

Age UK Herts services:

Our volunteers provide friendship and a listening ear if you, or someone you know, would like some company. A carefully matched volunteer will visit you in your home once a week to share news, views and interests.

Befriending Service

Our volunteers provide friendship and a listening ear if you, or someone to know, would like some company. A carefully matched volunteer will visit you in your home once a week to share news, views and interests.

Telephone Service

Our telephone service provides friendship and support over the phone. A telephone buddy will call you once a week for a friendly chat.

For more information, please call the coordinator for your local area

North Hertfordshire and Stevenage: 07538 954189

Watford and Three Rivers: 07976 207619

Welwyn Hatfield: 07527 660988

East Hertfordshire and Broxbourne: 07772 173659

St Albans, Harpenden and Hertsmere: 07772 173 822

Dacorum: 07496 744403

We aim to provide solutions to your garden and home enabling independent living for as long as possible.

We understand that a garden is more than an outside space and we aim to make this a healthy, relaxing space where you can unwind and retreat.

What we offer

Please be advised we are now unable to service any new clients this year, however if you wish your details to be added to our waiting list for 2025 and beyond, please contact the relevant area coordinator below in the contact section.

Our Gardening service is delivered by trusted, fully DBS checked staff, and is available to all older residents living in Hertfordshire.

Our team of knowledgeable, fully insured, equipped staff can complete basic gardening tasks such as:

- Mowing
- Weeding
- Strimming
- Leaf collection
- Hedge cutting (under 8ft)

We are a ground-based service and are therefore unable to work at heights above 8ft. Please ensure any animal faeces are cleared from the garden before the gardener commences the work and ensure that you have a garden waste bin when we visit.

Cost

As a new client, the first visit is charged at £30 and will last between 60 to 90 minutes. This will enable the gardener to find out about your requirements and carry out a risk assessment of your garden.

Subsequent, regular visits, up to 1 month intervals, will then be charged at £25 per hour and payable on the day, by debit or credit card. The minimum is one hour.

Client experiences

Mr. R. Beale – “I have been unable to get into my garden because of my mobility; and I’ve been watching it get steadily worse over the winter – thank you for my garden tidy up, its taken a weight of my shoulders.

Mrs. R. Sampson - “I have been my husbands full time carer since his Dementia had worsened and I was very sad that his pride and joy had deteriorated. He was so proud and enthusiastic to garden but now is unable to. Thanks to the gardener for restoring our garden.

How to get in contact

Please be advised we are now unable to service any new clients this year, however if you wish your details to be added to our waiting list for 2025 and beyond, please contact the relevant area coordinator below.

To speak to someone about becoming a new gardening client in North and Central Herts (Royston, Baldock, Letchworth, Stevenage, WGC, Hatfield, Bishops Stortford, Ware, Hoddesdon and surrounding areas please call Julia Fallon on 07538 471967.

For all other gardening enquiries please call Chris on 07903 429743.

Our Handyperson service will be available to all older people living in Hertfordshire. We aim to provide solutions to your home DIY tasks, enabling independent living in the home and the garden.

What we offer

Our Handyperson service is delivered by trusted, fully DBS checked staff, and is available to all older residents living in Hertfordshire. Our team of knowledgeable, fully insured staff can complete basic DIY tasks such as:

- Install curtain poles and window blinds
- Build flat pack furniture.
- Install grab rails
- Wall Hangings
- Install Keysafe

(all materials should be supplied by the client).

What we charge

Installation of a curtain pole or a window blind up to 6ft is £38.00 anything over 6ft is charged at £60, excluding materials.

For tasks such as building flat pack furniture and wall hangings our charge is £25 per hour. (Please note that large or heavy wall hangings, such as mirrors, or flat pack furniture such as double wardrobes, may need two members of the Handyperson team to attend and as such the hourly rate will be £50).

Installation of a grab rail to any tiled wall is £35.00 per grab rail, excluding materials. Installation of handrails along your staircase, our charge is £95.00, excluding materials.

Install Keysafe £89.50, including key safe.

All payments are taken on the day, by debit or credit card.

How to get in contact

For Winter Welfare check enquiries please call Chris on 07903 429743 or email Chris.skrabski@ageukherts.org.uk

To speak to someone about becoming a new handyperson client in North and Central Herts (Royston, Baldock, Letchworth, Stevenage, WGC, Hatfield, Bishops Stortford, Ware, Hoddesdon and surrounding areas please call Julia Fallon on 07538 471967.

For all other handyperson enquiries please call Chris on 07903 429743.

Our Help in the Home Service is designed to help you, or your loved one, remain independent within the home.

This service is available throughout Hertfordshire and we are now servicing West Essex (starting with Harlow and Epping) for the latest coverage or for more information contact us direct on 01462 420 911.

Our Home Helpers go through a rigorous screening process including three references and a DBS check (for criminal records and other important information) and receive additional training to support you in your home.

We can help with:

- General cleaning
- Changing bedlinen
- Laundry and ironing
- Shopping
- Picking up Prescriptions
- Preparing light meal
- Keeping you company or providing a break for your carer

There is a charge for this service, please contact us for more information

With a minimum visit of 1.5 hours weekly or 2 hours fortnightly. There is a small, one-off charge for your initial assessment where we discuss your needs, please call us to find out more.

Help in the Home: Monday to Friday 8:30am - 4:30pm

South & West Hertfordshire:

Tel. 01923 224472

Email. helpinthehome.sw@ageukherts.org.uk

North & East Hertfordshire

Tel. 01707 386066

Email. helpinthehome.ne@ageukherts.org.uk

West Essex

Tel. 01462 420911

Email. helpinthehome.we@ageukherts.org.uk

Are you facing a life changing or challenging situation and don't know where to turn? Our friendly and understanding InTouch Team can help.

InTouch

Are you facing a life changing or challenging situation and don't know where to turn? Our friendly and understanding InTouch Team can help.

They will work closely with you by:

- Listening to your concerns
- Helping you to explore your options
- Supporting you to make the choices that are right for you

We'll talk about difficult issues

Whether you have been bereaved, are struggling with health issues, or have another problem, we can help you.

In times of struggle, we know that having someone to talk to can be a great relief.

InTouch: Monday - Friday 9am - 4.30pm

Tel. 01992 630623 or 01992 634964

Email. InTouch@ageukherts.org.uk

Our clubs are held throughout various areas in the districts of Broxbourne, Dacorum, East Hertfordshire, North Hertfordshire and Stevenage.

It is a chance to socialise and enjoy a two-course lunch with friends on a weekly basis, with the opportunity to meet new people, take part in various activities, and find out about wider support available to you.

What we offer

We welcome you, or your loved one, to join one of our friendly clubs known as 10-3 or Young at Heart clubs that run throughout various areas in the districts of Broxbourne, Dacorum, East Hertfordshire, North Hertfordshire and Stevenage. It is a chance to socialise and enjoy a two-course lunch with friends on a weekly basis, with the opportunity to meet new people, take part in various activities, and find out about wider support available to you. Within the cost of the club all activities, two-course lunch, and refreshments are included, with the possibility of transport being included within this.

At the clubs you will have the opportunity to:

- Take part in various activities such as quizzes, crafts, board games and discussions.
- Take part in various chair-based exercise/physical activity suitable for all abilities
- Enjoy occasional entertainment and outings
- Receive information and help to access other services
- Try something new
- Celebrate special events
- Learn new skills

Who do we support?

- All older adults from the age of 55+
- Frame/aid/wheelchair users. We use fully accessible venues and transport with use of the tail lift; however, we ask that wheelchair users are able to transfer independently from their chair as we do not provide personal care at the clubs.
- People living with memory loss, MCI, or earlier stages of dementia. Our clubs are person-centred whereby we will adapt activities to suit a range of abilities as best as we can but will always discuss referrals on a 1-1 basis to ensure we are best placed to support an individual.
- Clients with special dietary requirements. We will always discuss this prior to

joining, but with the meals provided we can support with vegetarian, gluten-free, low-sugar, halal, and pureed/minced options. Please note we cannot assist with eating or provide medication prompts.

How to join?

The easiest way to refer to us is by sending an email outlining the area you are enquiring about to: ActiveAgeing@ageukherts.org.uk

If you need to speak to us, our telephone number is:

For Broxbourne, East Herts, North Herts & Stevenage, contact Sam: 07964 827016

Due to the high demand and popularity of our lunch clubs, many of the clubs have waiting lists and so although we will endeavour to get back to your enquiry as soon as possible, we may need to add your name to one of our waiting lists in the first instance.

<https://www.ageuk.org.uk/hertfordshire/our-services/information-for-professionals/active-ageing/10-3-clubs/referral-form/>

Interested in volunteering?

If you have some spare time and would like to make a difference to older people in the community then we would love to hear from you! We are always looking for volunteers to join us at the clubs and if you would like to find out more about what is involved, then take a look at some of our volunteer stories:

<https://www.ageuk.org.uk/hertfordshire/get-involved/volunteer-stories/>

If you would like to enquire further about volunteering with us, either head to the 'Get Involved page' on the website or contact us on: Volunteering@ageukherts.org.uk

<https://www.ageuk.org.uk/hertfordshire/get-involved/volunteering/>

We are pleased to announce the launch of the new Community Dementia Service, called Memory Support Hertfordshire. The new service, starting on 1st October 2024, is funded by Hertfordshire County Council and will be run by a new partnership between Alzheimer's Society, Age UK Hertfordshire and Carers in Herts.

What will the new service offer?

A single Information and Advice gateway for all enquires and to provide advice on all aspects of local support for memory loss and dementia.

Access to a range of groups offering an array of activities to support people with Mild Cognitive Impairment and dementia and informal carers..

Tailored individual support to help people to live well with dementia.

Carer support groups and advice - A chance to relax and share ideas with a group who can relate to your experiences

Young Onset Dementia support – Tailored support for those who are living with or supporting someone with dementia who is under 65, as well as other rarer forms of dementia.

Admiral Nurses - When things get challenging or difficult, Admiral nurses work alongside the family carers of people with all types of dementia giving them one-to-one support, expert guidance and practical solutions.

Training - Courses and information sessions to carers and people with dementia, and to those who work with them. Training will also be available to people and organisations who wish to become more Dementia aware.

Dementia Friendly Communities – Working with the new Dementia Friendly Hertfordshire Accreditation Scheme, supporting communities and businesses to make Hertfordshire a place to live well with dementia

Memory Support Hertfordshire aims to proactively work with partners in the community, as well as with health and social care partners, to best serve the interests of the people who use community support services.

How to get in touch:

0300 131 3946 Monday to Friday, 9am-4pm

Email: info@memorysupportherts.org.uk

Website: www.memorysupportherts.org.uk