matters but how it affects you on a daily basis.

Attendance Allowance is paid at two rates. The lower rate is paid if you satisfy either the day or night condition; the higher rate is paid if you satisfy both conditions. The

conditions relate to the need for frequent help with 'bodily functions' or the need for frequent supervision to avoid putting yourself or others in danger.

You can claim Attendance Allowance by getting the claim pack DS2 from the local Disability Benefits Centre or local Advice Centre (see *below*). This is a 'self-assessment' form and it would be advisable to ask someone to help you fill it in. You need to be sure to explain thoroughly what activities are difficult for you. For example, if you struggle to perform a task without help, explain what difficulties you have. Does the struggle to perform a task cause pain, exhaustion or breathing difficulties? To qualify you must:

- be 65 or over,
- meet the day and/or night conditions,
- have satisfied the disability conditions for at least six months,
- be resident in the UK.

### Disability Living Allowance

Disability Living Allowance is for disabled people who need help with personal care or need supervision, who are unable to walk or have difficulty walking.

It consists of two components: a care component and a mobility component. The care component has a lower rate in addition to the night condition and day condition rates. The night and day condition criteria are the same as for Attendance Allowance. Someone with a day or night condition qualifies for the middle rate DLA. Someone with both, qualifies for the highest rate DLA.

The mobility component is given to you if you need help getting around. The higher level is paid if you are unable to walk or have great difficulty walking because of a physical disability. The lower level may be awarded if you need someone to help you walk.

You can claim DLA by getting the claim pack DLA1 from your local Disability Benefits Centre or from your local Advice Centre.

You need to claim DLA before your 65th birthday. If you are over 65 you should claim Attendance Allowance.

### Disability Benefit Centres:

- **Wembley Office**  
Olympic House  
Olympic Way  
Wembley  
Middlesex HA9 ODL  
☎ 020 8795 8400  
*Covering Areas:*  
W10, W11
- **Sutton Office**  
Sutherland House  
29–37 Brighton Road  
Sutton  
Surrey SM2 5AN  
☎ 020 8652 6000  
*Covering Areas:*  
W8, W14, SW1, SW3,  
SW5, SW7, SW10

### Incapacity Benefit

This is a benefit for people unable to work owing to sickness or disability. It is based on NI contributions and is not means-tested although you will need to be assessed as incapable of work, be under pension age and not entitled to statutory sick pay. Occupational or personal pensions may affect the amount of Incapacity Benefit awarded.

### *Benefits for People Under 60 years*

#### **Income Support**

Income Support is a means-tested benefit paid to people who are under 60, on a low income and who do not have to be available for work, for example because of caring responsibilities.

## **2.5 Benefits for Carers**

### **Carer's Allowance**

This is a benefit for people who are unable to work full-time because they are caring for a severely disabled person for at least 35 hours per week. They do not have to live together or be related. The person cared for must get the Disability Living Allowance (DLA) care component (highest or middle rate) or Attendance Allowance. Carer's Allowance is not means-tested and a carer who has never worked can claim it. Carer's Allowance is taxable income and counts as income for means-tested benefits. Most carers receiving Carer's Allowance will be credited with Class 1 national insurance contributions.

#### *Who can claim?*

In order to claim Carer's Allowance the Carer must

- be providing regular and substantial care for at least 35 hours a week
- and must not be earning above the earning limit (for 12/4/04 this level is set at £79)



## Claiming Carer's Allowance

You can claim by completing a Carer's Allowance form available from your local DWP office or local Advice Centre and send to the address below:

- **Carer's Allowance Unit**

Palantine House, Lancaster Road, Preston,  
Lancashire PR1 1NS  
☎ **01253 856 123**

Carer's Allowance (CA) can affect other benefits that you and your partner may receive as well as those of the person for whom you care. You cannot be paid CA while you are receiving the same amount or more from the following benefits:

**Incapacity Benefit**

**Retirement Pension**

**Widow's Benefit**

**Contribution Based Job Seeker's Allowance**

**Bereavement benefit**

You may find that your household income is no greater after claiming CA since it overlaps with other benefits. However there are some advantages to claiming CA because you may get:

- a carer premium included in your Pension Credit,
- a Christmas bonus,
- National Insurance contributions credited to your NI record.

Entitlement to Carer's Allowance continues to be paid for eight weeks after you cease being a carer (due to death or other reason).

## Carer's Premium

A Carer in receipt of Carer's Allowance is entitled to Carer's Premium, which is an additional amount for a carer as part of their Pension Credit entitlement. However Carer's Allowance is taken into account as income in the calculation of Pension Credit.

The Carer's Premium continues to be paid for eight weeks after you cease being a carer (due to death or other reason).

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## 2.6 Other Financial Help

### Winter Fuel Payments

Winter Fuel Payments are made to all people over 60 to help with the costs of keeping warm in the winter. The amount of money you get depends on your age and circumstances during the qualifying week, which for each year is the week beginning on the third Monday in September. You should qualify for a Winter Fuel Payment if you are aged 60 or over in that week.

The Winter Fuel Payment is either £200 (for a single household) or £100 (per person over 60) depending on your circumstances. If you are aged 80 years or over in or before the qualifying week, you should also get an additional payment of £100. So if you are 80 or over, you could get a payment of up to £300.

Payments are made automatically, but you should contact the **Winter Fuel Payments Helpline** if no payment has been received by the end of January. If you are not receiving a pension or benefit, you will need to make a claim. Your local Department for Work and Pensions Office will be able to help you.



- **Winter Fuel Payments Helpline**

☎ **08459 15 15 15** • Textphone: 0845 601 5613  
www.thepensionservice.gov.uk/winterfuel

### **Cold Weather Payments**

During a period of very cold weather an older person will use more fuel than usual. Social Fund payments are available for periods which are designated as periods of cold weather.

If you receive Pension Credit you are eligible for **Cold Weather Payments** which are made when the average temperature is below 0°C for seven consecutive days. These payments will be made automatically.

### **Repairs and maintenance**

**Warm Front** is a Government-funded scheme that provides grants for people who own or privately rent their homes and are on certain benefits. It includes energy efficiency advice, energy-efficient light bulbs, a package of insulation and heating improvements and a benefits health check. People over 60 may be eligible for a **Warm Front Plus grant** which can include help with the installation of a central heating system. For more information call:

☎ **0800 316 2814**

#### *Financial Help for Homeowners*

The Environmental Health Department provides the following grants:

- a discretionary 'Renovation grant' or 'Home Improvement grant' to help with the costs of some repairs and improvements or minor adaptations,

- 'Safe as Houses grant' for small scale home security and home safety measures,
- 'Keep Warm grant' to cover the cost of works intended to achieve a reasonable degree of thermal comfort,
- 'Houseproud' scheme facilitates equity release loans to homeowners aged 60 and over; Equity Release grant' for those who have secured a Houseproud loan,
- 'Major Works grant' for those obliged to contribute towards major works to common parts,
- 'Disabled Facilities grants', some of which are mandatory, where your home needs adaptation to enable you to stay there.

To apply for a grant contact:

- **Environmental Health Department**  
☎ **020 7341 5282** • e: env.hlth@rbkc.gov.uk

For further information contact:

- **Houseproud**  
☎ **0800 783 7569**
- **Staying Put Services**  
☎ **020 7206 5890**
- **Disability Social Work Team**  
☎ **020 7361 2137**
- **Crime Prevention Officer**  
☎ **020 8246 0893**

## Care at home

**Direct Payments** can be made to you to arrange your own care rather than receive Council Community Care services. People who qualify for the scheme will then be able to use the money to employ and manage their own care workers, or purchase care from an agency. This scheme offers more independence, choice and control about the services required.

Direct Payments are based on a person's assessment of need completed by Social Services. They can be used for personal care, practical care or support to live independently. Advice, training and support are available to set up this scheme. If you are interested please contact your Social Worker or local Social Services office. See Section 5 page 159 for contact details and more information.

**The Independent Living (1993) Fund** can provide cash payments towards help with personal care and household tasks to enable severely disabled people to live at home. The fund works in partnership with the Council to arrange jointly-financed care packages. The award must be used to employ one or more care assistants.

You must be receiving the highest rate of Disability Living Allowance, be receiving Pension Credit or Income Support if under 60 years, and not be able to afford the cost of the care you need. This is a discretionary award, financed by the Government but administered by independent trustees and you should contact your local Social Services office for more information.

## Residential Care

Residential Care is offered by a range of different providers. Local Authorities are able to arrange accommodation in the type of home that suits your needs. The Primary Care Trust as well as the Council can arrange for an assessment leading to accommodation in a Nursing Home.

Fees for all residential care homes and independent nursing homes are met in one or more of the following ways:

- from your own resources either entirely or in part,
- by Pension Credit,
- by the Council.

The Council has produced a booklet, *Moving into a Care Home – Information for those considering residential or nursing care*. It is available in alternative formats and languages from the Publications Team:

☎ **020 7361 2223 / 3630**

e: [hspublications@rbkc.gov.uk](mailto:hspublications@rbkc.gov.uk)

## Health Care Benefits

There are a number of free services for those over 60:

- Hearing Aids
- Podiatry Services – free to those with a clinical need
- Prescription Charges
- Sight Tests

If you are on Pension Credit these are also free and can be claimed by showing a letter of your entitlement:

- Dental Treatment on the NHS
- Hospital Travel Costs

If you are on a low income you can apply for help with health costs under the **NHS Low Income Scheme**. You will need to fill out form HC1 which is available from your nearest Department for Work and Pensions Office or NHS Hospital; your doctor, dentist or optometrist may also have them. You will then be sent either certificate HC2 (which gives you the same help as people on Income Support) or HC3 (which provides partial help with costs).

## Legal Fees, Wills and Funerals

The Legal Services Commission administers the legal help scheme. The legal help scheme does not cover the making of a will or advice on a will *except* where a person is 70 years or over and is disabled as defined in the Disability Discrimination Act 1995, and in addition is within the income eligibility limits for legal help. If you receive Pension Credit you may qualify under the legal help scheme. Contact one of the Advice Agencies listed in Section 3 for more details.

### *Help towards Funeral Expenses*

A funeral payment from the Social Fund can be made to cover the cost of essential funeral expenses. Although it does not normally have to be repaid, it will be recovered if certain money becomes available, for example through the deceased person's estate. You may be

eligible if you are receiving a qualifying benefit (Pension Credit, Income Support, Housing Benefit, Council Tax Benefit) and you are the person responsible for paying the costs of a funeral. You will need claim form SF200 available from your local Department for Work and Pensions, Citizens Advice Bureau or Funeral Directors.

### *Bereavement Payment*

This is a one-off lump sum payment, which can be paid to a person who has been widowed on or after 9 April 2001.

A widow or widower can claim a bereavement payment if the husband or wife met the National Insurance contribution conditions and if;

- the person claiming this payment is below the state pension age when her/his husband or wife died or
- if the person claiming is over pension age, and her or his husband or wife was not entitled to a Category A State Retirement Pension (*see section on Retirement Pension for details*) when she or he died.

### *Claiming a Bereavement Payment*

A widow or widower, on reporting the death of the spouse, will be given an additional death certificate which should be completed and sent to the local DWP office. A claim form BB1 will be sent which will need to be completed with a copy of the late spouse's birth and marriage certificate attached to the claim form.

## Help from Charities

The **Campden Charities** can help retired residents living in the old parish of Kensington (north of Fulham Road)

with a Campden Pension Package. The package comprises a regular cash payment, birthday money, Christmas vouchers, a television licence and household items.

**Apply in writing to:**

- **Campden Charities**

27a Pembridge Villas, W11 3EP

There are other charities which can help individuals in financial need although you may need a referral or a letter of support from another agency such as Sixty Plus or Age Concern. Alternatively, you can contact:

- **Charity Search**

25 Portview Road, Avonmouth, Bristol, BS11 9LD

☎ **0117 982 4060** • e: [charitysearch@btconnect.com](mailto:charitysearch@btconnect.com)

*Office hours Monday to Thursday 9.00am–3.00pm*

**Friends of the Elderly's** Welfare and Grant Giving Team offers support to men and women over 60, on a low income, who have minimal savings. They give one-off grants for essential items such as bedding, basic furniture, appliances and mobility aids and regular allowances to support older people who have very low incomes and live at home.

- **Friends of the Elderly**

40–42 Ebury Street, SW1 0LZ

☎ **020 7730 8263** • e: [enquiries@fote.org.uk](mailto:enquiries@fote.org.uk)

[www.fote.org.uk](http://www.fote.org.uk)

**Kensington and Chelsea District Nursing Trust** receives applications from charities and social workers for financial assistance for individuals in need (sick, disabled, frail) who are resident in the Royal Borough of Kensington and Chelsea.

- **Kensington and Chelsea District Nursing Trust**

73 St Charles Square, W10 6EJ

☎ **020 8969 8117**

**The Elizabeth Finn Trust** helps British or Irish people in need whose former careers have been interrupted or ended through physical or mental problems, loss of work or family breakdown or those with inadequate income in old age. The Trust gives information and support, weekly grants, help with the cost of household emergency repairs or replacements and specialist disability aids. They may also help top up private care home fees.

- **Elizabeth Finn Trust**

1 Derry Street, W8 5HY

☎ **020 7396 6700**

e: [enquiries@elizabethfinntrust.org.uk](mailto:enquiries@elizabethfinntrust.org.uk)

[www.elizabethfinntrust.org.uk](http://www.elizabethfinntrust.org.uk)

**The Universal Beneficent Society** can help people who are over 70, living at home in financial need or isolated by providing a small additional income committed for life. Age Concern or the Citizens Advice Bureau can refer you or you can apply directly.

- **The Universal Beneficent Society**

6 Avonmore Road, W14 8RL

☎ **020 7602 6274** • e: [ubs@rukba.org.uk](mailto:ubs@rukba.org.uk)

[www.u-b-s.org.uk](http://www.u-b-s.org.uk)

The **Royal National Institute for the Blind's (RNIB) Welfare Benefits Service** gives advice on benefits and representation at Social Security Appeal Tribunals. RNIB also offers one-off grants for essential items. RNIB services are available to blind and partially sighted people, their relatives and carers.

- **RNIB Welfare Benefits Service**

105 Judd Street, London, WC1H 9NE

☎ **020 7388 1266** • [www.rnib.org.uk](http://www.rnib.org.uk)

**Rukba (The Royal United Kingdom Beneficent Association)** is a charity providing financial help and friendship to older people on low incomes to help them maintain their independence. Applicants must be over 65 (or over 40 and permanently unable to work through physical disability) with income and capital below set limits. Priority is given to those who have helped others. Rukba's free *60-Wise* guide details the support available to help older people. Request line:

☎ **08457 585680**

For confidential information contact:

- The Care Officer

**Rukba**

6 Avonmore Road, W14 8RL

☎ **020 7605 4200** Care Officer

e: [charity@rukba.org.uk](mailto:charity@rukba.org.uk) • [www.rukba.org.uk](http://www.rukba.org.uk)

The **Nicholas Freeman Memorial Trust** makes grants to residents of the Borough. Its remit is fairly wide and flexible; grants are usually for items of furniture. Grants are made to people who are 'older, disabled or disadvantaged'. For further information contact:

- **The Nicholas Freeman Memorial Trust**

Room 131, The Town Hall, Hornton Street, W8 7NX

☎ **020 7361 3754**

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## 2.7 Advice on Money and Benefits

### Going into hospital

Your benefits may change if you go into hospital, so you must let the DWP know both when you are admitted and when you are discharged. The hospital Social Worker will be able to help and advise you.

If you go into hospital your entitlement to the Guarantee Credit of Pension Credit is reduced after a certain amount of time, depending on the length of your hospital stay.

After four weeks your entitlement to Attendance Allowance and Disability Living Allowance stops. This could affect the additional amounts of Pension Credit (Guarantee Credit) you receive after four weeks.

If you are a Carer and the person you are caring for is in hospital, your entitlement to Carer's Allowance may be affected. If Carer's Allowance stops, the additional amount for a carer included in Pension Credit will continue for eight weeks and then also stops.

#### *What happens to your Housing Benefit and Council Tax Benefit?*

A person in receipt of Housing Benefit and/or Council Tax Benefit will continue to receive these benefits while in hospital for up to 52 weeks, provided they intend to return within this period or very soon after.

### Going abroad

If you are going abroad for a period of less than three months, **Retirement Pension** will be paid to you on



your return. If you intend to be away for more than three months, contact the DWP well before you go. Sometimes special payment arrangements can be made to you abroad if you go away for an extended period.

If you are receiving **Pension Credit**, you will retain your entitlement to Pension Credit for up to four weeks of an absence abroad provided you continue to meet the usual conditions of entitlement. You will need to inform your local DWP Office of your absence abroad. Benefit will not normally be paid until you return.

**If you decide to go abroad on a permanent basis**, Retirement Pension is payable while you live abroad. If you are going to live in a country in the European Union or a country covered by a reciprocal agreement with the UK, you may be able to receive any annual increases in the pension depending on the agreement. If you are going to a non-EU country, or one which does not have a reciprocal agreement, you will receive a pension at the same rate as when you left the UK. You will not be entitled to any increases.

## Further Information

*Benefit Enquiry Line for People with disabilities:*

☎ 0800 88 22 00

**Age Concern England** produces an annual publication *Your Rights – A Guide to Money Benefits for Older People* available from:

- **Age Concern England**  
1268 London Road, London, SW16 4ER.  
☎ 020 8765 7200

**The Age Concern Information Line** can provide information and help as well as a number of fact sheets. The fact sheets on money are numbers 15, 17, 18, 19, 20, 21, 34, 48, 49

☎ 0800 00 99 66 • [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

**Counsel and Care** can advise on obtaining and paying for residential and nursing home care.

- **Counsel and Care**  
Twyman House, 16 Bonny Street, NW1 9PG  
☎ 0845 300 7585 *Advice Line open Monday to Friday 10.00am–1.00pm* • e: [advice@counselandcare.org.uk](mailto:advice@counselandcare.org.uk)

**Senior Line** is Help the Aged's free national information service for older people, their relatives, carers and friends.

- **Senior Line**  
☎ 0808 800 6565 • Textphone: 0800 29 96 26  
e: [seniorline@helptheaged.org.uk](mailto:seniorline@helptheaged.org.uk)  
[www.helptheaged.org.uk](http://www.helptheaged.org.uk)  
*Lines open Monday to Friday 9.00am–4.00pm*  
*(Tuesdays 9.00am–3.00pm)*

**RNIB Outreach Service** gives advice and practical assistance in claiming benefits and grants to people with sight loss.

☎ 020 7874 1315 • e: [outreach@rnib.org.uk](mailto:outreach@rnib.org.uk)  
*Office hours Monday to Friday 10.00am–4.00pm*

## Information on Pensions

To obtain DWP leaflets on Pensions you can contact the Pension Info-line. This service can provide information on which leaflets are available. However it cannot provide advice about state pensions.

☎ 0845 731 3232 Pensions Info-line



## SECTION 3

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# Advice and Information

**Asesoramiento e Información**

**Conseils et Renseignements**

**Talo iyo wargelin ama warbixin**

**Conselho e Informação**

**الإرشاد والمعلومات**

**مشاوره و اطلاعات**



This section offers a summary of some of the main sources of information and advice in the Borough. The Council produces a booklet, *Advice, Help and Information*, which is available from your local library (see *Section 7 page 213 for address details*).

### 3.1 General Advice Agencies in the Borough

The **Community Legal Service** has been set up to develop networks of people giving legal help and advice and providing services to a prescribed standard. There may be a charge for this service. You can find your nearest **General** or **Specialist Help Point** by calling

☎ **0845 608 1122** • [www.clsdirect.org.uk](http://www.clsdirect.org.uk)

The following agencies are able to offer free advice on a range of issues such as welfare benefits, debt, immigration and housing. They will refer you for more specialist help where appropriate. There are drop-in sessions, or appointments can be made. They may arrange home visits if required.

- **Citizens Advice Bureau – Kensington**  
140 Ladbrooke Grove, W10 5ND  
☎ Existing cases **020 8960 3322**  
☎ New enquiries **0870 122 2313**  
*Advice Line 11.30am–2.00pm Monday to Friday*  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- **Citizens Advice Bureau – Chelsea**  
Chelsea Old Town Hall, King’s Road, SW3 5EE  
☎ Existing cases **020 7351 2114**  
☎ New enquiries **0870 122 2313**  
*Advice Line 2.00pm–4.00pm Monday to Friday*  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Kensington and Chelsea Advocacy Alliance** provides free community care and disability advocacy for residents of the Borough who want support in their dealings with Health or Social Services. This may involve help to write letters, telephone liaison or help to refer on to a relevant organisation. To contact an advocate or to find out the next date and venue of the drop-in sessions contact:

- **Kensington and Chelsea Advocacy Alliance**  
Unit 8, Shaftesbury Centre, 85 Barlby Road, W10 6AZ  
☎ **020 8960 5728** • e: [info@kcadvocacy.com](mailto:info@kcadvocacy.com)

**Nucleus Legal Advice Centre** offers specialist advice and assistance as described above, up to representation level (when someone will speak on your behalf at a tribunal etc.)

- **Nucleus Legal Advice Centre**  
298 Old Brompton Road, SW5 9JF  
☎ **020 7373 4005**

**North Kensington Law Centre** provides specialist legal advice on education, employment, housing, immigration and welfare benefits. There is a drop-in service or appointments can be made. Home visits are available to those who are housebound.

- **North Kensington Law Centre**  
74 Golborne Road, W10 5PS  
☎ **020 8969 7473** • e: [info@nklc.co.uk](mailto:info@nklc.co.uk)  
[www.nklc.co.uk](http://www.nklc.co.uk)
- **World’s End Neighbourhood Advice Centre**  
2 World’s End Place, SW10 0HE  
☎ **020 7351 5749** • e: [info@wenac.org.uk](mailto:info@wenac.org.uk)  
[www.wenac.org.uk](http://www.wenac.org.uk)

**CASweb** is a one-stop website for information on the services available in Kensington and Chelsea.

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

For advice on **housing** see Section 4 page 114.

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## 3.2 Specialist Advice for Older People

An extensive information signposting service for older people, their families, friends and carers is available from:

- **Age Concern Kensington and Chelsea**  
Kensington Charity Centre, Charles House,  
375 Kensington High Street, W14 8QH  
[www.ackc.org.uk](http://www.ackc.org.uk)  
*Please note: This is Age Concern's new address from 1 May 2005. Calls will be re-routed for one year.*  
☎ **020 7938 3944**

**Age Concern England** publishes a wide range of information books covering health, housing, benefits, leisure, caring, money, retirement and computers. For detailed information contact:

- **Age Concern Books**  
☎ **0870 44 22 120** • [www.ageconcern.org.uk/shop](http://www.ageconcern.org.uk/shop)

**Elderly Outreach Project** provides help to Moroccan and Arabic speaking women over 50.

- **Al-Hasaniya Moroccan Women's Centre**  
Bays 4–5 Trellick Tower, Golborne Road, W10 5PA  
☎ **020 8969 2292** • Fax: 020 8964 8843  
e: [contact@al-hasaniya.org.uk](mailto:contact@al-hasaniya.org.uk) • [www.al-hasaniya.org.uk](http://www.al-hasaniya.org.uk)

**London Lesbian and Gay Switchboard (LLGS)** provides a national support and referral service for lesbians and gay men.

- **London Lesbian and Gay Switchboard**  
PO Box 7324, N1 9QS  
☎ **020 7837 7324** *Lines open every day, 24 hours a day*  
e: [admin@llgs.org.uk](mailto:admin@llgs.org.uk) • [www.llgs.org.uk](http://www.llgs.org.uk)

**Polari** provides an information service (but not advice or advocacy) for older lesbians, gay men and bisexuals and those who support them. Polari will refer callers to the appropriate lesbian/gay agency for issues such as bereavement, homophobia, harassment, policing, domestic violence, immigration, support for carers of people with dementia and will also find out what local mainstream services exist for those with housing, care or health needs.

- **Polari**  
5th Floor, Central House, 14 Upper Woburn Place,  
WC1H 0AE  
☎ **020 7255 4480** • Fax: 020 7255 4482  
e: [info-polari@madasafish.com](mailto:info-polari@madasafish.com)

**RNIB Outreach Service** provides advice and information as well as services for people with sight loss.

- **RNIB Outreach Service**  
105 Judd Street, London, WC1H 9NE  
☎ **020 7874 1315** • e: [outreach@rnib.org.uk](mailto:outreach@rnib.org.uk)  
*Office Hours Monday to Friday 10.00am–4.00pm*

General information, advice and assistance with issues around community care and disability is available from:

- **Action Disability Kensington and Chelsea (ADKC)**

Whitstable House, Silchester Road, W10 6SB

☎ 020 8960 8888 • e: adkc@adkc.org.uk

Advice on Health Services and how to access them from:

- **Sixty Plus**

1 Thorpe Close, W10 5XL

☎ 020 8969 9105 • e: info@sixtyplus.org.uk

www.sixtyplus.org.uk

**London Care Connections** (formerly KC Carers) offers advice, support and home-based breaks for people who are looking after others including relatives, friends or neighbours.

- **London Care Connections**

155a King's Road, SW3 5TX

☎ 020 7376 3545 • e: info@londoncareconnections.org

www.londoncareconnections.org

Information about activities for people over 50:

- **Open Age**

1 Thorpe Close, W10 5XL

☎ 020 8964 1900 • e: openageproject@btclick.com

www.openage.co.uk

See Section 7 page 202 for full details.

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### 3.3 Support and Advice Services for Black and Minority Ethnic Communities

The Council published the 8th Edition of *A Guide to Ethnic and Faith Organisations in the Royal Borough of Kensington and Chelsea* in September 2004. Other leaf-

lets include *An Introduction to Community Relations* and *Making Organisations Work: a Handbook to Good Management*. All available from:

- **Community Relations Section**

2–4 Malton Road, W10 5UP

☎ 020 7598 4633 • Fax: 020 7598 4637

e: communityrelations@rbkc.gov.uk

www.rbkc.gov.uk/communityrelations

### Kensington and Chelsea Social Council

Unit 1, Kensington Cloisters,

5 Kensington Church Street, W8 4LD

☎ 020 7937 9512 • e: kcsc@kcsc.co.uk

### Migrant and Refugee Communities Forum

An umbrella organisation for groups representing migrant and refugee communities.

2 Thorpe Close, W10 5XL

☎ 020 8964 4815 • e: info@mrcf.org.uk

www.mrcf.org.uk

**Age Concern England** produces resource packs in six community languages: Bengali, Hindi, Punjabi, Urdu, Gujarati and Cantonese. It also publishes a handbook for people working in the field: *Culture, Religion and Patient Care in a Multi-Ethnic Society*.

- **Age Concern England**

1268 London Road, SW16 4ER

☎ 020 8765 7200 • www.ageconcern.org.uk

The following organisations offer support and advice to specific communities and will refer you to other sources of advice where appropriate. If you cannot find an advice service specific to your needs, contact: the **Community**

**Relations Section, the Kensington and Chelsea Social Council or the Migrant and Refugee Communities Forum** above.

- **The Advocacy and Access Development Project**  
*is designed to help improve access to mainstream services for the Black and Minority Ethnic community in RBKC. The project has two bilingual advocates speaking Amharic, Tigrinyan, Russian and Somali. The main areas of work are housing, health, welfare benefits and social care. The service is free and can be accessed by organisations and individuals. To make an appointment call or visit:*  
**The Advocacy and Access Development Project**  
Migrant and Refugee Communities Forum,  
2 Thorpe Close, W10 5XL  
☎ 020 8964 4815
- **African People's Link**  
117 Lancaster Road, W11 1QT  
☎ 020 7792 1200
- **Al-Hasaniya Moroccan Women's Project**  
*See Section 3.3 page 94 for full contact details.*
- **Angolan Community in London**  
2 Thorpe Close, W10 5XL
- **Bangladesh Centre**  
24 Pembridge Gardens, W2 4DX  
☎ 020 7229 9404 • Fax 020 7229 5197
- **British Arabs Resource Centre**  
Office 6, Beethoven Centre, 174 Third Avenue, W10 4JL  
☎ 020 8962 9432 • e: barc@btclick.com

- **Centre for Filipinos**  
St Albans Community Church Hall, 2 Margravine Rd, W6 8HJ  
☎ 020 7381 2600 • e: cf@clara.net  
www.centreforfilipinos.org
- **Centro Social de Mayores "Miguel de Cervantes" (Spanish Pensioners' Centre)**  
Irish Centre, 52 Camden Square, NW1 9XB  
☎ 020 7267 3562 (entrance: Murray Mews)
- **Chinese Community Centre** *provides a life-long learning project, luncheon club for older people and an advice service.*  
2nd Floor, 28–29 Gerrard Street, W1D 6JP  
☎ 020 7439 3822
- **Chinese National Healthy Living Centre** *helps members to understand the National Health Service and get the treatment they need; to get counselling, information and advice to enjoy healthier lives.*  
29–30 Soho Square, W1D 3QS  
☎ 020 7287 0904 / 020 7534 6546  
e: general@cnhlc.org.uk • www.cnhlc.org.uk
- **Dadihiye Somali Development Organisation**  
Mail Box 31, 235 Earl's Court Road, SW5 9FE  
☎ 020 7370 4168 • e: dadihiye@hotmail.com
- **Eritrean Elders (50+) Welfare Association**  
2 Thorpe Close, W10 5XL  
☎ 020 8964 1277
- **India Welfare Society**  
177 Kensal Road, W10 5BJ  
☎ 020 8969 9493 / 020 8960 1637  
e: iwslondon@hotmail.com  
www.indiawelfaresociety.org



- **Iranian Welfare Association**  
Palingswick House, King Street, W6 9LP  
☎ 020 8748 6682 • e: reza@iranian-association.org.uk  
www.iranian-association.org.uk
- **Iraqi Community Association**  
Palingswick House, 241 King Street, W6 9LP  
☎ 020 8741 5491 • e: iraqicomunity@btclick.com
- **Irish Support and Advice Service**  
Irish Centre, Blacks Road, W6 4DT  
☎ 020 8741 0991
- **Ismaili Centre**  
c/o Seniors Club Committee,  
1–7 Cromwell Gardens, SW7 2SL
- **Latin American Community Association (LATCA)**  
c/o Westway Centre, 224 Malton Road, W10 5UP  
☎ 07960 624169
- **Moroccan Information and Advice Centre**  
*for Arabic speaking communities*  
61 Golborne Road, W10 5NR  
☎ 020 8960 6654 • e: miaca@btinternet.com
- **Muslim Cultural Heritage Centre**  
*provides spiritual, educational and recreational activities, as well as signposting to other services.*  
244 Acklam Road, W10 5YG  
☎ 020 8964 1496 • www.mchc.org.uk
- **The Pepper Pot Day Centre**  
*for the African and Caribbean community*  
1a Thorpe Close, W10 5XL  
☎ 020 8968 6940 • e: info@pepperpotdaycentre.co.uk
- **Persian Care Centre** *provides social activities and lunch club for older people at 2 Thorpe Close, W10 5XL on Thursdays 11.00am–4.00pm*  
245 Walmer Road, W11 4EY (correspondence address)  
☎ 020 7221 5763
- **Relief Society for Poles**  
55 Princes Gate, London SW7 1PN  
☎ 020 7589 8846
- **Serbian Community Centre**  
89–91 Lancaster Road, W11 1QQ  
☎ 020 8968 6940 • e: crkva@spclondon.org
- **Somali Welfare Association**  
Canalside House, 383 Ladbrooke Grove, W10 5AA  
☎ 020 8960 8485
- **The Central Gurdwara (Khalsa Jatha) London** *provides advice and support to the Sikh community in the UK.*  
62 Queensdale Road, W11 4SG  
☎ 020 7603 2789 Office  
☎ 020 7348 0252 General  
www.centralgurdwara.org.uk

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## 3.4 General Information Sources

### First Stop Information Services

These are located in three libraries in Kensington and Chelsea. They provide a valuable source of information in relation to Council services, health services and the activities of local community organisations in the form of leaflets, Council publications and other community information.



Libraries are a rich store of information generally and now more of them are 'online' and provide internet access.

RBKC libraries and some Council offices also have a free Community Information Database, called **Community Plus**, which is a useful source of information about local organisations, events and services. The data in this guide will be included. If you want an update on the information in this guide, this is a good place to look because the database is updated every year.

- **Central Library**  
Hornton Street, W8 7RX  
☎ 020 7361 2828
- **Chelsea Library**  
King's Road, SW3 5EZ  
☎ 020 7352 6056
- **North Kensington Library**  
108 Ladbrooke Grove, W11 1PZ  
☎ 020 7727 6583

**RBKC Social Services Department** produces a number of publications about its services and how to access them. Available from the Publications Team:

☎ 020 7361 2223 / 3630  
e: hspublications@rbkc.gov.uk

**Kensington and Chelsea Primary Care Trust** provides lists of GPs, dentists and other health professionals.

☎ 020 8237 2520

The **Counsel & Care Advice Line** can provide advice and help to older people and their carers, particularly in relation to residential and nursing homes.

☎ 0845 3007 585

Open Monday to Friday 10.00am–1.00pm

**Elder Abuse Response** provides information and emotional support for older people who are being or have been abused, as well as anyone else involved with them.

- **Action on Elder Abuse Helpline**  
Astral House, 1268 London Road, SW16 4ER  
☎ 0808 808 8141 Helpline open Monday to Friday 10.00am–4.30pm • e: enquiries@elderabuse.org.uk  
www.elderabuse.org.uk

**Greater London Action on Disability** publishes the London Disability Guide and runs an advice line.

- **Greater London Action on Disability**  
336 Brixton Road, SW9 7AA  
☎ 020 7346 5800

**Royal Association for Disability and Rehabilitation (RADAR)** is a campaigning and advisory group which produces a range of publications on disability issues. It also sells keys to disabled persons' public toilets.

- **RADAR**  
Unit 12, City Forum, 250 City Road, EC1V 8AF  
☎ 020 7250 3222 • Minicom: 020 7250 4119  
Fax: 020 7250 0212 • e: radar@radar.org.uk  
www.radar.org.uk

The **Benefit Enquiry Line** will check benefit entitlement.

☎ 0800 88 22 00

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## 3.5 Wills and Funerals

### Making a Will

Making a will and funeral plan ensures that those around you are saved from the worry of sorting out your affairs. It also guarantees that your money and possessions will go to the people or causes you have chosen. Charges will vary according to the complexity of the will and you are advised to contact a number of solicitors to find out how much they charge.

**Age Concern England** provides a Will-writing service with a solicitor, open to people of all ages, for which a small charge is made. There is no need for a personal interview: just complete a comprehensive questionnaire.

Age Concern also publishes a form called *Instructions for my next-of-kin and executors upon my death*. This form lists the whereabouts of your will, your funeral arrangements and other important details such as bank account and savings information. The form, when completed, should be given to your next of kin, a trusted friend or executor for safe-keeping.

Other useful factsheets include *Making your will*, *Planning for a funeral* and *Dealing with someone's estate*.

- **Age Concern Information Line**

☎ 0800 00 99 66 • [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

**Help the Aged** produces a Will Information Pack which contains detailed advice and help.

- **Help the Aged**, Wills and Legacies Department, 207–221 Pentonville Road, N1 9UZ  
☎ 020 7239 1965 • e: [info@helptheaged.org.uk](mailto:info@helptheaged.org.uk)  
[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

**Which?** publishes: *Guide to Giving and Inheriting*, *Wills and Probate* and *What to do when someone dies*.

- **Which? Ltd**

FREEPOST, Hertford, SG14 1SH

☎ 0800 252 100 for further details and other titles  
e: [books@which.net](mailto:books@which.net) • [www.which.net/](http://www.which.net/)

If you have particular views about your funeral, write a letter to your Executor explaining how you would like it conducted, and lodge this with your will. If possible, do discuss your wishes with your family to help them plan appropriately.

If you are concerned that your family will be burdened with the cost of your funeral, you can choose a funeral package and pay in advance (**pre-paid funeral**). The price will be fixed and will cover your chosen funeral. Age Concern England provides a Funeral Information Pack, or a local Funeral Director will have further information. Alternatively, the Local Authority (Council) has a duty to bury or cremate the deceased if no other arrangements can be made.

☎ 0800 731 0651 Age Concern Funeral Plans  
[www.dignityfuneral.co.uk](http://www.dignityfuneral.co.uk)

### *Gifts to Charities*

All gifts to charities are tax free, so they can be used to reduce your inheritance tax liability. You will need to state the full name, address and charity registration number of your chosen charity.

## Living Wills

A Living Will, also known as an 'advance directive' is a document which usually takes the form of a written statement setting out in advance what type of medical treatment you do or do not desire to receive in specific circumstances, should you be incapable of giving or refusing consent. A Living Will must be signed while you are mentally competent.

The document sets out the circumstances in which you would not want to receive life-prolonging medical treatment if you became seriously ill and were incapable of making your own health care decisions. The document contains provision for details of your GP. It is not obligatory to discuss your Living Will in advance, but it may be helpful to those concerned.

### *Why make a Living Will?*

If you lose the ability to communicate, for example from a severe stroke or dementia, your doctors will decide what treatment they think is in your best interests. Although they may consult your next of kin, it is the doctors who ultimately decide what to do.

If you do not make a Living Will, your family will not have any legal rights to act on your behalf. Living Wills can be used only to accept or refuse legal medical treatment, not actively to end life.

If a Living Will is written by a lawyer, it will be legally binding. You can use it to refuse life-prolonging medical treatment, or to request that your life be prolonged whatever your prospects of recovery.

Refusals of treatment are legally binding upon medical professionals, but requests for treatment are not binding. However, they do give a better understanding of how you would like to be treated.

Living Wills are recognised as being legal documents by the British Medical Association, Royal College of Nursing, General Medical Council, Law Society and Age Concern.

Information taken from:

[www.ves.org.uk/livingwills](http://www.ves.org.uk/livingwills)

[www.clickdocs.co.uk/glossary/living-will](http://www.clickdocs.co.uk/glossary/living-will)

### *Organ Donation*

**Organ Donation** is the gift of an organ to help someone else who needs a transplant. Hundreds of people's lives are saved each year by the generosity of organ donors. For more information call:

☎ **0845 60 60 400** The Organ Donor Line

[www.uktransplant.org.uk](http://www.uktransplant.org.uk)

## Registering a Death

Deaths must be registered in the district where the death occurred. The **Register Office** for Kensington and Chelsea is at:

Chelsea Old Town Hall, King's Road, SW3 5EE

☎ **020 7361 4100**

The Department for Work and Pensions (DWP) produces a booklet D49 called *What to do after a death*. This is available from your local advice centre, Jobcentre Plus, First Stop Information Service or from:

- **Department for Work and Pensions**

Room 112, The Adelphi, 1–11 John Adam St, WC2N 6HT  
☎ **020 7712 2171** Public Enquiry Office  
[www.dwp.gov.uk/publications](http://www.dwp.gov.uk/publications) to view the booklet online

The Chelsea and Westminster Hospital produces a booklet *What needs to be done – A practical guide on what to do after a death*, which is given to anyone associated with a patient who died in the Hospital. The Chelsea & Westminster Hospital also has a **Patient Affairs Officer** who is available to help bereaved families and friends. To make an appointment call:

☎ **020 8746 8650**

St Mary's Hospital has a Patient Affairs Officer who offers a similar service. Call:

☎ **020 7886 6666** St Mary's Hospital

## Planning the Funeral

Funerals can be expensive. If the deceased has not left sufficient money to cover funeral costs, you may need to seek help from the Social Fund. To claim, an SF200 form is available from the Social Security Office or Jobcentre Plus website. If the person who died was a war pensioner, help may also be obtained from the Veterans Agency.

☎ **0800 169 22 77** Veterans Agency Helpline

☎ **0800 169 3458** Textphone

[www.veteransagency.mod.uk](http://www.veteransagency.mod.uk)

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

It is best to get at least two written itemised estimates of the cost of a funeral before deciding which undertaker to use. The following firms assisted in the production of this guide but their inclusion does not imply an endorsement or recommendation by Sixty Plus.

- **H.J. Bent & Co Funeral Directors**

343 Ladbroke Grove, W10 6HA

☎ **020 8969 1170**

- **Chelsea Funeral Directors**

260B Fulham Road, SW10 9EL

☎ **020 7352 0008** • e: [funerals@chelseafunerals.co.uk](mailto:funerals@chelseafunerals.co.uk)

[www.chelseafunerals.co.uk](http://www.chelseafunerals.co.uk)

- **Co-operative Funeral Care**

451 Harrow Road, W10 4RG

☎ **020 8969 6260**

e: [northkensington@letsco-operate.com](mailto:northkensington@letsco-operate.com)

- **John Nodes Funeral Services**

181 Ladbroke Grove, W10 6HH

☎ **020 8969 1819**

They all offer the following services:

**Collection of body** – 24 hour service throughout the year

**Range of services** – embalming, cremation, burial, funeral plans, and memorial stonemasonry arranged.

**Support** – They will offer support and counselling to the bereaved, can refer to specialist counsellors and will also visit at home to explain services offered and advise on expenses.

## Specialist Funeral Services

### Jewish

- **Jewish Burial Organisation**

United Synagogue – Ground Floor, Finchley Synagogue,  
Kinloss Gardens, N3 3DU

☎ **020 8343 3456** • e: [unitedsynbs@email.com](mailto:unitedsynbs@email.com)

### Muslim

Information and guidance can be provided by:

- **Muslim Cultural Heritage Centre**

244 Acklam Road, W10 5YG

☎ **020 8968 2928**

- **Hajitaslim Funerals**

Muslim Funeral Services, East London Mosque  
45 Fieldgate Street, E1 1JU

☎ **020 7247 2625**

### Humanist

The British Humanists Association produces a brochure giving advice and guidance on non-religious funerals and can also provide a person to lead the ceremony. Services usually involve a celebration of the life of the deceased with readings and music that they have chosen or would have liked. The fee is negotiable.

- **The British Humanists Association**

1, Gower Street, WC1E 6HD

☎ **020 7079 3580** • e: [info@humanism.org.uk](mailto:info@humanism.org.uk)  
[www.humanism.org.uk](http://www.humanism.org.uk)

## Bereavement Counselling

A specialist Bereavement Counselling Service which will provide support and help you to come to terms with a death is available from

- **Cruse Bereavement Care**

7 Thorpe Close, W10 5XL

☎ **020 8964 3455** • e: [crusekenchelsea@btconnect.com](mailto:crusekenchelsea@btconnect.com)

**Notting Hill Bereavement Support Service** (affiliated to Churches Together Notting Hill but open to all) provides free and confidential opportunities to talk through your feelings of loss.

- **Notting Hill Bereavement Support Service**

53 Northumberland Place, W2 5BS

☎ **020 7229 9358**

**Lesbian and Gay Bereavement Project** has a Helpline open Tuesday and Thursday evenings 7.00pm–10.00pm.

☎ **020 7403 5969**

The **Terrence Higgins Trust** is for anyone affected by HIV who is concerned about personal HIV status or concerned about a friend or family member. Free counselling is offered in many languages.

- **Terrence Higgins Trust Counselling Service**

111–117 Lancaster Road, W11 1QT

☎ **020 7835 1495** Call to make an appointment  
e: [info.counselling@ttht.org.uk](mailto:info.counselling@ttht.org.uk) • [www.ttht.org.uk](http://www.ttht.org.uk)

**Help the Aged** publishes a Bereavement leaflet with advice on coping with the loss of a loved one. The leaflet can be ordered direct or downloaded from its website.

- **Help the Aged**

207–221 Pentonville Road, N1 9UZ

☎ **020 7278 1114** • Fax: 020 7278 1116

e: info@helptheaged.org.uk • www.helptheaged.org.uk

Dealing with the death of a family member in a residential or nursing home can be difficult for relatives. The Relatives and Residents Association publishes a leaflet, *When my mother died*, which can be ordered for a small charge from:

- **The Relatives and Residents Association**

24, The Ivories, 6–7 Northampton Street, N1 2HY

☎ **020 7359 8136** • e: relres@totalise.co.uk

## SECTION 4

# Accommodation and Housing

Vivienda y Alojamiento

Habitation et Logement

Guryaha iyo Degaanka

Moradia e Acomodação

الإسكان والمرافق السكنية

اسكان اهالى و مسكن

4





This is a complicated subject even for housing workers. If you are experiencing difficulties or need advice, contact one of the Advice Centres in Section 3.

If you would like to discuss your accommodation needs and housing options, you can telephone **Kensington Town Hall** and ask for the **Duty Social Worker** in your area who will be able to advise you.

☎ **020 7361 2563** Kensington Town Hall

Current policy in social care aims to support people to remain in their own homes or in supported housing for as long as possible. Residential Care and Nursing Home accommodation is available where this is considered the best support option.

Always remember you have the right to know all of your options at all times and to make decisions about your support requirements without pressure from anyone.

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## 4.1 Housing Advice Agencies

**HASKC** (Housing Advice Service Kensington and Chelsea) provides free independent and confidential housing advice to people living, working or studying in RBKC. Advice is given by appointment, drop-in or by telephone. There is an outreach service available to visit housebound people.

- **HASKC**

☎ **020 8206 5900** North/Centre of the Borough  
(General advice services for people living in the north and central areas of the Borough are provided by Staying Put Services).

☎ **020 7373 6262** South of the Borough  
(General advice services in the south of the Borough are provided by Nucleus Legal Advice Centre).

☎ **020 8206 5900** Home visiting service  
Lines open Monday to Friday 10.30am–3.00pm

Staying Put Services and Nucleus will refer cases where necessary to a specialist advice service provided by Oliver Fisher Solicitors.

### Drop-in Sessions

If you prefer, you can attend the following drop-in sessions without an appointment.

If you live in the North or Centre of the borough:

Monday: 1.00pm to 3.00pm

Tuesday: 5.00pm to 7.00pm

Thursday: 11.00am to 1.00pm

**At Westway Information Centre**

140 Ladbroke Grove, W10 5ND

Wednesday: 11.00am to 1.00pm

Thursday: 5.00pm to 7.00pm

**At Central Library**

Phillimore Walk, W8 7RX (Campden Hill Road entrance)

If you live in the South of the borough:

Tuesday: 3.30pm to 6.00pm

**At Nucleus Legal Advice Centre**

298 Old Brompton Road, SW5 9JF

Friday: 10.30am to 1.00pm

**At World's End Neighbourhood Advice Centre**

2 World's End Place, SW10 0HE

**Tenancy Relations Service.** The Council can provide a general advice service on all aspects of housing law. This includes advice on security of tenure, rent and rent arrears, possession, leasehold legislation and recovery of deposits.

- **Tenancy Relations Service**

The Town Hall, Hornton Street, W8 7NX

☎ **020 7361 3341** • e: [housing@rbkc.gov.uk](mailto:housing@rbkc.gov.uk)

**Housing Care** provides information on accommodation and care and support needs for older people. It also offers specific information for people from Minority Communities. Call:

☎ **020 7820 1343** • [www.housingcare.org](http://www.housingcare.org)

A Directory of Housing Advice and Information Services for Older People is available from **Help the Aged**:

☎ **020 7239 1946**

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## 4.2 Staying in Your Own Home

### Homelessness and Housing Problems

If you are homeless or think you are going to become homeless you need to contact the **Homelessness and Advice Team** as soon as possible:

Room 236, Town Hall, Hornton Street, W8 7NX

☎ **020 7361 3341** • [www.rbkc.gov.uk/housing](http://www.rbkc.gov.uk/housing)

The Council will offer advice and assistance if you have become homeless or are threatened with homelessness. However, do not move out of your present home

on the assumption that the Council will automatically re-house you.

Remember that it is a criminal offence for anyone to harass you in order to make you leave your home. If you feel you are being harassed in order to make you leave, you must contact your nearest advice agency. *See Section Three for details.*

### Emergency Hostels

If you become homeless and you need emergency accommodation call **Shelter's Telephone Advice Line 0808 800 4444**, open 8.00am–Midnight, 365 days a year. Hostel places in London are in short supply and most hostels are not likely to take you if you telephone or visit without a referral, so do speak to Shelter first. People that may be vulnerable due to old age have a statutory right to be considered for emergency accommodation and an application should be made, in person, at the **Homeless Person's Unit**, Kensington Town Hall. *See above, Homelessness and Advice Team, for full contact details.*

**The London Housing Advice Service** offers advice on all areas of housing problems such as disrepair, threatened homelessness, mortgage repayments or harassment.

☎ **020 7014 1540** • e: [londonservices.org.uk](mailto:londonservices.org.uk)  
[www.shelter.org.uk](http://www.shelter.org.uk)

A leaflet, *Advice and information for single homeless people* is available from the Publications Team. Phone or email:

☎ **020 7361 2223 / 3630** • [hspublications@rbkc.gov.uk](mailto:hspublications@rbkc.gov.uk)

## Keeping Warm

### *Hypothermia*

Every year people die of cold. Symptoms of hypothermia include disorientation, breathing difficulties, feeling sleepy in a cold room, pallid coloration and being unaware of the cold. You can keep warm by wearing several layers of clothing and using a simple thermometer to check room temperature.

**Age Concern England** produces a Winter Pack which contains comprehensive information on how to have a safe and warm winter.

☎ **0800 00 99 66** Age Concern Information Line  
[www.ageconcern.org.uk](http://www.ageconcern.org.uk)

**The Department of Health** runs a Winter Warmth Advice Line which will answer queries about staying warm. It also publishes a booklet called *Keep Warm, Keep Well* which is available in alternative languages and formats.

- **Winter Warmth Advice Line**

☎ **0800 085 7000** • Textphone: 0800 085 7857  
[www.dh.gov.uk/kwkw](http://www.dh.gov.uk/kwkw)  
*Lines open October to March, Monday to Friday  
8.00am–8.00pm*

**Winter Fuel Payments** are paid by the government into your bank with your pension or through your pension book. See Section 2 page 77.

- **Winter Fuel Payments Helpline**

☎ **08459 151515** • Textphone: 0845 601 5613  
[www.thepensionservice.gov.uk/winterfuel](http://www.thepensionservice.gov.uk/winterfuel)

**Warm Front** is a Government-funded scheme that provides grants for people who own or privately rent their home and are on certain benefits. It includes energy efficiency advice, energy-efficient light bulbs, a package of insulation and heating improvements and a benefits health check. People over 60 may be eligible for a **Warm Front Plus** grant which can include help with the installation of a central heating system. For more information call:

☎ **0800 316 2814**

### *Insulation*

**Staying Put Services** has a Small Repairs Service which can fit draughtproofing. Its Home Improvement Agency can provide more detailed advice on keeping warm.

- **Staying Put Services**

Canalside House, 383 Ladbroke Grove, W10 5AA  
☎ **020 8206 5890** • e: [isps@sbha.co.uk](mailto:isps@sbha.co.uk)

The **Healthy Homes** scheme helps many people to obtain a number of grants to help with gas central heating and extra insulation. For those not entitled to a grant, discounts and interest-free loans are also available.

Healthy Homes generally works alongside a client's health or social worker to help the client through the referral. However, residents can also apply directly to the scheme. For more information or referrals contact:

☎ **0800 389 1943** • e: [healthyhomes@ecsc.org.uk](mailto:healthyhomes@ecsc.org.uk)

**Thames and Central Energy Efficiency Advice Centre** provides advice on energy efficiency, grants available and a free DIY home energy check.

First Floor, Old Town Hall, Polytechnic Street, SE18 6PN  
☎ 0800 512 012 • e: thcl@eeac.net • www.est.org.uk

**Energy Smart** offers discounts on loft and cavity wall insulation, condensing boilers and 'A' rated (the most energy-efficient) appliances. For information ring:

☎ 0845 230 3320

**SimplySwitch** will assist residents in changing their fuel supplier to a cheaper or a green tariff. SimplySwitch independently searches for the best energy deal and will help with the process of switching. They are approved by Kensington and Chelsea Council. Contact:

☎ 0800 068 7187 • www.simplyswitch.com  
Monday to Friday 8.00am–8.00pm, Saturday  
8.00am–1.00 pm

The **EDF Energy Trust (EDFET)** is a registered charity that makes grants to reduce or clear electricity and/or gas debts to customers of any of the following brands of EDF Energy: London Energy, SWEB, Seeboard and Virgin HomeEnergy. Application forms are available at local advice centres or contact:

- **EDFET**  
PO Box 42, Peterborough, PE3 8XH  
☎ 01733 333383 • www.edfenergytrust.org.uk

For up-to-date information on other grants available in your area visit the **Grant and Information Database**:

www.saveenergy.co.uk

or see *Section 2 – Help from Charities.*

## Gas, Electricity and Water Services

- If you think there is a mistake on your bill, phone or write to the address on your bill as soon as possible.
- If you think your landlord is overcharging you for gas or electricity, contact your nearest Housing Advice Service.
- If you cannot pay your bill, you need to get advice as soon as you can, in case you are cut off. There is a code of practice which says that you will not be cut off while the situation is being discussed with the Electricity or Gas supplier. Telephone the number on your bill or contact your local Citizens Advice Bureau.
- Contact your suppliers for budgeting or easy payment schemes such as fuel stamps, weekly instalments, slot meters, and direct debit, which can help spread the cost across the year.
- If you have a complaint about the service, first contact the supplier with your complaint. The number will be on your bill. If you are still dissatisfied you can contact:
  - **Water: Watervoice Thames**  
4th Floor, High Holborn House,  
52–54 High Holborn, WC1V 6RL  
☎ 0845 758 1658 • e: thames@watervoice.org.uk  
www.ofwat.gov.uk
  - **Telephones: OFCOM**  
OFCOM Contact Centre, Riverside House,  
29 Southwark Bridge Road, SE1 9HA  
☎ 0845 456 3000 • Textphone: 020 7981 3043  
e: contact@ofcom.org.uk • www.ofcom.org.uk

## Electricity and Gas contact **Energywatch**

**Energywatch** is the independent gas and electricity consumer watchdog. It offers advice on a range of energy supply issues and can help in resolving some complaints.

4th Floor, Artillery House, Artillery Row, SW1P 1RT  
☎ **0845 906 0708** • Textphone: 0845 7581 401  
e: enquiry@energywatch.org.uk  
www.energywatch.org.uk

Special services are provided through a scheme known as the **Priority Service Register (PSR)**. The PSR is free to join and you can do this by simply calling your energy supplier. Their phone number will be on your bill. If your gas and electricity are supplied by different companies you should register with both companies to ensure that you receive all the free additional services to which you are entitled. Eligibility includes people of pensionable age and services include; free annual safety checks for your gas appliances; easy-to-use controls and adaptors for gas and electricity appliances and priority support if the gas or electricity supply has to be switched off. For more information contact your own supplier or **Energy Watch**

☎ **0845 906 0708**  
*See above for full contact details*

### *Gas Safety*

The Health and Safety Executive Gas Safety Advice Line can give advice on carbon monoxide poisoning and other gas issues and legal and technical matters.

☎ **0800 300 363**

To report a suspected gas leak, call free at any time

☎ **0800 111 999 Transco Gas Emergency Helpline**

The **Energy Efficiency Hotline** has information on how you can save money on your fuel bills and help the environment. Their website has a grant finder tool for help with the cost of energy efficiency measures.

☎ **0845 7277 200** • www.saveenergy.co.uk

Most energy suppliers will offer a **password scheme** to help you protect yourself from bogus callers pretending to be from your energy company. Call your supplier for more details.

## Repairs and Maintenance

### *General*

Finding reputable builders can be a worry. **The Quality Mark Scheme** has a membership of professional builders and helps them to demonstrate their excellence, reliability and professionalism. **Quality Mark** is a one-stop shop for consumers choosing a tradesperson, giving practical advice as well as providing a list of Traders.

- **The Quality Mark Scheme**  
PO Box 445, Tower Court, Foleshill Enterprise Park,  
Foleshill Road, Coventry, CV6 5NX  
☎ **0845 300 80 40** • e: qualitymarkscheme@capita.co.uk  
www.qualitymark.org.uk

Before you invite any traders into your home, ask to see their Quality Mark identity card. If you are in any doubt, check the name and Quality Mark number by calling the Quality Mark Hotline:

☎ **0845 300 80 40**



**Octavia Housing and Care** runs a Small Repairs Project for older people living in RBKC. The team can carry out basic plumbing, electrical repairs and DIY jobs for you if you cannot carry out the repairs yourself and you are over 60 and in receipt of benefits, are disabled or chronically ill.

- **Small Repairs Project**

The Quest, 85 Clarendon Road, W11 4XQ

☎ **020 7243 0117**

**Sixty Plus** has a team of volunteers who can help with garden maintenance and odd jobs such as hanging curtains, packing boxes or changing a light bulb. People on low incomes are given priority.

- **Sixty Plus**

1 Thorpe Close, W10 5XL

☎ **020 8969 9105** • e: info@sixtyplus.org.uk

**Trading Standards Offices** are run by local authorities. They investigate complaints about goods and services, and provide information and advice. The Borough's Trading Standards Officers can be contacted on:

☎ **020 7341 5282**

[www.rbkc.gov.uk/EnvironmentalServices/TradingStandards](http://www.rbkc.gov.uk/EnvironmentalServices/TradingStandards)

You can also find out where they are based on the Trading Standards Central website:

[www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk)

### *Council Tenants*

A tenant-led body called the **Tenant Management Organisation(TMO)** manages Kensington and Chelsea

Council housing stock. To report a repair you should contact your local TMO area office on the following freephone numbers:

☎ **0800 137 111** Kensington and Chelsea

☎ **0800 614 660** Lancaster West Estate

### *Housing Association Tenants*

Most Housing Associations have Housing Officers who help with problems. They can be contacted at your Association's office.

### *Owner Occupiers and Private Tenants*

The **Staying Put Services Home Improvement Agency** assists owner occupiers and private tenants over 60 to arrange finance for repairs through home improvement grants and other sources. It also provides low-cost small repairs and a decorating project for private tenants and owner occupiers over 60.

- **Staying Put Services**

Canalside House, 383 Ladbrooke Grove, W10 5AA

☎ **020 8206 5890** • e: isps@sbha.co.uk

**Help the Aged Gifted Housing Scheme** can help homeowners with housing costs on the condition that they bequeath their property to Help the Aged.

- **Help the Aged**, Gifted Housing Office

37 St Kilda's Road, Bath, BA2 3QL

☎ **01255 447800** • e: info@helptheaged.org.uk

[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

## Safety and Security

Research has shown that **older people are less at risk from crime than younger people**. Nevertheless, the risk of crime is a real concern and a number of preventive steps are advisable.

### *General guidelines*

- All callers to your home should carry some form of identification. A genuine caller will not mind waiting while you verify the identification. Only use the telephone number given on the top of your utility bill, not one given to you by the caller. If you are in any doubt at all, you should call the police. Callers from utility companies such as British Gas or London Electricity have password schemes to help you verify the caller's identity.
- Always keep large amounts of money in the bank or building society rather than at home or on your person. Keep a note of pension book, cheque book, cheque card and credit card numbers in a safe place just in case they are lost or stolen as well as the phone numbers of the relevant issuing bodies in case you have to cancel them.
- Always ask for identification from door-to-door salespeople and never let them into your home until satisfied. If you do buy something and you change your mind or it doesn't work, contact an advice centre such as the Citizens Advice Bureau as soon as you can.
- The Police produce a sticker for your front door saying that the occupant does not buy at the door, that ID will be required and that the caller may need to return by appointment.

## Police stations in Kensington and Chelsea

- **Chelsea Police Station**  
2 Lucan Place, SW3 3PB
- **Kensington Police Station**  
78 Earl's Court, W8 6SG
- **Notting Hill Police Station**  
99–101 Ladbroke Road, W11 3PL  
**☎ for all: 020 7376 1212**
- For your nearest Neighbourhood Watch scheme, contact the Borough Neighbourhood Watch Co-ordinator at the Community Safety Team on:  
**☎ 020 7795 6660**
- If you have any information on a crime you can call in anonymously to Crimestoppers.  
**☎ 0800 555 111**

**Police Community Support Officers (PCSOs)** were first introduced to Kensington and Chelsea in early 2003 and are often described as the 'eyes and ears of the community'. The visible presence of PCSOs on the streets of the Royal Borough aims to reassure residents and tackle anti-social behaviour and quality of life issues.

Kensington and Chelsea currently has 58 PCSOs on patrol across Campden, Courtfield, Cremorne, Earl's Court, Golborne, Holland, Norland, Notting Barns and St Charles wards. Another 41 PCSOs are due to start during 2005, bringing the total number up to nearly 100 PCSOs covering 13 of the 18 wards in the borough. For more details or to find out if PCSOs cover your area, contact your Sector Inspector through your local police station.

## Home Security

For advice about making your home safe, ring the **Crime Prevention Officer** who can advise over the telephone or arrange a free security consultation at your home. A free booklet, *The Home Office Guide to Crime Prevention* is available from your local police station.

### Crime Prevention Officers

☎ 020 8246 0169 Notting Hill

☎ 020 8246 0405 Chelsea

☎ 020 8246 0757 Kensington

### In an emergency, always dial 999

**Sixty Plus** can provide and install spy holes, door chains and bolts free of charge for borough residents on limited income.

- **Sixty Plus**

1 Thorpe Close, W10 5XL

☎ 020 8969 9105 • e: info@sixtyplus.org.uk

www.sixtyplus.org.uk

**Staying Put Services' Small Repairs Service** fits locks to doors and windows and will carry out other minor security works for private tenants and homeowners.

- **Staying Put Services**

Canalside House, 383 Ladbroke Grove, W10 5AA

☎ 020 8206 5890 • e: isps@sbha.co.uk

## Alarms Systems

The Tenant Management Organisation (TMO) has a 24 hour Community Alarm Service. The alarm is connected through your telephone system via a small radio trigger

pendant worn around the neck or wrist, which will alert the control room in the event of an emergency.

Having a community alarm if you are frail and isolated gives you added security to know someone will be on hand if you need help. Charges vary according to a customer's circumstances. Financial assistance may be available through other agencies. For more information call:

- **The Community Alarm Service**

Town Hall, Room 249, Hornton Street, W8 7NX

☎ 020 7373 9891

You may feel more confident about going out if you carry a personal alarm which emits a loud noise when a button is pressed. They are available at DIY stores.

## Fire Safety

People over the age of 60 account for half the fire deaths in London and the risks increase with age, so that people over 85 are most vulnerable.

One way to help yourself is to have a working smoke alarm fitted on every floor of your home and to test the batteries weekly.

Stopping a fire from starting is even better.

The London Fire Brigade will provide older people with safety advice in the home and fit a smoke alarm, both free of charge. Ring the freephone number below to arrange an appointment.

- **London Fire Brigade home fire safety checks**

☎ 08000 28 44 28

*For more information about fire safety see page 131 and visit the website [www.london-fire.gov.uk/firesafety](http://www.london-fire.gov.uk/firesafety)*

**If a fire does break out, warn other people, get out and stay out! Call the fire brigade – dial 999.**

### **Fire stations in Kensington and Chelsea**

#### **North Kensington Fire Station**

242 Ladbroke Grove, W10 5LT

#### **Kensington Fire Station**

13 Old Court, Kensington High Street, W8 4PL

#### **Knightsbridge Fire Station**

16 Basil Street, SW3 1AL

#### **Chelsea Fire Station**

264 King's Road, SW3 5UF

- **Royal Borough of Kensington and Chelsea team telephone** (for information)  
☎ **020 7587 4811**

### *Responses to Crime*

**Victim Support** can provide free practical advice and emotional support for people who have been victims of a crime including domestic violence, burglary, racial harassment and sexual crimes.

- **Victim Support Kensington and Chelsea**  
51A Philbeach Gardens, SW5 9EB  
☎ **020 7259 2424**

**The Community Safety Team** provides a 'multi-agency' response to tackle crime and anti-social behaviour – helping the police, Council, probation and health

# BE SAFE & SOUND

The London Fire Brigade carries out home fire safety checks in your borough.

We will also fit a free smoke alarm where needed.

If you or someone you know wants a home fire safety check, call us free on:

**08000 28 44 28**

fax us on: 020 7587 4222

email us at: [smokealarms@london-fire.gov.uk](mailto:smokealarms@london-fire.gov.uk)



LONDON FIRE BRIGADE  
*making London a safer city*



services to work together. The team is responsible for auditing levels of crime, consulting with the public and developing strategies to reduce crime and anti-social behaviour.

- **Community Safety Team**

Whitlock House, 72–74 Earl's Court Road, W8 6EQ  
☎ **020 7795 6660** • e: [commsafe@rbkc.gov.uk](mailto:commsafe@rbkc.gov.uk)

**CALM (Confidential and Local Mediation)** is a neighbourhood and community mediation service. This Borough-wide service is free to all residents of RBKC. The service is aimed at helping neighbours in dispute. Mediation is an impartial service and can be a viable alternative to legal proceedings.

- **CALM**

15B Philbeach Gardens, SW5 9EB  
☎ **020 7341 7300** Main number and answerphone  
☎ **020 7341 7304** RBKC referrals  
Fax: 020 7341 7301 • e: [info@calmmediation.org](mailto:info@calmmediation.org)

**Galop** offers advice and advocacy for lesbians, bisexuals, gay men and transgender people who have experienced homophobic or transphobic crime.

- **Galop**

PO Box 32810, N1 3ZD  
☎ **020 7704 2040**  
*Helpline Hours: Monday 5.00pm–8.00pm,  
Wednesday 2.00pm–5.00pm, Friday 12.00pm–2.00pm*  
e: [info@galop.org.uk](mailto:info@galop.org.uk) • [www.galop.org.uk](http://www.galop.org.uk)

## **Protection of Vulnerable Adults from Abuse**

RBKC and the City of Westminster have put in place policy and procedures that apply to all organisations in these boroughs. Organisations are committed to the prevention of abuse of vulnerable adults and to respond promptly when it is suspected.

Vulnerable adults are those who are over 18 years of age and who may be unable to protect themselves from harm or exploitation. This could be because they have a mental health problem, a disability or sensory impairment, or because they are old or frail.

The Social Services Department identifies the main forms of abuse as: physical, sexual, psychological or emotional, financial or material, neglect and acts of omission, discriminatory and institutional. Any of these categories of abuse may be perpetrated as a result of deliberate intent, negligence or ignorance.

If you or someone you know is being harmed or neglected, contact your local Social Services officer where trained staff can respond to your concerns.

If you or the person you are concerned about is known to the mental health services, you can also contact the relevant mental health team. Alternatively you can ask someone you trust to make contact on your behalf.

When a report is made, the person dealing with it will work with the person being mistreated to help make any decisions. Help and support will be given to enable the person to end the abuse and to be able to protect themselves in the future.

Remember, if the situation is serious, ring your local police station or dial 999.

For more information contact:

- ☎ **020 7361 3637** Adult Protection Development Officer
- ☎ **0808 808 8141** Action on Elder Abuse
- ☎ **0808 808 0770** Respond (for people with learning disabilities)

## Unwanted Mail, Phone Calls and Doorstep Sales

You can stop 95% of junk mail being sent to your home by having your name removed from mailing lists. This free service takes about four months to be put into effect.

- **Mailing Preference Service**

☎ **020 7291 3310** • e: [mps@dma.org.uk](mailto:mps@dma.org.uk)  
[www.mpsonline.org.uk](http://www.mpsonline.org.uk)

You can stop unsolicited sales and marketing telephone calls by adding your telephone number to the central register. This free service takes about 28 days to be put into effect.

- **Telephone Preference Service**

☎ **0845 0700 707** • e: [tps@dma.org.uk](mailto:tps@dma.org.uk)  
[www.tpsonline.org.uk](http://www.tpsonline.org.uk)

### Premium rate numbers

Premium rate telephone numbers are prefixed with '09'. You can have a premium rate bar put on your telephone to prevent anyone from calling any premium rate numbers. You may be charged for this service depending on your phone company.

Any unsolicited text or automated calls (that is, any call featuring a recorded message) advertising a premium rate line is against the Icstis (The Independent Com-

mittee for the Supervision of Standards of Telephone Information Services) code of practice. To make a complaint or to check the nature of a premium rate number the 'phone number lookup' is available on the Icstis website:

☎ **0800 500 212** or at [www.icstis.org.uk](http://www.icstis.org.uk)

To stop unsolicited sales and marketing faxes contact:

- **Facsimile (Fax) Preference Service**

☎ **0845 0700 702** • e: [fps@dma.org.uk](mailto:fps@dma.org.uk)  
[www.fpsonline.org.uk](http://www.fpsonline.org.uk)

**Doorstep selling** is when someone sells you goods or services in your home or on your doorstep. It can be convenient to buy on the doorstep, but you can be pressured into buying something you do not want or that is not good value for money by a salesperson using clever selling techniques. If this happens, you are not always protected by law.

A guide, *Your Doorstep, Your Decision* has been produced by the Office of Fair Trading to demonstrate some of the tactics doorstep sellers use to persuade you to buy and explains your legal rights. It gives advice on how to handle high-pressure selling techniques and to keep control of the situation. The most important piece of advice is **do not sign on the spot – always shop around because you may not be able to cancel the contract once you have signed.**

The guide can be downloaded from the Office of Fair Trading website

[www.oft.gov.uk](http://www.oft.gov.uk)

or copies are available from:

- ☎ 020 7278 1114 Help the Aged
- ☎ 0845 130 9177 Disabled Living Foundation
- ☎ 0800 009 966 Age Concern Information Line
- ☎ 0845 906 0708 Energy Watch

If you have had any problems regarding doorstep sales, the Citizens Advice Bureaux can offer advice. See *Section 3 for contact details*.

## Accident Prevention and Falls

There are some simple measures to reduce the risk of accidents in the home. Brighter light bulbs, for instance, can help reduce the risk of falling.

Bones take longer to heal as you get older, and the trauma of having a fall can affect your confidence. The Health Education Authority and the **Department of Trade and Industry (DTI)** produce two useful leaflets *Avoiding Slips, Trips and Broken Hips* and *So You Think You're Safe at Home* which illustrate some simple preventive self-help measures.

- **DTI Publications Order Line**  
☎ 0870 1502 500

**NHS Direct** provides confidential health advice and information, 24 hours, 7 days a week.

☎ 0845 46 47 • [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

The **Chelsea and Westminster Healthcare NHS Trust** runs an eight week programme for individuals living in the community. The aim is to: educate in reducing risk of falls and in coping strategies, if having fallen; to prevent injury, increase confidence and improve physical strength, balance and general fitness. Referrals are

made through your GP, Physiotherapist or Occupational Therapist. Speak to them for more information.

**Help the Aged** produces a number of free leaflets including *Safety in your own Home*, which gives practical ideas to prevent accidents in your home.

☎ 0800 800 6565 Seniorline  
e: [advicleaflets@helptheaged.org.uk](mailto:advicleaflets@helptheaged.org.uk)

## Television Licences

People who are 75 years of age and over are entitled to a free TV licence. People who are registered blind are eligible for a 50% reduction of the licence fee. Some sheltered housing schemes offer TV licences for £5.00.

## Environmental Services

### *Refuse Collection*

Your refuse should be collected twice a week. For information on collection days, telephone the Council Directorate of Waste Management. The Council undertakes to make sure all dustbins are returned to your storage space with their lids on or to collect from bulk containers on housing estates. If your refuse has not been collected when scheduled, the Council will collect it the next day following notification.

The Council offers a 'Too Big for the Bin' service which is the removal of up to 10 large domestic items (bulky refuse) such as furniture, cookers and carpets. Collection is from the ground floor or basement level. The service is free for residents in receipt of Housing or Council Tax Benefit. Otherwise a small charge is made.

Fridges, freezers and Christmas trees are removed and recycled at no charge for all residents. For larger amounts of refuse a free quote is available for a collection which will usually be made within two days of payment. Contact the Directorate of Waste Management if you cannot move the items to the ground floor for collection.

Garden waste must be placed in specially marked garden waste bags available from the Council for a small charge.

Comments and suggestions on the Council's cleansing and recycling services are welcome.

- **Directorate of Waste Management**

The Council Offices, 37 Pembroke Road, W8 6PW

☎ 020 7341 5284

### *Recycling*

The Council recycles glass bottles, jars, cans, tins, newspapers, magazines, cardboard, junk mail, telephone directories, aerosol cans and plastic bottles.

Simply rinse all containers and remove any tops, put everything in a plastic shopping bag labelled with a recycling bag tag (free from Council offices or libraries, subject to availability), or in a green recycling bin (free on request from **0800 316 3200**) or in an orange recycling bag (available from Council offices for a small charge) and put out for collection with your normal refuse twice weekly.

Please note that the Council does not collect recycling in black bags.

Textiles, books, shoes, clothing and toner cartridges may also be recycled at mini-recycling centres located throughout the borough.

- **Recycling Hotline**

☎ 020 7341 5148

e: waste.management@rbkc.gov.uk

Your comments and suggestions are always welcome.

### *Street Maintenance*

For complaints or queries about your neighbourhood street cleaning contact:

- **The Directorate of Waste Management**

Council Offices, 37 Pembroke Road, W8 6PW

☎ 020 7341 5284

To report uneven street pavements, faulty street lights or dangerous structures in Kensington and Chelsea contact the **Highways and Construction Department:**

☎ 020 7341 5285

### *Environmental Health*

The Borough has a **Pest Control Services Centre** which includes pest extermination, disinfecting premises, the collection and disposal of clinical waste and a laundry service for people with incontinence.

- **Pest Control Services Centre**

☎ 020 7341 5282

To report Noise or Nuisance, contact the **Environmental Health Department** on

☎ 020 7341 5282 *Weekdays 9.00am–5.00pm*

☎ 020 7361 3484 *after hours*

## Equipment and Home Adaptations

The **Staying Put Services' Home Improvement Agency** works with Occupational Therapists to advise and assist private tenants and owner occupiers with adaptations to the home. They will assist you in making a grant application and supervise contractors while works are being carried out. Their Small Repairs Team will fit grab rails and other minor aids.

- **Staying Put Services**

Canalside House, 383 Ladbroke Grove, W10 5AA  
☎ 020 8206 5890 • e: isps@sbha.co.uk

**The Occupational Therapy Team** can be contacted to assess your needs if either your age or a disability is causing difficulties with daily living. They can provide advice and help arrange for equipment and minor adaptations, and where necessary assist with major structural alterations such as ramps and stair lifts.

*See Section 1 page 28 for contact details.*

## Insurance

One of the advantages of getting older is that some insurance services are cheaper. As well as the specialist services below, many companies offer a reduction for older customers.

Charges vary widely so you may wish to shop around for insurance quotes. Many high street stores such as Marks and Spencer offer insurance services.

**Age Concern England** provides insurance for people aged 55 plus.

- ☎ 0845 606 5075 Household Insurance
- ☎ 0845 601 2234 Travel Insurance
- ☎ 0845 712 5816 Motor Insurance
- ☎ 0845 601 2235 Motor Breakdown

**Help the Aged** provides insurance for pets, caravans, cars, household and travel.

- **Help the Aged Insurance**

☎ 0800 413 180 • e: info@helptheaged.org.uk  
*Lines open Monday to Friday 8.00am–8.00pm,  
Saturday 9.00am–5.00pm*

**Saga Home Insurance** provides high levels of cover for people aged 50 and over, often at low prices. For a quotation or instant cover call:

☎ 0800 959 596 quoting reference GP1517

- **Saga Services Limited**

The Saga Building, Enbrook Park, Folkestone,  
Kent, CT20 3SE  
e: home.insurance@saga.co.uk • www.saga.co.uk

**Saga Services** would like to send you information about other Saga products and services and may pass your details to other Saga companies for this purpose.

## Homeshare

This mutual exchange service offers security, companionship and around 10 hours a week of practical help from a person (23 years +) in return for giving them accommodation. Most of the companions are aged under 30 years, but some are over 60. The home-owner will be asked to make a small monthly contribution towards the organisation for this service. All companions



undergo a thorough vetting process which includes; two interviews, two personal references and a Criminal Records Bureau (CRB) check.

- **Homeshare Service**

London Care Connections, 155a King's Road, SW3 5TX  
☎ **020 7376 4558** • e: [hsinfo@homeshare.london.com](mailto:hsinfo@homeshare.london.com)  
[www.homesharelondon.com](http://www.homesharelondon.com)

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### 4.3 Sheltered Housing

Sheltered Housing accommodation is designed for independent living while at the same time making it as convenient and supportive as possible. If you are finding it difficult to remain in your own home you may wish to be considered for sheltered accommodation. Every flat has its own front door and is linked to an alarm system in case of emergencies. The flats are self-contained and let unfurnished. Single people would be considered for studio flats. Couples would be offered a one-bedroom flat.

There will generally be a Community Officer to advise and assist tenants. Each location varies considerably but there are usually some communal facilities, such as a lounge for social activities, a laundry and sometimes there is a guestroom.

These flats are let on the same basis as other residential accommodation owned by the Council or Housing Associations. To apply you must complete a Common Housing Register Form. Application forms for the **Common Housing Register** are available from the Housing Advice Section at the Town Hall and from local Housing Associations. Once your completed application form has

been processed and your eligibility is confirmed, your information will be entered onto the register and will be available to the RBKC Tenant Management Organisation and local Housing Associations.

If you would like to discuss sheltered housing and any help you may need about moving, you can make an appointment with a Social Worker who will explain everything to you. They can also advise you on extra support that you can receive in your present home.

You can also talk to the Housing Advice and Assistance Section who can help you with your application. The Housing Officer can offer advice on the approximate cost of the accommodation, which may include the cost of care as well as rent. Alternatively, if you would like to know the exact cost you could ring the Housing Association direct.

- ☎ **020 7361 2563** Duty Social Worker
- ☎ **020 7361 2223** Information Leaflets
- ☎ **020 7361 3341** Housing Nominations Officer
- ☎ **020 7838 5343** Existing Council Tenants

Few Landlords will accept direct applications from tenants and will generally advise the client to apply to the Common Housing Register. Most schemes welcome visits from clients wishing to see whether the scheme meets their needs, but require prior notice.

Removal costs should be taken into consideration when deciding whether to move. Financial assistance may be available for people who are on benefits from the **Community Care Grant** component of the **Discretionary Social Fund**. To apply for a Community Care Grant, complete form SF3000 which is available from your local Jobcentre Plus or access [www.dwp.gov.uk](http://www.dwp.gov.uk).

The Council produces a leaflet called *Applying for Housing* and an information guide entitled *A Guide to Sheltered Housing in Kensington and Chelsea* available from the:

- **Homelessness and Advice Team**  
☎ 020 7361 3341

**Age Concern** has a number of factsheets about residential and nursing home accommodation and the range of issues that you need to consider, particularly if you are an owner occupier:

*Buying Retirement Housing*

*Finding Care Accommodation*

*Treatment of the Former Home as Capital for People in Care Homes*

*Disability and Ageing: your rights to social services*

- **Age Concern Information Line**  
☎ 0800 00 99 66 • [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

**The Elderly Accommodation Counsel** provides a free independent advice, information and counselling service. It can advise you on all forms of accommodation, care and support for older people across the country as well as in Kensington and Chelsea.

- **The Elderly Accommodation Counsel**  
3rd Floor, 89 Albert Embankment, SE1 7TP  
☎ 020 7820 1343 • e: [enquiries@e-a-c.demon.co.uk](mailto:enquiries@e-a-c.demon.co.uk)  
[www.housingcare.org](http://www.housingcare.org) • [www.eac.org.uk](http://www.eac.org.uk)

**Stonewall Housing** provides housing advice and supported housing for the lesbian and gay communities. It runs an advice line every day and regular drop-in sessions

at various venues. An appointment system is also available. Ring the Helpline for detailed information.

- **Stonewall Housing**  
2a Leroy House, 436 Essex Road, N1 3QP  
☎ 020 7359 5767 • e: [info@stonewallhousing.org](mailto:info@stonewallhousing.org)  
[www.stonewallhousing.org](http://www.stonewallhousing.org)

**United Kingdom Home Care Association** provides geographical lists of home care and domiciliary care agencies and a leaflet, *Choosing Care in Your Home*. This free service is open to users, carers and professionals.

- **United Kingdom Home Care Association**  
42b Banstead Road, Carshalton Beeches, Surrey, SM5 3NW  
☎ 020 8288 1551 Helpline Monday–Friday  
9.00am–5.00pm  
e: [enquiries@ukhca.co.uk](mailto:enquiries@ukhca.co.uk) • [www.ukhca.co.uk](http://www.ukhca.co.uk)

## Sheltered Housing for Older People

### W8

Dain Court, 114 Lexham Gardens, W8 6JF  
(*Womens Pioneer – for single women*)  
☎ 020 8749 7112

### W10

Binbrook House, Dalgarno Gardens, W10 5HE  
(*William Sutton*)  
☎ 020 8969 2115

T Block, Peabody Estate, Dalgarno Gardens, W10 5LB  
(*Peabody Trust*)  
☎ 020 8960 6953

Burgess Field, 57 Wornington Road, W10 5QJ  
(*RBKC Social Services – provides extra care for people over 55*)  
☎ **020 8960 0273**

108 Highlever Road, W10  
(*Octavia Housing and Care – sheltered housing with extra care for people with dementia*)  
☎ **020 7243 0117**

Nursery Lane Sheltered Scheme  
1 Nursery Lane, Highlever Road, W10 6QD  
(*RBKC – TMO*)  
☎ **020 8960 8033** • **e:** [tshelteredhousing@tmo.org.uk](mailto:tshelteredhousing@tmo.org.uk)

Whitchurch House, Kingsdown Close, W10 6SL  
(*RBKC – TMO*)  
☎ **020 7361 2235** • **e:** [tshelteredhousing@tmo.org.uk](mailto:tshelteredhousing@tmo.org.uk)

Evelyn Fox Court, 2 Kingsbridge Road, W10 6QF  
(*Kensington Housing Trust*)  
☎ **020 8968 4698**

Gloucester Court, 2 Bassett Road, W10 6JJ  
(*Notting Hill Housing Trust – for people over 55*)  
☎ **020 8357 5000**

## W11

Bramley Gardens, 123 St Anne's Road, W11 4BT  
(*Notting Hill Housing Trust – for people over 55*)  
☎ **020 8357 5000**

Fredrick Dobson House, Cowling Close, W11 4BZ  
(*Octavia Housing and Care*)  
☎ **020 7243 0117**

Ormrod Court, Kensington Park Road, W11 1NP  
(*Notting Hill Housing Trust – for people over 55*)  
☎ **020 8357 5000**

70 Tavistock Road, W11 1AN  
(*RBKC – TMO*)  
☎ **020 7727 6071** • **e:** [tshelteredhousing@tmo.org.uk](mailto:tshelteredhousing@tmo.org.uk)

Mary Bayley House, 10 Wilsham Street, W11 4DB  
(*Octavia Housing and Care*)  
☎ **020 7460 4300**

81–83 Clarendon Road, W11 4XQ  
(*Octavia Housing and Care*)  
☎ **020 243 0117**

138–140 Portland Road, W11 4LX  
(*Octavia Housing and Care*)  
☎ **020 243 0117**

Miranda House, 21 Penzance Place, W11 4PD  
(*Octavia Housing and Care – Sheltered housing with Extra Care*)  
☎ **020 7602 1516**

21–29 Stanley Gardens W11 2NQ  
(*Women's Pioneer – for single women*)  
☎ **020 8749 7112**

12 Lansdowne Walk, W11 3LN  
(*Sheppard Trust – for women over 65*)  
☎ **020 7727 5500**

Alan Kelly House, 22 Pembridge Villas, W11 3EL  
(*Presentation Housing – Black and Minority Ethnic Older People*)  
☎ **020 7243 4756**

42–46 St James's Gardens, W11 4RQ  
(*Harrison Housing*)  
☎ **020 7603 4332**

**e:** [info@harrisonhousing.org.uk](mailto:info@harrisonhousing.org.uk)  
[www.harrisonhousing.org.uk](http://www.harrisonhousing.org.uk)

Thomas Darby Court, 133 Lancaster Road, W11 1TT  
(Anchor Trust)  
☎ 020 7727 9597

### SW3

Edith Pope Homes, Chelsea Manor Gardens, SW3 5RP  
(Servite Houses – for people over 50)  
☎ 020 8307 3300

Hayden Piper House, 27–33 Caversham St, SW3 4AF  
(Servite Houses – for people over 50)  
☎ 020 7352 8358

Chelsea Court, Embankment Gardens, SW3 4LS  
(Family Housing)  
☎ 020 7823 3437

Jenningsbury House and Kingsmill House,  
Cale Street, SW3 3SH  
(William Sutton)  
☎ 020 7589 9049

### SW5

Paul Byrne Court, 31–33 Bramham Gardens, SW5 0HF  
(Family Housing)  
☎ 020 7373 0057

Inkerman House, 14–18 Nevern Road, SW5 9PH  
(Inkerman Housing)  
☎ 020 7370 6778  
e: iha@inkermanhouse.freeserve.co.uk

Mary Smith Court 17–21, Trebovir Road, SW5 9NF  
(Women's Pioneer – for single women)  
☎ 020 8749 7112  
e: info@womenspioneer.co.uk

15–16 Bramham Gardens, SW5 OJJ  
(Women's Pioneer – for single women)  
☎ 020 8749 7112  
e: info@womenspioneer.co.uk

Mary Flux Court, 25 Bramham Gardens, SW5 OJE  
(Women's Pioneer – for single women)  
☎ 020 8749 7112  
e: info@womenspioneer.co.uk

Sybil Thorndike Casson House, Kramer Mews,  
Old Brompton Road, SW5 9JG  
(Anchor Trust)  
☎ 020 7370 4036

### SW10

11/12 Dartrey Walk, World's End Estate, SW10 OEJ  
(RBKC – TMO)  
☎ 020 7361 3286 • e: tshelteredhousing@tmo.org.uk

Chelsea Farm House and Jean Darling House,  
Milmans Street, SW10 OBY  
(RBKC – TMO )  
☎ 020 7376 3406 • e: tshelteredhousing@tmo.org.uk

Millicent Buller House, 33–39 Redcliffe Square, SW10 9HF  
(Servite Houses – for people over 50)  
☎ 020 7244 8158

1–8 Thorndike Close, World's End, SW10 OST  
(Servite Houses – for people over 50)  
☎ 020 8307 3300

### Extra Care Sheltered

**Extra Care Sheltered Housing** offers independent living to older people who otherwise would normally be considering admission to residential care. There are

presently two schemes within Kensington and Chelsea; **Burgess Field** (W10) and **Miranda House** (W11), which offer older people their own flats, with care services provided within the schemes. **Highlever Road** (W10) offers extra care for older people with dementia.

Extra Care Sheltered Housing is an alternative to residential care homes; older people are able to receive the same level of support from care staff as they would in residential care because care staff are on the premises and on duty 24 hours a day. The staff's role is to assist tenants to lead their lives as independently as possible.

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## 4.4 Residential Care Homes

A residential home offers a higher level of support than sheltered housing. It involves living in a community with a private room, meals provided and someone on call 24 hours a day. You will also have assistance with personal care and the administration of medication. Care Homes are inspected by the Commission for Social Care Inspection (CSCI). See page 153 for contact details.

The Borough has produced a booklet *Moving into a Care Home – Information for those considering residential or nursing care*. It is available in alternative formats and languages from the Publications Team:

☎ 020 7361 2223 / 3630 • e: [hspublications@rbkc.gov.uk](mailto:hspublications@rbkc.gov.uk)

### Procedure

You will need to be referred by a Social Worker unless you are financing your accommodation entirely yourself. Before considering a care home, all other community-based options, including staying in your own home, will

be fully explored by the Social Worker. You will usually be offered the choice of two homes unless you have specified your own preference.

The Social Worker will ensure that the home meets the Borough's standards of care and does not cost more than the Borough's level of funding.

The Social Worker will go with you to visit the home you are considering or make arrangements for someone suitable to go with you. You should usually be able to stay for a few days to see what it would be like before deciding whether to move in.

*Can I make my own arrangements to go into a Residential or Nursing Home?*

Yes, if you or your relatives or friends can pay the home's fees in full. However, if you require assistance with fees you will need to contact a Social Worker to assess your needs and how best to meet them.

*What happens when I have chosen a home?*

Once you have chosen a home, your Social Worker will make the arrangements for you to move in. If there is a waiting list and you can't move in straight away, your Social Worker can organise support for you if you need it while you are waiting. Your Social Worker can also discuss with you what you would like to take with you and what will happen to your existing home.

*What happens when I move in?*

The first six weeks are the trial period for you to decide whether the home really suits you. Within this time you can decide whether you want to stay or move back



to your home. The Social Worker will discuss with you how you can retain your current accommodation during this time.

*What happens after I move in?*

Your Social Worker will visit you in the home to make sure that you are happy with the quality of care you are receiving. If you do have any problems needing immediate attention, you can contact the social worker directly or use the home's complaints procedure which will be explained to you when you move in.

The Relatives and Residents Association provides information and support for relatives, friends and carers of older people already in or likely to enter residential, nursing or NHS continuing care. It campaigns to promote good practice in care homes and produces a number of publications about residential or nursing homes.

- **The Relatives and Residents Association**  
24 The Ivories, 6–18 Northampton Street, N1 2HY  
☎ 020 7359 8148 • e: relres@totalise.co.uk  
☎ 020 7359 8136 *Advice Line 9.30am–4.30pm weekdays*

## Residential Care Homes – Council

- **Edenham**  
1 Elkstone Road, W10 5NT  
☎ 020 8969 7182
- **Thamesbrook**  
*(Dementia Care Unit)*  
2 Dovehouse Street, SW3 6LA  
☎ 020 7352 7623  
e: social.services@rbkc.gov.uk.rehabilitation&nursingcare

## Residential Care Homes – Independent

- **Alan Morkill House**  
*(Servite Houses)*  
88 St Marks Road, W10 6BY  
☎ 020 8964 1123
- **Mary Smith Court**  
*(Women's Pioneer)*  
23 Trebovir Road, SW5 9NF  
☎ 020 7244 8254
- **St Teresa's Home**  
*(Sister Hospitallers of the Sacred Heart of Jesus)*  
46 Roland Gardens, SW7 3PW  
☎ 020 7373 5820 • e: st-teresas@hsc-uk.org
- **St Wilfrids**  
*(The Daughters of the Cross of Leigé)*  
29 Tite Street, SW3 4JX  
☎ 020 7351 5339

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## 4.5 Nursing Homes and Continuing Care

### Nursing Homes

Nursing Homes are similar to residential care but also provide 24 hour assistance from qualified nurses. You will need to contact your Social Worker for an assessment. Nursing homes are registered and inspected by the Commission for Social Care Inspection.

- **Commission for Social Care Inspection**  
Hammersmith Office, 11th Floor, West Wing,  
26–28 Hammersmith Grove, W6 7SW  
☎ 020 8735 6370

## *Nursing Homes – Council*

- **Thamesbrook**

2 Dovehouse Street, SW3 6LA

☎ **020 7352 7623**

e: social.services@rbkc.gov.uk.rehabilitation&nursingcare

**Ellesmere House** is a purpose-built nursing home built on the site of another home adjacent to Chelsea and Westminster Hospital. This new facility will be open from Autumn 2006. It includes nursing home places and 15 intermediate care beds. The building will also house a Day Centre.

Once the home and day centre open, enquiries should be made through the Social Services information line.

## *Nursing Homes – Independent*

- **Avon House Nursing Home**

*(Craegmoor Healthcare)*

Allen Street, W8 6BL

☎ **020 7937 3307**

- **Kensington Nursing Home**

*(BUPA)*

40–46 Ladbroke Road, W11 3PH

☎ **020 7727 8033**

- **St George's Nursing Home**

*(Independent)*

61 St George's Square, SW1V 3QR

☎ **020 7821 9001**

## **Continuing Care – Primary Care Trust**

These homes are managed by Kensington and Chelsea Primary Care Trust and are for people with higher needs than can be managed in a Nursing Home environment. Eligibility for admission is made following a multi-disciplinary Continuing Care assessment. For further information about this process please contact your local Social Services office or the Primary Care Trust.

- **Joan Bartlett Nursing Home**

1 Beatrice Place, Marloes Road, W8 5LP

☎ **020 8846 6097**

- **Princess Louise of Kensington Nursing Home**

Pangbourne Avenue, W10 6DL

☎ **020 8962 4946**

## SECTION 5

# Support for Independent Living

**Apoyo para una Vida Independiente**

**Soutien pour une vie indépendante**

**Taageerida madaxbanaani nololeed**

**Apoio para Viver com Independência**

**الدعم من أجل حياة مستقلة**

**کمک و پشتیبانی برای زندگی مستقل و متکی به خود**



**G**rowing older affects everyone differently and for many older people some support is necessary to help with personal care and to enable them to carry on living at home. This section covers the services that are available to support older people to live independently in their own homes.

This may mean help with washing, dressing, cooking and cleaning as well as help with things such as letter-writing or shopping. This section explains some of the work of the Social Services Department as well as the complementary services offered by the voluntary sector.

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## 5.1 Statutory Sector Services

### Single Assessment Process (SAP)

*What is the Single Assessment Process for older people?*

Often when people seek help from Health and Social Care organisations, they are asked the same questions many times and information that you would like them to know is not available to them. The Single Assessment Process (SAP) is a new way for health and social care staff to work together to deliver better services for older people.

When you first make contact with any of these staff, they need to ensure that you are given every opportunity to tell them what you believe your needs are, what activities you need help with or what health problems you have. The information you provide will help that member of staff to decide the best way to meet your needs. With your agreement, staff will share the information you give when making referrals, so that you do not have to repeat the information.

Following the assessment, staff will arrange services to help you, and give you written information called a Care Plan.

*Who can carry out your assessment?*

A District Nurse, Social Worker, Doctor, Occupational Therapist or any other member of staff who will have received special training, can carry out an assessment.

### Social Services

Social Services, through its Community Care Service, aims to provide appropriate and sensitive services to individuals who may need some support to maintain their independence and quality of life.

Social Workers can:

- offer information and advice on services for which you may be eligible,
- advise you on day care and help in the home,
- provide information on housing,
- help you make contact with the Health Service and voluntary groups,
- undertake an assessment of your needs and agree a Care Plan.

*Social Services Area Offices for Older People*

- **Westway Advice and Information Centre**  
140 Ladbroke Grove, W10 5ND  
☎ 020 7598 4444  
*Office and telephone lines open Monday to Thursday  
9.00am–5.00pm and Friday 9.00am–4.45pm*

- **Kensington Town Hall**

Social Services Reception Hornton Street, W8 7NX

☎ **020 7361 2563**

*Office open Monday to Thursday 9.00am–4.45pm and Friday 9.00am–4.15pm. Telephone lines open Monday to Thursday 9.00am–5.00pm and Friday 9.00am–4.45pm*

- **South**

Chelsea Old Town Hall

King's Road, SW3 5EE

☎ **020 7352 8101**

*Office and telephone lines open Monday to Thursday 9.00am–5.00pm and Friday 9.00am–4.45pm*

**The Emergency Duty Social Worker** outside office hours, weekends and bank holidays

☎ **020 7373 2227**

- **Learning and Disabilities Team:**

☎ **020 7361 2137** Learning Disabilities

☎ **020 7361 2968** Sensory impairment

### *Applying for Community Care Services*

Under the National Health Service and Community Care Act, the Social Services Department of the Council is responsible for assessing your needs should your circumstances make you eligible for a residential or nursing home. At the same time an assessment will also be made as to what services may be made available to enable you to remain in your own home. The policy of the Council is to provide services that, as far as possible, preserve normal living conditions and enable you to remain in the community.

If you think that you need help from Community Care, you should contact your local Social Services office. A Social Worker will then arrange to carry out a comprehensive assessment of your circumstances to establish the extent of your care needs. He or she may need to talk to your family and your GP as well.

Once the assessment is complete the Social Worker will draw up a Care Plan which will specify the services you require. The Care Plan will be reviewed periodically to ensure that your needs are still being met.

The assessment is free of charge and some services, which are arranged as a result of the assessment, are also free. There may be a charge for other services. If you cannot afford the full charge, a financial assessment will be carried out to determine the contribution you can afford.

## **Services at Home**

There are a number of services, provided under a Care Plan, to help you maintain your independence.

- Home Carers assist with personal care and practical household tasks to help you live independently in your own home. If you are on Pension Credit (Guarantee Credit) or Income Support this service is free, although if you receive Disability Living Allowance or Attendance Allowance you will be expected to use some of this to pay towards your care.
- The Meals Service will deliver a hot cooked meal at lunchtime if you are unable to prepare meals for yourself. A range of different diets can be catered for. Frozen meals are also available for re-heating

at a time convenient for you. There is a charge for this service.

These services are arranged following a Community Care Assessment. Assessments are carried out by staff in Hospital and Community Teams.

### *Direct Payments Scheme*

Instead of getting services organised by Social Services you could be given the money to do this yourself via the **Direct Payments scheme**. People who qualify for the scheme will then be able to use the money to employ and manage their own care workers, or purchase care from an agency. If you think you could organise your own care and are interested in the Direct Payments scheme, please contact your Social Worker or your local Social Services office. *See also Section 2, page 68.*

## **Occupational Therapy**

An Occupational Therapist may visit you if you have difficulty managing day-to-day activities. The service is offered to people who have a permanent physical disability or illness which causes them substantial problems in daily living. You can refer yourself or be referred by a health professional, relative or neighbour.

If you require a major adaptation (such as a stairlift) the Occupational Therapist can help you with the application for a Disabled Facilities Grant.

*See Section 1 page 28 for contact details.*

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## **5.2 Day Centres**

Day Centres offer a range of health and social care as well as leisure activities to help people stay active and promote independence. Transport to and from the Centre is generally available along with a hot meal at lunchtime for which a charge may be made.

One of the most important ways of maintaining mental fitness and combating depression and isolation is to meet and be involved with other people, either socially or through a shared interest. Day Centres can offer a sociable, varied and interesting place to go if you would otherwise spend much time on your own.

They also provide care for frailer older people, and respite and support for carers. Social Workers can tell you about the different services available and refer you where necessary, or you can contact the centres directly.

The Council produces an information leaflet about Day Centres and the services they offer. This is available from your local library or the Publications Team on:

☎ **020 7361 2223 / 3630**

e: [hspublications@rbkc.gov.uk](mailto:hspublications@rbkc.gov.uk) • [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

- **Gertrude Street Day Centre (RBKC)**

15 Gertrude Street, SW10 0JN

☎ **020 7598 4747**

*Open 9.00am–5.00pm Monday to Friday*



- **EPICS (RBKC)**  
Westway Centre 2–4 Malton Road, W10 5UP  
☎ **020 7598 4600**  
*A Day Care service for frail older people, to enable independence and rehabilitation, and respite for carers. A Drop-In Centre open 8.30am–4.00pm, 7 days per week and a subsidised restaurant serving breakfast and lunch. Also available: a range of health services by appointment.*
- **Edenham Day Centre (RBKC)**  
1 Elkstone Road, W10 5NT  
☎ **020 8960 1301**  
*A Day Care Service for people with dementia open 9.00am–5.00pm 7 days per week*

#### *Independent Services*

- **Kensington Day Centre**  
24–28 Convent Gardens  
Kensington Park Road, W11 4NJ  
☎ **020 7727 7337** • [www.octaviahousing.org.uk](http://www.octaviahousing.org.uk)  
*Open 9.00am–5.00pm from Monday to Friday for frail older people.*
- **Pepper Pot Day Centre**  
1a Thorpe Close, W10 5XL  
☎ **020 8968 6940** • e: [info@pepperpotdaycentre.co.uk](mailto:info@pepperpotdaycentre.co.uk)  
*Open 10.00am–4.00pm from Monday to Friday offering services to older members of the African and Caribbean community.*
- **The Quest**  
85 Clarendon Road, W11 4XQ  
☎ **020 7243 0117**  
*Open 8.30am–4.00pm from Monday to Friday for older people with dementia and other mental health needs.*

- **New Horizons** is an initiative to redevelop and refurbish the Alan Lennox Boyd Day Centre in Cadogan Street, SW3. A consortium of voluntary organisations led by Open Age and including Sixty Plus and Guinness Trust is working in partnership with the Royal Borough of Kensington and Chelsea and the Kensington and Chelsea Primary Care Trust to create a ‘healthy living centre’ for people over 50, combining leisure, fitness and educational activities, health promotion and advice, and a café serving hot lunches. Fundraising for building works is underway and the Centre should be ready to open in early 2007. For more information, ring **Open Age** on **020 8964 1900** or **Sixty Plus** on **020 8969 9105**.

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## **5.3 Voluntary Sector Services**

### **Community Centres**

There are opportunities for regular social activities and joining mutual support groups which exist in a range of settings such as community centres. Call in or telephone the centres to ask for their latest programme.

- **Ashburnham Community Centre** *provides courses in Languages, IT and fitness for people over 50.*  
69 Tetcott Road, SW10 0SB  
☎ **020 7352 3335** • [www.ashburnham.net](http://www.ashburnham.net)  
e: [Director@ashburnhamca.fsnet.com](mailto:Director@ashburnhamca.fsnet.com)
- **Chelsea Methodist Centre**  
155a King’s Road, SW3 5TX  
☎ **020 7352 9305**

- **Kensal Community Centre**  
177 Kensal Road, W10 5BJ  
☎ 020 8960 2637 • e: iwslondon@hotmail.com  
www.kensalcommass.org
- **Dalgarno Community Centre** *provides exercise and activities for people over 60.*  
1 Webb Close, W10 5QB  
☎ 020 8969 6300
- **Positive Age Centre (Open Age)**  
Peabody Estate, Dalgarno Way, W10 5JN  
☎ 020 8960 4853
- **The Rugby Portobello Trust**  
221 Walmer Road, W11 4EY  
☎ 020 7229 2928
- **St Clements and St James Community Projects** *provide classes and social events.*  
95 Sirdar Road, W11 4EQ  
☎ 020 7221 8810 • e: centre@clementjames.co.uk  
www.clementjames.co.uk
- **St Cuthberts Drop-in Centre** *offers subsidised hot meals, free clothes and shower facilities.*  
The Philbeach Hall, Philbeach Gardens, SW5 9EB  
☎ 020 7835 1389
- **St Francis Community Centre** *has a café providing low cost meals and pensioner group meetings.*  
Pottery Lane, W11 4NQ  
☎ 020 7792 8259 • e: stfccuk@yahoo.co.uk
- **Salvation Army – Notting Hill**  
205 Portobello Road, W11 1LU  
☎ 020 7727 5178

- **Salvation Army – Chelsea** *provides a lunch club on Mondays, Wednesdays and Fridays for people over 50.*  
Blantyre Street, SW10  
☎ 020 7352 7557
- **Tabernacle Community and Arts Centre** *has a lively café.*  
Powis Square, W11 2AY  
☎ 020 7565 7890 • e: info@tabernacle.org.uk  
www.tabernacle.org.uk
- **Venture Centre** *has exercise and leisure classes and a computer suite.*  
103a Wornington Road, W10 5YB  
☎ 020 8960 3234 • www.venturecentre.org.uk

## Self Help and Support Groups

As well as social clubs and day centres, there are other groups which can give you support and advice around shared concerns.

**Action Disability Kensington and Chelsea (ADKC)** produces a regular newsletter and runs a range of groups for people with disabilities.

Whitstable House, Silchester Road, W10 6SB  
☎ 020 8960 8888 • e: adkc@adkc.org.uk

**Centro Social de Mayores Miguel Cervantes (Spanish Pensioners Centre)** for retired people and people with disabilities. Cafeteria, Spanish films, card playing, educational and leisure outings, dancing and exercise.

Irish Centre, 52 Camden Square, NW1 9XB  
☎ 020 7267 3562  
(Entrance Murray Mews)

**HISTORYtalk** (formerly Kensington and Chelsea Community History Group) provides reminiscence groups in different locations as well as a Reminiscence-at-Home scheme.

240b Lancaster Road, W11 4AH  
☎ **020 7792 2282** • [www.historytalk.org](http://www.historytalk.org)  
e: [info@historytalk.org](mailto:info@historytalk.org)

**Migrant and Refugee Communities Forum** supports local migrant and refugee groups with resources, training and community development.

2 Thorpe Close, W10 5XL  
☎ **020 8964 4815** • e: [info@mrcf.org.uk](mailto:info@mrcf.org.uk)

**Equal People** provides a wide range of leisure, educational and life skills activities for people with learning disabilities.

73 St Charles Square, W10 6EJ  
☎ **020 8964 5444** • e: [enquiries@equalpeoplekc.org.uk](mailto:enquiries@equalpeoplekc.org.uk)

**Metropolitan Society for the Blind** is a charity for visually impaired people providing a visiting and befriending service, help with correspondence, minor repairs/tasks, advice on aids and equipment. A Welfare Rights Officer offers assistance with benefit claims and form filling.

Lantern House, 102 Bermondsey Street, SE1 3UB  
☎ **020 7403 6184** • e: [enquiries@msb.gb.com](mailto:enquiries@msb.gb.com)  
[www.msb.gb.com](http://www.msb.gb.com)

**Open Age** provides leisure information and activities for people over 50 with some groups run by its members. See *Section 7 page 202 for full details.*

1 Thorpe Close, W10 5XL  
☎ **020 8964 1900** • e: [openageproject@btclick.com](mailto:openageproject@btclick.com)

**RNIB Outreach Service** provides support for people with sight loss.

105 Judd Street, London, WC1H 9NE  
☎ **020 7874 1315** • e: [outreach@rnib.org.uk](mailto:outreach@rnib.org.uk)  
Office Hours 10.00am–4.00pm Monday to Friday

**SMART** promotes mental health through purposeful activities such as providing rehabilitation and training towards work opportunities, social clubs and drop-in sessions for people of all ages.

15 Gertrude Street, SW10 OJN  
☎ **020 7376 4668** • e: [smart.chelsea@btclick.com](mailto:smart.chelsea@btclick.com)  
[www.smartlondon.org.uk](http://www.smartlondon.org.uk)

### *Specialist Support Groups*

These are contact points for you if you or someone you are caring for has a particular condition or disability.

- **Alzheimer's Society**  
Gordon House, 10 Greencoat Place, SW1P 1PH  
☎ **020 7306 0606** • e: [info@alzheimers.org.uk](mailto:info@alzheimers.org.uk)  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- **Arthritis Care**  
18 Stephenson Way, NW2 HD  
☎ **020 7380 6555** Information Helpline  
☎ **0808 800 40 50** Freephone  
e: [helpline@arthritiscare.org.uk](mailto:helpline@arthritiscare.org.uk) • [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)
- **British Heart Foundation**  
14 Fitzhardinge Street, W1H 6DH  
☎ **020 7487 7110** Public Information Officer  
☎ **08450 70 80 70** Heart Information Line  
[www.bhf.org.uk](http://www.bhf.org.uk)

- **Deafblind UK**  
100 Bridge Street, Peterborough, PE1 1DY  
☎ **01733 35 81 00** Voice/Text  
e: info@deafblind.org.uk • www.deafblind.org.uk
  
- **Diabetes UK**  
10 Parkway, NW1 7AA  
☎ **020 7424 1000** • Fax: 020 7424 1001  
e: info@diabetes.org.uk • www.diabetes.org.uk  
☎ **0845 120 2960** Careline – Living with Diabetes  
e: careline@diabetes.org.uk
  
- **Multiple Sclerosis Society**  
MS National Centre, 372 Edgware Road, NW2 6ND  
☎ **020 8438 0700**  
☎ **0808 800 8000** Helpline 9.00am–9.00pm  
Monday to Friday  
www.mssociety.org.uk
  
- **National Osteoporosis Society**  
Camerton, BA2 OPY  
☎ **01761 432 472** • e: info@nos.org.uk  
www.nos.org.uk
  
- **Parkinson's Disease Society**  
215 Vauxhall Bridge Road, SW1V 1EJ  
☎ **020 7931 8080** • Fax: 020 7233 9908  
☎ **0808 800 0303** Helpline 9.30am–5.30pm  
Monday to Friday  
e: enquiries@parkinsons.org.uk • www.parkinsons.org.uk
  
- **Royal National Institute for the Blind**  
105 Judd Street, WC1H 9NE  
☎ **020 7388 1266**  
☎ **0845 766 9999** Helpline  
e: helpline@rnib.org.uk • www.rnib.org.uk
  
- **RNID for Deaf and Hard of Hearing People**  
19–23 Featherstone Street, EC1Y 8SL  
☎ **0808 808 0123** Information Line  
☎ **0808 808 9000** Textphone Helpline  
e: informationline@rnid.org.uk • www.rnid.org.uk
  
- **The Stroke Association**  
Stroke House, 240 City Road, EC1V 2PR  
☎ **020 7566 0300**  
☎ **0845 303 3100** Helpline  
e: info@stroke.org.uk • www.stroke.org.uk
  
- **Terrence Higgins Trust (THT)**  
52–54 Grays Inn Road, WC1X 8JU  
☎ **020 7831 0330** • e: info@tht.org.uk  
www.tht.org.uk  
*Europe's leading HIV/AIDS charity*

#### Local Branches

- **Alzheimer's Society Hammersmith and Fulham**  
*provides information, advice and support for carers of people with dementia, their families and professionals. They provide day care and run Carer Support Groups.*  
Aspen House, 1 Gayford Road, W12 9BY  
☎ **020 8762 0802**
  
- **British Heart Foundation**  
*For up-to-date information on a local support group contact the Cardiac Care Administrator on:*  
☎ **020 7487 7110**
  
- **Kensington and Chelsea Arthritis Care**  
172c New Kings Road, SW6 4NE  
☎ **020 7736 8454**

- **The Macular Disease Society Kensington and Chelsea Branch** is a self-help group which meets at 2.00pm every third Tuesday of the month, at St Columba's Church, Pont Street, SW3. Contact the secretary on: ☎ **020 7371 9637**

- **Parkinson's Disease Society** has two local support groups open to all:
  - ☎ **020 8862 4960** North Kensington Support Group
  - ☎ **01582 715113** Kensington and Chelsea Support

For medical questions please contact: **0808 800 0303**

- **The Stroke Association**, West London Regional Centre, provides a telephone information line for anyone affected by stroke. Training is also provided to carers and health professionals who have contact with stroke survivors. Mitchell House, 433 Chiswick High Road, W4 4AU ☎ **020 8994 2847**

## Spiritual Support

The Council produces a booklet entitled *Places of Worship* which will put you in touch with the religious organisation of your choice. It is available from First Stop Information Points at North Kensington, Central and Chelsea Libraries. See Section 3 page 102.

## Minority Ethnic Elders Support Groups

The Council published the 8th Edition of *A Guide to Ethnic and Faith Organisations in the Royal Borough of Kensington and Chelsea* in September 2004. It is available via the Council website

[www.rbkc.gov.uk](http://www.rbkc.gov.uk)

or from:

- **Community Relations Section**  
2-4 Malton Road, W10 5UP  
☎ **020 7598 4633**

See also Section 3 page 97.

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## 5.4 Services for People who are Housebound

### Visiting Schemes

Loneliness and isolation is a common problem for older people. With loss of mobility, friends and relatives living long distances away and abroad, or after bereavement, loneliness can become a serious problem. Fortunately there are a number of groups who can arrange for a selected volunteer to visit you at home.

Before you accept the service, it is important to ask the organisation providing the volunteer what checks are carried out. For example, are references taken up and police checks received?

**Sixty Plus** has trained volunteer visitors offering companionship and a listening ear. They also run a telephone support service.

1 Thorpe Close, W10 5XL

☎ **020 8969 9105** • e: [info@sixtyplus.org.uk](mailto:info@sixtyplus.org.uk)

**Contact the Elderly** organises monthly get-togethers in the homes of volunteer hosts on Sunday afternoons. Transport included, no costs involved. There may be a waiting list.



☎ 0800 716 543 • e: info@contact-the-elderly.org  
www.contact-the-elderly.org

**RNIB Outreach Service** has a home-visiting programme for housebound people who need advice, information or practical support about sight loss.

105 Judd Street, London, WC1H 9NE  
☎ 020 7874 1315 • e: outreach@rnib.org.uk

**Pepper Pot Day Centre** has a befriending service and provides meals on wheels.

1a Thorpe Close, W10 5XL  
☎ 020 8968 6940 • e: info@pepperpotdaycentre.co.uk

## Other Assistance

*For medical assistance at home, please see Section 1.* Doctors, nurses, dentists, physiotherapists can all make home visits if necessary.

**Age Concern's Home Bathing Service** provides a team of Personal Care Attendants who make regular visits to the service user's home to assist with bathing.

- **Age Concern Kensington and Chelsea**  
Kensington Charity Centre, Charles House,  
375 Kensington High Street, W14 8QH  
www.ackc.org.uk  
*Please note: This is Age Concern's new address from 1 May 2005. Calls will be re-routed for one year.*  
☎ 020 7938 3944

## Libraries

There is a library service for housebound people which will visit you once a month. Details are available from:

- **Community Library Services**  
c/o Brompton Library, 210 Old Brompton Road, SW5 OBS  
☎ 020 7373 3111

**Home Delivery Services** are available from most main Supermarkets. Contact them direct for local information. There is generally a charge for this service.

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## 5.5 Equipment and Aids to Independent Living

### Community Physiotherapy

The Community Physiotherapy Team can supply mobility equipment. You can contact them yourself or you may be referred by your doctor or other health professional. They supply walking aids such as walking sticks and zimmer frames. They can also visit housebound people in their own homes. See *Section 1 page 26 for contact details.*

### Equipment Suppliers

Equipment can be purchased privately from the following:

**Keep Able** provides home assessments and a wheelchair clinic.

11–17 Kingston Road, Staines, Middlesex, TW18 4QX  
☎ 01784 44 00 44 • e: sales@keepable.co.uk  
www.keepable.co.uk

**John Bell & Croyden** sells wheelchairs, walking aids, electric aid chairs, incontinence products, TENS pain relief and commodes etc.,

50–54 Wigmore Street, W1U 2AU

☎ 020 7935 5555 • e: jbc@johnbellcroyden.co.uk

www.jonhbellcroyden.co.uk

**Disabled Living Foundation** A charity providing advice on equipment for independent living. This is an equipment centre which can demonstrate different aids to help with daily living. It is best to make an appointment.

380–384 Harrow Road, W9 2HU

☎ 020 7289 6111 • e: dlfinfo@dlf.org.uk

☎ 0845 130 9177 Helpline www.dlf.org.uk

**Direct Mobility Hire** specialises in sales and short-term hire of mobility and personal care equipment.

8 Cheapside, N13 5ED

☎ 020 8807 9830 • e: info@directmobility.co.uk

www.directmobility.co.uk

**ADKC** provides wheelchairs on short-term hire. See *Section 1 page 31 for contact details.*

## Sight Loss

Equipment is available to help you to manage with sight loss such as large button phones with memory, talking books, newspapers and clocks. There is a variety of equipment for the kitchen and around the home that can also make it safer and easier for you to live independently.

If you have a significant and permanent eye condition, which cannot be corrected by spectacles, you can self-refer to the Council's Sensory Impairment Team for an assessment. You will be visited at home by a Registration and Rehabilitation Officer who will assess your situation, give advice and may provide equipment to

help you to manage your rehabilitation. Two booklets entitled *Services for People who are Blind or Partially Sighted in Kensington and Chelsea* and *Visual Impairment Rehabilitation Service* are available from:

- **The Sensory Impairment Team**

☎ 020 7361 2968 • e: sensory.team@rbkc.gov.uk

**RNIB Outreach Service** offers support and advice for anyone with a sight problem. It can provide practical information and advice on many topics, from transport and social security benefits to local sports and leisure activities. It can offer a range of support from trained volunteers such as an escort, a reader or befriender.

- **RNIB Outreach Service**

105 Judd Street, London, WC1H 9NE

☎ 020 7874 1315 • e: outreach@rnib.org.uk

Office Hours 10.00am–4.00pm Monday to Friday

**Macular Disease Society K&C Branch** – see page 172 for details.

### Other Help

Large print books and 'Talking Books' are available from the Library which also provides a home library service.

Your pharmacist can provide labels in Braille or large print on request.

Most of the main utilities such as Gas and Electricity can provide either Large Print or Braille statements on request. British Telecom has a range of services and equipment for people with sight problems such as Braille or talking phone bills.

☎ 0800 800 150

**Big Print Limited** produces a weekly national newspaper in large type delivered on subscription.

- **Big Print Limited**

PO Box 173, Peterborough, PE2 6WS  
☎ **0800 124 007** • e: BigPrint@RNIB.org.uk  
www.big-print.co.uk

**Calibre Cassette Library** is a postal lending library for anybody who cannot read printed books.

- **Calibre Cassette Library**

New Road, Weston Turville, Aylesbury,  
Buckinghamshire, HP22 5XQ  
☎ **01296 43 23 39** • www.calibre.org.uk

**The Guide Dogs for the Blind Association** supplies guide dogs, mobility and rehabilitation services to blind and partially sighted people.

- **The Guide Dogs for the Blind Association**

Hillfields, Burghfield Common, Reading, Berks, RG7 3YG  
☎ **01189 83 55 55** • e: guidedogs@guidedogs.org.uk  
www.guidedogs.org.uk

**Kensington and Chelsea Talking Newspaper** is a 60-minute audio cassette which is produced fortnightly and distributed free in the Borough to people unable to read a newspaper. There are also opportunities for volunteers to assist as readers, editors etc.

- **Kensington and Chelsea Talking Newspaper**

Central Library, Phillimore Walk, W8 7RX  
☎ **020 7376 2245**

**RNIB** provides the following services:

- **RNIB Talking Book Service**

P O Box 173, Peterborough, PE2 6WS  
☎ **08457 626843**

- **RNIB Cassette and Braille Library**

PO Box 173, Peterborough, PE2 6WS  
☎ **01733 375000**

**Talking Newspaper Association of the UK (TNAUK)**

produces over 200 talking newspapers nationwide.

- **TNAUK**

National Recording Centre, 10 Browning Road,  
Heathfield, East Sussex, TN21 8DB  
☎ **01435 86 61 02** • www.tnauk.org.uk

**Sixty Plus** runs an Intergenerational Project matching older people with sight difficulties with younger volunteers who can help them with correspondence, reading and other aspects of domestic administration. Its quarterly newsletter is available on audio tape.

1 Thorpe Close, W10 5XL  
☎ **020 8969 9105** • e: info@sixtyplus.org.uk  
www.sixtyplus.org.uk

## Hearing Loss

**RNID/British Telecom Enquiry Line.** The RNID and BT run both Textphone and Typetalk services. Typetalk relays conversations between textphone users and ordinary telephone users. It costs the same as dialling direct.

☎ **0800 7311 888**  
☎ **0800 500 888** Textphone Enquiries  
e: helpline@rnid-typetalk.org.uk • www.typetalk.org

**Sarabec** is a private company supplying a number of devices including aids for everyday sounds such as television, telephone and doorbells. They also supply textphones.

- **Sarabec Ltd**

15 High Force Road, Middlesbrough, TS2 1RH  
☎ **01642 247789** • Minicom: 01642 251310  
e: mail@sarabec.co.uk • www.sarabec.com

The **Hearing Dogs for Deaf People** is a charity which trains dogs to alert severely and profoundly deaf people to everyday household sounds such as the doorbell, telephone, alarm clock, cooker timer; plus danger sounds like the smoke alarm, fire bell and burglar alarm. The dogs are free to applicants. Minimum age of applicant is 18; no maximum age.

- **Hearing Dogs for Deaf People**

The Grange, Wycombe Road, Saunderton, Princes Risborough, Bucks, HP27 9NS  
☎ **01844 348100**  
Open 9.00am–5.00pm Monday to Friday  
e: info@hearing-dogs.co.uk • www.hearing-dogs.co.uk

**ADKC** runs ‘**Interaction**’ an Internet café for deaf people. An experienced Deaf IT tutor, who communicates with or without British Sign Language, is on hand to advise users on accessing the internet. For information and advice about Interaction and disability related issues call:

☎ **020 8960 8888** • Minicom: 020 8964 8066  
e: adkc@adkc.org.uk

*For more information about Hearing Loss See Section 1.1 page 16. The Publications Team produces a Guide*

*to Services for People who are Deaf or Hard of Hearing available from:*

☎ **020 7361 2223 / 3630**  
e: hspublications@rbkc.gov.uk

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## **5.6 Services for Carers**

Carers UK and Crossroads’ definition of a carer is “Someone who looks after or provides support at home for a relative, friend or partner who, because of disability, illness or age, cannot manage without help”. The carer may not live in the same house as the person cared for.

If you have a carer who gives you a significant amount of support, they have the right to ask **Social Services** to speak to them about what they do to see whether they could be helped in any way. Where necessary, a Social Worker can provide advice and information, make arrangements so the carer can have a break from caring, or provide other help or services to support the carer to help you. To find out more, contact your local Social Services office or see the leaflet *Are you looking after a relative, friend or neighbour?* available from the Publications Team:

☎ **020 7361 2223 / 3630**  
e: hspublications@rbkc.gov.uk

*See page 159 for the Social Services contact details.*

**London Care Connections** provides support to people who look after someone with an illness, a disability, or someone who is elderly or frail. This includes:

- advice and information including help to apply for benefits,
- telephone support and group meetings,
- home-based care service to have a break from 3 hours, overnight or up to a week.

- **London Care Connections**

155a King's Road, SW3 5TX

☎ **020 7376 3545** • e: info@londoncareconnections.org  
www.londoncareconnections.org

The **Injury Prevention Service** helps informal carers with relaxation and safe moving and handling techniques.

☎ **020 7352 6387**

**Carers UK** provides information and advice on all aspects of caring to both carers and professionals. They campaign at both national and local level to ensure that action is taken to support carers and provide vital feedback on local practices and policies towards carers.

- **Carers UK**

20–25 Glasshouse Yard, EC1A 4JT

☎ **020 7490 8818**

☎ **0808 808 7777** Carers Line Freephone

e: info@ukcarers.org • www.carersonline.org.uk

**The Relatives and Residents Association** provides information and support for relatives, friends and carers of older people already in or likely to enter residential, nursing or NHS continuing care. It also campaigns to promote good practice in care.

- **The Relatives and Residents Association**

24 The Ivories, 6–18 Northampton Street, N1 2HY

☎ **020 7359 8148** • e: relres@totalise.co.uk

☎ **020 7359 8136** *Advice Line 9.30am–4.30pm  
Monday to Friday*

**Admiral Nurses** provide support, information and practical advice to carers of people with dementia. Carers can contact the service direct.

- **Admiral Nurse Service (North)**

The Medical Centre, 7E Woodfield Rd, W9 3XZ

☎ **020 8451 8131**

- **Admiral Nurse Service (South)**

3 Beatrice Place, Marloes Road, W8 5LW

☎ **020 7352 4649**

**The Dementia Team** provides a telephone contact for relatives and carers and regular opportunities for informal training through the One-Day-at-a-Time series of meetings.

As well as information leaflets, a specialist library of journals, books, articles and research papers on dementia is maintained by the team at its North Kensington office. If carers and relatives are unable to visit the library themselves, the team will photocopy useful information and send it out.

The emphasis of the service is on promoting positive attitudes and fresh approaches to working with people with dementia and their families. The team provides specific training sessions, courses and workshops on a wide range of topics related to dementia care.

- **The Dementia Team**

☎ **020 7598 4664 / 4648 / 4667**



**Alzheimer's Society Lesbian and Gay Carers' Network** provides a Helpline for lesbians and gay men caring for someone with dementia.

Gordon House, 10 Greencoat Place, SW19 1PH  
☎ **0161 428 1556** Network Development Worker  
☎ **020 7306 0606** for general enquiries and help  
e: [gaycarers@alzheimers.org.uk](mailto:gaycarers@alzheimers.org.uk)  
[www.alzheimers.org.uk/Gay\\_carers](http://www.alzheimers.org.uk/Gay_carers)

**The Samaritans** provides someone to talk to any time of the day or night.

☎ **020 7734 2800** (local branch)  
☎ **08457 90 90 90** (national number)  
e: [jo@samaritans.org](mailto:jo@samaritans.org) • [www.samaritans.org.uk](http://www.samaritans.org.uk)

A booklet *Caring can be demanding! – Who cares for YOU?* is available from the **Injury Prevention Service** on:

☎ **020 7352 6387**

See Section 2, page 75, for information on **Benefits for Carers**.

## SECTION 6

# Transport

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This section tells you about some of the benefits and discounts available to older people. It also gives you information on a number of initiatives to support people with special travel needs.

For more detailed information the Royal Borough of Kensington and Chelsea has published a guide, *Transport Services for Disabled and Older People – Getting from place to place*. Contact the Social Services Publications Team for a copy on: **020 7361 2223**.

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## 6.1 Public Transport

### The Freedom Pass

If you are over 60, you are entitled to a **Freedom Pass** enabling free use of public transport in central London. Passes can be used after 9.00am weekdays and any time on weekends and bank holidays. You can get a pass from **the local Post Office** with proof of age and address in the borough and two passport size photos. Blind or disabled people can contact the Council direct on:

☎ **020 7361 2390**

It is necessary to apply in person and the pass is valid for two years on buses, Underground, Docklands Light Railways, Tramlink and British Rail London Services.

Freedom Pass holders may also get a discount on many Thames River Boat services.

- **RBKC Accessible Transport Services**

Town Hall, Room B152, Hornton Street, W8 7NX

☎ **020 7361 3120** to request an application form

☎ **020 7361 2390** for further information  
e: [Accessible.Transport@rbkc.gov.uk](mailto:Accessible.Transport@rbkc.gov.uk)  
[www.freedompass.org](http://www.freedompass.org)

### Buses

There are a number of accessible Low-Floor Buses passing through Kensington and Chelsea. These 'kneel' at the bus stops, providing easy access. They also have a ramp and one dedicated space for wheelchair users.

**Mobility Buses** link residential areas to shopping centres. The bus has a tail lift and can take up to three wheelchairs. The Freedom Pass is valid on mobility buses.

For an up-to-date list of low floor bus routes and Mobility Bus timetables and route maps, contact:

- **London Travel Information**

☎ **020 7222 1234** • Minicom: 020 7918 3015

e: [travinfo@tfl.gov.uk](mailto:travinfo@tfl.gov.uk) • [www.tfl.gov.uk](http://www.tfl.gov.uk)

### Coaches

**National Express** welcomes passengers with mobility difficulties and staff are available to assist you and make sure there is enough luggage space for special equipment. Please give adequate notice. Guide dogs for visually- or hearing-impaired people are permitted on all services. Most coaches have washroom facilities.

National Express Coaches offer concessions for people over 60. For up-to-date information contact the **Disabled Persons' Travel Helpline**. Information in large print or audio tape is available on request.

- **National Express Ltd,**  
Ensign Court, Edgbaston, Birmingham, B15  
☎ **0121 423 8479** • Minicom: 0121 455 0086  
☎ **0121 423 8479 / 0121 455 0086** Disabled Persons' Travel Helpline  
☎ **08705 808080** for booking information  
[www.nationalexpress.com](http://www.nationalexpress.com)

Many coach companies throughout the UK offer concessionary fares for people over 60. Contact specific companies for detailed information.

## Trains

For general service information including accessibility and free assistance at stations, contact:

- **National Rail Enquiries:**  
☎ **08457 484950** • Minicom: 08456 050600  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)

The **Senior Railcard** provides discounted rail travel in England, Scotland and Wales to people over 60. The Senior Railcard leaflet contains full details and is available from most staffed rail stations or phone your local train company. Details can also be found on the web: [www.senior-railcard.co.uk](http://www.senior-railcard.co.uk)

The **Disabled Persons Railcard** provides discounted rail travel for the cardholder and one accompanying adult on trains in England, Scotland and Wales.

- **Disabled Persons Railcard Office**  
PO Box 163, Newcastle-upon-Tyne, NE12 8WX  
☎ **0191 218 8103** • Minicom: 0191 269 0304  
[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) for information and to download an application form.

**Buses linking railway stations** – Routes 205 and 705

are wheelchair-accessible buses which connect main-line stations. For exact information contact:

- **London Travel Information**  
☎ **020 7222 1234** • Minicom: 020 7918 3015  
e: [travinfo@tfl.gov.uk](mailto:travinfo@tfl.gov.uk) • [www.tfl.gov.uk](http://www.tfl.gov.uk)

## Underground

The Underground can be extremely difficult for people with mobility problems. London Transport provides *The Tube Access Guide* to all stations for people who use wheelchairs, a tactile map for people with visual impairments and a leaflet on guide dogs and the Underground. Information is available in large print leaflets, Braille and cassettes.

Wheelchair users can travel anywhere on the Underground, providing there are sufficient access facilities available. Please call Transport for London's 24 hour travel information service before travelling. The Jubilee Line extension and 'Crossrail' routes are fully accessible and on the Docklands Light Railway all stations have lifts and all trains are wheelchair-accessible.

For specific queries about disabled access to the Underground, please call

- **Transport for London Travel Information Services**  
☎ **020 7222 1234** 24hour travel information  
e: [customer.services@tube.tfl.gov.uk](mailto:customer.services@tube.tfl.gov.uk)

## Airports

Bus services linking coach stations with Gatwick, Heathrow, Stanstead and Luton airports are available. For

more information, contact:

☎ **0121 423 8479** • [www.nationalexpress.com](http://www.nationalexpress.com)

For information about the Underground services to Heathrow airport, contact:

☎ **020 7222 1234**

For information about train services to Heathrow, Gatwick and Stanstead airports, contact:

☎ **0845 8500 150** Stanstead Express

☎ **0845 8501 530** Gatwick Express

☎ **0845 6001 515** Heathrow Express

Assistance at the airport should be arranged in advance either through your airline or your travel agent. Ensure that you make arrangements for both ends of your journey.

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## 6.2 Travel Information

### Help and Advice

*For information and advice on all types of public transport in London, contact **London Travel Information** see page 189.*

*Rail Travel for Disabled Passengers* is a booklet available from most staffed rail stations, Citizens Advice Bureaux and some libraries, and can also be downloaded from the Internet at [www.nationalrail.co.uk/info/disabled/rtdp\\_2003.pdf](http://www.nationalrail.co.uk/info/disabled/rtdp_2003.pdf)

*For timetables, fares and general information on **national rail travel** see page 188.*

**RADAR** (Royal Association for Disability and Rehabilitation) produces a range of publications on disability issues, including fact sheets, books and guides.

- **RADAR**

12 City Forum, 250 City Road, EC1V 8AF

☎ **020 7250 3222** • Minicom: 020 7250 4119

e: [radar@radar.org.uk](mailto:radar@radar.org.uk) • [www.radar.org.uk](http://www.radar.org.uk)

**Tripscope** provides information and advice on local, national and international travel for older people and people with mobility problems.

- **Tripscope**

The Vassall Centre, Gill Avenue, Bristol, BS16 2QQ

☎ **08457 585641** • Fax: 0117 939 7736

e: [enquiries@tripscope.org.uk](mailto:enquiries@tripscope.org.uk) • [www.tripscope.org.uk](http://www.tripscope.org.uk)

### Lost property

Local police stations generally hold lost property for four weeks.

If you lose anything on a bus, tube or licensed black taxi it will be sent to the Lost Property Office which is open Monday to Friday between 8:30am and 4pm. Please allow seven full working days after the loss before visiting. You can also obtain an enquiry form from any bus garage or Underground station.

- **London Transport Lost Property Office**

200 Baker Street, NW1 5RZ

☎ **0845 3309882** • Fax: 020 7918 1028

[www.tfl.gov.uk/lpo](http://www.tfl.gov.uk/lpo)

For lost property from minicabs and overland trains, you will need to contact the particular company used.

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## 6.3 Taxi, Minibus and Car schemes

### London Dial-a-Ride

**Dial-a-Ride** is a multi-occupancy door-to-door transport service for disabled people who cannot use buses, trains and the Tube. It can be used for all sorts of journeys, for example, shopping, visiting friends and family, college, doctor and dentist appointments and going out at night.

To be eligible for Dial-a-Ride membership you must have a permanent or long-term disability which makes you unable or virtually unable to use public transport services.

You may be asked to undergo a mobility assessment to establish your level of difficulty in using public transport unless you are: a current member of Taxicard, in receipt of the Higher Rate Mobility component of DLA, in receipt of Higher Rate AA, registered blind or in receipt of a War Pension Mobility Supplement. To apply, contact:

- **Dial-a-Ride Paddington**

Hathaway House, 7d Woodfield Road, W9 2BA

☎ **020 7266 6100** • Fax: 020 7266 5079

e: enquire@tfl.gov.uk • www.tfl.gov.uk

### Kensington and Chelsea Community Transport (KCCT)

The **Community Car Scheme** provides low-cost transport using volunteer drivers to give assistance. The service is for older and disabled residents who find it difficult to use public transport. Private cars and wheelchair-accessible vehicles are used and you can travel

anywhere in the UK if a volunteer is available. This service is not suitable for hospital appointments.

☎ **020 8964 1114** • e: carscheme@kcct.org.uk

- **Kensington and Chelsea Community Transport (KCCT)**

240 Acklam Road, W10 5YG

☎ **020 8964 4928** general enquiries

e: info@kcct.org.uk • www.kcct.org.uk

See Section 1 page 10 for information on **transport for medical appointments**.

### Taxicard Scheme

The **Taxicard** scheme allows travel in designated licensed London radio taxis at a reduced rate. If you are blind or disabled and need to be picked up at your door, the Taxicard service may be able to help you. The scheme is for people with serious mobility difficulties who find public transport very difficult or impossible to use. For information and an application form, contact:

- **Accessible Transport Services**

Town Hall, Room B152, Hornton Street, W8 7NX

☎ **020 7361 2546** • Fax: 020 7361 3764

e: Accessible.Transport@rbkc.gov.uk • www.rbkc.gov.uk

**Transport for All** (formerly known as DaRT – Dial-a-Ride and Taxicard Users) offers information, advice and advocacy about all forms of travel benefits, accessible public transport, and door-to-door services. This includes Dial-a-Ride, Taxicard, Disabled and over-60s Freedom Passes, and the Blue Badge Scheme. It runs a helpline and will take on complaints about services, including taking cases to the Small Claims Court.



Transport for All campaigns for a fully accessible public transport system and quality door-to-door services. Membership is open to all older and disabled people, and anyone who has an interest in making London's transport networks properly accessible. For more information contact:

- **Transport for All**

Units 1–2, Lambeth Accord, 336 Brixton Road, SW9 7AA

☎ **020 7737 2339** • Fax: **020 7737 2231**

e: [contactus@transportforall.com](mailto:contactus@transportforall.com)

[www.transportforall.com](http://www.transportforall.com)

## Driving

When you reach the age of 70 your driving licence expires. The Driver and Vehicle Licensing Agency will send you a form for free renewal which includes a medical declaration. Licences then need to be renewed every three years.

- **DVLA**

Swansea, SA99 1AA

☎ **0870 2400009** General enquiries

☎ **0870 6000301** Medical enquiries

e: [drivers.dvla@gtnet.gov.uk](mailto:drivers.dvla@gtnet.gov.uk) • [www.dvla.gov.uk](http://www.dvla.gov.uk)

**The Royal Society for the Prevention of Accidents** offers an Experienced Driver Assessment Scheme to advise you on your all-round driving ability and offers practical suggestions to improve your skills.

- **RoSPA Driver Services**

Edgbaston Park, 353 Bristol Road, Birmingham, B5 7ST

☎ **0121 248 2099**

The **Central London Congestion Charging Scheme** requires drivers to pay £5.00 per day if they wish to drive in central London during the scheme's hours of operation. The Congestion Charge hours are 7.00am–6.30pm Monday–Friday, excluding public holidays, and traffic signs indicate where the charging zone is. Exemptions exist for people who hold Blue Badges, drivers of vehicles that use an alternative fuel and residents living within the congestion charging zone. Payment can be made via phone, self-service machines, in retail outlets, post and online. For detailed information, contact:

☎ **0845 900 1234** • [www.cclondon.com](http://www.cclondon.com)

Consultation plans to extend the congestion zone to include most of Kensington, Chelsea and Westminster were in progress at the time of going to print. For up-to-date information visit their website:

[www.tfl.gov.uk/ccextension](http://www.tfl.gov.uk/ccextension)

**Mobility Advice and Vehicle Information Service (MAVIS)** helps disabled and older motorists make informed choices about their personal independent mobility needs with practical advice on driving ability and vehicle adaptations.

- **MAVIS**

Crowthorne Business Park, Old Wokingham Road, Crowthorne, Berkshire, RG45 6XD

☎ **01334 661000** • e: [mavis@dft.gsi.gov.uk](mailto:mavis@dft.gsi.gov.uk)

[www.dft.gov.uk/access/mavis](http://www.dft.gov.uk/access/mavis)

**The Queen Elizabeth's Foundation Mobility Centre** offers information on all aspects of personal outdoor mobility for disabled and elderly people, including assessment of driving ability, car adaptation needs, passenger

transfer and powered wheelchair or scooter choice.

- **Queen Elizabeth's Foundation Mobility Centre**

Damson Way, Carshalton, Surrey, SM5 4NR

☎ **020 8770 1151** • Fax: 020 8770 1211

e: info@mobility-qe.org • www.qefd.org/mobility

The **Motability Scheme** is available to anyone who is receiving the higher rate of the mobility component of their Disability Living Allowance, or the War Pensioners' Mobility Supplement. Customers can transfer their mobility allowance to Motability to lease or purchase a car, powered wheelchair or scooter. Financial assistance may be available to customers, who would otherwise be unable to afford the mobility solution they need.

- **Motability**

Goodman House, Station Approach, Harlow, Essex, CM20 2ET

☎ **0845 456 4566** • Minicom: 01279 632273

Fax: 01279 632000 • www.motability.co.uk

The **AA's free Disability Help Line** provides travel advice to disabled members and their carers. Its breakdown number is equipped to receive calls from and return calls to members who have a hearing impairment. A free guide for disabled travellers, which is available on request, gives details of travel by public transport and car in the UK and abroad.

- **AA Communications**

Disability Manager, Southwood East, Apollo Rise, Southwood Business Park, Farnborough, GU14 OJW

☎ **0800 262050** AA Disability Helpline

Text: 07900 444 999 • e: customersupport@theaa.com

Minicom: 0800 328 2810 • www.theaa.com

**RAC Response Service** operates a response service to meet the needs of Blue Badge holders. The applicant must already be a Blue Badge holder to apply.

- **RAC Motoring Services**

Great Park Road, Bradley Stoke, Bristol, BS32 4QN

☎ **0800 550 550 / 0800 029 029**

Minicom: 0800 626 389 • www.rac.co.uk

The **Disabled Drivers Association** will give confidential advice on matters such as the DLA mobility component, Motability matters, driving licences and insurance availability, and travel concessions for members.

- **DDA National Headquarters**

Ashwellthorpe, Norwich, NR16 1EX

☎ **0870 770 333** • Fax: 01508 488173

e: ddahq@aol.com • www.dda.org.uk

## **Purple and Blue Disabled Parking Badges**

The European Blue Badge scheme provides National and European parking concessions for disabled people.

Kensington and Chelsea Council has its own **Purple Badge** scheme in addition to the national Blue Badge scheme. Only limited concessions for Blue Badge holders are provided.

The **National Blue Badge** is generally not valid in Kensington and Chelsea apart from in parking bays located near places of interest. For locations, further information and a leaflet call:

☎ **020 7361 4258**

**Purple badges** are available for resident drivers or passengers who have serious disabilities and need a

vehicle for everyday use. Some people, such as those who receive the higher rate mobility component of the Disability Living Allowance or people registered as blind will automatically qualify.

People who have a severe walking impairment can sometimes qualify for the badge. If you do not automatically qualify, you will need medical evidence, and may have to be assessed by the Social Services Department's Mobility Assessor.

☎ 020 7361 2390

### *Parking Bays for Disabled People*

If you cannot walk more than 50 metres, you can apply for a designated parking bay outside your home.

☎ 020 7361 2390

For more information the Council produces a free booklet *Transport Services for Disabled and Older People*.

- **Disability Services**

Room B152, Town Hall, Hornton Street, W8 7NX

☎ 020 7361 2390

e: [accessible.transport@rbkc.gov.uk](mailto:accessible.transport@rbkc.gov.uk) • [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

## **Escorted Travel**

Escorted Shopping trips by minibus are available with **Sixty Plus**. Volunteers can help both with transport and with shopping at the supermarket itself. The minibuses are wheelchair-accessible. **Sixty Plus** can sometimes provide a volunteer escort for one-off hospital and other appointments.

- **Sixty Plus**

1 Thorpe Close, W10 5XL

☎ 020 8969 9105 • e: [info@sixtyplus.org.uk](mailto:info@sixtyplus.org.uk)

The **K&C Shopper** service provides an assisted shopping service, which is a door-to-door service to and from local shopping areas.

☎ 020 8960 9020 Monday–Friday 10.00am–1.00pm

Fax: 020 8969 5733 • e: [kcshopper@kcct.org.uk](mailto:kcshopper@kcct.org.uk)

*See page 193 for full KCCT contact details.*

## **Action Disability Kensington and Chelsea (ADKC)**

offers an information and advice service, including assistance with transport-related issues. Volunteers may also be provided to assist people who are unable to self-propel their wheelchairs. Contact:

- **ADKC Centre**

Whitstable House, Silchester Road, W10 6SB

☎ 020 8960 8888 • e: [adkc@adkc.org.uk](mailto:adkc@adkc.org.uk)

The **British Red Cross** has qualified drivers and escorts who help people with medical appointments who are not provided with transport under the NHS. It also provides transport to take people to respite holidays in and around England.

- **British Red Cross**, Branch Transport and Escort Manager,

8 Houndsfield Road, Edmonton, N9 7RA

☎ 020 8804 0309 • Fax: 020 8804 3944

## **Travel Costs**

*See Section 1 page 10 for information on help with the cost of **transport to hospital**.*

## SECTION 7

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# Leisure and Activity

**Tiempo Libre y Actividades**

**Loisirs et Activités**

**Tamashlaynta iyo Firfircoonida**

**Lazer e Atividade**

**الفعاليات الترفيهية**

**فعاليت ها و تفريجات سالم**



**A** 50+ borough-wide physical activity guide entitled *50 Forward* is available from **Leisure Services**. The leaflet lists venues and leisure providers as well as specific classes for people over 50. For your free copy call:

☎ **020 7471 9813** Ask for Ext. 803 / 808 / 816  
e: leisure.services@rbkc.gov.uk

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## 7.1 Leisure

**Open Age** is a charity specialising in leisure for people over 50. It organises a number of low-cost regular learning and social groups across the Borough. Members take an active part in running the organisation which promotes enjoyable social contact via activities including: groups with weekly speakers on a range of topics, exercise groups, art and craft groups, creative writing, a health project, philosophy, languages, walks, weekly trips, singing, dancing, a computer project, an employment project, and more. Complementary therapy treatments are available at concessionary prices, as well as an activity programme at the Positive Age Centre. Groups meet in accessible places such as libraries, community centres, sheltered housing lounges, the College and at the main office.

Open Age offers help to older people looking for local activities and services. For a free brochure and low-cost membership details contact:

- **Main Office, Drop-In and Computer Project:**  
1 Thorpe Close, W10 5XL  
☎ **020 8964 1900** • e: openageproject@btclick.com

- **Positive Age Centre**, Dalgarno Way, W10 5JN  
☎ **020 8960 4853**

- **South Office**, 155a King's Road, SW3 5TX  
☎ **020 7352 4532**

## Discounted Entertainment

The **SHAPE Ticket Scheme** is a low-cost scheme for older people and people with disabilities. You can attend major shows at greatly reduced prices. Shape also arranges daytime trips to museums and galleries. Both individuals and groups can join. Shape has a regular newsletter available in Braille or on tape. The Volunteer Assisted Trip scheme enables Shape Members, who are unable to go out alone, to go to arts events with the assistance of volunteer escorts. This service is free to Shape members.

- **Shape Ticket Scheme**  
LVSC Resource Centre, 356 Holloway Road, N7 6PA  
☎ **020 7619 6166** • e: bookings@shapearts.org.uk  
www.shapearts.org.uk

**Age Concern Kensington and Chelsea** can offer free tickets to concerts and the theatre at short notice. Contact them to register your interest.

☎ **020 7938 3944**

**Cinemas and Theatres** frequently have discounted matinee shows for older people. You will need proof of age.

Most theatres and cinemas which are wheelchair accessible offer either discounted tickets to the wheelchair user and/or a free ticket for the carer. Contact the



cinema or theatre for details. Most cinemas and theatres in RBKC are not wheelchair accessible, however, the Fulham Broadway cinema complex has wheelchair seating at every screen.

Tickets are often available for **Radio and Television Shows** through Community Centres or Social Clubs, or contact the station direct.

## Days Out

London has a huge range of places of interest, many of which are working to improve access. Many museums and galleries are free to people over 60 and may offer talks and workshops at various times. Contact Artsline for more details about access.

- **Artsline**  
☎ 020 7388 2227 • www.artsline.org.uk

There are also parks and gardens both locally and across London which are readily accessible and can provide an enjoyable day out. Your local newspapers and *Time Out* magazine will feature special events that are taking place.

Most Day Centres arrange outings over the course of the year. See *Section 5 page 163*.

**Action Disability Kensington and Chelsea (ADKC)** publishes a guide to accessible venues in the Borough including pubs, bars and restaurants.

- **ADKC**  
Whitstable House, Silchester Road, W10 6SB  
☎ 020 8960 8888 • e: adkc@adkc.org.uk

See *Open Age Section 7.1 page 202*.

**Sixty Plus** organises monthly outings for people over 60 who live in SW3 or SW10. These are sponsored by **ECCCO** (East Chelsea Community Contact) and are primarily for people who would find it difficult to visit places of interest without some assistance. Accessible transport is used and volunteer escorts can lend a hand.

- **Sixty Plus (South)**  
155A King's Road, SW3 5TX  
☎ 020 7352 4016

The RNIB Outreach Service **Insight Group** meets every second Saturday of the month. It provides people with sight loss the opportunity to meet other people and make friends. Events are arranged throughout the year. Lunch is provided free of charge and everyone is welcome.

- **RNIB Outreach Service**  
105 Judd Street, London, WC1H 9NE  
☎ 020 7874 1315 • e: outreach@rnib.org.uk

**Liberty Drives** offer free rides for older or disabled people in Hyde Park and Kensington Gardens between May and October, Tuesday to Friday, 10am–5pm. Transport is in electrically powered buggies seating up to five people. Two buggies can also take wheelchairs.

- **Liberty Drives**  
The Hyde Park Appeal, 35 Sloane Gardens, SW1W 8EB  
☎ 07767 498 096 • e: info@hydeparkappeal.org  
www.hydeparkappeal.org

## Holidays

**Tourism for All UK** now incorporates Holiday Care. It provides holiday and travel information for people with

disabilities and older people.

- **Tourism for All UK**

The Hawkins Suite, Enham Place,  
Enham Alamein, Andover, Hampshire, SP11 6JS  
☎ 0845 124 9971 • e: info@holidaycare.org  
www.tourismforall.org.uk

**RNIB's Leisure and Wellbeing team** has a range of information fact sheets and packs to help blind and partially sighted people make the most of their leisure time, for example, planning holidays, new hobbies and getting fit.

- **RNIB Recreation and Lifestyle Service**

105 Judd Street, WC1H 9NE  
☎ 020 7391 2108 • e: leisure@rnib.org.uk  
www.rnib.org.uk

For information about **Insurance** see Section 4 page 140.

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## 7.2 Sport and Exercise

One of the more **important** ways of maintaining independence and living with dignity is to ensure that as far as possible you exercise both your mind and body at your own level.

### Sports Centres

Sports centres have many activities and clubs available, often with concessionary rates for older people.

The **Leisure Pass** entitles people who are disabled or over 65 to access swimming and activities at reduced cost. People who are over 60 and in receipt of the

Pension Credit, or disabled are entitled to free swimming. You need to take a photo and proof of age into the sports centre. The Leisure Pass may not be accepted at private sports venues.

**Kensington Leisure Centre** and **Chelsea Sports Centre** offer several physical activity sessions specifically for people over 50 and reduced membership fees for over 50's during off-peak times. They also operate an exercise referral scheme in association with health professionals in the local area. Sessions include: pilates, table tennis, swimming lessons, aquamotion and keep fit in the gym or studio.

- **Kensington Leisure Centre**

Walmer Road, W11 4PQ  
☎ 020 7727 9747 • e: leisure.services@rbkc.gov.uk

- **Chelsea Sports Centre**

Chelsea Manor Street, SW3 5PL  
☎ 020 7352 6985 • e: leisure.services@rbkc.gov.uk

The **Leisure Services** runs a number of physical activity programmes and classes for people over 50 at various venues throughout the Borough. Activities include; line dancing, chairbics, led walks and water aerobics. Concession rates apply. Class venues include sheltered housing schemes, leisure centres, Community and Day Centres and parks. Information is available from:

- **Leisure Services**

The Stable Yard, Holland Park, Ilchester Place, W8 6LU  
☎ 020 7471 9813 ask for Ext: 803 / 808 / 816  
e: leisure.services@rbkc.gov.uk

**Portobello Green Fitness Club** has a number of sessions aimed at older people including yoga, exercise to music

and gym sessions. Ask for details of the Community Prestige Members Scheme. They also operate an exercise referral scheme in association with health professionals in the local area.

- **Portobello Green Fitness Club**

3–5 Thorpe Close, W10 5XL

☎ **020 8960 2221** • e: info@pgfc.org.uk

## Community Exercise

**Kensington and Chelsea College** offers classes in a wide range of physical activities available through a number of Community/Day Centres including social dance, T'ai Chi and yoga.

Wornington Rd, SW10 0QS

☎ **020 7573 5333** Course Information Line

www.kcc.ac.uk

**Westway Sports Centre** has facilities for indoor and outdoor tennis, football, climbing, fives and a gym with concessions for people over 60 (except for football). Approaches from groups wishing to organise courses or one-off sports or fitness events for over 60's are welcome.

- **Westway Sports Centre**

Crowthorne Road, W10 6RP

☎ **020 8969 0992** • e: info@westway.org

www.westway.org

Most Day Centres and Community Centres provide leisure and fitness activities for older people. Services are free or low cost.

**Centro Social de Mayores “Miguel de Cervantes” (Spanish Pensioners Centre)** for people over 60. Cafeteria, Spanish films, card playing, educational and leisure outings, dancing and exercise.

Irish Centre, 52 Camden Square, NW1 9XB

☎ **020 7267 3562** (Entrance Murray Mews)

**Dalgarno Community Centre** offers Yoga, line dancing and a Bowls Club for people over 60.

1 Webb Close, W10 5QB

☎ **020 8969 6300**

**Edenham Day Centre** has gardening, relaxation and exercise groups.

1 Elkstone Road, W10 5NT

☎ **020 8960 1301**

**EPICS** offers: Falls prevention classes, chairbics, ball-room dancing, art classes, play reading group, creative writers' group and bingo. Tea dances and concerts are held for members and outings to the seaside are organised by the EPICS Users Group.

Westway Centre, 2–4 Malton Road, W10 5UP

☎ **020 7598 4600**

**Gertrude Street Day Centre** holds music, falls prevention classes and movement groups.

15 Gertrude Street, SW10 OJN

☎ **020 7598 4747**

See *Open Age* page 202.

**Pepper Pot Day Centre** holds regular keep-fit classes and a Health Promotion service for members of the African and Caribbean community.

1a Thorpe Close, W105XL

☎ 020 8968 6940 • e: info@pepperpotdaycentre.co.uk

**St Clements and St James Community Projects** provide yoga and ballet classes

95 Sirdar Road, W11 4EQ

☎ 020 7221 8810

## Activity Groups

**HISTORYtalk** (formerly Kensington and Chelsea Community History Group) runs various groups and projects, some open to all, others with specialist interests including Spanish, Caribbean and North African groups. They also do some intergenerational work with older people visiting schools and speaking on periods that coincide with the history curriculum.

Their **Reminiscence at Home Project** is open to anyone over 60 including people with mild dementia. A trained volunteer can visit you to do reminiscence work on a one-to-one basis. Your recollections can be included in a regular newsletter, *Memories Shared*.

- **HISTORYtalk**

240B Lancaster Road, W11 4AH

☎ 020 7792 2282 • e: info@historytalk.org

www.historytalk.org

See **Libraries** page 214 for details about the **Local Studies Group**.

See **Open Age** page 202.

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## 7.3 Education and Libraries

### Adult Education Classes

**Kensington and Chelsea College** runs recreational and educational classes at venues throughout the Borough. There is a wide range of subjects at all levels. People over the age of 60 pay a concessionary rate.

☎ 020 7573 5333 Course Information Line

www.kcc.ac.uk

**Open Age** has a range of tutored learning groups based in community venues, which are specifically for people over 50. Learn a variety of topics from art and computers to philosophy and singing.

*For contact details see page 202.*

**Floodlight** which is published annually at the beginning of September lists all the adult education classes running in London for the year. Available from large newsagents or bookshops.

www.floodlight.co.uk

### Universities and Colleges

Learning from home has become increasingly popular. You can study when it best suits you and there are no formal entry requirements. **The Open University** is one of the UK's top universities and welcomes students of any age. Concessions may be available for people on limited means.

- **Open University**

PO Box 724 Milton Keynes, MK7 6ZS

☎ 01908 653 231

- **The Open University in London**

1–11 Hawley Crescent, Camden Town, NW1 8NP

☎ **020 7485 6597** • e: london@open.ac.uk

www.open.ac.uk

**The National Extension College** provides home-study courses on a wide range of subjects. Students can take one-off courses, study for GCSEs and A Levels, professional qualifications and personal development courses.

- **The National Extension College**

Michael Young Centre, Purbeck Rd, Cambridge, CB2 2HN

☎ **0800 3892 839** • e: courses@nec.ac.uk

www.nec.ac.uk

**University of the Third Age** is a community of retired people who teach each other. There are 90 classes ranging from architecture to yoga and local venues may be available.

- **U3A**

19 East Street, Bromley, Kent, BR1 1QH

☎ **020 8466 6139** • www.u3a.org.uk

**Open College of Arts** provides correspondence courses in a range of artistic and creative subjects. Choose between postal and face-to-face tuition. Gain credit points towards HE qualifications. No entry requirements. Discounts are available. For a free Guide to courses call:

- **Open College of the Arts**

Unit 1B, Redrook Business Park, Wilthorpe Road, Barnsley, S75 1JN

☎ **01226 730 495** • e: open.arts@ukonline.co.uk

www.oa-uk.com

## Libraries

As well as being a source of books, magazines, cassettes and videos, libraries are a valuable source of local information. Many libraries have computers available for public use. Contact the library for detailed information.

- **Kensal Library**

20 Golborne Road, W10 5PF

☎ **020 8969 7736**

- **North Kensington Library**

108 Ladbroke Grove, W11 1PZ

☎ **020 7727 6583**

A “Learning Space” is available with a range of self-study materials to learn computing, typing and internet skills.

- **Notting Hill Library**

1 Pembridge Square, W2 4EW

☎ **020 7229 8574**

- **Central Library**

Hornton Street, W8 7RX

☎ **020 7937 2542**

- **Brompton Library**

210 Old Brompton Road, SW5 0BS

☎ **020 7373 3111**

- **Chelsea Library**

King’s Road, SW3 5EZ

☎ **020 7352 6056**

### *Housebound Readers Service*

If you cannot visit the library because of a disability, library staff can deliver books to your home. For information on home deliveries call the Community Services Team at Brompton Library.

☎ **020 7373 3111**



## Local Studies

**Local Studies** holds a wealth of material relating to the history of the Royal Borough of Kensington and Chelsea, including books, maps, manuscripts, an extensive collection of illustrations, family history and genealogy. It also holds current information about the Borough. Local studies is based at **Kensington Central Library** and has limited opening hours. It is always advisable to make an appointment by phone before making a special journey.

☎ **020 7361 3038**

e: [centrallocalenquiries@rbkc.gov.uk](mailto:centrallocalenquiries@rbkc.gov.uk)

See above for address details.

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## 7.4 Work, Volunteering and Computers

### Work

The opportunities for people over 50 to work are growing all the time. Legislation is scheduled to come into force in October 2006 that will bar employers from forcing people into retirement before the age of 65. Many employers are already changing their practices to help older people stay in work if they want to. For information about the forthcoming legislation view the **Age Positive** website:

[www.agepositive.gov.uk](http://www.agepositive.gov.uk)

For a copy of the Government's *Code of Practice for Age Diversity in Employment* call:

☎ **0845 60 222 60**

**Employers Forum on Age (EFA)** is an independent network of leading employers who recognise the business value of attracting and retaining experienced employees – regardless of their age. It is the first ever employer-led initiative to promote the benefits of a mixed-age workforce and to pledge to make age discrimination in the workplace a thing of the past. For further information visit the website at [www.efa.org.uk](http://www.efa.org.uk)

**Jobcentre Plus** provides a basic service for anyone who wants to find a job and a more in-depth service, which may include training, for people receiving benefits. If you are over 60 and receiving Pension Credit you are also entitled to the in-depth service, but you may need to ask as the assumption may be made that you are not actively seeking work.

If you are not receiving benefits, the most important service available to you is a large national database of current job vacancies. You can access this list in three ways:

- by visiting your local Jobcentre Plus office, where you can use a Jobpoint kiosk or ask for help,
- by telephoning Jobseeker Direct on **0845 606 0234** or Textphone **0845 605 5255** (local call rates),
- or accessing the internet at [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk).

Your local **Jobcentre Plus office**, will have information about finding work, self-employment and training, and details of other agencies.

### North Kensington Opportunities Centre

336a Ladbroke Grove, W10 6BX

☎ **020 8964 1224** • e: [info@nkoc.org](mailto:info@nkoc.org)

**Prime Initiative**, part of Age Concern England, is a National Organisation dedicated to helping people over 50 set up in business.

☎ **0800 783 1904** • [www.primeinitiative.org.uk](http://www.primeinitiative.org.uk)

**SMART** promotes mental health through purposeful activities such as providing rehabilitation and training towards work opportunities for all ages.

15 Gertrude Street, SW10 OJN

☎ **020 7376 4668** • e: [smart.chelsea@btclick.com](mailto:smart.chelsea@btclick.com)  
[www.smartlondon.org.uk](http://www.smartlondon.org.uk)

**Third Age Employment Network (TAEN)** can put people in touch with specialist employment agencies.

207–221 Pentonville Road, N1 9UZ

☎ **020 7843 1590** • [www.taen.org.uk](http://www.taen.org.uk)

**The 50+ Employment Project** brings skills, learning and work advice to residents of the Borough who are over 50 and facing disadvantages in the labour market or who are interested in volunteer work. *For more information contact **Open Age**, see page 202 for contact details.*

## Volunteering

The **Kensington and Chelsea Volunteer Bureau** offers opportunities in every area of the community. Volunteering is a good way to get involved and meet people. Alternatively, you can make direct contact with an organisation that you are interested in helping.

### **Kensington and Chelsea Volunteer Bureau**

Canalside House, 383 Ladbroke Grove, W10 SAA

☎ **020 8960 3722** • e: [enquiries@voluntarywork.org.uk](mailto:enquiries@voluntarywork.org.uk)  
[www.voluntarywork.org.uk](http://www.voluntarywork.org.uk)

**Next Step 50 Plus** see *above*.

**REACH Volunteering** finds jobs for volunteers wishing to offer their professional or managerial experience to local voluntary organisations.

### **REACH**

89 Albert Embankment, SE1 7TP

☎ **020 7582 6543** • e: [mail@reach-online.org.uk](mailto:mail@reach-online.org.uk)  
[www.reach-online.org.uk](http://www.reach-online.org.uk)

### **Retired and Senior Volunteer Programme (RSVP)**

places older people in schools, doctors' surgeries, museums, day centres, woodlands, gardens and more. RSVP works in partnership with many organisations to meet the needs of volunteers and their communities.

### **RSVP**

237 Pentonville Road, N1 9NJ

☎ **020 7278 6601** • e: [rsvpinfo@csv.org.uk](mailto:rsvpinfo@csv.org.uk)  
[www.csv-rsvp.org.uk](http://www.csv-rsvp.org.uk)

The **Befriending Network** exists to help to improve the quality of life for people living at home with a life-threatening or terminal illness. With training and supervision, volunteer befrienders offer friendship, support and a listening ear. Volunteers are asked to make a commitment to visit the person befriended for a year on a regular basis, usually weekly for two or three hours. For more information contact:

### **The Befriending Network**

Claremont, 24–27 White Lion Street, N1 9PD

☎ **020 7689 2443** • e: [info@befriending.net](mailto:info@befriending.net)  
[www.befriending.net](http://www.befriending.net)

**Sixty Plus** has a well-developed volunteering programme with opportunities to suit many interests and abilities.

1 Thorpe Close, W10 5XL

☎ 020 8969 9105 • e: info@sixtyplus.org.uk

www.sixtyplus.org.uk

## Computers and the internet

The Royal Borough has developed its own locally-tailored UK Online initiative called CLIKC (Changing Lives in Kensington and Chelsea) Online.

**CLIKC Online** is a Borough-wide project to provide opportunities for residents in socially excluded communities to develop Information and Communications Technology (ICT) skills. The project combines the resources and expertise of the Council and 19 voluntary sector and community organisations. Centres provide basic training and drop-in sessions. For further information about the venues and courses for people over 50 contact the project manager on:

☎ 020 7938 8063 • e: clikconline@rbkc.gov.uk

www.rbkc.gov.uk/clikconline

**Open Age** offers a number of computer courses to suit the needs of beginners and more advanced users. The courses are open to anyone over 50 and there is a small charge for the course. Drop-in sessions provide the opportunity to use computers or practice your skills, free of charge, with support available if required. However, there is a small charge for internet use. Open Age also holds details of other courses available in the Borough. *For contact details see page 202.*

**Sixty Plus** has an Intergenerational Computer Project which links a younger volunteer with an older person to learn about computers and surfing the internet. They have some laptops to lend. Priority is given to people who would not easily be able to attend classes in the community.

1 Thorpe Close, W10 5XL

☎ 020 8969 9105 • e: info@sixtyplus.org.uk

www.sixtyplus.org.uk

**NOVA** is a charitable organisation that runs free training courses in Information Technology to all ages. It helps people to acquire new skills through computer training and provides new opportunities to find employment or higher education. The centre offers both taught and open drop-in sessions and there are a number of further computer courses available including the European Computer Driving Licence.

- **NOVA new opportunities**

Canalside House, 383 Ladbroke Grove, W10 5AA

☎ 020 8960 2488 • e: nova.new@btclick.com

www.rbkc.gov.uk/ClickOnline/centres

www.novanew.co.uk

**St Clements and St James Community Projects** have accessible computers and can provide training.

95 Sirdar Road, W11 4EQ

☎ 020 7221 8810

**The Venture Centre** has a computer room offering internet access and individual tuition at low cost.

103a Wornington Road, W10 5YB

☎ 020 8960 3234 • www.venturecentre.org.uk

Some colleges and libraries now offer internet access together with tuition. Internet Cafés offer access at competitive rates in a more relaxed café atmosphere.

**EPICS** provides free internet access and computer use.

Westway Centre, 2–4 Malton Road, W10 5UP  
☎ 020 7598 4600

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## 7.5 Getting Involved

Below are local and regional organisations where you can become involved in campaigns to improve services for older people.

### Self Help Groups

**Sixty Plus** provides a range of possibilities for volunteering, for input into discussions on Health and Care Services and for mutual support.

1 Thorpe Close, W10  
☎ 020 8969 9105 • e: info@sixtyplus.org.uk

**Open Age** has an active membership of older people and provides many opportunities for using skills and experience. *For contact details see page 202.*

**Write Away** is a local charity which aims to help people make and sustain new friendships through its adult penfriends project. Write Away has 800 adult members throughout the UK. To join, call for a membership form:

☎ 0845 456 5460  
Write Away, 1 Thorpe Close, W10 5XL  
e: info@write-away.org • www.write-away.org

**The Migrant and Refugee Communities Forum** works with over 17 minority ethnic groups in the borough. It promotes the interests and rights of migrants and refugees and works to strengthen their community organisations.

The Forum also works to facilitate cross-cultural understanding and integration on the basis of cultural diversity as well as to create a stable resource base for migrant and refugee community activities through their community resource centre.

- **The Migrant and Refugee Communities Forum**  
2 Thorpe Close, W10 5XL  
☎ 020 8964 4815 • e: info@mrcf.org.uk  
www.mrcf.org.uk

**Baby Boomer Bistro** was the first chat site in the UK developed specifically for the over 50s and offers chatters the chance to meet and make friends around the world. Via a variety of special virtual events, it also means that the voices of older people can be heard by politicians, decision-makers and experts in many different fields.

www.babyboomerbistro.org.uk  
www.babyboomerhomebusiness.com

### Local Panels

#### Patient and Public Involvement Forum (PPIF)

Patients' forums based in local NHS trusts and Primary Care Trusts offer individuals the opportunity to be heard and influence decision-making. The core remit of Patients'

Forums is to find out what patients and their carers think about the services they use, to monitor the quality of local services from the patient perspective, and to work with the local NHS trust to bring about improvements.

There is a PPI forum for every NHS Trust and Primary Care Trust in the country. To find out about the local PPI Forum meetings in your area, you can contact the co-ordinator for the forum that interests you, or visit the Voluntary Action Westminster website:

[www.vawcvs.org/ppi.aspx](http://www.vawcvs.org/ppi.aspx)

*Kensington and Chelsea Primary Care Trust  
Chelsea & Westminster NHS Trust*  
☎ **020 7361 0728** or **020 7937 9512**

*Westminster Primary Care Trust  
St Mary's NHS Trust*  
☎ **020 8969 8175**

*Central and North West London Mental Health Trust*  
☎ **020 7630 6111**

*The Royal Marsden NHS Trust  
The Royal Brompton and Harefield NHS Trust*  
☎ **020 8969 8175**

Information and Communication Worker for local PPI Forums:

☎ **020 8969 8175** • e: [ppi@vawcvs.org](mailto:ppi@vawcvs.org)

### **Kensington and Chelsea Partnership (KCP)**

The KCP aims to 'join-up' services, plan locally for the long-term and improve quality of life in the Borough, especially in more deprived neighbourhoods. It brings

together anyone with an interest in the future of the Borough, from those who live or work here, through to voluntary groups and large statutory organisations. If you would like to know more about how local services are being developed and have the opportunity to influence the way they are delivered, you can join the partnership by visiting the website (follow the links to the KCP website) or by ringing the KCP Support Manager. Membership is free.

- **The Kensington and Chelsea Partnership**  
☎ **020 7361 3671** Support Manager  
[www.rbkc.gov.uk](http://www.rbkc.gov.uk)

Kensington and Chelsea Primary Care Trust is committed to involving service users (patients, carers and the public) in the development and evaluation of our services. The User Panel meets regularly and can participate in PCT user involvement activities and influence strategic decision-making. The User Panel is open to residents of RBKC and/or users of PCT services.

- **Kensington and Chelsea PCT User Panel**  
User Involvement Team  
125 Old Brompton Road, SW7 3RP  
☎ **020 8383 6224** • e: [userinvolvement@kc-pct.nhs.uk](mailto:userinvolvement@kc-pct.nhs.uk)

### **Pensioners' Organisations**

**The National Pensioners' Convention** is the umbrella body for all older people's organisations in Britain.

- **The National Pensioners' Convention**  
19-23 Ironmonger Row, EC1V 3QN  
☎ **020 7553 6510** • e: [admin@natpencon.org.uk](mailto:admin@natpencon.org.uk)  
[www.natpencon.org.uk](http://www.natpencon.org.uk)



**The Association of Retired Persons Over 50 (ARP050)** is a campaigning and social membership organisation which offers benefits to its members and is committed to fighting discrimination and changing attitudes to older people.

- **Association of Retired Persons Over 50 (ARP050)**  
Windsor House, 1270 London Road, SW16 4DH  
☎ 020 8764 3344 • e: info@arp050.org.uk  
www.arp050.org.uk

**Greater London Forum for Older People** provides information and advice to local forums of older people and aims to give them a voice in the planning of community care.

- **Greater London Forum for Older People**  
First Floor, 21 St George's Road, SE1 6ES  
☎ 020 7820 6781 • e: admin.glf@pop3.poptel.org.uk

Members of the **Kensington and Chelsea Pensioners' Forum** meet three or four times a year to discuss topics of interest and concern, including accessibility and transport issues in Kensington and Chelsea.

- **Kensington and Chelsea Pensioners' Forum**  
c/o First Floor, 21 St George's Road, SE1 6ES  
☎ 020 7820 6781 • e: admin.glf@pop3.poptel.org.uk  
www.seniorsworld.co.uk/ghf

**Greater London Pensioners' Association** campaigns on pensioners' rights particularly benefits, travel, health and community care.

- **Greater London Pensioners' Association**  
Interchange Studios, Hampstead Town Hall Centre,  
213 Haverstock Hill, NW3 4QP  
☎ 020 7209 3084 • e: glpa@capital5.freemove.co.uk

## **Older Lesbian Project AGLOW**

AGLOW aims to bring together older women from different backgrounds and cultures in a supportive and encouraging atmosphere to realise their own power to affect change.

- **Association of Greater London Older Women (AGLOW)**  
Manor Gardens Centre, 9 Manor Gardens, N7 6LA  
☎ 020 7281 3485 • e: aglowlesbian@hotmail.com

**Polari** raises awareness about older lesbians and gay men, and works to get their voices heard by planners and services. It organises intermittent meetings, seminars and conferences. To get involved, or receive the free newsletter contact:

- **Polari**  
5th Floor, Central House, 14 Upper Woburn Place,  
WC1H 0AE  
☎ 020 7255 4480 • Fax: 0207255 4482  
e: info-polari@madafish.com

## **Complaints and Improving Services**

### *How to complain to the Council*

If you are not receiving a service, or you feel the service is poor, unfair and discourteous, you are entitled to make a complaint. In fact, the Council welcomes feedback on its services.

First speak to the member of staff involved or the manager. Some things can be put right quickly this way.

If you are still dissatisfied, you should write to the Director in charge of that particular service. The Director will investigate your complaint. The letter you receive will

set out the full results of the investigation and will also say what action, if any, the Director is taking. Details of the Directors and Executive Directors can be obtained from:

☎ **020 7937 5464** • [www.rbkc.gov.uk](http://www.rbkc.gov.uk)

If you feel your complaint has not been investigated properly you can ask for it to be reviewed again. This will be carried out by the Executive Director in overall charge of the group of departments that includes the one with which you are dealing.

If you are still not happy, you can contact the Local Ombudsman who is responsible for investigating complaints against local councils.

- **Local Government Ombudsman**  
10th Floor, Millbank Tower, Millbank, SW1P 4QP  
☎ **020 7217 4620**

### *Housing and Social Services*

Complaints or comments about Housing or Social Services should be raised in the first instance with the member of staff concerned or with the manager. If you are still not satisfied, contact:

- **Complaints Officer – Housing and Social Services**  
The Town Hall, Hornton Street, W8 7NX  
☎ **0800 587 0072**

All of the Council's accommodation is managed by a tenant-led company, the **Tenant Management Organisation (TMO)**.

☎ **0800 137 111**

## **MPs and Councillors**

### *Your Member of Parliament*

Please note: A general election is due to take place in the Spring of 2005 but you can still ring the numbers below to be re-directed if necessary.

Your MP in the South of the Borough (Kensington and Chelsea Constituency) is **Michael Portillo**. If you wish to make an appointment for one of his surgeries, contact **Chelsea Conservative Party**. (Mr Portillo has announced his intention to stand down at the 2005 General Election).

1a Chelsea Manor Street, SW3 5RP  
☎ **020 7352 0102**  
☎ **020 7219 6212**

Your MP in the North of the Borough (Regents Park & Kensington North Constituency) is **Karen Buck**. Contact **Regents Park and Kensington North Parliamentary Labour Party**.

4G Shirland Mews, W9 3DY  
☎ **020 8968 7999**

Your MP may be able to help you if you have a problem with a government agency or if you wish to make your views known on a particular subject. You can contact your MP by writing to the House of Commons, SW1 or by attending one of the surgeries.

### *Your Local Councillor*

You can find out the name of your local Councillors by asking for a list of local Councillors, and how to contact them, from the First Stop Information Service (see *page 101*).

Local Councillors can help you if you are having difficulties or need advice about Council services. They often hold local surgeries or you can write or telephone them.

## Council Meetings

Council meetings are generally open to the public. A schedule of meetings can be obtained from the First Stop Information Service or from the Council's website:

☎ **020 7361 2477** • e: [committees@rbkc.gov.uk](mailto:committees@rbkc.gov.uk)  
[www.rbkc.gov.uk/howwegovern](http://www.rbkc.gov.uk/howwegovern)

## Other Useful Numbers

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|   |                      |
|---|----------------------|
| RBKC Kensington Town Hall.....                    | <b>020 7937 5464</b> |
| RBKC Social Services Information.....             | <b>020 7361 2563</b> |
| Duty Social Worker Out of Hours.....              | <b>020 7373 2227</b> |
| Environmental Health Out-of-Hours.....            | <b>020 7361 3484</b> |
| Yellow Pages .....                                | <b>118 247</b>       |
| NHS Direct (Nurse-led Helpline).....              | <b>0845 4647</b>     |
| Community Safety Team .....                       | <b>020 7795 6660</b> |
| Kensington and Chelsea<br>Primary Care Trust..... | <b>020 8237 2520</b> |

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## Useful Publications

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### ***Publications available from the Royal Borough of Kensington and Chelsea – 020 7361 2223 / 3630***

- Services for Older People in K&C
- A Guide to Sheltered Housing in K&C
- Transport Services for disabled and older people
- Services for Disabled people in K&C

Contact the Publications Team for information on the full range of publications available.

### ***Age Concern Information Line – 0800 00 99 66***

- Age Concern Fact Sheets

### ***Age Concern Books – 0870 44 22 044***

- Your Rights – A Guide to Money and Benefits

### ***ADKC – 020 8960 8888***

- Guide to Accessible Venues in K&C

### ***Disability Alliance – 7247 8776***

- Disability Rights Handbook

### ***WHICH? Books – 0800 252 100***

- Guide to Making the Most of Retirement

## Other Useful Websites

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**Benefits**.....[www.dwp.gov.uk/lifeevent/benefits](http://www.dwp.gov.uk/lifeevent/benefits)

**Citizens Advice Bureaux**.....[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Legal Services Commission**...[www.legalservices.gov.uk](http://www.legalservices.gov.uk)

**RBKC Council Services**.....[www.rbkc.gov.uk](http://www.rbkc.gov.uk)

**Centre for Policy on Ageing**.....[www.cpa.org.uk](http://www.cpa.org.uk)

**Silver Surfers UK Site**.....[www.silversurfers.net](http://www.silversurfers.net)

**Disability Rights Commission**.....[www.drc-gb.org](http://www.drc-gb.org)

**Health and Illness Information**.....[www.patient.co.uk](http://www.patient.co.uk)

**National Health Service**.....[www.nhs.uk](http://www.nhs.uk)

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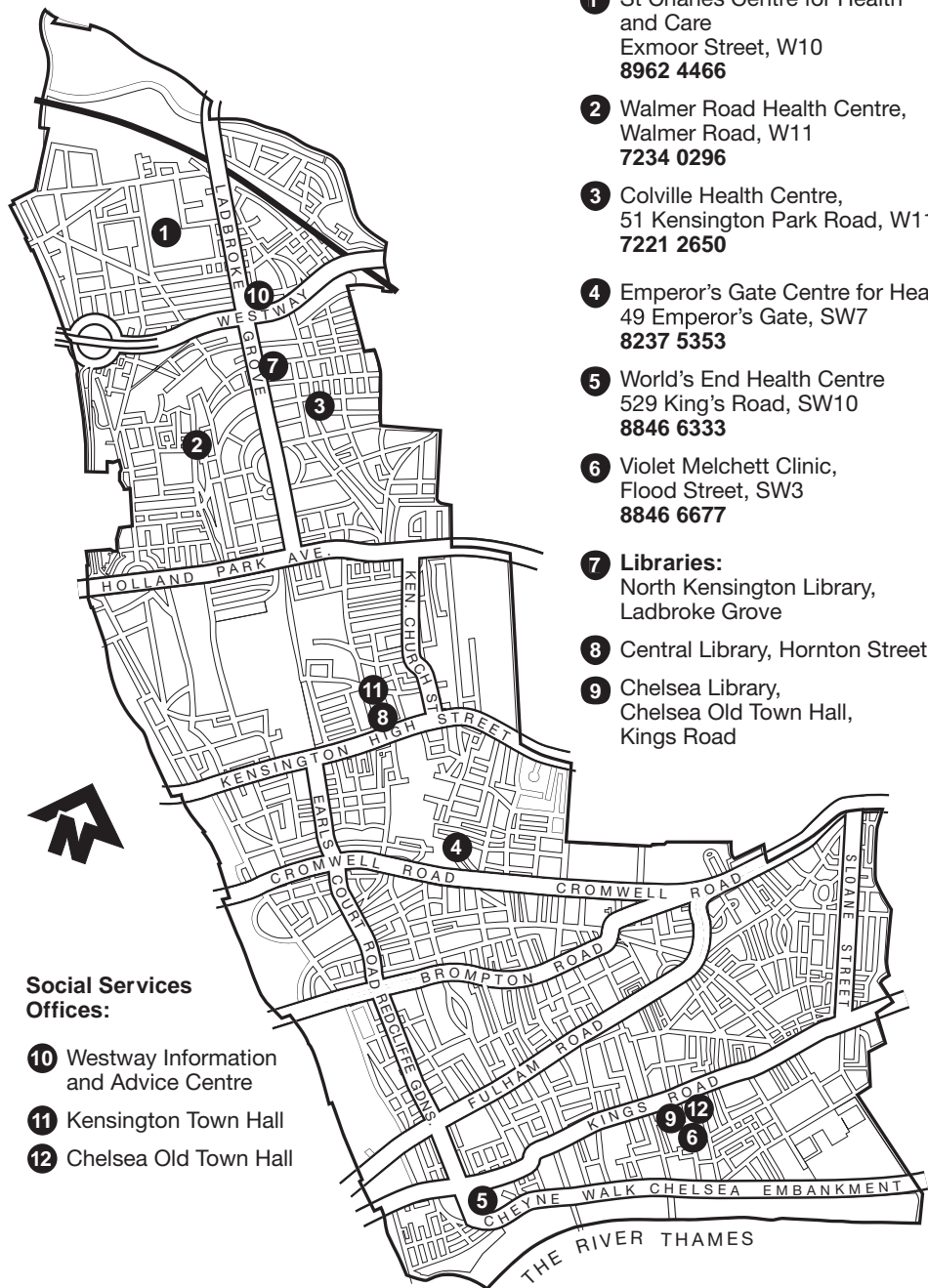
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**Cynthia Dize**  
 Director, Sixty Plus

## Health Centres, Libraries and Social Services Offices



- 1** St Charles Centre for Health and Care  
Exmoor Street, W10  
**8962 4466**
- 2** Walmer Road Health Centre,  
Walmer Road, W11  
**7234 0296**
- 3** Colville Health Centre,  
51 Kensington Park Road, W11  
**7221 2650**
- 4** Emperor's Gate Centre for Health  
49 Emperor's Gate, SW7  
**8237 5353**
- 5** World's End Health Centre  
529 King's Road, SW10  
**8846 6333**
- 6** Violet Melchett Clinic,  
Flood Street, SW3  
**8846 6677**
- 7 Libraries:**  
North Kensington Library,  
Ladbroke Grove
- 8** Central Library, Hornton Street
- 9** Chelsea Library,  
Chelsea Old Town Hall,  
Kings Road

### Social Services Offices:

- 10** Westway Information and Advice Centre
- 11** Kensington Town Hall
- 12** Chelsea Old Town Hall