

What services are available for older people?

20th April

We know this is a challenging time for everyone particularly older people who may now be expected to stay at home.

Many of Kent & Medway’s health and social services are still operating albeit in a slightly different way.

We’re working with all the organisations to get a clear picture of which services are still operating. Obviously, this situation is changing daily but we will endeavour to keep this page up-to-date.

This list includes services that are particularly relevant for many older people.

If you are after general mental health and wellbeing support, we have lots of tips and ideas on our website www.healthwatchkent.co.uk. We also have a list of general health and social care services.

Organisation	Update
KCC Social Care Helpline Kent Together	KCC, in partnership with District & Borough Councils and voluntary sector, have created a 24 hour Helpline for peoples’ urgent needs, supplies or medication. If you are vulnerable and have an urgent need that cannot be met through existing support networks, visit www.kent.gov.uk/KentTogether or call 03000 41 92 92.
Dementia UK	The advice Helpline is still open on 0800 888 6678
Silverline (Telephone Befriending Service)	The 24 hour befriending service is still available for anyone over 55. Call the Helpline on 0800 470 80 90
Age UK Herne Bay and Whitstable	The Centre is closed, but they are offering a food delivery service, laundry service, prescription pick up service and buddy on the phone. 7 days a week. Call 01227 749570

Age UK Thanet	The Centre is closed, offering phone advice, shopping calls and buddy box hot meal service. Call 01843 223881
Ageless Thanet	Providing a free telephone service, during office hours, for 50+ Thanet residents who may need a friendly phone call. You can contact them on 01843 210005 info@agelessthanet.org.uk https://www.facebook.com/AgelessThanet/
Age UK Folkestone	Offering a food service. Call 01303 279031
Age UK Ashford	Lots of meal delivery options, prescription pick up service. Call 01233 668765
Age UK Faversham	Meal service, shopping service and phone info and advice. Call 01795 532766
Age UK Canterbury	Meal service, phone info and advice, shopping and prescription/medication collection. Call 01227 462 368
Age UK Maidstone	Meal service, shopping and prescription service, Dementia Outreach, information and advice over the phone or by post for hard of hearing. Call 01622 753 618 or email info@ageukmaidstone.org.uk
Age UK Sevenoaks and Tonbridge	The Independent Living Support Service remains open. If you live in Sevenoaks call 01732 454108, if you live in Tonbridge call 01732 366100. For local information packs visit https://www.ageuk.org.uk/sevenoaksandtonbridge/our-services/information-and-advice/downloads/
Age UK Tunbridge Wells	Are prioritising their support for the most vulnerable people. Call 01892 522591
Hourglass : Action on Elder Abuse	For anyone concerned about harm, abuse or exploitation of an older person. Call 0808 808 8141 between 9am-5pm Monday to Friday.
KCC Mental Health WellBeing	New website with lots of advice to support your mental health. https://www.kent.gov.uk/social-care-and-health/health/coronavirus/looking-after-your-mental-health