



# Help with daily living factsheet - Bournemouth, Poole, Christchurch and East Dorset

## CARE ACT 2014

This factsheet includes information that will help with your daily living if you live in Bournemouth.

The Care Act 2014 came into force in April 2015 and governs an individuals' rights to be assessed for health and social care support to meet their needs by their local authority. Under the Care Act 2014 local authorities are obliged to ensure that people who live in their areas:

- *Receive services that prevent their care needs from becoming more serious, or delay the impact of their needs.*
- *Can get the information and advice they need to make good decisions about care and support. This includes signposting them to services, facilities, and resources available locally through voluntary and community groups, and how these might help local people.*
- *Have a range of providers offering a choice of high quality, appropriate services.*

Local authorities will have to consider factors such as:

- *Identify local people who might have care and support needs that are not being met.*
- *Identify carers in the area who might have support needs that are not being met*

The Act clearly sets out that local authorities must provide information on:

- *What types of care and support are available*
- *The range of care and support services available to local people*
- *What process people need to use to get the care and support that is available*
- *Where local people can find independent financial advice about care and support and help them to access it*
- *How people can raise concerns about the safety or wellbeing of someone who has care and support needs.*

Under the Care Act 2014 local authorities have a duty to assess anyone who appears to need care and support. This

assessment is called an “Assessment of Need” and will form part of an “Individual Care Plan”. A Care Manager or Social Worker will visit you at home to help you work out if you are “eligible” for support and how your needs can be met, there is no charge for the assessment but you may have to contribute financially towards some aspects of your care. Alternatively, you can also go online at:

Bournemouth: -

<https://www.bournemouth.gov.uk/AdultSocialCare/GetSocialCareSupport/WhoCanHaveSocialCareServices.aspx>

Poole: <http://archive.poole.gov.uk/your-council/how-the-council-works/strategies-plans-and-policies/eligibility-policy/>

Christchurch & East Dorset: <https://www.mylifemycare.com/eligibility-criteria-for-council-services>

However, the Care Act does not place a duty on the local authority to provide services. Whether services are provided to you depends on whether you meet the ‘national minimum threshold for eligibility’.

Further details about planning your care and support, a comprehensive explanation about eligibility criteria and the options available to you, are available on the Help & Care factsheet “Planning your care and support”. Details of local care agencies are available on the Help & Care factsheet “Care at Home” contact 0300 111 3303 to ask for copies or visit our website [www.helpandcare.org.uk](http://www.helpandcare.org.uk) and download copies.

Following an Assessment of Need services such as help with meals, shopping and laundry may still be provided by a private or voluntary agency, or a not for profit organisation or charity, for which you may have to pay the full charge or a contribution towards the cost.

For further information and to apply for an Assessment of Need contact:

Bournemouth – Care Direct, Customer Services Centre, St Stephens Road, Bournemouth, Dorset, BH2 6EB, Tel: 01202 454979 - Out of hours: 01202 657279, Email: [caredirect@bournemouth.gov.uk](mailto:caredirect@bournemouth.gov.uk) [www.bournemouth.gov.uk](http://www.bournemouth.gov.uk) or [www.mylifemycare.com](http://www.mylifemycare.com) .

Poole – Adult Social Care Helpdesk, Rm1 Civic Centre, Poole, BH15 2RU, Tel: 01202 633902- Out of hours: 01202 657279, email: [sshelpdesk@poole.gov.uk](mailto:sshelpdesk@poole.gov.uk) , <http://archive.poole.gov.uk/health-and-social-care/help-for-adults/>

Christchurch & East Dorset: Dorset Direct, County Hall, Colliton Park, Dorchester, DT1 1XJ, Tel: 01305 221016, Out of hours: 01202 657279, email: [adulthoodaccess@dorsetcc.gov.uk](mailto:adulthoodaccess@dorsetcc.gov.uk),

<https://www.mylifemycare.com/Contact-us> .

You can also ask a friend or relative to contact them (with your permission) on your behalf.



## HELP & CARE CONTACT DETAILS

Help us to help you

As a charitable organisation Help & Care relies heavily on the donations and goodwill of the local community. However large or small, every gift makes a difference!

Please contact us using the contact details below if you would like information about:

- *How to make a one off donation or*
- *How to set up a regular monthly donation or*
- *How to remember us in your Will*

Help & Care contact details

Help & Care offer a range of services and factsheets to older people, carers, and disabled people across Dorset. If you would like to know more about our information and support services, Advocacy, and our Handiworks Plus services, or you would like a copy of this factsheet in your own language, large print, Braille, or on audio tape or compact disc please contact us on the details below.

By telephone: 0300 111 3303

By fax: 01202 432299

Opening hours are: Monday - Thursday 9am -5pm and Friday 10am - 4.30pm. Answering machine available outside these hours.

Textphone for hard of hearing: 01202 416047

Email: [contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk)

Website: [www.helpandcare.org.uk](http://www.helpandcare.org.uk)

Use the "Contact" form within the website to let us know how best we can help you.

Contact by post: Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL

You can also make an appointment to call in and see us at The Pokesdown Centre, Bournemouth.

This information has been researched and produced by Help & Care and was believed to be correct at the time of production. Inclusion does not imply a recommendation by Help & Care.

*Last Review in Feb 2018. Next total review due Feb 2020  
Latest amendment added: July 2018.*





## DEALING WITH THE LAUNDRY, DRY CLEANING, REPAIRS AND ALTERATIONS

If you feel you are unable to manage your laundry or household chores anymore but do not fit the criteria for help from Adult Social Care there are agencies and small businesses able to help. Most of the care agencies that provide personal care (see Help & Care factsheet “Care in the Home”) will also provide help with domestic care, bill paying, dealing with correspondence, shopping, and companionship. However, you will need to pay privately for these services. Details of other care agencies are available from

<https://www.mylifemycare.com/directory-of-home-care> .

### Laundrettes and Dry Cleaners

Check online for laundrettes and dry cleaners in your area. Some are willing to collect and then deliver your laundry to you, and services can include ironing, duvet cleaning, minor sewing repairs, curtain and carpet cleaning, specialist cleaning for items such as leather coats etc. Charges may vary for cleaning/delivery/extra services.

Below is a link to the Yellow Pages list of laundrettes, dry cleaners, tailor alterations in Dorset to help with your search.

<https://www.yell.com/ucs/UcsSearchAction.do?keywords=Lauderettes&location=dorset&scrambleSeed=1253638837>

<https://www.yell.com/ucs/UcsSearchAction.do?keywords=Dry+Cleaners&location=Dorset&scrambleSeed=1479669310>

<https://www.yell.com/ucs/UcsSearchAction.do?keywords=tailoring+%26+alterations&location=Dorset&scrambleSeed=594729521>

### Minor home repair and gardening services

Help & Care Gateway has a small list of trusted traders who do:

- *appliance cleaning – ovens*
- *appliance repairs – cookers, ovens, washing machines, dishwashers*
- *deep clean – including house clearance, pest control, waste removal*
- *domestic cleaning – including domestic appliances*
- *domestic cleaning and home support*
- *drain clearance – external drain blockages, toilet sewers unblocked*
- *locksmiths*
- *removals*
- *tree surgeons – remove damaged, diseased, dead trees*
- *TV/Satellite/Computers – installation, aerials, digital signal issues*
- *window cleaning*

Help & Care Handiworks Plus help with minor home repairs/adaptations such as:

- *aerials and TV installation*
- *double glazing repairs/work*
- *electrical*
- *gardening*
- *gas works*
- *gutters and fascias*
- *handyperson*
- *painting and decorating*
- *plumbing*
- *roofing*
- *window cleaning/exterior cleaning/power washing*

Contact Help & Care Gateway or Handiworks Plus on 0300 111 3303 to find out more or email [contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk) for more information.

### Roots Gardening Service

Roots Gardening Service is a Help & Care gardening service, working in partnership with the Bournemouth Borough Council, Clinical Commissioning Group for Dorset, and the Dorset Police Commissioner. The service is available to older people, and disabled people living in Bournemouth and Poole who can no longer manage to maintain their garden. The gardening team is made up of volunteers who are recovering from mental illness, who are supervised by a Help & Care Gardening Services Worker. There is a membership fee of £30 per annum, and each job is charged by £19 per hour. The service is available 3 days per week Tuesday – Thursday. For more information contact 0300 111 3303, email [roots@helpandcare.org.uk](mailto:roots@helpandcare.org.uk) or go online at <https://www.helpandcare.org.uk/services/home-and-gardening-maintenance/roots-gardening-services/> .

Buy with Confidence – is a list of Trading Standards approved tradespeople. Check to see if there are any tradespeople in your area for the job you want done, but bear in mind that not all tradespeople register with this site. Some private cleaning companies are also listed. <https://www.buywithconfidence.gov.uk/home/> .

Dorset Accessible Homes – support and advice about making adaptations to your home or carrying out minor repairs (Dorset County Council residents). For further information contact 0333 003 0010, email:

[dorsetHIAcontactus@millbrookhealthcare.co.uk](mailto:dorsetHIAcontactus@millbrookhealthcare.co.uk) or go online at:

<http://www.millbrook-healthcare.co.uk/contact-us/service-centre-locations/home-improvement-agency-services/dorset-hia/> .



## SHOPPING FROM HOME

The internet has made it a lot easier to shop for all our shopping needs online. National and local businesses can provide goods at the click of a button. Below are listed the websites for the main larger supermarkets and other online or telephone order grocery providers able to deliver goods to your door. Delivery details for ordering groceries and smaller household items may be different to ordering other items such as clothes, furniture, electrical items, and white goods so check this before you order. The list below also gives details of what type of in-store assistance you can expect from store staff.

Aldi - <https://www.aldi.co.uk/> - Online shopping limited to pet food, special buys, and wines. Range of delivery slots according to product. Shopping assistance is available instore if requested, however there are no mobility scooters or wheelchairs provided and at present no instore public toilets available. For further information call Customer Services on 0800 042 0800 (freephone).

ASDA – <http://www.asda.com/> for general shopping including groceries, <http://groceries.asda.com/> for groceries only.

Check online or instore for delivery availability in your area. Minimum order online is £25 with delivery charges from £1 - £6 depending on the day of the week and distance. A range of “Delivery Passes” are available online for minimum orders of £40 for regular shoppers enabling you to pick your delivery time and save money. Delivery driver will carry shopping into your home if you have a disability.

Instore assistance is available if requested, and mobility scooters are available at all stores except Gillingham where only wheelchairs are available. Public toilets are available in all branches except Canford Heath. Click&Collect for items ordered online is also available.

Co-op - <http://www.co-operativefood.co.uk/> - no online shopping service available but useful for price comparison. Co-op do offer an instore home delivery service with a minimum order of £25. Check whether this service operates in your area by asking at your local store. You will need to register with the store, do your shop, then they will pack and deliver it for you. Shopping assistance is available instore if requested, there are no mobility scooters but wheelchairs are available in most stores.

Find me a milkman - [www.findmeamilkman.net](http://www.findmeamilkman.net) - A website where you enter your postcode and the site will search for a local milkman for deliveries of milk and other daily essentials.

Iceland - <http://groceries.iceland.co.uk/homepage> free next day delivery, minimum order £35. Check online that delivery is available in your area. Delivery driver will only deliver to the property not into the house. Shopping assistance is available instore on request but only when staff are available so you may have to wait for assistance. There are no mobility scooters or wheelchairs available in the stores, and no public toilets available.

Milk and More - [www.milkandmore.co.uk](http://www.milkandmore.co.uk) - online ordering until 9pm for following day delivery. Tel: 0345 6063606 – order line, lines open Mon – Fri 8am – 5pm including Bank Holidays, closed at weekends, Christmas Day, Boxing Day, and New Year's Day. Local milkman able to deliver a variety of dairy and grocery products, lunch box essentials, cereals, juices, household products, organic produce and much more direct to your door. We can deliver your milk in glass bottles and over half the vehicles are electric powered so milk&more is very environmentally friendly. Please state your postcode when calling or enter it on-line to confirm that we can deliver to your area.

Montanas Online Store - <http://www.montanasonlinestore.co.uk/> a locally based online store that delivers food and groceries throughout Dorset and Hampshire. Minimum order is £5, free same day delivery for orders received before 7pm. You will be contacted to arrange a convenient time for delivery. Orders can also be placed over the telephone.

Morrison's – <http://groceries.morrisons.com/> - no online service currently available in the South and South West of England but website is useful for price comparison. Shopping assistance is available instore if requested. Electric scooters are available but require a short training course before use. Public toilets only available at the Bridport and Weymouth stores.

M&S (Marks and Spencer) – no online delivery service for food. Click&Collect for pre-prepared food and catered events only. Shopping assistance available instore if requested, manual wheelchairs available. Public toilets at Bournemouth, Castle Point, and Weymouth stores.

Oakhouse Foods – [www.oakhousefoods.co.uk](http://www.oakhousefoods.co.uk) Deliver groceries alongside their frozen meals service. Delivery only costs £1 and is free for all orders worth £30 or more. For regular customers every effort is made to ensure that your order is delivered at the same time each week by the same driver. The delivery driver will put the food away in your freezer and cupboards if requested, will help you fill out order forms for further deliveries, and will pass the order forms to your local branch. A Drop and Go service is also available whereby your order can be delivered in a cool box, if for any reason you are out when the driver calls. Please inform the office if you know you are likely to be out when the driver calls so Drop and Go can be set up, alternatively they can leave your order with a trusted neighbour or relative. Order online or contact 0333 370 6700 for help, information and advice, local branch contact is 01202 814179.

Ocado – <http://www.ocado.com> an online supermarket that can source items from several suppliers and deliver to your home. Ocado may be able to source items that are not generally in main stream supermarkets particularly for special dietary requirements such as Gluten Free and other Free From foods.

Sainsbury's – <http://www.sainsburys.co.uk/> for general shopping and groceries.

Orders can also be placed by telephone via Sainsbury's 'Direct to You' - Call 0800 917 8557 to place an order, available 8am – 11pm (order must be placed or amended by 11pm).

There is a set delivery fee of £7 for orders up to £40, orders over £40 are charged by the delivery slot selected. Orders over £100 delivered Monday – Thursday are free of delivery charge if ordered before 2pm.

Payment by credit or debit card when ordering, you can use your Nectar card for points if you wish. Bulk orders of single items i.e.: 12 x 1 branded item will require 7 days' notice. Once placed the orders are forwarded to stores locally who will deliver to you. The delivery driver will bring your shopping into your home by request.

Click&Collect service available for orders of £20 and over, you order on line, they pack the items for you to collect later.



Shopping assistance is available instore, mobility scooters are available in most stores locally except Wareham. All stores have public toilets available.

Tesco – <http://www.tesco.com> for general shopping and groceries. Check online to see if they deliver in your area, minimum basket charge of £4 will be added to orders under £40. Delivery charges range depending on delivery slot, and size of order. Delivery Saver option for monthly subscription fee of £3.49. The delivery driver will bring the shopping into your home if requested. Click&Collect is available with a minimum order of £25.

Shopping assistance is available instore if requested. Check with your local store for availability of mobility scooters and wheelchairs. Public toilets available in all local stores except Ferndown.

Waitrose – <http://www.waitrose.co.uk> for general shopping and groceries.

Check online that they deliver in your area, minimum order £60 – free delivery. Click&Collect is available for minimum orders of £40.

Most of the larger stores provide instore assistance if requested, packing and carry-to-car service, wheelchairs and mobility scooters are available, check with your local store whether they offer these facilities. Larger stores also offer the chance to hire a cycle trailer free of charge to cyclists who wish transport their shopping home.

## **STAY SAFE WHILE SHOPPING AND BANKING ONLINE**

Shopping or banking online can be a very quick, efficient, and advantageous way of shopping or managing your finances, with many companies and banks offering special deals or discounts to do just that. However, it is important that you take precautions to protect your personal details, identity and your financial information. Below are listed a few pointers to remaining safe online:

- *Always use a secure website. The website address should begin with https://, the “s” shows that the website is a secure site. An address bar that is shaded green is another sign that the site is secure.*
- *Check that there is a padlock symbol in the browser window. A padlock that appears on the web page itself is not a sign that the site is secure and you may be scammed.*
- *By clicking on the padlock symbol, you can check that the seller is who they say they are and that they have a current certificate registered to the right address. However, if you have any doubts about a site err on the side of caution as the padlock is not an absolute guarantee of safety and scammers can be very devious.*



## MEALS DELIVERED TO YOUR HOME

If you are no longer able to cook or prepare a meal for yourself there are a variety of private companies who deliver hot, chilled, or cold meals such as salads or sandwiches to your home. Special diets, and religious or cultural diets can also be catered for. Some of the companies listed below may also have contracts with local Adult Social Care to deliver meals as part of your "Individual Care Plan". A list of meal providers is also available at <https://www.mylifemycare.com/directory-of-meal-providers> .

Chef on Board – provide delicious handmade meals and gourmet frozen meals. Delivered by courier Tuesday to Friday. Minimum order is £40, prices vary due to menu choice, delivery charges are as follows:

- £8.95 for orders £40 - £59.99
- £7.50 for orders £60 to £84.99
- Orders over £85 - delivery free of charge

All dietary/allergy needs catered for. Further information contact 01981 250494, email: [mail@chefonboard.com](mailto:mail@chefonboard.com)  
<http://www.chefonboard.com/> .

Collins Catering, Turbary Court, Lockyer's Drive, Ferndown, BH22 8BL, Tel: 01202 890303, Kitchen number:01202 855521,

Email: [collinscommunitymeals@gmail.com](mailto:collinscommunitymeals@gmail.com). Hot or chilled meals, salads delivered every day except Christmas Day in the BH postcode areas including Bournemouth, Poole, West Moors, Ferndown, Wimborne, Verwood, and Christchurch. Organic menu available if requested. All drivers are CRB checked.

COOK – Bournemouth, 120 Poole Road, Westbourne, Bournemouth, BH4 9EF, Tel: 01202 765560

<http://www.cookfood.net/shops/Bournemouth> . Handmade meals, cakes and puddings delivered to your home. Deliver every day except Sunday. Our delivery areas cover BH1 – BH18, BH21 – BH25, BH31 and SO41. Special dietary needs and special occasions also catered for. Shop opening times: Monday – Saturday 9.30am – 5.30pm, Sunday 11am – 4pm. Delivery charges: minimum order of £30, we charge £5 delivery with an order of £30 - £70. There is also a click&collect option. Orders over £70 are free. Other shops in the area include: <http://www.cookfood.net/shops/Ringwood> and <http://www.cookfood.net/shops/Lymington> .

Custom Lunches, 7 Victory Close, Woolsbridge Industrial Estate, Three Legged Cross, Wimborne, BH21 6SX, Tel: 01202 814963,

Email: [enquiries@customlunches.co.uk](mailto:enquiries@customlunches.co.uk) <http://www.customlunches.co.uk/home.html>

Custom Lunches deliver freshly cooked, hot meals every day. A varied menu each week, delivered every day except Christmas Day, Boxing Day & New Year's Day (a cold meal can be delivered Christmas Eve for Christmas Day, with a boxed meal also being left for Boxing Day) between 11.30am – 1.30pm. Similar arrangements can be made for New Year's Day. Can cater for diabetic, coeliac/gluten free diets, and will ensure that clients have a drink offered at every meal. Can deliver sandwiches and soup with lunchtime meal. All drivers are DBS checked and have had their references checked. Cover the areas between BH1 – BH31 (not BH19 – BH20).

Oakhouse Foods – Unit 3, 11 Black Moor Road, Ebblake Industrial Estate, Verwood, BH31 6AX, Tel: 01202 814179 <https://www.oakhousefoods.co.uk/>

£1 delivery charge on orders under £30, no minimum order. Contact office for a friendly local service. Seasonal catalogues of dishes on offer. All dietary requirements are covered, and there is extensive information available on the website about catering for allergies etc. Regular delivery slots are available and the driver will put the food away in your freezer and cupboards if requested. They will help you fill out order forms for further deliveries, and will pass the order forms to your local branch. A Drop and Go service is also available whereby your order can be delivered in a cool box, if for any reason you are out when the driver calls. Please inform the office if you know you are likely to be out when the driver calls so Drop and Go can be set up, alternatively they can leave your order with a trusted neighbour or relative. Oakhouse Foods also have an online grocery ordering service.

Phoenix Frozen Foods – frozen meals delivered to your door. Sussex based company who deliver to the Bournemouth, Poole, Christchurch, East Dorset, Purbeck, West Dorset, and Blandford areas. Call 01903 215170 or email [phoenixfrozenfoods@yahoo.co.uk](mailto:phoenixfrozenfoods@yahoo.co.uk) . For further details or go online at <http://phoenixfrozenfoods.co.uk/> .

Prep Perfect – healthy food delivery service. Freshly prepared, healthy, nutritious meals delivered to your door. Service covers the whole of Dorset, all dietary needs catered for. For more details contact 0116 2760 222, email [info@prepperfect.co.uk](mailto:info@prepperfect.co.uk) or go online at <https://www.prepperfect.co.uk/> .

Wiltshire Farm Foods, Unit C, 4b Wilverly Road, Somerford, Christchurch, Dorset, BH23 3RU, Tel: 01202 490400: Monday – Friday 9am – 5pm. For a catalogue call freephone: 0800 773100, Email: [bournemouth@wiltshirefarmfoods.co.uk](mailto:bournemouth@wiltshirefarmfoods.co.uk) <https://www.wiltshirefarmfoods.com/>

A choice of nutritionally balanced frozen meals delivered to your home. A selection of over 300 meals, snacks and desserts. Vegetarian, soft diet, gluten free, pureed and diabetic meals available. Individual frozen items also available. All areas covered between Upton Poole, Salisbury, and Southampton.



## **OTHER SERVICES WHO CAN HELP KEEP YOU INDEPENDENT AT HOME**

Mylifemycare.com – links to organisations able to help you at home <https://www.mylifemycare.com/Finding-help> .

Personal Assistants – whether you pay for your care yourself or have a Personal Budget from the local authority having a Personal Assistant can help make life easier for you, and give you more choice and control over the service you receive. Further information about how to employ a personal assistant is available at:

<https://www.mylifemycare.com/Personal-assistants> .

SAIL – Safe and Independent Living – SAIL offers residents of Dorset a wide range of free support, information and advice to enable you to remain safe and independent at home. Access to home safety checks, fire alarms, home energy checks, falls prevention, equipment for sight and hearing, debt advice. Further details available at:

<https://www.mylifemycare.com/Safe-and-independent-living> .



## **SUPPORT FROM LOCAL VOLUNTARY AGENCIES, NOT FOR PROFIT ORGANISATIONS AND CHARITIES**

Listed below are services available from local charities, voluntary agencies, and not for profit organisations offering support with daily living tasks that may not meet the criteria for help from Adult Social Care. They can also help you if you prefer to arrange services privately for yourself or a friend or relative you care for.

Volunteer Services – Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL, Tel: 0300 111 3303, Email: [contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk) [www.helpandcare.org.uk](http://www.helpandcare.org.uk)

Help & Care volunteers are available to assist older people in Bournemouth and Christchurch with a wide range of tasks. Here is a list of the types of task they will undertake with the necessary covering charges. Charges are 45p per mile to meet volunteer mileage expenses, plus any other costs (e.g. parking charges). Donations are appreciated, to maintain service. Volunteer working hours are usually 10am – 4pm.

Telephone Support Service: Free weekly calls from a volunteer, to keep in touch and help with information and extra support as required.

Driver Escorts (Essential Appointments): If you are frail or disabled, our Driver Escorts can collect and accompany you to essential appointments and return you safely home. (Medical type appointments where support needed). Charges apply.

Driver/Activity Companions: Where support is required to boost confidence, and encourage independence volunteers could collect and accompany you to appointments or social/lunch clubs. Charges apply.

Shopping Companions: reserved for one off urgent cases i.e.: discharge from hospital, or for those waiting for a Care Package through Adult Social Care. Charges apply.

Befrienders (Admin): Visit you at home and help you sort out paperwork such as correspondence, form-filling, writing letters, finance and bills, junk mail etc. Charges apply.

Befrienders (Social): Visit you at home for a chat or to share a hobby or pastime. Charges apply.

Befrienders (Odd jobs): Visit you at home and help you with odd jobs such as decluttering, taking (small) unwanted items to charity shops, packing for hospital admission, and basic computer tuition. Charges apply.

Money Friends: Visit you at home to offer practical help (but not financial advice), to those suddenly faced with managing their finances. Charges apply.

Tasks can only be carried out during normal volunteer working hours (10am – 4pm Mon – Friday). Most of the above tasks are available on an occasional or regular basis as required but dependent on volunteer availability. A home assessment visit by Help & Care staff may be required before any visits can be arranged. All Help & Care volunteers are trained and DBS checked.

Help Around the Home – Age UK Bournemouth, 700 Wimborne Road, Winton, Bournemouth, Dorset, BH9 2EG, Tel: 01202 530530 (Office open Monday – Friday 9.30am – 4pm), Email: [info@ageukbournemouth.org.uk](mailto:info@ageukbournemouth.org.uk)  
<https://www.ageuk.org.uk/bournemouth/our-services/home-help/>

Support is available for people aged 60 and over who live in the Bournemouth area and the close surrounding areas.

Services include:

- *support with domestic chores such as shopping, ironing, and cleaning*
- *light garden maintenance (mowing the lawn, planting, pruning, weeding)*
- *one to one support with computers, tablets, mobile phones including installation and set-up, tuition on the use of Skype, printer problems, uploading photos etc.*
- *sitting service, someone to sit with a relative or friend you care for while you have a break*
- *someone to pop-in and check on a relative or friend you care for when you are unable to do so*
- *help accompanying you or a friend or relative to appointments or social activities*
- *help with de-cluttering, dog walking, help with correspondence and bill paying.*

Contact the office for further details and charges. You can also be referred via a relative or friend, or via a health or social care professional.

Place Next Door Community Centre, 1 Latimer Road, Winton, BH9 1JY, Tel: 01202 517989, Email: [admin@wintonsa.org.uk](mailto:admin@wintonsa.org.uk)  
[www.salvationarmy.org.uk/winton](http://www.salvationarmy.org.uk/winton)

The Salvation Army offer the following services to people who would like assistance with:

Assisted Bathing – appointments available via reception.

Chiropody – appointments available for footcare requiring a chiropodist.

Foot Care – appointments available for toenail cutting and general footcare.

Ladies Hairdressing – appointments available on a Wednesday morning.

Men's Barbers – appointments on a Monday morning, contact 01202 535615.

Other services available during the week include friendship and activity clubs, a Stroke support group, groups for young children and teenagers, and a drop-in service called "Treasure" – supporting women through domestic abuse. There is also a reasonably priced restaurant that is open Monday to Saturday 10am – 2pm.

For further information about charges and to arrange appointments please contact the reception desk on 01202 517989. Alternatively pop in to the centre in advance to arrange an appointment.

Befriending and Good Neighbour groups

There are also befriending/good neighbour groups across Dorset that may be able to help you with small "one of" tasks around the home or to help you get to an appointment. Further information is available from the Help & Care factsheet "Befriending" – call 0300 111 3303 to ask for one to be sent to you, email: [Gateway@helpandcare.org.uk](mailto:Gateway@helpandcare.org.uk) or go online at <https://www.helpandcare.org.uk/services/information-and-signposting/> .

Further information is also available from

<https://www.mylifemycare.com/directory-of-befriending-and-good-neighbour-services> check to see what is available in your area.

