

# Local Services

A helpful guide for Sevenoaks patients  
experiencing frailty or caring for others  
with increased health needs



**Sevenoaks Primary Care Network**

<https://sevenoakspcn.gpweb.org.uk/>



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# Community Services



## **Age UK Maidstone, Sevenoaks & Tonbridge**

01732 454108

<https://www.ageuk.org.uk/maidstone-sevenoaks-tonbridge/>

Age UK Maidstone, Sevenoaks and Tonbridge provide day care and support services, coffee mornings, lunch clubs, educational, creative and leisure activities, information and advice, advocacy, independent living support, chiropody, foot care services and has a computer learning centre.

Lunch clubs are great places for friends to regularly meet up for people looking to meet new friends. A cooked two course lunch followed by tea and coffee is provided. Current Age UK Lunch Clubs are currently located in Westerham, Tonbridge, Kemsing, Sevenoaks, Otford, Woodlands, Dunton Green and Fordcombe. Age UK also holds information about an independent Lunch Club in Bessels Green

## **British Red Cross**

0800 028 0831

[kentandsussex@redcross.org.uk](mailto:kentandsussex@redcross.org.uk) [www.redcross.org.uk/nearyou](http://www.redcross.org.uk/nearyou)

Offers help with travel to and from social activities. The befriending scheme is a telephone service and consists of a weekly call of approximately 30 minutes and is available for people who are suffering bereavement, loneliness, living alone and living away from family and friends..

## **Diabetes UK—Tunbridge Wells, Tonbridge, Sevenoaks**

01732 447055

Provide help and support to people living with diabetes in the UK by providing group meetings

## **Independent Age**

0800 319 6789

Email: [advice@independentage.org](mailto:advice@independentage.org)

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

Free helpline providing advice for older people, their families and carers, including friendship services for people in need of companionship through a regular telephone call or visit. Lines are open 8.30am to 6.30pm Monday to Friday and 9am to 1pm Saturday .

## **Involve Kent – Community Navigation and Community Navigation for Carers**

03000 810005

Email: [communitynavigation@involvekent.org.uk](mailto:communitynavigation@involvekent.org.uk)

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

For those over 55 or under 55 and frail and/or have complex health conditions. The Community Navigators can help residents to access and understand the services available to them. Community Navigators can support those who are caring for a family member or friend unpaid and offer Carers assessments

## **Kent Home Library Service**

030000 413131

Email: [sevenoakslibrary@kent.gov.uk](mailto:sevenoakslibrary@kent.gov.uk)

[www.kent.gov.uk/volunteering](http://www.kent.gov.uk/volunteering)

Volunteers for Kent Home Library Service deliver a selection of books and audio and spend time chatting with customers in their homes who are unable to visit the library in person. This could be due to ill health, caring responsibilities or transport difficulties

## **Kent Adult Education: Essential Digital Skills Course (free)**

03000 412222

<https://www.kentadulteducation.co.uk/courses/essential-digital-skills-onl-126719-m-ff/>

### **One You Your Home Service**

07864 959141/07743 450164

[healthyliving@sevenoaks.gov.uk](mailto:healthyliving@sevenoaks.gov.uk)

[www.sevenoaks.gov.uk/oneyou](http://www.sevenoaks.gov.uk/oneyou)

Sevenoaks One You Your Home Service can offer support with Social Isolation and loneliness Equipment or adaptations for your home, Emotional Well-being, Poor health linked to housing or housing conditions. We can contact you to arrange a home visit and carry out a holistic assessment to explore what is important to you and your well-being and to enable you to access activities and/or local support that could improve your health and well-being

### **Reengage**

<https://www.reengage.org.uk/>

Reengage aims to make life less lonely for older people every year. They run volunteer led activity groups such as tea parties and offer call companions which is a telephone befriending service.

### **Sevenoaks Kent Shed Project**

01732 743365    Email: [abacus@wkha.org.uk](mailto:abacus@wkha.org.uk)

Sevenoaks Kent Shed project provides the opportunities for anyone to participate in practical group activities such as woodworking. A place where people can share and learn new skills and work together 'shoulder to shoulder' to support one another.

### **University of the third Age (U3A)**

Sevenoaks    <https://www.sevenoaksu3a.org.uk/>

Westerham    <https://www.westerhamu3a.org/>

The U3A movement is an organisation which provides opportunities for retired and semi-retired people to learn together. There are many opportunities to learn new things, including languages, photography and practical arts.



# Carers Support





## **Connect to Support**

<https://kent.connecttosupport.org>

Kent Connect to Support provides you with information and advice to help you look after yourself, stay independent and connect with your local community.

The site can help you find out:

- what sort of support you may need and what's available near you
- about paying for care
- what happens when you leave hospital
- how to buy equipment to help you around your home
- what type of support care homes can offer

## **Kent County Council: Adult Social Care Support**

03000 41 61 61 (Mon-Fri 9-5pm)

<https://www.kent.gov.uk/social-care-and-support/how-to-get-adult-social-care-support>

If you think you have any care and support needs you are entitled to a free care needs assessment. The assessment will give us information about your situation and what changes you would like to make in your life.

To refer either complete a self referral (can be friends or family that refer too) or ask a professional to help



# Supporting Carers

- Carers Direct
- Crossroads
- Imago Social Prescribing
- Involve Kent

### **Carers Direct**

0808 802 0202

Free, confidential advice for carers, who need help because of their illness, frailty or disability. Calls are free from UK landlines and mobiles or you can request a free call back.

### **Crossroads**

0845 900 3735

Services include offering regular short breaks from caring responsibilities with fully trained Care Support Workers providing 24/7 support. In an emergency situation, short term crisis support can be provided, as well as palliative care and end-of-life support.

### **Involve Kent**

03000 810005

For those over 55 or under 55 and frail and/or have complex health conditions. The Community Navigators can help residents to access and understand the services available to them. Community Navigators can support those who are caring for a family member or friend unpaid and offer Carers assessments.



# Keeping Active



## **Every Step Counts: Walking Group and Seated Exercise Classes**

07899 985196

Every Step Counts is a gentle, supportive walking group based in the Sevenoaks area. The group walks are led by friendly, specially trained volunteers. As these walks are specifically for those who are less active the length and the speed of the walk will vary to accommodate our walkers' differing abilities and needs. They also run 2 gentle seated exercise classes (for over 55+ or under, with complex health conditions).

## **Live Well Kent**

0800 567 7699

The Live Well Kent service can help you improve your mental, physical health and well-being. It is a free service for anyone over the age of 17. The service can help you to improve your lifestyle, meeting people through social activities and support to improve your relationship and managing money.

## **Mobility Strength & Balance Class**

07867648667

Pop Up Sue runs regular Pop Up coffee morning/afternoons in Golden Green, Hextable, Ryarsh, Edenbridge, Dunton Green, Cowden, Chiddingstone Causeway and Aylesford. Here, you can enjoy a cup of tea and biscuit while learning useful health tips and exercises to keep you strong and mobile and having a laugh or two. Pop Up Sue also runs a zoom class. For more information and times, please contact Sue using the details below. £3.50 per class.

## **One You Kent (West Kent)**

0300 020 0636

The One You Service in West Kent is an adult service for anyone wanting to make positive lifestyle and behaviour changes. One-to-one, groups and activities offer advice on weight management, exercise, stop smoking, alcohol intake and mental wellbeing.

## **Why Weight - Adult Weight Management 0300 020 0636**

Why Weight is a 12-week adult weight management course run by qualified professionals. The programme is designed for people who have at least two stone to lose.

# Mental Health Support





## **Alzheimer's & Dementia Support Services**

01474 533990

Alzheimer's and Dementia Support Services social groups, activities and support at home.

## **Alzheimer's Society Dementia Cafe**

01892 835498

Twice monthly café for people with dementia, their carers and family and friends

## **Elder Abuse Response Helpline**

0808 808 8141

This confidential helpline run by Hourglass (working name of Action on Elder Abuse) gives information about elder abuse and emotional support to anyone concerned about the abuse of an older person. The helpline is confidential and Freephone and the number will not appear on your telephone bill

## **Forget-Me-Not-Cafés**

**Edenbridge, Hildenborough and Knole** 07805 367268

**Westerham** 01959 562147

**Forget-Me-Notes Sing-a-long with a cuppa** 01732 447055

Each café will have a variety of activities with existing local groups, such as music, arts, crafts and social groups for patients experiencing difficulty with memory.

### **The Hub Tunbridge Wells**

07526 203899

[hub@mentalhealthresource.org.uk](mailto:hub@mentalhealthresource.org.uk)

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

The Hub is our friendly vibrant wellbeing centre, located in Tunbridge Wells and is open to all adults with emotional or mental health needs. The Hub offers a safe space to talk and plenty of wellbeing activities, which are all completely free to access and are all designed to boost confidence & self-esteem. The Hub is working in partnership with Crossways Community to deliver socially distanced face to face support for existing Hub clients only.

### **The Silver Line**

0800 470 80 90

The Silver Line Helpline run by Age UK is a free, confidential telephone service for older people. We provide friendship, conversation and support 24 hours a day, 7 days a week.

### **We Are With You**

<https://www.wearewithyou.org.uk/>

Get free, confidential support with alcohol, drugs or mental health from one of our local services or online by self-referral.

### **West Kent Mind**

01732 744950/ 0300 123 3393 for national mind or text 86463

[hello@westkentmind.org.uk](mailto:hello@westkentmind.org.uk)

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

The goals of WKM are: staying well, empowering choice, improving services and support, enabling social participation, removing inequality of opportunity and organised excellence.

# Foodbanks



### **Apetito Meal Delivery**

01622 717155

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

Delivers daily hot meals direct to people's homes. Residents should contact Kent social services or home support services department in the first instance to see if they are eligible for a subsidised service .

### **Edenbridge Food Bank**

07756238063

[info@edenbridge.foodbank.org.uk](mailto:info@edenbridge.foodbank.org.uk)

### **Support & Assistance Service (KSAS)**

[ksas@kent.gov.uk](mailto:ksas@kent.gov.uk)

Kent Support & Assistance Service (KSAS) is available to support residents if they are facing exceptional pressures because of an emergency, crisis or if your household has been affected financially as a direct result of the COVID-19 pandemic. KSAS may be able to offer short term help, with supermarket vouchers for groceries, clothing and energy vouchers and household appliances to households who have no other means of support.

### **Loaves & Fishes Food Bank**

Email: [sevenoaksfoodbank@gmail.com](mailto:sevenoaksfoodbank@gmail.com)

The foodbank operates from St John the Baptist Church with a team of volunteers in the Sevenoaks area

### **The Hygiene Bank**

[thbsevenoaks@gmail.com](mailto:thbsevenoaks@gmail.com)

[www.thehygienebank.com](http://www.thehygienebank.com)

Grassroots charity, supporting people in crisis and those struggling on a low income to tackle hygiene poverty. For more information about this service, please contact The Hygiene Bank directly.

### **Westerham Food Bank**

01959 562058 or 01959 562147      email: [westerhamfoodbank@gmail.com](mailto:westerhamfoodbank@gmail.com)

# Transport



## **Age UK Maidstone, Sevenoaks & Tonbridge**

01732 454108

Email: [office@ageuksevenoaksandtonbridge.org.uk](mailto:office@ageuksevenoaksandtonbridge.org.uk)

Age UK Sevenoaks, Tonbridge & District operates a minibus service to take older residents in Brasted, Chevening, Chiddingstone, Cowden, Dunton Green, Edenbridge, Halstead, Hever, Kemsing, Knockholt, Leigh, Otford, Penshurst, Riverhead, Seal, Sevenoaks, Sevenoaks Weald, Shoreham, Sundridge and Westerham to their Day Centres and some lunch clubs.

## **Compaid**

01892 834539

[transport@compaid.org.uk](mailto:transport@compaid.org.uk)

Offers support to disabled people and groups, from hospital and other medical appointments, to outings to local attractions and attendance at community centres. Covers all of the Sevenoaks District. No membership fee – journeys charged per mile.

## **Dial 2 Drive (Imago)**

0300 777 1200

[email@driving@imago.community](mailto:email@driving@imago.community)

Dial 2 Drive volunteer drivers use their own cars to take members to medical and social appointments. The service is for those unable to access public transport due to older age, illness or disability. Drivers can be booked for days, evenings or weekends. Annual membership applies and mileage is charged.

## **Edenbridge Voluntary Transport Service**

01732 865353

[admin@evts.org.uk](mailto:admin@evts.org.uk)

Volunteer drivers provide transport to medical appointments for residents of Edenbridge and neighbouring villages who do not have transport of their own and cannot use public transport

## **Kent Karrier**

03000 413567

[public.transport@kent.gov.uk](mailto:public.transport@kent.gov.uk)

Kent Karrier is a flexible Dial-a-Ride service that takes members directly from their door anywhere in the Sevenoaks District. All services are operated with a wheelchair accessible vehicle and have experienced drivers.



# PCN Services



**The PCN offer a variety of services for its patients, these can be accessed within your GP surgery, just speak to a member of our friendly reception teams or speak to your GP.**

### **Care Coordinators:**

Care Coordinators help patients manage their condition and oversee care and treatment plans. The PCN has Care Coordinators in the following surgeries;

Amherst, Borough Green, Westerham, St Johns, Edenbridge, South Park , Town and Otford.

### **First Contact Physiotherapists:**

Our First Contact Physio's offer high quality assessment, diagnosis and treatment of musculoskeletal conditions. Appointments are available in a range of surgeries.

### **Health & Wellbeing Coaches:**

Health and Wellbeing Coaches work within the GP surgeries to support people with physical and or/mental health conditions and those at risk of developing them. They are experts in behaviour change and focus on improving health related outcomes. They can work with you to set personalized goals to improve your health or wellbeing. You can now self refer online here: <https://sevenoakspcn.gpweb.org.uk/pcn-services>

### **Social Prescribers:**

Social Prescribers work within the GP surgeries to support individuals to take greater control of their own health, by supporting them to access a variety of activities which are typically provided by public, voluntary and the community sector. They can support you to access any of the services that are included in this booklet. You can now self-refer online here: <https://sevenoakspcn.gpweb.org.uk/pcn-services>

# Where to go for the right medical help

**999**

**Dial 999 for life-threatening emergencies**

**111**

[111.nhs.uk](https://111.nhs.uk)

If you need medical help fast or think you need to go to an Emergency Department (A&E) use NHS 111 first – online or by phone\* – to get clinical advice or direction to the most appropriate services for treatment

**GP  
Pharmacy**  
[www.nhs.uk](https://www.nhs.uk)

For all other health needs, contact your pharmacy or GP practice. You can also access NHS advice and information at [www.nhs.uk](https://www.nhs.uk)

**\*If you have difficulties communicating or hearing, you can use the NHS 111 British Sign Language (BSL) interpreter service via [www.nhs.uk/111](https://www.nhs.uk/111) or call 18001 111 on a textphone.**

**If you have symptoms of coronavirus**, get tested as soon as possible; apply via [www.nhs.uk/coronavirus](https://www.nhs.uk/coronavirus), or call 119. The service is also available by textphone on 18001 119 and NHS 119 BSL interpreter service at: [www.interpreternow.co.uk/nhs119](https://www.interpreternow.co.uk/nhs119). If you are worried about your symptoms, use the NHS 111 COVID-19 service at [111.nhs.uk/covid-19](https://111.nhs.uk/covid-19), or call 111 if you cannot get help online.

This leaflet is available in alternative formats at [www.nhs.uk/staywell](https://www.nhs.uk/staywell)  
Email [partnerships@phe.gov.uk](mailto:partnerships@phe.gov.uk) for braille copies.





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