

THE ISLAND GUIDE

SECOND EDITION

Front Cover

**A Guide to Services for
Older People in Thanet**

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East Kent Coastal Teaching Primary Care Trust
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SAGA
Summerlands Lodge Nursing and Residential Centre
Thanet Community Housing Association
Thanet Community Safety Partnership
Thanet District Council
Thanet Public Service Agreement



INTRODUCTION

The Isle of Thanet covers an area of 10,315 hectares, incorporating the historic seaside resorts of Margate, Ramsgate, Broadstairs and Westgate together with Birchington and the attractive rural villages of Minster, Monkton, Acol, Sarre and St Nicholas at Wade.

The Project Group responsible for compiling the Guide is made up of officers from Health, Social Services, Housing Association and District Council Housing Providers. The group, and the agencies they represent, is keen to promote the independence of Thanet's older people, seeing them as key members of the community. It recognises the importance of being able to access the right information to enable older people to make decisions about their own lifestyle. Thanet has a lot of services and organisations that are available to its community. This Guide is aimed at providing as much useful information about these services and organisations as is possible in one handy publication.

ABOUT THE GUIDE

To keep the guide simple, under each section where services and facilities are listed, this has been done in three categories: Broadstairs, Margate and Ramsgate. The Broadstairs and Ramsgate sections contain information in respect of those two towns, whereas the Margate section contains information about Margate and the surrounding villages (i.e. Acol, Minster, Birchington and Westgate-on-Sea)

RECOGNISING DIVERSITY

A copy of the guide can be provided upon request in large print, or as a text file on CD-ROM or sent via e-mail. You can also view the guide on the internet by going to www.theislandguide.org. A summary of the Guide can be provided on audiotape and information can be made available in languages other than English. Please contact the Project Team on the number below for assistance.

We hope you find this Guide a useful resource. If you require any further copies, please contact either Hannah Price on 01304 222310, Janice Duggan on 01843 231680 or Avril Hooker on 01843 860000.



ABOUT THE CONTRIBUTING ORGANISATIONS

KENT COUNTY COUNCIL - SOCIAL SERVICES

Social Services has a responsibility to care for people who have difficulty coping with either a short or long-term problem. They provide services, which support people through difficulties, help people lead more fulfilling lives and protect people who may be vulnerable.

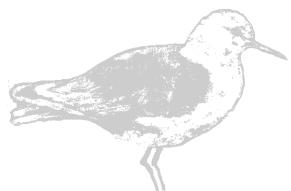
Social Services are keen to help older people remain as active and independent as possible. The Care Manager Service offers support and advice for older people, to enable them to remain living in their own homes. Advice and assessment by a Care Manager is free. However, there is a charge for most of their services, which is calculated according to the cost of the service and the financial circumstances of the recipient.

THANET DISTRICT COUNCIL

The Council is the major provider of social housing in the Thanet area. It has a stock in excess of 3,000 general needs houses and flats and operates a Common Housing Register, which gives access to all social rented housing in the Thanet area.

In 1994 all Council property specifically designated for use by older and/or persons with a disability was transferred to Thanet Community Housing Association. Since that time the Association has added to its stock through partnership working with the District Council, Housing Corporation and the private sector.

While Thanet District Council no longer owns properties specifically designated for older people, many of its tenants are over state retirement age. Arrangements exist with Thanet Community Housing Association to provide floating support to some older tenants of the Council's properties. In addition, the Council operates a generous disturbance allowance scheme for tenants moving out of "family sized" property to smaller accommodation that is more suited to their needs.



THANET COMMUNITY HOUSING ASSOCIATION

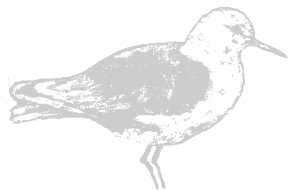
Thanet Community Housing Association was formed in December 1994 when the Local District Council decided to transfer some of its housing to a Registered Social Landlord. Presently they have 2,583 properties for rent. These are houses, flats and bungalows situated in the main towns and villages of Thanet. These homes are let to people and families who need social rented housing. They specialise in sheltered housing for older people, offering nearly 400 units in 11 Sheltered Schemes.

To ensure their tenants satisfaction remains a top priority, they strive to maintain and improve their existing properties and have a programme of investment in new homes. Recent developments include ten two bedroom bungalows for older people and the redevelopment of traditional sheltered housing to a scheme that provides homes for those that want to live independently but at the same time may need extra care and support - the first of its kind in Thanet.

The Association continues to go from strength to strength and in April 2004 joined the Orbit Housing Group. See Section 11 'Choosing Where to Live' for more details on Thanet Community Housing Association.

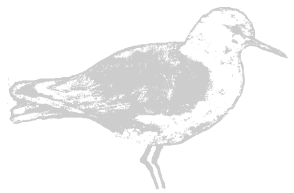
EAST KENT COASTAL TEACHING PRIMARY CARE TRUST (PCT)

The PCT was established on 1st April 2002 and serves the communities that live in the Dover and Thanet areas, a population of approximately 240,000. The Primary Care Trust has three main functions, these are: improving the health of the community; securing services to meet the health needs of its population and integrating health and social care. The PCT is the lead organisation in Dover and Thanet in assessing health needs, planning and securing all health services and improving health. This places the PCT at the forefront of working with other organisations and local people to tackle ill health and modernise healthcare services.



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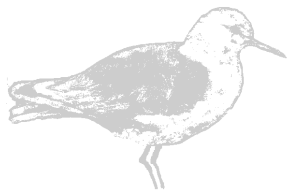
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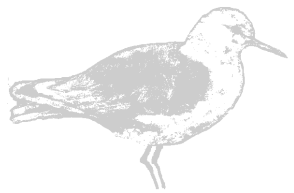
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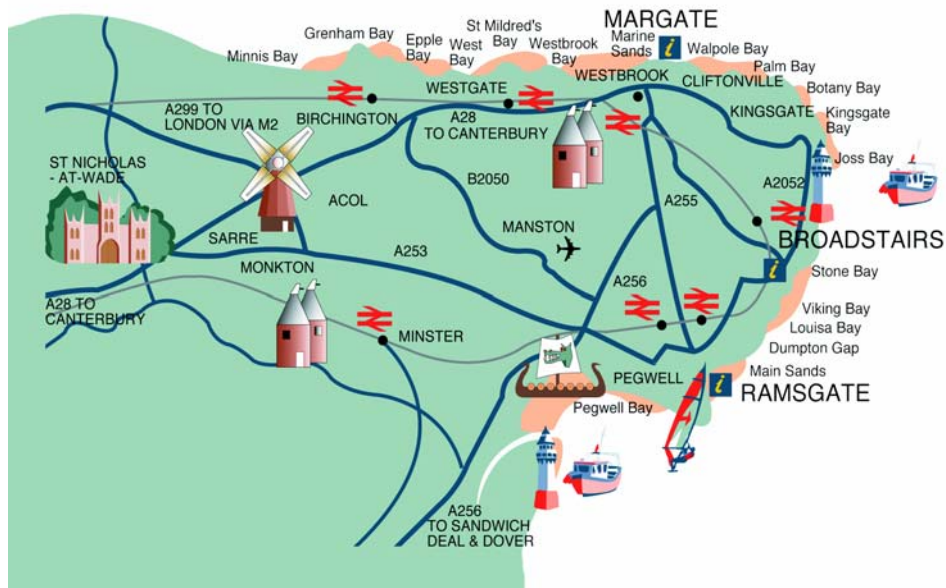
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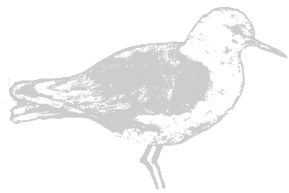
A MAP OF THE ISLE OF THANET



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USEFUL TELEPHONE NUMBERS

Citizens Advice Bureau - Ramsgate	01843 225973
Citizens Advice Bureau - Broadstairs	01843 869350
Citizens Advice Bureau - Margate	01843 225973
Citizens Rights for Older People	01227 789777
Department of Social Security/Benefits Agency	01843 258000
East Kent Coastal Teaching Primary Care Trust	01304 227227
Pension Credit Application Line	0800 991234
Social Services	01843 860000
Social Services Help Desk TDC	01843 577276
Thanet District Council	01843 577000
Thanet Community Housing Association	01843 231680
Thanet Police Station	01843 231055
The Pension Service	0845 6060265
The Queen Elizabeth The Queen Mother Hospital	01843 225544



KEEPING FIT - ACTIVITIES & SPORT

Whatever your reason for taking part, there are many activities available to suit all tastes and abilities in Thanet. From Tai Chi to beginners swimming classes, or how about joining the local bowls club or even a spot of cricket on a summers afternoon? An 'exercise on prescription' scheme entitled 'SKIPS' is also available to you in Thanet. This scheme enables your doctor to refer you to an exercise facility to undertake a supervised programme of activity at a reduced cost. Your doctor will be able to advise you of your suitability to the 'SKIPS' programme. Remember - keeping fit is keeping healthy!

EAST KENT & THANET WIDE

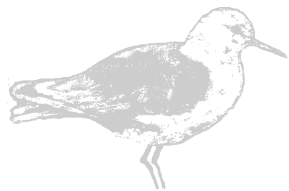
East Kent Cycling Campaign – SPOKES. A Canterbury based cycling club open to all East Kent residents. SPOKES is an active campaign group set up to encourage cycling and publicise its benefits. They organise a full programme of rides and cycling events in and around Kent to be enjoyed by ordinary people. SPOKES can be contacted through The Canterbury Environment Centre, St Alphege Lane, Canterbury, CT1 2EB. Tel: **01227 457009** or www.spokeseastkent.org.uk.

East Kent Cycling Club, 9 Sandwich Road, Cliffsend, Ramsgate. (Secretary) Mr Jack Cole. Contact number: **01843 592577**

East Kent Cyclists Club, Birchington. Cycling at all levels. Contact Mr J Lewis on **01843 845142**

East Kent Rambling Club, 2 Linden Drive, Elham. All ages, mixed gender, SKIPS approved. Contact number **01303 840450**

East Kent Short Mat Bowls Association, 12 Petts Crescent, Minster, Ramsgate. Contact: Mr Ray Owen. Wheelchair access available. Contact number: **01843 822322** Fax: 07092 027819. Email: rayjowen@ic24.net



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KEEPING FIT - ACTIVITIES & SPORT

EAST KENT & THANET WIDE CONTINUED

East Kent Walking Your Way To Health. Health Walks are a FREE, FUN and EASY way to feel great, get active and meet others. Health Walks are in various locations across East Kent.

East Kent Walking Your Way To Health (continued). They include rural and urban walks - and there are different levels of walks to suit everyone. East Kent Health Walks take place throughout Thanet. For more information on the walks available in the Thanet area contact Ruth Brown the Walking for Health Project Co-ordinator on **01304 828731** or visit www.whi.org.uk/eastkent

Kent and County Cricket Club, Main Office and General Enquiries, St Lawrence Ground, Canterbury. Contact number: **01227 456886**

Thanet Archery Club, 20 Cornwall Gardens, Cliftonville, Margate. (Secretary) Mr Mike Davis. Limited facilities for disabled members. Contact number: **01843 291838**

Thanet Bowls Club, 'Chilston' Waldron Road, Broadstairs. (Secretary) Mr John Cutting. Wheelchair access. Contact number: **01843 861900**

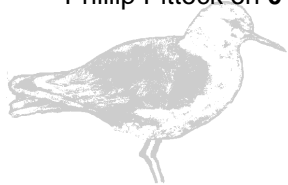
Thanet and District Sports Association for People with Disabilities (TADSAD), 52 Boundary Road, Ramsgate. Contact: Mr C Tull. Caters specifically to disabled members. Contact number: **01843 577528**

Thanet Indoor Bowls Centre, St George's Lawns, Fifth Avenue, Cliftonville, Margate. (Manager) Mrs C Stanley. Wheelchair access and toilet facilities available. Contact: **01843 227083** Fax: 01843 209698

Thanet Judokwai Club, Zion Place, Cliftonville, Margate. Contact: D Wilson on number: **01843 292411**

Thanet Ladies Bowls Club, 21 The Retreat, Ramsgate. Contact: Mrs J Piper on **01843 591346**

Thanet Road Runners, 8 Brandon Way, Birchington. (Hon Secretary) Mr Phillip Pittock on **01843 846967**



KEEPING FIT - ACTIVITIES & SPORT

EAST KENT & THANET WIDE CONTINUED

Thanet Sports Council, 101 Victoria Avenue, St Peter's, Broadstairs.
(Hon Secretary) Mrs Humphrys-Parsons. Wheelchair access and toilet facilities available. Contact number: **01843 868976**

Thanet Viking Society (Swimming Club), 6 Cliffe Avenue, Margate.
(Chief Coach) Mr G Cocks. Wheelchair access and toilet facilities available. Contact number: **01843 297813**

Thanet Wanderers Rugby Union Football Club, 51 Park Road, Ramsgate. (Secretary) Mr P Hawkins. Wheelchair access and toilet facilities available. Contact number: **01843 593142 or 866763**

BROADSTAIRS

American Line Dancing, St George's School, Broadstairs. All age groups, mixed gender. Contact **01843 594461**

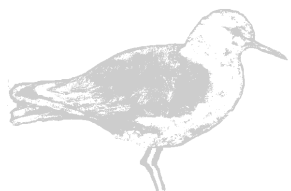
Broadstairs Cricket Club, Club House, Park Avenue, Broadstairs. Contact **01843 602681**

Broadstairs and St Peter's Bowls Club, 39 Upton Road, Broadstairs. (General Secretary) Mr JP Knox. Wheelchair access available. Contact number: **01843 864097**

Broadstairs and St Peter's Lawn Tennis Club, Recreation Ground, Callis Court Road, Broadstairs. (Chairman) Mr John Taylor. Meets at St Peter's Recreation Ground, Callis Court Road. Contact number: **01843 866608** Fax: 01843 603193 Email: john-taylor@dial.pipex.com

Exercise in Water, Upton Junior School, Edge End Road, Broadstairs. All age groups, mixed gender. Contact Kent Adult Education on **01843 860860**

Exercise to Music, Hilderstone, St Peter's Road, Broadstairs. Contact Kent Adult Education on **01843 860860**



KEEPING FIT - ACTIVITIES & SPORT

BROADSTAIRS CONTINUED

Exercise to Music, Upton Junior School, Edge End Road, Broadstairs
All age groups, mixed gender. Contact Kent Adult Education on **01843 860860**

Fitness for Everybody, Hilderstone, St Peter's Road, Broadstairs. All age groups, mixed gender. Contact Kent Adult Education on **01843 860860**

Keep Fit, Hilderstone, St Peter's Road, Broadstairs. Exercise and dance for older people. Contact Kent Adult Education on **01843 860860**

Exercise, 18 Callis Court Road, Broadstairs. Mixed gender classes for the over 60's. Contact Mrs Mason on **01843 868478**

Keep Fit, Hilderstone, St Peter's Road, Broadstairs. Stretch & Relax classes. Contact Kent Adult Education on **01843 860860**

Kent Adult Education, Hilderstone Street, Broadstairs. All age groups, mixed genders. Contact number 01843 **860860**

Line Dancing, Hilderstone, St Peter's Road, Broadstairs. Beginners and experienced line dancing. Contact Kent Adult Education on **01843 860860**

Line Dancing, Hilderstone, St Peter's Road, Broadstairs. Mixed ability. Contact Kent Adult Education on **01843 860860**

Movement for Older People, Hilderstone, St Peter's Road, Broadstairs. Contact Kent Adult Education on **01843 860860**

North Foreland Golf Club, Convent Road, Kingsgate, Broadstairs.
Contact: Mr B Preston

Page Mason Schools of Dance & Drama, 18 Callis Court Road, Broadstairs. Contact number **01843 868478**

Social Dance, Hilderstone, St Peter's Road, Broadstairs. Ballroom, Sequence, Latin American and Line Dancing. Contact Kent Adult Education on **01843 860860**



KEEPING FIT - ACTIVITIES & SPORT

BROADSTAIRS CONTINUED

St Peter's Lawn Tennis Club, St Peter's Recreation Ground. All age groups, mixed gender. Contact Mrs Atkins on **01843 867957**

Swimming, Upton Junior School, Edge End Road, Broadstairs. Women only - complete beginners. Contact Kent Adult Education on **01843 860860**

Swimming, Upton Junior School, Edge End Road, Broadstairs. Mixed gender - complete beginners and improvers. Contact Kent Adult Education on **01843 860860**

Tai Chi, Hilderstone, St Peter's Road, Broadstairs. Beginners, intermediate and advanced. All age groups, mixed gender. Contact Kent Adult Education on **01843 860860**

Thanet Viking Swimming Club, Broadstairs. Contact Mr G Vickery on **01843 864220**

MARGATE

Badminton, Hartsdown Leisure Centre. Contact Mrs C Booth on **01843 294667**

Badminton, Margate Active Retirement Association, All Saints Church Hall, Westbrook. Badminton for the over 60s. Contact Mrs E Fielding on **01843 223964**

Birchington Bowls Club, Birchington. Bowls at all levels. Contact Mr E Levey on **01843 841057**

Birchington-on-Sea Bowls Club, 24 Bursill Crescent, Ramsgate. (Secretary) Mrs Christine Fearn. Wheelchair access available. Contact number: **01843 586484**

Birchington Swimming Club, Hartsdown Leisure Centre. Swimming teaching. Contact Mrs J Edwards on **01843 845135**



KEEPING FIT - ACTIVITIES & SPORT

MARGATE CONTINUED

Cliftonville Cricket Club, 14 William Avenue, Margate. Contact: Mr B Gardener on **01843 230279**

Cliftonville Men's Bowling Club, 26 Alfred Road, Birchington. Contact: Mr EA Jones on **01843 841448**

Dane Park Bowling Club, 29 West Park Avenue, Cliftonville, Margate. (Hon Secretary) Mr TB Douch. Wheelchair access available. Contact number: **01843 227236**

Dane Park Ladies Bowling Club, 9 Hillcrest Gardens, Ramsgate. Contact: Mrs Weekly

Dane Park Bowls Club, Margate. Contact Mr W Pettman on **01843 220561**

Exercise Classes, Hartsdown Leisure Centre. Contact Hartsdown Leisure Centre on **01843 290212**

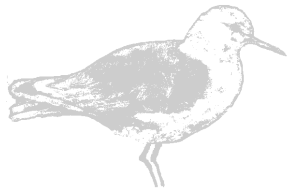
Exercise & Dance for Older People, Hawley Square, Margate. Contact Kent Adult Education on **01843 292013**

Keep Fit, Birchington Active Retirement Association, The Centre. Keep fit for the over 60's. Contact Birchington Active Retirement Association on **01843 845270**

Keep Fit, Birchington Village Centre. All age groups, mixed gender. Contact Kent Adult Education on **01843 292013**

Keep Fit, Butlins - The Grand Health Suite, Eastern Esplanade, Cliftonville. All age groups, mixed gender. Contact number: **01843 221444**

Keep Fit, Hartsdown Leisure Centre. Contact Thanet Leisure Force, Hartsdown Leisure Centre on **01843 290212**



KEEPING FIT - ACTIVITIES & SPORT

MARGATE CONTINUED

Keep Fit, Hawley Square, Margate. Movement for Older People. Contact Kent Adult Education on **01843 292013**

Keep Fit, Hawley Square, Margate. Medau - stretching exercises to improve stamina, suppleness and strength for all age groups. Mixed gender. Contact Kent Adult Education Hawley Square, Margate on **01843 292013**

Get Fit, Hawley Square, Margate. All age groups and mixed gender. Contact Kent Adult Education on **01843 292013**

Hartsdown Park Badminton Club, 205 Ramsgate Road, Margate. Contact: Mrs C Booth on 01843 294667

Hartsdown Sport and Leisure Centre, Hartsdown Road, Margate. Contact number: **01843 226221**

Margate Bowling Club, 18 Northdown Avenue, Cliftonville, Margate. (Hon Secretary) Mr M I Howard. Contact **01843 223657**

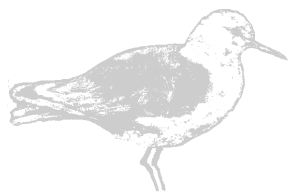
Margate Cricket Club, 69 Westbrook Avenue, Margate. Contact: Mr DH White on **01843 223588**

Margate Football Club, Hartsdown Park, Hartsdown Road, Margate. Contact number: **01843 221796 / 01843 220411**

Margate Indoor Bowling Club, St George's Lawn, Eastern Esplanade, Cliftonville, Margate. (Hon Secretary) Mr T E Codrai. Contact number: **01843 227083**

Margate Ladies' Bowling Club, 36 Alfred Road, Birchington. Contact: Mrs JB Jones on **01843 841448**

Margate Lawn Tennis Club, 26 Bowes Avenue, Margate. Contact **01843 832165**



KEEPING FIT - ACTIVITIES & SPORT

MARGATE CONTINUED

Margate Swimming Club, 22 Dorothy Drive, Ramsgate. Contact: Mr A Keane on **01843 583267**

Margate Tennis Club, Tivoli Park Avenue, Margate. Contact Mr C Whitting on **01843 832165**

Margate Tenpin Bowls (YBC), 5 Lyndhurst Avenue, Cliftonville, Margate. Contact: Mrs M Herron on **01843 227988**

Margate Yacht Club, 12-14 Fort Hill, Margate. Contact: Mrs Debbie Fisher on **01843 292602**

Minster Bowls Club, Contact E C Wilson on **01843 861900**

Northdown Ladies' Bowls Club, 10 St Michael's Avenue, Cliftonville, Margate. Contact: Mrs P Brasington

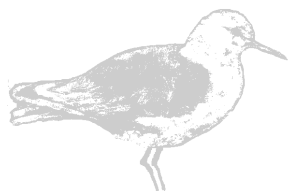
Northdown Snooker Club, 1st Floor Westmount House, Cliftonville, Margate. Contact number: **01843 296282**

St George's Visually Impaired Bowls Club, 98 Botany Road, Kingsgate, Broadstairs. (Secretary) Mrs M A Hunt. Meets Tues & Fri 10am – 12pm at Indoor Bowls Centre, St George's Lawns, Cliftonville. Wheelchair access, toilet facilities, training for visually impaired and sighted, helpers available. Contact: **01843 864154**

Tai Chi, Birchington Scout Hut, Prospect Road, Birchington. Contact Mrs Rita King on **01843 843681**

Tai Chi, Hawley Square, Margate. Beginners and intermediate Tai Chi for all age groups. Contact Kent Adult Education on **01843 292013**

Tai Chi - St Johns Workshop, St Peter's Road, Margate. Contact Mrs Rita King on **01843 843681**



KEEPING FIT - ACTIVITIES & SPORT

MARGATE CONTINUED

Thanet Archery Club, 20 Simon Avenue, Cliftonville. Contact Miss S Hogben on **01843 220006**

Thanet Judo Kwai and Martial Arts Centre, Zion Place, Cliftonville. All age groups, mixed genders. Contact number **01843 292411**

Thanet Leisure Force, 5 Hawley Street, Margate. Contact **01843 861393**

Thanet Table Tennis, Sea Crest Hotel, 2 Ethelbert Crescent, Margate. Contact Mr R Pugh on **01843 221934**

Walpole Bay Bowls Club, 15a Westcliff Road, Westbrook, Margate. Contact: Mr Johnson on **01843 294701**

Walpole Bay Hotel Bowling Club, 52 Surrey Road, Cliftonville, Margate. (Secretary) Mrs D Bird on **01843 221687**

Westbrook Bowls Club, 33 Wellis Gardens, Margate. (Secretary) Mr B Hulme

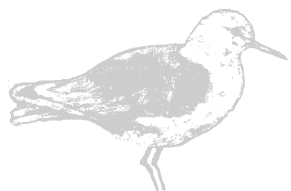
Westbrook Ladies' Bowls Club, 18 All Saints Avenue, Margate. Contact: Mrs D Perham on **01843 294686**

Westbrook Men's Bowls Club, 33 Wellis Gardens, Westbrook, Margate. Contact: Mr B Hulme on 01843 221687

Westgate and Birchington Golf Club, 176 Canterbury Road, Westgate-on-Sea. (Secretary) Mr J Wood. Contact number: **01843 831115**

Westgate Cricket Club, Margate. Cricket at all levels. Contact Mr G Simpson on **01843 296225**

Ye Old Charles Petanque Club, 2 Booth Place, Dane Hill, Margate. Contact: Mr P Hatton. Contact number: 01843 228865



KEEPING FIT - ACTIVITIES & SPORT

RAMSGATE

Aztec Keep Fit (Ramsgate), 60 Greenfield Road, Ramsgate. (Chairman) Mrs S Neale. Contact number: **01843 596617**

East Kent Rambling Club, Ramsgate. Contact Mrs R Collett, Coach House, 20 Golden Hill, Whitstable, CT5 1PR

Fitness Club, 92a Queen Street, Ramsgate. Body Biz Health & Fitness Studio. Contact Body Biz on **01843 850660**

Irish & Tap Dancing, S.P.L. 5 Turner Street, Ramsgate. Contact S.P.L. Work-Out on **01843 596617**

Keep Fit, 60 Greenfield Road, Ramsgate. Contact Aztec Keep Fit on **01843 596617**

Keep Fit, Forester's Hall, Ramsgate. Movement & relaxation. All age groups, mixed gender. Contact Kent Adult Education on **01843 292013**

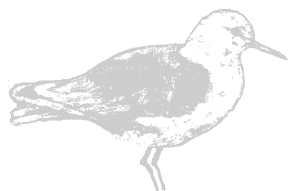
Keep Fit, Ramsgate Active Retirement Association, Willson's Hall, Willson's Road, Ramsgate. Keep Fit for the over 60's. Contact Mrs L Burgess on **01843 596785**

Keep Fit, S.P.L. 5 Turner Street, Ramsgate. Aerobics, Step, Yoga, Legs/Bums & Tums, Trim & Tone. Contact S.P.L. Work-Out on **01843 596617**

Manston Golf Centre, Manston Road, Manston, Ramsgate. (General Manager) Philip Sparks. Wheelchair access. Contact number: **01843 590005** Fax: 01843 853090.

Manston Riding Centre, 15 Alland Grange Lane, Manston, Ramsgate. Contact: Ms Karen Brazil. Tackshop, riding lessons/hacks, livery facilities and riding holidays arranged. Contact number: **01843 823622**

Nelson Cricket Club, 25 Bush Avenue, Ramsgate. Contact: T Cotton. Contact number: **01843 853010**



KEEPING FIT - ACTIVITIES & SPORT

RAMSGATE CONTINUED

Ring Archery Club, 69a Ashburnham Road, Ramsgate. All age groups, mixed gender. Contact number: **01843 851819**

St Lawrence Bowls Club, 51 Park Road, Ramsgate. Contact number: **01843 593142**

Ramsgate Bowling Club, Westcliffe Esplanade, Ramsgate. Contact Mr P Jones on **01843 851239**

Ramsgate Croquet Club, Royal Esplanade, Ramsgate. All age groups. Contact Mr I Price on **01843 592089**

Ramsgate Ladies' Bowling Club, 11 The Ridgeway, Broadstairs. Contact: Mrs L Bailey. Contact number: **01843 601808**

Ramsgate (1957) Rifle Club, 35 Avenue Gardens, Cliftonville, Margate. (Secretary) Mr M Short. Wheelchair access and transport available. Contact number: **01843 292075**

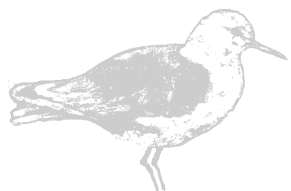
Ramsgate Small Boat Owners' Club, 20 Guildford Lawns, Ramsgate. Wheelchair access available. Contact number: **01843 584143**

Royal Temple Yacht Club, 6 Westcliff Mansions, Ramsgate. (Vice Commodore) Mr John Barrett. Wheelchair access available. Contact number: **01843 591766** Fax: 01843 583211

Sequence Dancing (Beginners and Improvers), Forester's Hall, Ramsgate. All age groups, mixed gender. Contact Kent Adult Education on **01843 292013**

Stonelees Members' Club, Stonelees Golf Course, Ebbsfleet Lane, Richborough, Ramsgate. (Manager) Mr P Nicholson. Contact number: **01843 823133** Fax: 01843 850569

St Augustine's Golf Club, Cottingham Road, Cliffsend, Ramsgate. Contact: Mr L Dyke on **01843 590333**

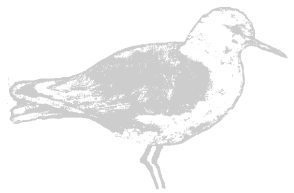


KEEPING FIT - ACTIVITIES & SPORT

RAMSGATE CONTINUED

St Lawrence Bowls Club, Club Room, The Pavilion, Park Road, Ramsgate. Contact Mr P Hawkins on **01843 593142**

Tai Chi, Introductory for all age groups, mixed gender. Contact Kent Adult Education on **01843 292013**



ENJOYING LEISURE TIME

A day out, making new friends, taking up a new hobby or sport, or perhaps a trip to the theatre. Many people enjoy trying new activities and doing different things now and again, and in Thanet, there are a wide variety of things to do. Whatever your age, there may be something here you would like to know more about. We hope so!

CINEMAS

Thanet has several cinemas, including a multi-screen complex, non-smoking cinemas and Dolby stereo venues showing the latest releases.

Carlton Cinema
St. Mildred's Road
Westgate - on - Sea
01843 832019

Dreamland Cinema
Marine Terrace
Margate
01843 227822

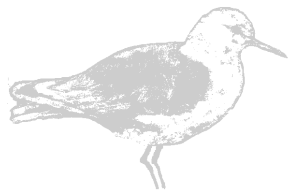
Granville Cinema
Victoria Parade
Ramsgate
01843 591750

Windsor Cinema
Harbour Street
Broadstairs
01843 865726

CONCERTS

The Bandstand
Victoria Gardens
Broadstairs
01843 868718

The Oval Bandstand
Cliftonville
01843 221053



THEATRES AND ENTERTAINMENT VENUES

Granville Theatre
Victoria Parade
Ramsgate
01843 591750

Pavilion Theatre
Harbour Street
Broadstairs
01843 600999

Salmestone Grange
Nash Road
Margate
01843 231161

Theatre Royal
Addington Street
Margate
01843 293877

Tom Thumb Theatre
Eastern Esplanade
Cliftonville
Margate
01843 221791

Westgate Pavilion & Theatre
Sea Road
Westgate
01843 835611

Winter Gardens and Queens Hall
Fort Crescent
Margate
01843 292795/296111

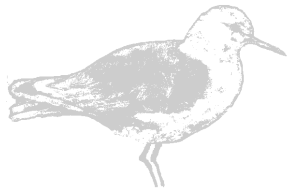
The Lonsdale Court Hotel
Norfolk Road
Cliftonville
01843 221053

THANET TOURIST INFORMATION OFFICES

The Visitor Information Centres offer a wide range of facilities including:

- Local Accommodation Bookings
- Local Theatre Tickets
- Coach Daybreaks, Tickets, Maps, Gifts, Souvenirs
- Book a Bed Ahead Scheme
- Information on hundreds of attractions in Kent

Broadstairs Visitor Information Centre
6B High Street, Broadstairs, Kent, Tel: **01843 583333 / 583334**



THANET TOURIST INFORMATION OFFICES CONTINUED

Margate Visitor Information Centre

12-13 The Parade, Margate, Kent, Tel: **01843 583333 / 583334**

Ramsgate Visitor Information Centre

17 Albert Court, York Street, Ramsgate, Kent, Tel: **01843 583333 / 583334**

DRAMA, MUSIC AND ART CLUBS

THANET WIDE

Isle of Thanet Scottish Country Dancers, 60 Bradstow Way, Broadstairs.
(Secretary) Mrs L Cross. Contact number: **01843 861850**

Thanet Arts Council, Millhaven, Mill Row, Birchington. Contact: Mrs M Cleminson. Contact number: **01843 841653**

Thanet Festival Choir, 20 Irvine Drive, Cliftonville, Margate. (Secretary) Mrs M Fairbrass. Meets at Holy Trinity Church Hall, Northdown. Wheelchair access available. Contact number: **01843 295084**

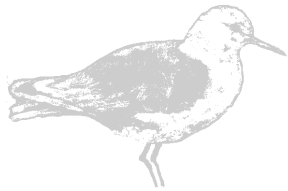
Thanet Film Society, 1 Vale Road, Broadstairs. (Secretary) Camille Sutton. Wheelchair access and subtitled films available. Contact number: **01843 861341** Email: mail@thanetfilm.co.uk or camillesutton@lineone.net

Thanet Folk Dance Club, 25 Kilndown Gardens, Cliftonville, Margate.
(Secretary) Mrs B Ensor.

Thanet Hospitals Drama Group, 34 Argyle Avenue, Westbrook, Margate.
Contact: Mr C Miller.

Thanet Male Voice Choir, 8 St Peter's Court, Broadstairs. (Hon Secretary) Mr TA Lampard. Contact number: **01843 862358**

Theatregoers, SE Theatre Club, 32 King Edward Avenue, Broadstairs.
Contact: Mrs J E Browne. Contact number: **01843 860805**



BROADSTAIRS

Barnstomers Theatre Company, 25 The Vale, Broadstairs. Contact: Peter and Wendy Gibbins on **07092 377101**

Broadstairs and St Peter's Arts Group, C/o 23 Prince Andrew Road, St Peter's, Broadstairs. (Secretary) Sue Maynard. Meets at Holy Trinity Church Hall, Broadstairs. Wheelchair accessible. Contact **01843 603988**

Broadstairs and St Peter's Concert Band, 17 Windermere Avenue, Ramsgate. Contact: Mrs K A Burnap. Contact number: **01843 581185**

Broadstairs Dickens Players, 2 Chandos Road, Broadstairs. (Chairman) Ms C Darling. Contact number: **01843 603704**

Broadstairs Recorded Music Society, 41 Fairfield Road, Broadstairs. (Secretary) Mrs M Glass. Wheelchair facilities available. Contact **01843 809642**

Broadstairs Writers' Circle/Thanet Writers Bloc, 2 Waverly Road, Westbrook, Margate. Contact: Mrs M Cowlin on **01843 293167**

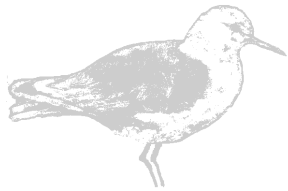
Castle Trust Poetry Group, 5 Binnie Close, Broadstairs. (Secretary) Mr P Clay.

The Chucklewit Players, 15 Victoria Road, St Peter's, Broadstairs. Contact: Mrs M Irish on **01843 861913**

Everyman Theatre Group, 41 Cherry Gardens, Broadstairs. (Hon Secretary) Miss Veronica Cox. Facilities dependent on which hall is used for meetings. Contact number: **01843 602093**

Fixtures and Fittings Theatre Company, 38 Covent Road, Broadstairs. (Chair) Mr Jeff Fendall. Signers available. Contact number: **01843 862743**

Masque Theatre School, 77 Linley Road, St Peter's, Broadstairs. Qualified IDTA Teachers, Drama, Ballet, Tap, Modern, Freestyle, Rock and Roll, Singing, Musical Theatre and Breakdancing. Contact **01843 871125**



MARGATE

Birchington Art Group, 60 Cross Road, Birchington. Contact: DECEASED

Birchington Guild of Players, 50 Norrie Road, Birchington. (Secretary) Mrs W McCabe. Wheelchair access to downstairs room. Contact number: **01843 843687** Email: McCabe@BL-WF.Freeserve.co.uk

Birchington Silver Band, 2 Throwley Cottages, High Street, Garlinge, Margate. (Secretary) Mr A W Hall. Meets at the Band Room, Park Lane, Birchington. Wheelchair access. Contact number: **01843 832194** Email: silverbirches@clara.co.uk

Birchington Village Centre Association, Alpha Road, Birchington. Contact: Mrs J MacPherson. Contact number: **01843 841787**

Enterprises Theatre Group, 29 Crescent Road, Birchington. (Acting Secretary) Mrs Margaret Milgate. Contact number: **01843 846785**

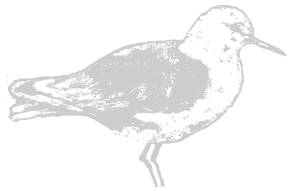
Margate Operatic Society, 3 Argyle Avenue, Westbrook, Margate. (Secretary) Mrs A Yorath

Margate Recorded Music Society, 23 Ramsgate Road, Margate. (Hon Secretary) Mr K Pettit. Contact number: **01843 297313**

Minster Playhouse, 5 Way Farm Cottages, Way Hill, Minster, Ramsgate. (Chairman) Mrs D White. Dependent upon venues for performances. Contact number: **01843 821776**

St Nicholas Music, The Chalk Garden, The Length, St Nicholas-at-Wade, Birchington. Contact: Ms J Browne. Contact number: **01843 84720**

Westgate Art Group
10 St Luke's Close, Westgate-on-Sea, (Secretary) DECEASED



RAMSGATE

Chatham House Jazz Band, Chatham House School, Chatham Street, Ramsgate. (Director of Music) Ms M Holman. Contact number: **01843 591075**

Churchill Tavern Jazz Club, 19-22 The Paragon, Ramsgate. Contact: Ms J Willams. Contact number: **01843 587862**

East Kent English Folk Dance and Song Society, 28 Clifton Road, Ramsgate. Contact: Dawn Winskill. Facilities dependent on which hall is used. Contact: **01843 59170**

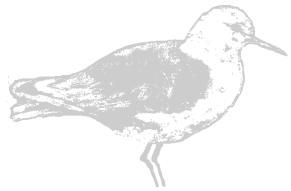
The Georgians Dramatic Society, 29 Warwick Drive, Ramsgate. (Chairman) Mr P Gregory. Wheelchair access, loop system and transport available. Contact number: **01843 597050**

Ramsgate Operatic Society, 'Stone Leigh', 10 Marlborough Close, Broadstairs. Contact: Mr R C Drywood. Limited facilities for disabled members. Contact number: **01843 862522** Email: bob-drywood@lineone.net

St Lawrence-in-Thamet Change Ringers, 17 Holly Road, Ramsgate. Contact: Mr J Paramour. Contact number: **01843 584958**

Kent Coastal Concert Band, c/o 8 Pegwell Road, Ramsgate. (Musical Director) Mr Paul Valentine. Meets at St Peter's Church Hall, Herne Drive, Greenhill, Herne Bay. Wheelchair access available. Contact number: **01843 594417** or **01227 363933**

Snowdown Colliery Welfare Male Voice Choir, 60 Western Avenue, Bridge, Canterbury. Contact: Mr G Selwyn Lewis. Meets at Welfare Hall, Aylesham on Tues evenings. Wheelchair access. Contact number: **01227 830186**



RAMSGATE CONTINUED

Thanet 70 Choir, Trebetherick, Durlock Road, Ash, Canterbury. Contact: Mrs A Colyer

Thanet Decorative and Fine Arts Society, Lincoln Oaks, Ranelagh Grove, Broadstairs. (Chairman) Mr DJ Robinson. Contact number: **01843 860121**

Thanet Dramatic Society, 16 Dickens Road, Broadstairs. Contact: Miss M Fleming. Contact number: **01843 860973**

Thanet Electronic Organ Club, 'Gare Loch' 37 Victoria Parade, Ramsgate. (Secretary) Mrs R Brown. Club nights on 2nd Wed of each month. Professional concerts every 4th Tuesday. Contact number: **01843 594223** Email: tfathb@btopenworld.com

HOBBIES

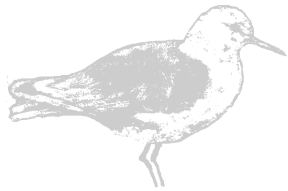
EAST KENT & THANET WIDE

East Kent Group of Advanced Motorists, 7 St Stephen's Hill, Canterbury. (Group Secretary) Mrs S Redwood. Wheelchair access and toilet facilities available. Contact number: **01227 462676**

East Kent Lacemakers' Guild, 'Tonela', Sowell Street, Broadstairs. (Correspondence Secretary) Mrs J Hawthorne. Meets at the Portland Centre, Hopeville Avenue, St Peter's. Wheelchair access and toilet facilities. Contact number: **01843 604094**

East Kent Morris Minor Club, 34 Seaview Rod, Broadstairs. Contact: Mr J Cross. Contact number: **01843 867270**

Island Floral Group, 11 Pegwell Road, Ramsgate. (Secretary) Janet Harding. Wheelchair access, toilet facilities and helpers available. Contact number: **01843 592987**



EAST KENT WIDE & THANET WIDE CONTINUED

Island Greenfingers Club, 4 Minster Road, Westgate-on-Sea. (Secretary) Mrs DL Knight. Wheelchair access available. Contact number: **01843 831618**

Isle of Thanet Hobby Horse Club, 15 Sea Point Road, Broadstairs. Contact: Ms J Courtenay. Contact number **01843 869038**

Isle of Thanet Geographical Association, 5 Vale Road, Broadstairs. Contact: Janet Ingram. Wheelchair access and toilet facilities available. Contact number: **01843 862845**

Isle of Thanet Philatelic Society, 9 Gilbert Road, Ramsgate. (Secretary) Mr A W File. Meets alternately at 7.30pm St John's Centre, Margate and St Lawrence Church Hall, Ramsgate. Wheelchair access available. Contact number: **01843 583693**

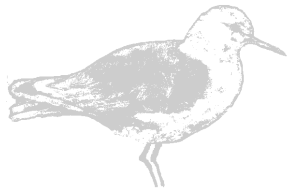
Isle of Thanet Photographic Society, Mr Peter Brewer (Secretary) 4 Hildersham Close, Broadstairs, Kent CT10 2XD. Meets Monday 7.45pm at Holy Trinity Church Hall, Northdown Park Road. For programme and map see website www.iotps.co.uk. Contact **01843 864261**

Isle of Thanet Railway Society, 106 High Street, Garlinge, Margate. Contact: Mr Barry Hopper. Meets at Broadstairs Station (next to the Parcels Office) every Wed 7pm – 9pm. 'Railway Buffs' welcome. Contact number: **01843 835587**

Kent Family History Society, Stone Thorn, 5 Park Road, Broadstairs. Contact: Mrs M Bradley. Contact number: **01843 864022**

North Kent Model Railway Group, 41 Crow Hill Road, Garlinge, Margate. (Chairman) Mr David Wills. Contact number: **01843 833274** Mobile: **07803 229235**

South East Kent Astronomical Society, 48 Mill Green, Eastry, Sandwich. (Publicity Officer) Mr John Carruthers. Contact number: **01304 614566**
Email: joncarruthers@hotmail.com



EAST KENT WIDE & THANET WIDE CONTINUED

Thanet Aviation Society, Flat 1, 34 Royal Road, Ramsgate. (Chairman)
Mr JT Williams. Contact number: **01843 589519**

Thanet Beekeepers Association, 31 Alpha Road, Birchington, Contact:
Mr TK Williams. Contact number: **01843 842050**

Thanet Bridge Club, 6 Northumberland Avenue, Margate. (Secretary)
Audrey Martin. Meets at Northdown House Margate, Mon/Wed/Thurs 7-
10pm and Fri 2-5pm. Contact number: **01843 221172**

Thanet Co-op Computer Club, 52 Norman Road, St Peter's, Broadstairs.
Contact : Mrs S Jones. Contact number: **01843 869951**

Thanet Cross Stitch Club, 23 Rumfields Road, Broadstairs. (Secretary)
Mrs L K Sampson. Contact number: **01843 603152**

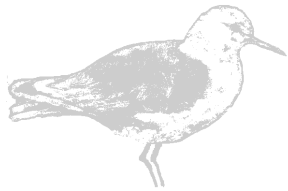
Thanet Floral Society, 3 Palm Bay Gardens, Cliftonville, Margate. Meets
at Holy Trinity Church Hall, Margate. Wheelchair access. Contact number:
01843 220994

Thanet Fuchsia Club, 'Achnamara' 69 Windemere Avenue, Ramsgate.
(Secretary) Mrs GH Lane. Wheelchair access available. Contact number:
01843 594238

Thanet Machine Knitting Club, 5 Greenhill Gardens, Minster, Ramsgate.
(Chairman) Mrs M White. Wheelchair access and toilet facilities available.
Contact number: **01843 822325**

Thanet Speakers' Club, 31 Princes Crescent, Margate. (Secretary) Ms
Miriam Ibbotson. Meets on the 2nd and 4th Thursday of each month at the
Royal Temple Yacht Club, Ramsgate at 7.45pm for 8.00pm. Contact
number: **01843 295264** Email: miriam@black-cat.fsbusiness.co.uk

Timaru Model Car Club, 23 Rumfields Road, Broadstairs. (Secretary) Mr
Graham Sampson. Contact number: **01843 603152**



THANET AND EAST KENT WIDE CONTINUED

Woodnesborough Chess Club, of the Thanet Chess League, Ringleton Gate, Coombe Lane, Woodnesborough. (Secretary) Mr Harry Sharples. Meet Monday evenings Woodnesborough Village Hall, wheelchair access. Contact number: **01843 812985**

BROADSTAIRS

Broadstairs Chess Club of the Thanet Chess League, 101 Ramsgate Road, Broadstairs. (Secretary) Mr Bob Page. Meet Thursday evenings at Bradstow House, St Peter's Road, Broadstairs. Wheelchair access. Contact number: **01843 603516**

St George's Visually Impaired Artisan Group, 98 Botany Road, Kingsgate, Broadstairs. (Secretary) Mrs MA Hunt. Craft group meets Mon 10am –12pm at the Portland Centre, Hopeville Avenue, St Peter's. Wheelchair access and toilet facilities. Contact number: **01843 864154**

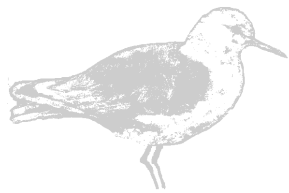
St Peter's and Broadstairs Horticultural Society, 11 Canterbury Close, St Peter's, Broadstairs. (Secretary) Mrs Joyce Hall. Wheelchair access and toilet facilities. Contact number: **01843 223912**

MARGATE

Birchington Bridge Club, 1 Wild Air, Cliff Road, Birchington. (Chairman) Mrs Dorothy Porte. Meet Tues and Thurs 1.30pm for 2pm at Our Lady and St Benedict's Church Hall. Wheelchair access available, Duplicate Bridge played. Contact number: **01843 843538**

Birchington Chess Club, 28 Tivoli Park Avenue, Margate. (Secretary) Mr Keith Findley. Contact number: **01843 221974**

Birchington Guild of Winemakers, 5 Minster Road, Ramsgate. (Secretary) Mrs KA Burden. Wheelchair access, toilet facilities and loop system available. Contact number: **01843 593370**



MARGATE CONTINUED

Birchington and Sunday Chess Clubs of the Thanet Chess League, 28 Tivoli Park Avenue, Margate. (Secretary) Mr Keith Findley. Meet every Friday evening at Birchington Village Centre. Contact number: **01843 221974**

Forresters Bridge Club, 2a Carlton Rise, Westgate-on-Sea. (Chairman) Mrs M Tatham. Contact number: **01843 833133**

Margate Chess Club, of the Thanet Chess League, 37 Upper Dane Road, Margate. (Secretary) Mr Mick Croft. Thursday evenings, RBL St John's Road, Margate. Contact number: **01843 224525**

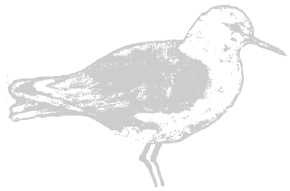
Margate Fishermans Association, 15 Hill House Drive, Minster, Ramsgate. (Secretary) Mr M W Jackson. Contact number: 01843 822586
Mobile: **07816 468210**

Margate Flower Club, 22 Cherry Tree Gardens, Ramsgate. (Secretary) Mrs C Thomas. Meets at Holy Trinity Church Hall, Northdown. Wheelchair access available. Contact number: **01843 596436**

Margate Horticultural Association

14 Teynham Close, Cliftonville, Margate. (Secretary) Mrs Ann Mile. Wheelchair access and toilet facilities available. Contact **01843 221052**

Minster and Monkton Horticultural Society, 9 High Street, Minster, Ramsgate. (Secretary) Mr D A Wilks. Meet Minster Village Hall 7.30pm Third Wed every month. Wheelchair access available. Contact number: **01843 821152**



RAMSGATE

Ramsgate Cage Birds Society, 38 Stirling Way, Ramsgate. (Secretary) Mr Tish Harnett. Wheelchair access and toilet facilities. Contact number: **01843 584071**

Ramsgate Chess Club, of the Thanet Chess League, 16 Dumpton Park Road, Ramsgate. 01843 582383. Monday evenings – Regency Hotel Ramsgate. Contact number: **01843 582383**

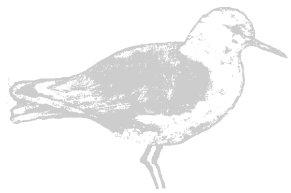
Ramsgate and District Leisure Gardeners' Society, 36 Goodwin Road, Ramsgate. (Chairman) Mr G Pendle. Chilton Lane Allotments. Contact number: **01843 581145**

Ramsgate and District Model Engineering Club, 193 Newington Road, Ramsgate. Contact: Mr B King

Ramsgate Old Motor and Motor Cycle Club, C/o 20 Leicester Avenue, Cliftonville, Margate. Contact: Mr Phil Pollard. Meets at various venues throughout the year. Programme available. Wheelchair access usually available. Contact number: **01843 298969**

Ramsgate 'Vikings' Model Boat Club, 12 St Andrew's Road, Ramsgate. (Chairman) Mr K Smith. Wheelchair access and toilet facilities. Contact number: **01843 585951**

St-Lawrence-in-Thanet Change Ringers, 17 Holly Road, Ramsgate. (Treasurer) Mrs J Paramor. Toilet facilities and loop system available. Contact number: **01843 584958**



HELP AROUND THE SHOPS

SHOPPING GUIDE

Sainsbury's Broadstairs

- Free Bus
- Greeter on door
- Pushalong wheelchairs that can be booked
- Two 'helping hands' checkouts
- Telephone ordering & internet on 0845 3012020

Tescos Extra Broadstairs

- Pushalong chairs & motorised chairs
- All wide checkouts
- Internet service

Somerfield Birchington

- Internet service through Margate store

Somerfield Margate

- Pushalong chairs
- All low checkouts
- Free home delivery service

Tesco Manston

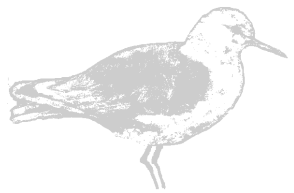
- Pushalong & motorised chairs
- Help with packing offered to all

Tesco Cliftonville

- Own trolley may be left
- Will checkout goods for customer

CWS Birchington

- One wide checkout always open



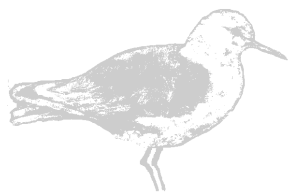
SHOPPING GUIDE CONTINUED

Asda Broadstairs

- Use of disabled parking monitored
- Greeter on door
- Own trolley may be left
- Pushalong & motorised wheelchairs
- 'Go-Getter' patrols at busy times to assist
- Braille gun marks product & price
- Trolleys with seat between handles

Iceland Margate

- Bags automatically packed for orders over £25 and free same-day delivery
- Phone ordering service with catalogue, no minimum order, free delivery
- Internet service for £40 minimum order, free delivery
- CD Rom available, £40 minimum order, free delivery



PLACES OF WORSHIP

Below is a list of Places of Worship in the Thanet area. It includes different churches and meeting areas for different denominations and branches of Christianity, as well as some other religions and organisations. The list is not exhaustive and for a comprehensive list of Churches in the Thanet area visit the Visitor Information Services:

Margate

12-13 The Parade

Ramsgate

17 Albert Court
York Street

Broadstairs

6b High Street

CHURCH OF ENGLAND

St. Johns Parish Church, Victoria Road, Margate contact Reverend Brian Sharp on **01843 223144** or **try the website at** www.st-johnschurch.co.uk . Regular social events published in monthly magazine and weekly news sheet including: The Trinity Shop, coffee morning/bric-a-brac sale every 3rd Saturday of the month, bingo & afternoon Tea

St. Luke's , St. Luke's Avenue, Ramsgate contact **01843 592562**

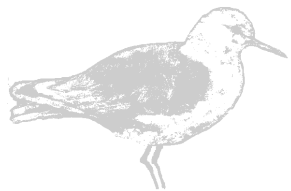
Holy Trinity Church, Nelson Place, Broadstairs contact Father Mark Hayton on **01843 862921**

Birchington Church of England Parish Churches:

St. Thomas Church, Minnis Road, Minnis Bay

St. Mildreds Church, Plumstone Road, Acol

All Saints Church, The Square, Birchington contact the Parish Office (Sue Murphy) on 01843 840777. Reverend Witts. Social events published in weekly news sheet and monthly magazine including the ladies friendship guild fortnightly on Tuesdays at 2:45 Church House, Kent Gardens, Birchington



CHURCH OF ENGLAND CONTINUED

St. Mary Magdalene, Monkton Street, Monkton

St. Mary the Virgin, Church Street, Minster

St. Nicholas Church, St. Nicholas-at-Wade contact Reverend R. Coles on **01843 821250**

ROMAN CATHOLIC

St. Austin & Gregory Roman Catholic Church, Victoria Road, Margate contact Father Luke Smith on **01843 220825**

St. Peters Roman Catholic Church, 117 Canterbury Road, Westgate-on-Sea. Contact Father John Slater on **01843 831593**

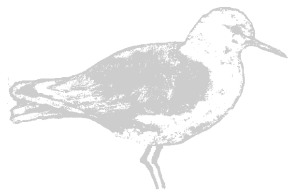
Our Lady Star of the Sea, Broadstairs Road, Broadstairs contact Father David Caine on **01843 861627**. Church Hall: - Bradstow House, 21 St.Peter's Road (behind the main Church). Social events published in weekly news sheet including Bingo on Wednesdays 1:30 – 3:30

BAPTIST

Queens Road Baptist Church, Queens Road, Broadstairs. Contact Reverend Stephen Cave on **01843 861055**

Birchington Baptist Church, Crescent Road, Birchington. Contact Reverend Chris Young on **01843 845400**

The Baptist Church, Cecil Square, Margate. Contact Reverend Andy Potter on **01843 223200**



METHODIST

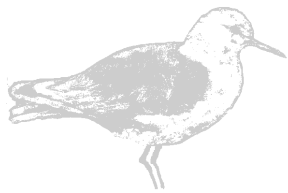
Buckingham Road Methodist Church, Buckingham Road, Margate. Contact Reverend Geoff Boxer on **01843 232220**. Social events advertised in weekly news sheet including Coffee Morning Wednesdays at 10:00am and Bible Study on the 2nd Tuesday of every month - pm

Garlinge Methodist Church, Canterbury road, Garlinge. Contact Reverend Geoff Boxer on **01843 232220**. Regular social events published in monthly magazine and weekly newssheet including Fellowship/Bible Study at 7:45pm Tuesday evenings. Women's Fellowship 2:30 on Wednesday afternoons. Quiet Prayer 10:00 – 12:00. Friday **Choir 7:30pm Friday evenings**. Coffee Mornings 10:00am every 3rd Saturday of the month

Union Church (United Reform & Methodist Church), Union Crescent, Margate. Contact Reverend Geoff Boxer on **01843 232220**. Regular social events published in monthly magazine and weekly news sheet including Prayer Meeting Mondays at 2:00pm. Sewing Group Mondays at 7.30pm. T'ai Chi (please call 01843 865670) Wednesday's at 10:00am. Fellowship Group Wednesdays at 2:45pm. Coffee Morning Fridays at 10:00am

Hardres Street United Church (United Reform & Methodist Church), Hardres Street, Ramsgate. Contact Reverend Carol Lanham on **01843 591010**. Regular social events published in monthly magazine and weekly news sheet including Coffee morning Wednesdays at 10:00am. Chair based exercises Tuesdays at 11:00 – 12:00 (term time only). Luncheon Club Tuesdays at 12:30. Bright Hour Fellowship Meeting Tuesdays at 2:30

Birchington Methodist Church, Chapel Place, Canterbury Road. Contact Reverend Carol Lanham on **01843 591010**. Regular social events published in monthly magazine and weekly news sheet including Drop in Saturdays at 10:00-12:00



UNITED REFORM

The Vale United Reform Church, The Vale, Broadstairs. Contact Mrs V Hughes (Church Secretary) **01843 864967**. Reverend Harry Lanham. Regular social events published in Monthly magazine and weekly news sheet including Prayers Tuesday at 10:00am. Coffee Morning Tuesday at 10:30am and T'ai Chi (please call 01843 865670) Thursdays at 10:00am

The United Reform Church, Ethelbert Road, Minnis Bay, Birchington. Contact the Church Secretary on **01843 843890**. Reverend J. Braund

SOCIETY OF FRIENDS

Society of Friends, 9 St. Peters Park Road, Broadstairs. Contact **01843 863962 / 851168**. Regular meetings including Main Meeting on Sunday at 10:30am. Julian group (Practice of contemplative prayer in the Christian tradition) 1st & 3rd Monday of the month at 7:00pm and 1st & 3rd Tuesday of every month at 2:30pm. Thanet Amnesty Meeting 2nd Wednesday of odd numbered months 7:30pm

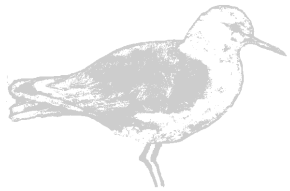
FREE PRESBYTERIAN CHURCH OF SCOTLAND

Free Presbyterian Church of Scotland, 9 St. Peters Park Road, Broadstairs, Tuesday 7:30pm. Contact Ian Johnson

JUDAISM

Margate Hebrew Congregation, Margate Synagogue, Albion Road, Godwin Road. Contact **01843 293082**

Thanet & District Reform Synagogue. For information on Service times please call **01843 851164**



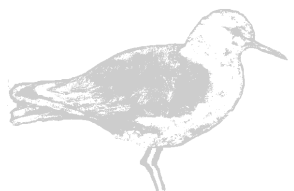
JUDAISM CONTINUED

Beit Anya Messianic Congregation (B.M.J.A.). Meetings take place on the first Friday of every month in Margate. For details contact **01843 226788 or 07949 343140** or e-mail: beitanya.bmja@btopenworld.com

Judaism 27 Rancorn Road, Westbrook. Contact **01843 227009**. Theodoros Aedonotoulos Sundays 9-12

SALVATION ARMY

Salvation Army Hall, Union Crescent, Margate. Contact Captain & Mrs David Blowers on **01843 221110**. Over Sixty Club – Thursday 2:00pm



SERVICE ORGANISATIONS

SERVICE ORGANISATIONS - ALPHABETICALLY

Aircrew Association, East Kent Branch, 1 Summer Court, Summer Hill, Harbledown, Canterbury. (Hon Secretary) Mr DE Pearce BSc. Meet first Tuesday of month at 2pm at Spitfire Museum, Manston. Contact **01843 456671**

Air Gunners Association, Kent Branch, 'Catalina' 98 St George's Road, Sandwich. (Secretary) Mr HT North. Contact **01304 613594**

Association of Dunkirk Little Ships, 35 Finains Close, Uxbridge, Middlesex. (Hon Secretary) Miss M E Cormack. Contact **01895 254193**

1940 Dunkirk Veterans' Association, East Kent Branch, 15 Wallace Way, Broadstairs. (Branch Secretary) Mr W R Price. Contact **01843 863046**

British Army Association, Royal British Legion, 14 Cliff Street, Ramsgate. (Branch Secretary) WR Price. Contact **01843 863046**

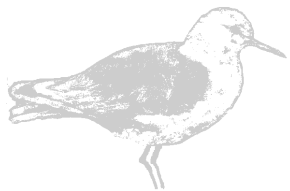
British Korean Veterans Association, 53 Cook's Leas, Eastry, Sandwich. (Secretary) Mr R Gray. Contact **01304 617487**

Burma Star Association, Thanet Branch, 21 Fir Tree Close, Ramsgate. (Hon Secretary) Mr J M Hobday, Wheelchair access available, waiting on a grant to improve facilities. Contact **01843 592184**

DVA Folkestone Branch, 13 Beechfields, Hythe. Contact: Mr W Sullivan on **01303 260412**

East Kent Royal Artillery Association (Ladies), 36 Dane Road, Ramsgate. Contact: Mrs C Harrison. Contact **01843 592078**

21 Group National WAAF, 2 Meadow Court, Selborne Road, Margate. (Secretary) Mrs Kay Watson. Meets at RAFA Club, Hawley Street, Margate, 1st wed each month at 11am. Contact **01843 221998**



SERVICE ORGANISATIONS CONTINUED

Isle of Thanet Royal Marines' Association, 29 Hardres Street, Ramsgate. Contact: Mr RF Williams on **01843 580602** Email: treeron@supanet.com

M.O.T.H's (Bouncing Bomb Shellhole), 6 Meeting Court, Love Lane, Margate. Contact: Mr CB Reeves. Meet United Services Club Birchington, 2nd Monday of each month. Contact number: **01843 295309**

Normandy Veterans' Association, No 33 East Kent Branch, 84 London Road, Ramsgate. (Treasurer) Mr T Oliver. Contact **01843 593906**

Queen's Own Buffs, Ramsgate Branch, 35 Addiscombe Road, Margate. (Branch Secretary) Mr JE Peall. Contact number: **01843 292589**

2433 Ramsgate Squadron, RAF Manston, Ramsgate. Contact: Flt Lt P Haugham. Contact number: **01843 823351 Ext 6355/6345**

RAF Regiment Comrades' Association, 6 Lievers Road, Deal. Contact: D Skinner. Contact number: **01304 362826**

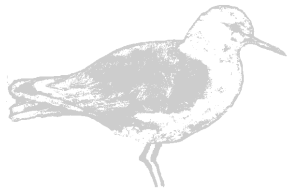
Royal Air Forces Association, 19 Camden Road, Ramsgate. (Secretary) Mr NE Thirkettle. Wheelchair access available. Contact **01843 862838**

Royal Artillery Association, East Kent Military, 20 Viking Court, Dumpton Park Drive, Broadstairs. (Secretary) MR H J Stanley. Contact number: **01843 603566**

Royal Artillery Association, Ladies, 36 Dane Road, Ramsgate. (Secretary) Mrs C Harrison. Contact number: **01843 592078**

Royal British Legion Club (Margate) Ltd, 18 St John's Road, Margate. Contact: M Glead. Contact number: **01843 224591**

Royal British Legion Service Committee, 93 Homefern House, Cobbs Place, Margate. Contact: JFH Sharp. Contact number: **01843 228510**



SERVICE ORGANISATIONS CONTINUED

Royal British Legion Women's Section, Minster and Monkton, 16 Monkton Road, Minster, Ramsgate. Contact: Mrs Miriam Smith. Meets at Royal British Legion Club, Augustine Road, Minster. Wheelchair accessible. Contact number: **01843 822589**

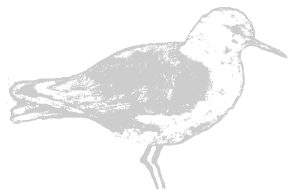
Royal British Legion, Ramsgate, 14/16 Cliffe Street, Ramsgate. (Branch Secretary) Mrs Irene Wooldridge

Royal Naval Association, Flat 3, 8 Love Lane, Margate. (Secretary) Mr B Butten. Contact number: **01843 226970**

Royal Navy Association, 9 Church Hill, Ramsgate. (Chairman) Mr R Williams. Contact number: **01843 591475**

SSAFA Forces Help, GFF, 3 Albion Road, St Peter's, Broadstairs. (Hon Div Secretary) Miss E Shackleton, MBE. Contact number: **01843 867482**

Westgate United Services Club, Town Hall Building, St Mildred's Road, Westgate-on-Sea. (Secretary) Ms L Rowlands. Wheelchair access available. Contact number: **01843 831135**



LUNCH CLUBS & GET TOGETHERS

There are many lunch clubs and day centres around the Thanet area. Each club is slightly different in what it provides. Whether you are looking for somewhere to drop in and enjoy a hot lunch in the company of others, or are seeking to join a more social club, with regular activities and outings, we hope you find something to suit your needs here.

BROADSTAIRS

Age Concern Broadstairs & St Peter's

Day Care Centre, Pierremont Gardens, High Street, Broadstairs. Organiser Marion Huskinson. Contact number **01843 868018**. **Activities** Meal Service, Hairdressing, Entertainment, Outings, Counselling, Home Visits, Foot Care, Hairdressing, Bathing, Hearing Aid Service, Loan Medical Equipment, Benefits Advice, Insurance Services and an On Site Shop. **When** Monday - Friday 09.00am - 4pm. Minibus is available to pickup and return people

Broadstairs Active Retirement Association

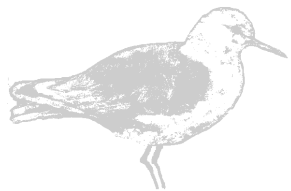
Holy Trinity Church Hall, Church Place, Broadstairs. Organiser Mr Sid Chaney. **Activities** Coffee Mornings, Games Afternoons, Monthly Rambles, Swimming, Ten-Pin Bowling, Holidays, Day Trips, Theatre Trips. Also Indoor Bowling on Tuesdays at 6pm. **When** The 4th Thursday in Every Month 2.15pm

Broadstairs and St Peter's Friendship for the Elderly

81 Northdown Road, Broadstairs. (Hon Secretary) Mr HW Tillot. Wheelchair access and toilet facilities available. Contact number: **01843 595786**

Broadstairs Probus Club

48 Cliffside Drive, Broadstairs. (Secretary) J A Sitt. Contact number: **01843 624763** Email: jstitt@waitrose.com



BROADSTAIRS CONTINUED

Connect Stroke Communication Group

Castle Cottage, Upper Dumpton Park Road, Ramsgate. Organiser Mrs M Oliver. Contact number **01843 587214**. **Activities** A daily support group for people with communication difficulties following a stroke. They also work to retrieve lost skills. But most of all the group hopes to build lost confidence and happiness by offering support. **When** Monday - Friday 10.30am - 12.30pm and 1.30pm - 3.30pm

Gap Club

Queens Road Baptist Church, Queens Road, Broadstairs. Project Manager Mrs Gillian Corker. Contact number **01843 863992**. **Provides** Friday Café Bar 11 am – 2pm, hot meals, very reasonable prices

Portland Hall Social Club

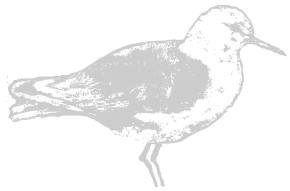
Portland Centre, Hopeville Avenue, St Peter's, Broadstairs. Organiser Mrs Barbara Lacey. Contact number **01843 861182**. **Provides** Social afternoon with bingo and refreshments. Social Club for the blind sponsored by Kent Association for the Blind. Speakers, Bingo, quizzes, outings by mini-bus. **When** Tuesdays every other week (1.30 - 4pm)

St Peter's Afternoon Club

St Peter's Church Hall, St Peter's Church, Hopeville Avenue, St Peter's, Broadstairs. **Activities** Bingo, outings by minibus **When** Mondays 1.45pm - 3.30pm

St Peter's Church Lunch Club

St Peter's Church Hall, St Peter's Church, Hopeville Avenue, St Peter's, Broadstairs. Organiser Mrs E Stratton. Contact number **01843 862474** **Provides** Lunch Club, Afternoon Activities. **When** Lunch Club Mondays 12.30pm - 1.45pm, £1.75. Afternoon Activities 2pm – 3.30pm



BROADSTAIRS CONTINUED

St Peter's Stroke Club

Memorial Hall, St Peter's, Broadstairs. Organiser Mrs Carole Emptage. Contact number **01843 294079**. **Provides** Support and advice to those who have suffered from strokes and have been left with speech or language problems. Also offers, Informal Therapy, Quizzes and Games, Trips, Lunch Outings, Respite for Carers, One on One or One on Two participation. **When** Wednesdays 10.30am - 12.30pm. Volunteer drivers can pick up people. There is a small charge for transport and refreshments

Thanet Heart Support Group

St Lawrence Primary School, Ramsgate. Organiser Sue Edrey. Contact number **01843 862501** (Brenda). **Provides** Support for all Thanet residents who have suffered heart related problems and their carers. Provides information, Monthly speakers, Outings, Organised walks. **When** The 2nd Thursday in every month 7.30pm - 9.30pm. Transport can be organised by calling Shirley Hinnigan on 01843 582029

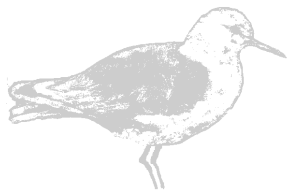
Thanet Retired Teachers Association

Hilderstone Adult Education Centre, Broadstairs. Organiser Miss Jean Shepherd. Contact number **01843 862923**. **Activities** General monthly meetings with speakers. **When** Last Friday in most months

MARGATE

Age Concern Margate

Randolph House, Zion Place, Cliftonville, Margate CT9 1RP. Organiser Mrs Sandra Matthew. Contact Number **01843 223881**. **Activities** Meal Service, Varied Activities, Hearing Aid Service, Bathing, Nail Clipping, Hairdressing, Exercising, Groceries Barrow, Charity Shop, Benefits Advice, Insurance Services, Citizens Advice Bureau clinic, open 9.00 – 4.30pm **When** Monday – Friday. Office open 9.00am – 4.30 p.m. Day Room open 9.00 – 4.00pm. Transport available



MARGATE CONTINUED

Birchington Active Retirement Association

The Centre, Alpha Road, Birchington. Organiser/Chairman Mr Derek Weyman. Contact: **01843 835696** **Activities:** Arts & Crafts, Ballroom, Sequence and Barn Dancing, Bat and Trap, Card Games, Darts, Day Trips, Drama Group, Holidays, Indoor Bowls, Keep Fit, Water Colour Painting, Outdoor Games, Pub Lunches. Rambles, Swimming, Table Tennis, Ten Pin Bowling, Theatre Trips, Wine & Wisdom Evenings. **When:** Regular group meeting every 4th Thursday of the month. Ten Pin Bowling Mondays 10am, Swimming Mondays 11.45am, Crafts Mondays 2pm, Keep Fit Tuesday 2.30pm, Indoor Sports Wednesday and Friday mornings 9.30am, Art Thursday 2.30pm, Dancing Thursday 2pm. A small Membership Fee

Birchington Ladies' Probus Club

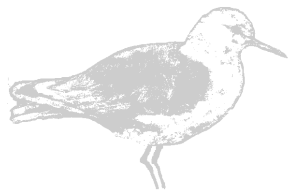
Dallinger House, Dallinger Road, Birchington. Contact: Mrs R G Robbins. Contact number: **01843 843037**

Birchington Over 60's Club

5 Dovedale, Birchington. Contact: Mrs Beckham.

Christ Church Voluntary Service

Christ Church, Westgate-on-Sea. Co-ordinator Rev Marina Jeffrey. Contact number **01843 834258**. Assistant Co-ordinator Mrs Connie Foad Contact Tel: **01843 834858** **Activities** Lunch Club, Women's Guild, Volunteer service which includes services such as: Shopping, Prescriptions, Stand in for Carers, Transport for Hospital Appointments, Visits. **When** Lunch Club Thursdays 12.30pm - 2pm £2.00, Women's Guild Thursdays 2pm - 3.30pm. Easy Access for wheelchair users has own minibus - Halls and minibus are handicapped equipped



MARGATE CONTINUED

Cliftonville Active Retirement Association

Line Dancing, Sequence Dancing, Walks, Lunches, Outings, Holidays. Keep Fit class taken Holy Trinity Church Hall, St Mary's Avenue, Cliftonville. Chairman, Mr Sydney Buckley. Contact number **01843 293180** (Secretary/Organiser Mrs Josephine Summersby). **Activities** Bowls, Coffee Mornings, Darts, Flower Arranging, Games and Keep Fit by a qualified teacher **When** The 3rd Wednesday in every month. Membership fee £5

Danepark Centre

Fairview Close, Cliftonville, Margate. Contact: Suzanne Hall. Wheelchair access and toilet facilities available. Contact number: **01843 296626** Fax: 01843 231496

Holy Trinity Voluntary Service Scheme

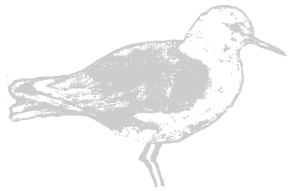
Holy Trinity Church, St Mary's Avenue, Cliftonville, Margate. Co-ordinator Mr.D.L Pottle. Contact number **01843 225512** (Parish Office). **Activities** Lunch Club, Assistance with Hospital and Doctor Appointments, Shopping, Form Filling, Listening Ear, Art, Calligraphy, Bereavement & General counselling. **When** Monday - Friday 10am - 3pm. Small charge for meals and transport (Minibus)

Margate Baptist Church

Cecil Square, Margate. Organisers Brian and Jacky Withrington. Contact number **01843 846355**. **Provides** Coffee mornings and lunch club. **When** Coffee mornings Wednesdays and Fridays 10am - 12pm. Lunch Club alternate Wednesdays and Fridays by prior arrangement with organiser

Margate Active Retirement Association

All Saints Church Hall, All Saints Avenue, Westbrook, Margate. Secretary Mrs Seattle **01843 224714** **Activities** Rambles and Long Walks, Bowls, Camcorder Club, Coffee Mornings, Line Dancing, Sequence Dancing, Drama, Keep Fit, Pub Lunches, Singers, Socials, Table Tennis, Treasure Hunts, Theatre Trips, Outings. **When** Ongoing monthly programme



MARGATE CONTINUED

Pop in Centre

Baptist Church Hall, Crescent Road, Birchington. Organiser Sandra Matthew. Contact Number **01843 223881**. **Activities** Advice, Insurance, Hearing Aid Service, Refreshments. **When** Every Wednesday 10am - 12am

Probud Club of Margate

29 Maynard Avenue, Westbrook, Margate. (Secretary) Mr F H Piggott. Contact number: **01843 226757**

Salvation Army Lunch Club

Salvation Army Church, Union Crescent, Margate. Organiser Major Clive Bishop. Contact number **01843 221110**. **Provides** Substantial Lunches. Over 60's Club Lunch & Social Afternoon. **When** Salvation Army Lunches Wednesday's 12.30pm - 1.30pm £1.40. Over 60's Club Lunch & social Afternoon Thursday's 12.00pm – 3.30pm

St John's Church Community Centre

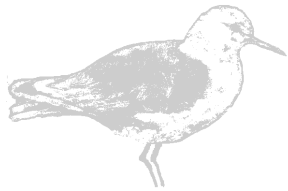
Victoria Road, Margate. Manager Mrs J Arnold. Contact number **01843 291971**. **Provides** Lunch Club. **When** Wednesdays 12.30pm - 1.30pm £1.80

St Nicholas at Wade with Sarre Village Hall

St Nicholas at Wade Church, St Nicholas at Wade. Bookings Secretary Dennis Kirby. Contact number **01843 847241**. **Activities** Indoor Bowls, Scottish Dancing, Gardeners Club, Martial Arts, Police Surgery, Women's Institute. **When** An on going monthly programme of events during the daytime and in the evening

Age Concern Ramsgate

Foresters Hall, Meeting Street, Ramsgate. Organiser Mrs Wendy Smee. Contact number **01843 592117**. **Activities** Varied programme, Meal Service, Bathing, Hairdressing, Outings, Concerts, Film Shows, Hearing Aid Service, Counselling, Home Visits, Chiropody, Benefits Clinic 2nd Thursday of the month. Transport by Mini Bus if required. **When** Monday - Friday 9.30am - 4pm



RAMSGATE

Cheriton Senior Citizen's Club (60-90+)

42 Rockstone Way, Ramsgate. (Secretary) Mrs N Huntly. Contact number: **01843 593547**

Minster Lunch Club

Recreation Ground Hall, King George's Field, St Mildred's Road, Minster. Organisers Jo Mackinnon and Jenny Williams. Contact number **01843 844548**. **Provides** Hot Lunches. **When** Fridays 12pm - 1.30pm £2.60

Northwood Friendship OAP Club

203 Newington Road, Ramsgate. (Secretary) Mrs P Corbett. Contact number: **01843 596122**

Over 60's Club (No 1 Branch)

9a Denmark Road, Ramsgate. (Treasurer) Mr NF Allen. Contact number: **01843 591071**

Ramsgate Active Retirement Association

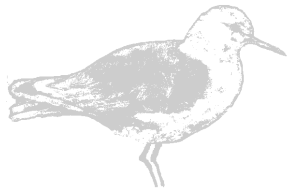
The Odds Club, High Street, Ramsgate, Kent (opposite The Eagle Inn) Chairman Mrs Kathleen Burden, Secretary Mrs Lily Burgess - Contact number **01843 596785**. **Activities** Coffee Mornings (Which could be either a Quiz or Beetle Drive), Keep Fit, Choir, Line Dancing, Pub Lunches, Yoga, Day Trips, Holidays, Tinsel & Turkey, Walks, Afternoon Tea Dances, Barn Dance Suppers, Sequence Dancing, Social Evenings, Boules, Day Trips, and Holidays. **When** Second Monday in every month, £10.00 membership per year payable at the A.G.M 2nd Monday in November

Ramsgate Day Care Centre

St Luke's Church Hall, St Luke's Church, St Luke's Avenue, Ramsgate. **Activities** Meal programme, games, Film Shows, Art, Fitness, Day Trips. **When** Mondays & Thursdays 9am - 3pm. Volunteer drivers

Ramsgate and District Probus Club

1 Holly Road, Ramsgate. (Hon Secretary) Mr V Burnett. Contact number: **01843 583031**



RAMSGATE CONTINUED

St Christopher's Church Lunch Club

St Christopher's Church, Princess Margaret Avenue, Newington, Ramsgate. Organiser Mrs Margaret Swain. Contact number **01843 822700**. **Activities** Coffee Mornings, Lunch Club, Advice and assistance with personal matters, Listening Ear, Access to a wide range of information to help elderly people and their carers/families, Outings, Cream Teas, Shows. **When** Coffee morning Mondays 10am, Lunch club Mondays 12pm - 2pm. Over 50's Club Wednesdays 2pm - 4pm. Transport available at a small charge

St Lawrence Church Lunch Club

St Lawrence Church Hall, St Lawrence, Ramsgate. Organiser Mrs Pearl Cropley. Contact number **01843 583871** **Provides** Meal service, Afternoon Club. **When** Lunch Club Thursdays 11.45pm - 1.15pm. £1.90, Afternoon Club Thursdays 2pm - 4pm

St Lawrence Church Ladies Fellowship

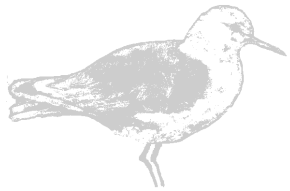
1a Manston Road, Ramsgate. Organiser Mrs J Evans. Contact number **01843 594487**. **Activities** Social Evenings, Guest Speakers. **When** The 3rd Thursday in every month 7.30pm - 9.30pm. Poor access for wheelchairs, high step, narrow doors

St Lawrence Town Women's Guild

St Lawrence Church Hall. Secretary Mrs E Hewitt. Contact number **01843 594600**. **Activities** Guest speakers, Socials, Day Trips, Games, Entertainment, Parties, A programme of monthly activities. **When** The 2nd Friday in every month at 2pm

The Friday Nighters' Club

69 Downs Road, Ramsgate. (Chairlady) Mrs AM Bennett. Meets at Foresters Hall, Meeting Street, Ramsgate. Contact number: **01843 584262**



CHARITIES & SUPPORT GROUPS

IN ALPHABETICAL ORDER

'38' Drug Advice Centre, 38 Westcliff Road, Ramsgate. (Administrator) Mr B Flynn. Contact number: **01843 596638**

Adult Link Scheme KCC Social Services, Crispe House, Minnis Road, Birchington. (Scheme Organiser) Tony Newington. Contact number: **01843 842212**

AL-ANON, 61 Great Dover Street, London. Self help group for relatives and friends of alcoholics. Meetings: Sundays 7pm. Ring for details. General Service Office: 020 7403 0888. Local Contract: **01843 865059**

Arthritis and Rheumatism Care, Thanet West, 53 Princess Margaret Avenue, Cliftonville, Margate. (Chairman) Mr F Bradbury. Contact number: **01843 221604**

Arthritis Care, Thanet West Branch, 5 Fosters Avenue, Broadstairs. Contact number: **01843 864581**

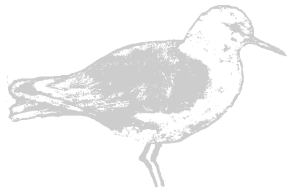
Birchington-on-Sea Hard of Hearing Club, 23 Kent Gardens, Birchington-on-Sea. (Secretary) Mrs D Payne. Meets 2pm first Friday of every month at the Baptist Church, Crescent Road, Birchington. Wheelchair access. Contact number: **01843 845343**

British Diabetic Association, Thanet Branch, 111 All Saints Avenue, Margate. Contact: Mrs Scott. Contact number: **01843 299956**

British Epilepsy Association, 42 Prospect Road, Minster. (Chairman) Mr S Willins. Contact number: **01843 821974**

British Society of Hearing Therapists, Kent and Canterbury Hospital, Ethelbert Road, Canterbury. Contact: Ms D Sneer (Hearing Therapy Department) Contact number: **01227 766877**

Broadstairs Ladies' Lifeboat Guild, 42 Luton Avenue, Broadstairs. (Secretary) Miss MJ Brooks. Contact number: **01843 861306**



CHARITIES AND SUPPORT GROUPS CONTINUED

Broadstairs Medical Society, The Mocketts Wood Surgery, Hopeville Avenue, St Peters, Broadstairs. Contact: Dr D Marshall. Contact number: **01843 862996**

Broadstairs and St Peter's Friendship Club, 'Lenheath' 81 Northwood Road, Broadstairs. (Secretary) Mr HW Ben Tillot. Meets first Saturday of each month 2pm – 4pm. Contact number: **01843 595186**

Cancer Care Appeal, QEQM Hospital, St Peter's Road, Margate. (Secretary) Albie Park. Contact number: **01843 225544 ext 2202**

Cancer Research Campaign, Paris Cleaners, 74 Queen Street, Ramsgate. (Secretary) Miss E Stone. Contact number: **01843 592758**

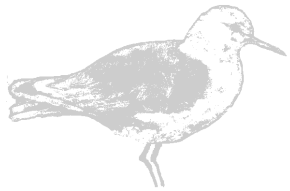
Canterbury and Thanet Adult Link Scheme, Crispe House LSC, Minnis Road, Birchington. Contact number: **01843 842212**

Canterbury and District Tinnitus and Menieres Group, 'Harvest View' The Mint, Harbledown, Canterbury. (Chairman) Pennie Kidd. Meets at Out-Patients Dept, Kent and Canterbury Hospital. Contact number: **01227 760535**

Christian Aid, Ramsgate, 34 Vale Square, Ramsgate. (Secretary) Ms A Wyle. Contact number: **01843 591197**

The Christian Housing Trust, 29 King Street, Ramsgate. (Trust Manager) Paul Trumble. Café with wheelchair access. Contact number: **01843 596965** Fax: 01843 597963

Council for Voluntary Service – East Kent, Beach House, Beach Street, Herne Bay. Contact: Ian McKewan. Contact number: **01227 373293** Fax: 01227 742575 Email: enquiries@cvs-east-kent.org.uk



CHARITIES AND SUPPORT GROUPS CONTINUED

CROP - Citizens Rights for Older People, 18-19 Watling Street, Canterbury. A confidential advocacy service using trained volunteers who assist older people in their own home to express their individual needs with issues such as making a complaint, negotiating satisfactory care services. Contact number **01227 789777**

Crossroads, Canterbury and Thanet, Beach House, Beach Street, Herne Bay. (Administrator) Mrs J Cowell. Wheelchair access and toilet facilities available. Contact number: **01843 742030**

Deaf Services Bureau, Cairn Ryan, 101-103 London Road, Dover. (Senior Practitioner) Ms A K McMillian. Wheelchair access, loop system and signers available. Contact number: **01304 828506** (voice) / **01304 827862** (text) Fax: 01304 828504

DIAL Kent, 9A Gorrell Road, Whitstable. (Chairman) Mrs L Relton. Charity giving information and advice to people with disabilities. Contact number: **01227 771155**

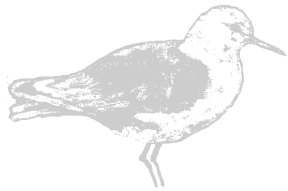
The Disability Activity Group, 3 Clive Road, Cliffsend, Ramsgate. Contact: Chrissie Dubber. Contact number: **07980 114001** (mobile)

East Court School for Dyslexics, Victoria Parade, Ramsgate. (Admin Director) Mrs G E Watkins. Contact number: **01843 592077**

East Kent Council for Voluntary Service, 11 College Walk, Margate. Contact: Mrs Jean Davis. Contact number: **01843 233715** Fax: 01843 233702 www.cvs-east-kent.org.uk

East Kent Unit for Breast Screening, 15 Green Lane, St Peter's, Broadstairs. (Secretary) Miss I J Huckstep. Contact number: **01843 869646**

Family Adviser Service, Suite 4, 7 Cecil Square, Margate. Contact: Jacqueline Murray. Contact number: **01843 229225**



CHARITIES AND SUPPORT GROUPS CONTINUED

GRASP, Westgate Mansion, 2 Beach Rise, Westgate-on-Sea. (Chairperson) Ms G Bywaters. Wheelchair access available. Contact number: **01843 835113**

Guide Dogs for the Blind Association, 19 Green Lane, Broadstairs. (Chairman) Mr K Taylor. Contact number: **01843 864451**

Headway East Kent (Thanet Branch), Headway House Adult Education Centre, Hawley Square, Margate. (Support Worker) Mrs Sandy Gerlack. Support Unit meets Tues, Wed and Thurs 9.30 am to 3.30 pm Contact number: **01843 230252**

Hearing Dogs for the Deaf, Bridledown Kennels, Grave Lane, West Hougham, Dover. Contact: Mrs Scales. Contact number: **01304 201382**

Kent Air Ambulance Trust, Wheelbarrow Park Estate, Pattenden Lane, Marden, Tonbridge. (Chief Executive) Ms Kate Chivers. Wheelchair access available. Contact number: 01843 833833 Fax: **01843 833448**

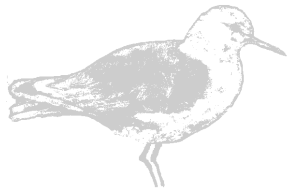
Kent Association for the Blind, 3 Seafield Road, Broadstairs. (Chairman) Trevor Palmer. Toilet facilities and transport available. Contact **01843 861812**

Kent Association for the Disabled, 136 Camden Road, Tunbridge Wells. (County Administrator) Mrs T Webb. Contact number: **01892 545214**

Kent Council on Addiction, 41 Wincheap, Canterbury. Contact: Ms S Fyles. Contact number: **01227 454740**

Kent Family Mediation Service, 6 Park Road, Sittingbourne. Contact number **01795 429689**. Fax: 01795 476949 Email: familymediation.kent@virgin.net

League of Friends (RNIB), Westcliff House, 37 Sea Road, Westgate-on-Sea. (Head of Finance and Information) Mrs L McMann. Wheelchair access, loop system, signers and toilet facilities available. Contact number: **01843 831697**



CHARITIES AND SUPPORT GROUPS CONTINUED

League of Friends Q.E.Q.M.H, Queen Elizabeth the Queen Mother Hospital, St Peter's Road, Margate. (Honorary Secretary) Mrs S Pheils. Anyone can become a 'Friend' by completing a membership form and submitting a £3 subscription to the league. Trustees meet monthly in Queens Centre for Clinical Studies QEQM Hospital. Contact Number: **01843 234507**

Leukaemia Research Fund, 75 Princess Margaret Avenue, Cliftonville, Margate. (Secretary of Thanet Branch) Mrs Cynthia Cole. Contact number: **01843 225786**

Margate Deaf Social Club, 25-27 Dane Hill, Margate. (Chairman) Mr W G Day. Wheelchair access, loop system, signers and toilet facilities. Contact number: **01843 604525**

Multiple Sclerosis Society, 49 Helvellyn Avenue, Ramsgate. (Secretary) Judith Burrell. Wheelchair access, transport and toilet facilities available. Contact number: **01843 596704**

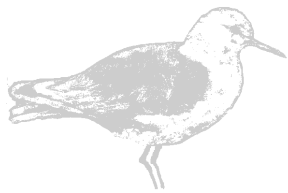
Muscular Dystrophy Group, 37 Sturry Court Mews, Sturry Hill, Canterbury. (Secretary) Ms M Rowe. Contact number: **01227 710421**

Oasis Women's Refuge, PO Box 174, Margate. Email: oasis womensrefuge@tinyonline.co.uk

Parkinson's Disease Society, 1 Palm Court, Rowena Road, Westgate-on-Sea. (Secretary) Joy Payne. Contact number: **01843 834467**

Patient Advice & Liaison Services - QEQM (PALS), Queen Elizabeth the Queen Mother Hospital, St Peter's Road, Margate. PALS Centre is open 10am – 3pm Monday to Friday. Contact number: **01843 234234**

Patient Advice & Liaison Service - Primary Care, Oaten Hill Court, Oaten Hill, Canterbury, Kent, CT1 3HS. Contact number **0845 601 589**



CHARITIES AND SUPPORT GROUPS CONTINUED

Pets as Therapy, 16a Albion Road, Broadstairs. Contact: Jackie Mattingly. Dogs and cats help to reduce stress with visits to homes, prisons, schools and hospitals. Contact number: **01843 865059** Email: jackie@k9heaven.freeserve.co.uk

Pilgrims Hospice, Thanet, Ramsgate Road, Margate. Contact: Mr Jamie Thompson. Contact number: **01843 233920**

Red Cross, Margate Centre, 29 Arlington Gardens, Margate. Contact: Mr B Everest. Contact number: **01843 225806**

Relate, East Kent, 97 High Street, Broadstairs. Contact: Ms J Simmons. Contact number: **01843 861228**

Rethink "Thanet Way", 66a High Street, Margate. (Employment Support Worker) Mr Rob Jones. Contact number: **01843 229402** Fax: 01843 298155

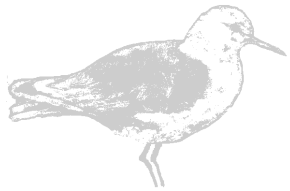
Royal National Institute for the Blind, 37 Sea Road, Westgate-on-Sea. (Secretary) Mrs L McMann. Contact number: **01843 831697**

Royal National Lifeboat Institute, Broadstairs, 14 Grenville Way, Broadstairs. Contact: Captain D Willey. Contact number: **01843 864571**

Royal National Lifeboat Institute, Ramsgate Branch, Ashleigh House, 2 South Cliff Parade, Broadstairs. (Secretary) Mrs Julia Cannon. Contact number: **01843 602905**

RSPCA, 21 Percy Road, Broadstairs. Contact: Mrs M Stacpoole. Contact number: **01843 864553**

St Johns Ambulance Kent – Ramsgate Division, HQ Sussex Street, Ramsgate. (Divisional Superintendent) Mr Ken Bailey. Wheelchair access and toilet facilities available. Divisional meetings Tues 7.30pm –9.30pm. Contact number: **01843 589919**



CHARITIES AND SUPPORT GROUPS CONTINUED

St John Ambulance, Westgate-on-Sea, 44 Cuthbert Road, Westgate-on-Sea. (Secretary) Mrs W File. Contact number: **01843 836313**

St Paul's Community Trust, Cliftonville Hall, St Paul's Road, Margate. Contact number: **01843 221290** Fax: 01843 296458

Salvation Army, Margate Citadel Corps, 4 Perkins Avenue, Margate. Contact: Mr J Miles. Contact number: **01843 292624**

Samaritans, Canterbury and District, 32 Northgate, Canterbury. Contact: Fran Director. Contact number: **01843 457777**

Shelter Kent Housing Aid Centre, Bull Yard, High Street, Ashford. Contact number: **01233 610669**

Social Services Occupational Therapy Bureau, Ladesfield Linked Service Centre, Whitstable. Contact number: **01843 592410**

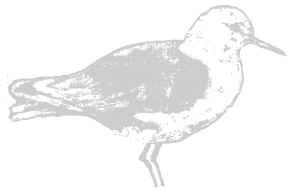
Strode Park Foundation for Disabled People, Strode Park House, Herne, Herne Bay. Contact: Ms G Drummond. Contact Number: **01227 373292**

Stroke Association, QEQM Hospital, St Peter's Road, Margate. (Family Support Organiser). Contact number: **01843 234474**

Stroke Association, 28 Waverley Road, Westbrook, Margate. (Desphasis Support Organiser) Mrs C Emptage. Wheelchair access, loop system and toilet facilities available. Contact number: **01843 294079**

Thanet Beavers Swimming Club for the Disabled, 2 Coleman Stairs Road, Birchington. (Organiser) Mrs Webster. Dedicated evening for disabled swimmers

Thanet Care and Repair, Dundee House, Albion Place, Ramsgate. Contact: Ms T Tinsley. Contact number: **01843 580910**



CHARITIES AND SUPPORT GROUPS CONTINUED

Thanet Community Transport Association, LEAD Centre, Dane Valley Road, Broadstairs. (Manager) Mr I Day. Accessible mini-bus for disabled passengers. Contact number: **01843 602030**

Thanet and District Sports Association for People with Disabilities, 52 Boundary Road, Ramsgate. (Membership Secretary) Mr C Tull. Contact number: **01843 577528**

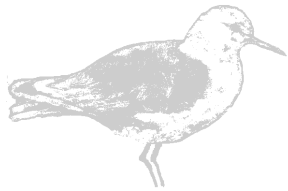
Thanet Hard of Hearing Club, 18 Grove Road, Ramsgate. (Chairman) Miss M Woodward. Open to all who have a hearing loss. The Club meets on every 2nd and 4th Wednesday of the month (apart from August) at 2.30pm in St George's Hall, Broad Street, Ramsgate. A loop system and overhead projector are used. Trained volunteers issue batteries and retube hearing aids as well as giving other advice. The Club's programme consists of talks, demonstrations, outings and holidays and other social events. The Club has close contact with the Audiology Department at Canterbury, the Deaf Services Bureau, Hi Kent and are affiliated to Hearing Concern. Subscription is £2 annually and 35p per club visit. Wheelchair access and signers available. Loop system used. Contact: **01843 594720**

Thanet Heart Support Group, 199 Northdown Park Road, Cliftonville, Margate. (Secretary) Mrs A Jolly. Contact number: **01843 600740**

Thanet Lions Club, 5 Sea View Avenue, Birchington. (Secretary) Mr J Prebble. Contact number: **01843 845559**

Thanet Mencap Gateway Club, 132 Northdown Road, Cliftonville, Margate (Club Chairman) Mr Mark Witts. Wheelchair access, toilet facilities and transport available. Contact number: **01843 224482** Fax: 01843 224482

Thanet MIND, c/o Betty Barber Centre, Royal Road, Ramsgate. (Administrator) Mary Smith. Wheelchair access and toilet facilities. Contact number: **01843 570992** Fax: 01843 570987



CHARITIES AND SUPPORT GROUPS CONTINUED

Thanet O.W.L.S (Overwhelmed, Worried, Lonely, Suicidal), Thanet O.W.L.S is a telephone help-line for the people of Thanet who may be worried by personal problems, depressed, lonely or in need of someone to share their worries. The volunteers at Thanet O.W.L.S. are carefully selected and trained for their work. The telephone lines are open every evening between 7-10pm, including weekends and Christmas Day. Whatever is said is always in complete confidence. **01843 299999**

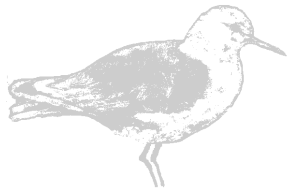
Thanet Phobic Group, 47 Orchard Road, Westbrook, Margate. (Chairperson) Mrs S Hadley. Contact number: **01843 831724** FAX: 01843 223450 Email: thanetphobicgroup@lineone.net

Thanet Victim Support, c/o Police Station, Fort Hill, Margate, Advice Line: **01843 230273**

VOLCARE, Home based respite scheme for carers offering occasional whole day, weekend and/ or two week planned breaks in Canterbury and Coastal area. 24 hour answerphone **01227 749400**

Westgate-on-Sea Community Centre, Lymington Road, Westgate-on-Sea. Contact number: **01843 833908**

Winged Fellowship Trust, 4 Linksfield Corner, Redhill, Surrey. (Head of Fund Raising – South) Miss Mary Adamson MBE. Wheelchair access available. Contact number: **020 7833 2594** Fax: 020 7278 0370 Email: madamson.wft@ukonline.co.uk



TRANSPORT

Thanet is well served by buses, trains and coaches and there are several organisations that offer transport to older and disabled people who find it difficult to get about independently.

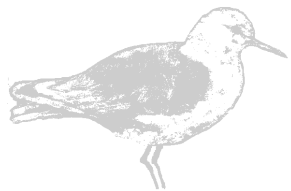
LOCAL BUSES

Depending on where you live, you will probably be entitled to some form of concessionary bus fare if you are a pensioner. Your local authority will be able to give details of the schemes in your area and can tell you whether there is an annual charge for the concession.

There are two kinds of permits available for elderly people:

- Half Fare Off Peak - This allows travel at half the normal fare after 9.00 am Monday to Friday and at any time on Saturday, Sunday and Bank Holidays. It may only be used by the person whose name appears on the permit.
- Half Fare Off Peak with Escort - This allows the same concessions as the normal half fare off peak permit, but in addition, allows the permit holder to travel with an escort, also at half fare, where it is certified by a Doctor that he/she is unable to travel alone.

The grounds for eligibility on age are 60 years or over for men and women; the proof required is either a pension book or a birth certificate. Proof of residency in Thanet is also required, i.e. utility bill. Permits may be purchased throughout the year, but they expire on the 30 June every year. The half fare off peak permit is free of charge, The fee for an escort permit is £29.00 for the whole year, but the fee will decrease depending on the time of year purchased, reducing proportionately each quarter.



TRANSPORT

LOCAL BUSES CONTINUED

Application for the passes can be made in person at any of the Council Offices listed below:

Cecil Street
MARGATE

York Street
RAMSGATE

Pierremont Hall
BROADSTAIRS

If it is not possible to attend in person, an application form can be sent out.

Telephone Enquiries: Thanet **5775553**, ask for the Bus Permit Section.

DIAL-A-RIDE

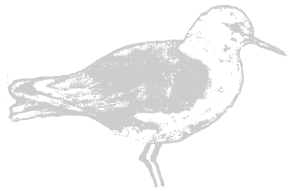
Thanet Community Transport Association runs this service; it is available to anyone who has access difficulties including wheelchair users and escorts. The Association has 4 accessible vehicles each with hydraulic tail lift for wheelchairs and persons unable to access the bus via the conventional front steps.

The service runs Monday to Friday mornings, between 9.00am and 1.00 pm. Outward pick-ups are between 9.15am and 10.30am, with return journeys from 12:00pm onwards. They also offer a weekly afternoon service on Mondays and Tuesdays between 1.30pm and 5.00pm.

There is an annual subscription fee for membership to the Association of £5.00 per year.

To book a journey you must phone at least 24 hours before the date of travel. You will be notified of your pick-up time in advance.

Thanet Community Transport Association also organise trips out of the area on various days throughout the year. These include things such as trips to Bluewater, fish suppers in Deal and concerts at the Winter Gardens. Members will be notified of forthcoming trips in the Association 2-monthly newsletter.



DIAL-A-RIDE CONTINUED

For more information about the routes covered and the fares charged contact Thanet Community Transport Association on: **01843 602030** (Monday – Friday 9:30 – 12:30)

STAGECOACH

The Stagecoach group is one of the largest bus and coach operators serving the country, with a large network of local and inter-urban services linking towns and villages in East Kent. For Stagecoach bus enquiries contact: **08702 433711** www.stagecoachbus.com

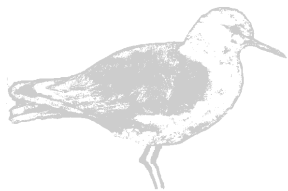
EASTONWAYS

Most rural and some urban services in Thanet are operated by Eastonways. For Eastonways bus enquiries contact: **01843 588944** www.eastonways.demon.co.uk

NATIONAL COACHES

National Express offer up to 50% off all standard fares (excluding special offers) for Senior citizens and passengers with disabilities. The discounts are not only offered on all long distance coach services in England, Scotland and Wales but also to some places in the Republic of Ireland and Europe. For details of the scheme contact your local National Express agent or phone: **08705 80 80 80**. www.GoByCoach.com.

Other coach operators may also offer concessions but you will need to check with them for details. National Bus Enquiry Service : **Traveline: 0870 608 2 608**



RAIL TRAVEL

People aged 60 and over can purchase an annual Senior Railcard, which entitles them to a discount of one third on most rail fares to anywhere in Britain. The Railcard costs just £18.00 for a whole year and you could easily recoup the cost on one journey alone. More adventurous Senior Railcard users can also purchase a Rail Europe Senior Card, which reduces the cost of rail and sea travel in 28 European countries by up to 30%. Reductions are also available to those over 60 on the Cross-Channel Eurostar services.

If you qualify to purchase a Disabled Person's Railcard, you and a companion can travel for a third off most standard fares.

For full details of these offers contact your local main line station or travel centre. It is also worth checking any concessions that may be available for older people on the London Underground or the metro and light-rail services available in London and other major provincial cities.

National Rail Enquiries: Telephone – **08457 48 49 50**
Website – www.nationalrail.co.uk

AIRLINES

Manston Airport will soon (towards the end of 2004) be extending the range of flights it offers from the Thanet airport. Some great deals can be found on the EU Jet website (www.eujet.com) or give them a call on **0870 414 1414**. Older people may be entitled to concessionary fares on some of the other airlines operating from the UK, so be sure to ask the airline or your travel agent when booking a flight.

CAR DRIVING

It is your responsibility to ensure that your eyesight, hearing and reactions are still sharp enough to cope with the pressures imposed by today's traffic conditions. A regular eye-test will ensure that you are warned of any deterioration in your eyesight, which may affect your driving ability.



HOLIDAYS

Many coach or bus companies offer day trips and short breaks at very competitive prices. There are also larger companies such as SAGA, which specialise in holidays for the over 50s. SAGA can be contacted on **01303 771 111**.

There are various other operators who run bus and coach services, which may suit your needs for day trips, local journeys or holidays. To obtain details of these companies contact your local Tourist Information Centre.

Thanet call centre: **01843 583333** Website: www.tourism.thanet.gov.uk

THE BLUE BADGE SCHEME

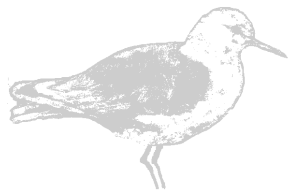
Blue badges are provided by the local authority through Social Services. The scheme offers concessions such as free use of some **on-street** parking meters and pay and display bays, unlimited free parking where others can only park for a limited time and parking for up to three hours on yellow lines except where there is a ban on loading and unloading. You will qualify if you have severely restricted mobility or are registered blind.

All badges issued since 01.04.2000 are blue and valid for three years. If you think you may be entitled to a badge you should apply to the Social Services Department of your County. Telephone: **01843 860000**. Further information is available from:

Commercial Transport Services

32 Gibson Drive
Kings Hill
West Malling
Kent
ME19 4QG
Tel: 01622 605020

Office Hours: Monday – Friday 8:30am – 5:00pm



HEALTH

It's never too late to improve your health and fitness. Even small steps are worth taking, such as increasing exercise, thinking more about what you eat and drink and giving up smoking. It may be wise to seek medical advice before you start any major changes to your diet or level of physical activity. Your doctor may also refer you into a programme of physical activity in your local area. A scheme currently operates in Thanet called 'SKIPS' which is an exercise on prescription scheme. Ask your doctor for more details.

NHS DIRECT

NHS Direct is a 24-hour advice and health information service, staffed by nurses and professional advisors, providing confidential information on:

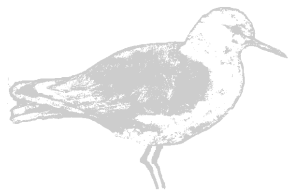
- What to do if you or a family member feels ill
- Particular health conditions
- Local health services available to you
- Self help or support organisations

You can call NHS Direct on **0845 4647**. Calls are charged at local rates. For patients' safety, all calls are recorded.

GENERAL PRACTITIONERS

Many surgeries in Thanet run specialised clinics and support groups to help you through any changes to your health. Please contact your practice or pick up a practice leaflet for more information. Alternatively, contact NHS Direct on **0845 4647**. NHS Direct is a 24-hour nurse-led helpline providing confidential healthcare advice and information on:

- What to do if you're feeling ill
- Health concerns for you and your family
- Local health services
- Self-help and support organisations



There is also a wide range of alternative treatments available privately in Thanet. Please refer to the alternative therapies section of this guide.

If you are new to Thanet, and wish to register with a local GP, please refer to the list below to identify your nearest general practice. You will need to contact your desired practice and ask to be taken on to their list.

BROADSTAIRS SURGERIES

Broadstairs Personal Medical Service The Broadway, Broadstairs, CT10 2AJ. Tel: **01843 861565** Fax: 01843 869177

Mocketts Wood Surgery Hopeville Avenue, St Peter's, Broadstairs, CT10 2TR. Tel: **01843 862996** Fax: 01843 860126

St Peter's Surgery 6 Oaklands Avenue, Broadstairs, CT10 2SQ. Tel: **01843 860777** Fax: 01843 866460

The Albion Road Surgery 30 Albion Road, St Peter's, Broadstairs, CT10 2UP. Tel: **01843 862179** Fax: 01843 861317

The Surgery 17 Queens Road, Broadstairs, CT10 1NU. Tel: **01843 862648** Fax: 01843 860739

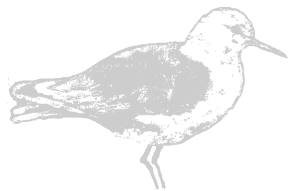
The Surgery 25 Osbourne Road, Broadstairs, CT10 2AF. Tel: **01843 863353** Fax: 01843 861412

MARGATE SURGERIES

Birchington Medical Centre, Minnis Road, Birchington, CT7 9HQ. Tel: **01843 841384** Fax: 01843 848609

Cecil Square Surgery 1 Cecil Square, Margate, CT9 1BD. Tel: **01843 232222** Fax: 01843 232205

Cliftonville Surgery 5 Cliftonville Avenue, Margate, CT9 2AL. Tel: **01843 292873** Fax: 01843 230325



MARGATE SURGERIES CONTINUED

Garlinge Surgery Westbrook Centre, 150 Canterbury Road, Margate, CT9 5DD. Tel: **01843 255693** Fax: 01843 255695

Northdown Surgery St Anthony's Way, Cliftonville, Margate, CT9 2TR. Tel: **01843 296413** Fax: 01843 231231

The Bethesda Medical Centre, Palm Bay Avenue, Cliftonville, Margate, CT9 3HS Tel: 01843 209300 Fax: 01843 209301

The Limes Hawley Street, Margate, CT9 1PU. Tel: **01843 227567** Fax: 01843 230167

Union Row Surgery Union Row, Margate, CT9 1PP Tel: **01843 296980** Fax: 01843 280188

Westgate Surgery 60 Westgate Bay Avenue, Westgate-on-Sea, CT8 8SN. Tel: **01843 831335** Fax: 01843 835279

RAMSGATE SURGERIES

Addington Street Surgery 69 Addington Street, Ramsgate, CT11 9JQ. Tel: **01843 593544** Fax: 01843 594310

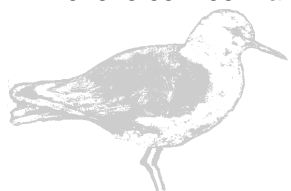
Dashwood House 24 South Eastern Road, Ramsgate, CT11 9QF. Tel: **01843 593252** Fax: 01843 850817

Mildmay Surgery Bellevue Road, Ramsgate, CT11 8JX. Tel: **01843 592576** Fax: 01843 852980

Minster Surgery 75 High Street, Minster, Nr Ramsgate, CT12 4AB. Tel: **01843 821333** Fax: 01843 823146

Newington Road Surgery 100 Newington Road, Ramsgate, CT12 6EW. Tel: **01843 595951** Fax: 01843 853387

Summerhill Surgery 243 Margate Road, Ramsgate, CT12 6SU. Tel: **01843 591758** Fax: 01843 580370



RAMSGATE SURGERIES CONTINUED

The Grange Medical Centre West Cliff Road, Ramsgate, CT11 9LJ. Tel: **01843 595051** Fax: 01843 591999

Wickham Surgery 1 Wickham Avenue, Ramsgate, CT11 8AY. Tel: **01843 593240** Fax: 01843 591799

DENTAL SERVICES

People who receive Income Support will not have to pay for check ups, treatment or dentures when treated by a dentist who offers NHS treatment. People on low income, but not on income support, may still be eligible for a discount. Leaflet D11 explains how to get help, and is obtainable from dentists or the local Benefits Agency. All private treatment has to be paid for in full, so make sure you know what you will have to pay before you agree to any treatment.

BROADSTAIRS DENTISTS

The Dental Surgery 11 Carlton Avenue, Broadstairs, CT10 1AB. Tel: **01843 863312**

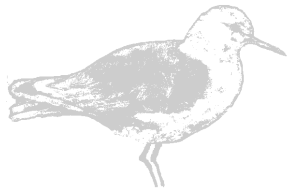
The Dental Surgery 144 High Street, Broadstairs, CT10 1JB. Tel: **01843 861664**

Mr Dening 51 Gladstone Road, Broadstairs, CT10 2HY. Tel: **01843 869159**

Peter Doyle Dental Surgeon 6 Ramsgate Road, Broadstairs, CT10 1QQ. Tel: **01843 865591**

M P Egan 86 High Street, Broadstairs, CT10 1JJ. Tel: **01843 862040**

Dr Shane A Gordon 32 High Street, St Peters, Broadstairs, CT10 2TQ. Tel: **01843 860625**



BROADSTAIRS DENTISTS CONTINUED

Mrs R A Kane Dental Department, Broadstairs Health Centre, The Broadway, Broadstairs Health Centre, Broadstairs, CT10 2AJ. Tel: **01843 602654**

MARGATE DENTISTS

The Dental Surgery 1 Dalby Square, Cliftonville, Margate, CT9 2ER. Tel: **01843 220014**

C G Brennan & Associates Harbour Dental Practice, 3 High Street, Margate, CT9 1DL. Tel: **01843 292441**

J K McCabe 301 Northdown Road, Cliftonville, Margate, CT9 3PA. Tel: **01843 228696**

Mr M C G Manley The Royal School for Deaf Children, Victoria Road, Margate, CT9 1NB. Tel: **01843 227561**

M P Egan 7 Surrey Gardens, Birchington, CT7 9SA. Tel: **01843 841715**

Mr A Movahedian 71 Station Road, Birchington, CT7 9RE. Tel: **01843 842153**

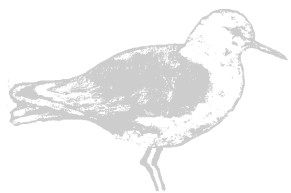
The Dental Surgery Alpha House, 14 Alpha Road, Birchington, CT7 9EQ. Tel: **01843 842306**

C G Brennan & Associates Bank House Dental Practice, 38 St Mildreds Road, Westgate-on-Sea, CT8 8RF. Tel: **01843 835515**

RAMSGATE DENTISTS

S M Ali & Associates 131 High Street, Ramsgate, CT11 9UA. Tel: **01843 592423**

Messrs Petrie Tucker & Partners 246 Hereson Road, Ramsgate, CT11 7ET. Tel: **01843 591694**



RAMSGATE DENTISTS CONTINUED

Vale Square Dental Practice 44 Vale Square, Ramsgate, CT11 9DA. Tel: **01843 591083**

John Hamill 73 Hereson Road, Ramsgate, CT11 7DS. Tel: **01843 581666**

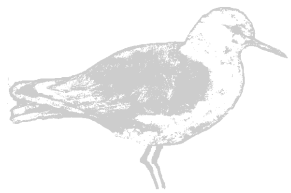
Egan Malachy 16 High Street, Minster, CT12 4BU. Tel: **01843 822246**

Ramsgate NHS Dental Access Centre, Newington Road Clinic, Newington Road, Ramsgate CT11 0QU. Tel: **01843 255211**

PHARMACISTS

There are many local pharmacists throughout Thanet, situated close to the local doctors surgeries. Pharmacists can offer advice on medicines and how to take them. They can also offer advice on common complaints such as coughs, colds, aches and pains, and other health issues, such as healthy eating and giving up smoking. You can talk to your pharmacists in confidence - even about the most personal symptoms. Most pharmacies now have a quiet area away from other customers where you can speak to the pharmacist more privately. The pharmacist is often a good first port of call when you are not feeling well.

Many pharmacists stock a range of appliances and aids to assist the elderly with mobility or eating difficulties. These include walking sticks, cutlery with large grip handles and various other aids that can make home life easier.



BROADSTAIRS PHARMACISTS

Boots the Chemist Ltd 14 High Street, Broadstairs, CT10 1LH. Tel: **01843 862699**

Paydens Ltd 15 The Broadway, Broadstairs, CT10 2AD. Tel: **01843 862702**

St Peters Pharmacy Ltd 2 Church Street, St Peters, Broadstairs, CT10 2TP. Tel: **01843 862627**

Sainsbury Pharmacy 426 Margate Road, Broadstairs, CT10 2QZ. Tel: **01843 592286**

Superdrug Stores PLC 20-22 High Street, Broadstairs, CT10 1LH. Tel: **01843 862050**

MARGATE PHARMACISTS

Baxters Pharmacy 164 Canterbury Road, Garlinge, Margate, CT9 5JW. Tel: **01843 224868**

Boots the Chemist Ltd 192-194 Northdown Road, Cliftonville, Margate, CT9 2QN. Tel: **01843 221068**

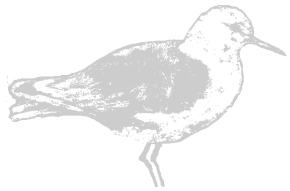
Boots the Chemist Ltd 69 High Street, Margate, CT9 1JN. Tel: **01843 220764**

Dane Valley Chemist 59 Upper Dane Road, Margate, CT9 2NA Tel: **01843 293032**

Paydens Ltd 5-9 Hawley Street, Margate, CT9 1PU. Tel: **01843 292853**

Northdown Pharmacy 261-263 Northdown Road, Cliftonville, Margate, CT9 2PN. Tel: **01843 224666**

Woolfs Pharmacy 272 Northdown Road, Cliftonville, Margate, CT9 2PT. Tel: **01843 223775**



MARGATE PHARMACISTS CONTINUED

Courts Pharmacy 67-69 Station Road, Birchington, CT7 9RE. Tel: **01843 841143**

Ferris Pharmacy 76 Station Road, Birchington, CT7 9RA.
Tel: **01843 841073**

Boots the Chemist Ltd 36 St Mildreds Road, Westgate-on-Sea, CT8 8RF.
Tel: **01843 831167**

Paydens Ltd 76 St Mildreds Road, Westgate-on-Sea, CT8 8RP.
Tel: **01843 831186**

RAMSGATE PHARMACISTS

Boots the Chemist Ltd 7-11A High Street, 6-8 King Street, Ramsgate, CT11 9AB. Tel: **01843 591864**

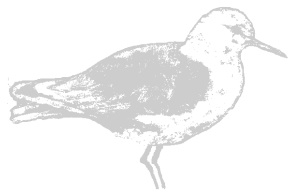
Courts Pharmacy 8 Grange Road, Ramsgate, CT11 9LA.
Tel: **01843 592920**

Newington Pharmacy 47 Newington Road, Ramsgate, CT12 6EW.
Tel: **01843 587353**

Paydens Ltd 74-76 King Street, Ramsgate, CT11 8NY.
Tel: **01843 591282**

Courts Pharmacy 3/5 King Street, Ramsgate, CT11 8NN.
Tel: 01843 580351

Field Pharmacy 72 High Street, Minster, Nr Ramsgate, CT12 4AD.
Tel: **01843 821215**



OPTICIANS

Many opticians offer a full eye examination and dispensing service and provide a wide range of eye care and eye wear products. If you are aged 60 or over, or meet one of the listed conditions below, you qualify for a free NHS sight test:

- you are aged 60 or over
- you are registered as blind or partially sighted
- you have been diagnosed as having diabetes or glaucoma
- you are aged over 40 and are the parent, brother, sister or child of someone who has been diagnosed as having glaucoma
- you need powerful or complex lenses - you will be told if this is the case
- you receive Income Support
- if you receive Disabled Person's Tax Credit or Working Families Tax Credit, you will be entitled to free sight tests if less than £70 of your maximum tax credit has been withdrawn. Your tax credit notification statement should say whether you are entitled to help
- you are a patient of an Hospital Eye Service
- you are under 16, or under 19 and still in full-time education
- you are entitled to assistance via the low income scheme
- you receive Pension Credit Guarantee Credit
- if you are a war pensioner and the sight test relates to your pensionable injury

HOW DO I GET ASSISTANCE WITH THE COST OF GLASSES?

Registered blind or partially sighted people do not automatically receive assistance towards the cost of glasses. If you need glasses, or you need new glasses because your eyesight has changed, the optometrist (the person who conducts the sight test) will give you a prescription. This gives details of the type of glasses you require. To help pay for the glasses you can receive a voucher, which has a monetary value. The value of the voucher you receive depends on the type of glasses you need.



HOW DO I GET ASSISTANCE WITH THE COST OF GLASSES? CONTINUED

A voucher will be awarded if you meet one of the following conditions:

- you receive Income Support
- you receive Disabled Person's Tax Credit or Working Families Tax Credit and less than £70 of your maximum tax credit has been withdrawn (your tax credit notification statement will say if you are entitled to this)
- you are under 16, or under 19 and still in full-time education.
- you need powerful or complex lenses. The optometrist should tell you this and mark your prescription accordingly
- you attend a Hospital Eye Service because your glasses need changing frequently
- you qualify for assistance via the low income scheme.
- You receive Pension Credit Guarantee Credit

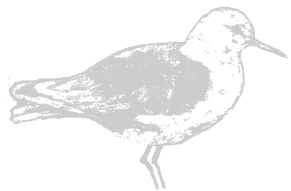
In all cases, tell the optometrist you think you may be entitled to a voucher before you pay for the sight test or the glasses.

BROADSTAIRS OPTICIANS

R & J Moore Ltd 87 High Street, Broadstairs, CT10 1NQ. Tel: **01843 864866**

See Well Opticians Ltd 52A High Street, Broadstairs, CT10 1TJ. Tel: **01843 861891.**

Tesco Opticians Address: 475 Margate Road, Westwood, Broadstairs, CT10 2QJ. Tel: **01843 257738.**



MARGATE OPTICIANS

Boots Ltd 60 High Street, Margate, CT9 1JW. Tel: **01843 223517**

Dollond & Aitchison Ltd 116 High Street, Margate, CT9 1JW. Tel: **01843 292499**

Eyecare Opticians 78 High Street, Margate, CT9 1JG. Tel: **01843 290699**

R & J Moore Ltd 47 Station Road, Birchington, CT7 9DJ. Tel: **01843 846016**

A H Mortley 238A Northdown Road, Cliftonville, Margate, CT9 2PA.
Tel: **01843 221168**

M C Pay 189 Northdown Road, Cliftonville, Margate, CT9 2PA.
Tel: **01843 290243**

Rayner Ltd 35 St Mildreds Road, Westgate-on-Sea, CT8 8RE.
Tel: **01843 831652**

Specsavers Opticians 78 High Street, Margate, CT9 1DT.
Tel: **01843 231232**

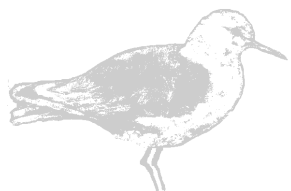
RAMSGATE OPTICIANS

Dollond & Aitchison Ltd **47 High Street, Ramsgate, CT11 9AG.**
Tel: 01843 591188

Jennifer F Davies 39 Effingham Street, Ramsgate, CT11 9AT.
Tel: **01843 591062**

R & J Moore Ltd 35 Queen Street, Ramsgate, CT11 9DZ.
Tel: **01843 593027**

See Well Opticians Ltd 23 King Street, Ramsgate, Kent, CT11 8NP.
Tel: **01843 592636**



HEARING PROBLEMS

Hi Kent is a registered charity, which provides advice, support and information to deaf and hearing-impaired people and their families on all aspects of deafness through a network of advice and resource centres and clinics. The East Kent Hi Kent Centre is located at **46 Northgate, Canterbury, CT1 1BE** and is **open Monday, Tuesday, Thursday & Friday 9-1pm 2-5pm. Closed all day Wednesday.**

Demonstrations of technical aids to communication can be given in Hi Kent's resource centres to assist hearing impaired people overcome problems with:

Telephone	Smoke alarm
Doorbell	Alarm clock
Television	One-to-one conversation
Baby alarm	Group meetings

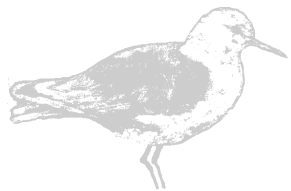
The above equipment can be purchased from Hi Kent and demonstrations can be given in a mock living room where clients can experience the working of equipment in surroundings similar to their own. Phone for an appointment.

Hi Kent offer many services including:

Assessment for the Provision of Equipment – over 65s can be assessed by Hi Kent for long-term loan of equipment from Social Services, contact the East Kent centre for details.

Installation of Equipment - carried out by qualified technicians. Social Services provision is carried out free of charge.

Hearing Aid Maintenance "Clinics" - A number of clinics are held throughout the county to provide simple maintenance of hearing aids including cleaning and retubing.



HEARING PROBLEMS CONTINUED

Hearing Tests - Hi Kent does not carry out hearing tests or provide hearing aids. However, a hearing aid dispenser visits the Head Office in Maidstone and the East Kent centre in Canterbury to offer free tests and advice.

Sign Language Courses - sign language courses are available from Introduction to CACDP levels 1 and 2 with qualified tutors, these courses are held in Maidstone (**Tel 01622 691151 - voice or TDD or Fax 01622 672436**).

Deaf Awareness Training - available for relatives, professional carers, residential home staff and front line customer service staff.

Group Visits - Small groups may visit the centre by appointment for a brief talk and demonstration of equipment available.

Loans and Libraries - A library of books and videos for loan on all subjects relating to deafness is available. In addition, Hi Kent has an equipment loans library from which clients can borrow an item while their own is being repaired or for the use of visitors.

Hi Kent can be contacted at Canterbury on:

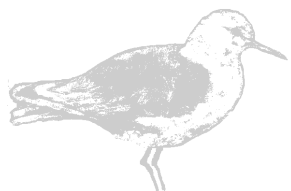
Tel **01227 760046** or

TDD 01227 760046 or

Fax **01227 760068** or

e-mail enquiries@hikent.org.uk

www.hikent.org.uk



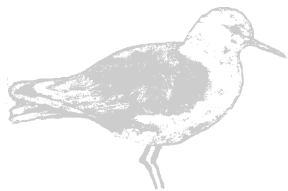
NHS HEARING AIDS

If you think you are hard of hearing and you might need a hearing aid, the first thing you need to do is visit your doctor. You may have a wax build-up or an infection that has temporarily affected your hearing and which your doctor can treat. They may refer you to a hospital ear, nose and throat (ENT) clinic, where you will see an ENT surgeon and an audiologist.

Alternatively, you may be referred direct into the hearing aid clinic at the Queen Elizabeth the Queen Mother Hospital at Margate. If a hearing aid will help you, the Audiologist will take an impression of your outer ear from which an earmould will be produced, resulting in a hearing aid that will suit you and your hearing loss. The Audiologist will also show you how to use and maintain your hearing aid and may make a further appointment to check how you are getting on with it. You may also be referred to the Hearing Therapist who will advise you on strategies, which will help you manage your hearing loss.

The NHS aid is on permanent loan to you, and you are entitled to free batteries and to free tubing for a behind-the-ear aid, or cords for a body-worn aid. The NHS will also supply new earmoulds as necessary (as the shape of your ear may change shape over the years) and carry out repairs or replace the aid if a serious fault develops, lending you a spare aid whilst yours is under repair. However, if the aid is lost or damaged through carelessness on your part you may be asked to contribute towards its repair or replacement. If, however, your hearing deteriorates, the NHS will provide you with a more powerful one.

From January 2004, NHS patients will be able to obtain high quality digital hearing aids free of charge from selected high street hearing aid dispensers. The service offered will be the same as that provided by NHS Audiology services and will include both assessment and fitting. NHS patients will not be able to book appointments directly with the companies selected, but will be referred by their local audiology service.



ROYAL NATIONAL INSTITUTE FOR THE DEAF INFORMATION LINE

The RNID Information Line offers free confidential and impartial information on a range of subjects including equipment, legislation, benefits and many issues relating to deafness and hearing loss. They have trained Information Officers who respond to the requests that come in via telephone (both voice and textphone), e-mail, letters and fax.

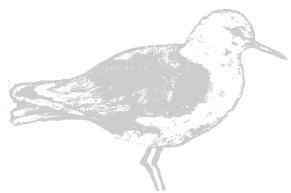
The remit of the service is to enable as many enquirers as possible to take further action themselves. If this is not feasible or there may be a better course of action, the Information Officers give details of relevant local and national organisations that may be able to help in a different way.

Tel: 0808 808 0123 (freephone)
Textphone: 0808 808 9000 (freephone)
Fax: 020 7296 8199
E-mail: informationline@rnid.org.uk
19-23 Featherstone Street, London EC1Y 8SL

PRIVATE HEARING AIDS

You may prefer to buy a hearing aid privately, especially if you would like a type of aid not available from the NHS. It is best to buy from a dispenser with a permanent office near you, rather than from an exhibition or through a newspaper advertisement. Ideally the dispenser should be recommended by someone you know.

The dispenser will examine your ears and test your hearing. They will then suggest which kind of aid would be most suitable for you. It is advisable to check at this point that the aid has all the facilities you will need as some private aids, especially very small in-the-ear or intra-canal aids, do not have the 'T' switch.



PRIVATE HEARING AIDS CONTINUED

Strictly speaking, you are not entitled to have the aid on a trial basis. However, a reputable dispenser should agree to a trial period so that you can be sure that the aid will be of use to you. If you have not had a hearing aid before, a thirty-day trial is advisable. You may have to pay a deposit, or even the full cost of the aid - make sure you read and understand the conditions of the agreement, as the dispenser may make a deduction from the deposit or payment if you decide not to buy the aid.

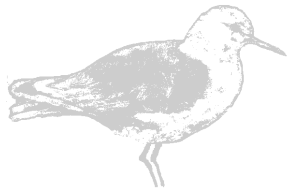
If you do decide to buy the aid, make sure that you fully understand the contract before you sign it - especially if you are buying on credit or hire purchase. If necessary, consult your local Citizens Advice Bureau, who will probably be able to check the contract for you.

The main disadvantage of a private hearing aid is cost - a typical behind-the-ear aid will probably cost over £500, and other kinds of aid may be dearer still. It is also up to you to pay for repairs, maintenance, new earmoulds, tubing and usually batteries, though you may be able to take out insurance to cover repair costs. Plus, if your hearing continues to deteriorate, you will have to pay again for a new, more powerful aid. It is also worth considering that should your aid require to be sent away for repair, you will then be left without an aid.

CHIROPODISTS

Podiatrists (chiroprudists) can help if you have trouble with your feet. The NHS provides a podiatry service but due to the high demand on this service, podiatry care is offered to those who need it most, mainly diabetics who suffer particularly with their feet.

To apply for NHS podiatry treatment please contact your local health centre or ask your doctor who will refer you on if you have a problem.



CHIROPODISTS CONTINUED

Private podiatry treatment is also available. Please find below a list of local private podiatrists in the Thanet area.

CHIROPODISTS IN BROADSTAIRS

Chiropodist – Paydens Chemist 15-16 The Broadway, Broadstairs.
Contact number: **01843 867302**

Cox, R.W 55 Fair Street, Broadstairs. Contact number: **01843 867302**

CHIROPODISTS IN MARGATE

Berry, J Birchington Chiropody Ltd, 20a Station Road, Birchington. No parking restrictions and easy access to ground floor. Contact **01843 848292**

Bevan, E.A.C Art of Well Being, Bank House, 38 St Mildred's Road. Westgate-on-Sea Contact **01843 834843**

Boswell, E 34 Kent Road, Margate. Contact number: **01843 295960**

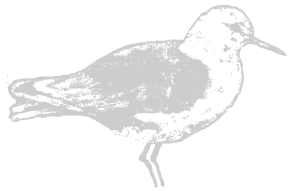
Bridges, Deborah 19 Upper Dane Road, Margate. Home visits available.
Contact number: 01843 296832 Mobile: **07813 382632**

Drummond, Hazel 14a Minnis Road, Birchington. Contact **01843 841831**

Egan, FM 7 Surrey Gardens, Birchington. Contact number: **01843 846012**

Forrest, E.A
12 Wellis Gardens, Margate. Contact number: **01843 292992**

Hart, Karen
Hawley Health Centre, 7-9 Hawley Square, Margate. Contact number: **01843 292056**



MARGATE CONTINUED

Sayer, Ben 11 Moray Avenue, Birchington. Home visiting practice in Thanet area. Contact number: **01843 841259**

Simon John Saint 12 Canute Road, Birchington. Contact **01843 848650**

Webb, M.F 8 Sherwood Road, Birchington. Contact **01843 845259**

CHIROPODISTS IN RAMSGATE

MacPherson, Patricia

84 Thanet Road, Ramsgate. Contact number: **01843 586616**

Sturge, R.F 2 Crescent Road, Ramsgate. Contact number: **01843 597527**

Walkom, N 33 Park Road, Ramsgate. Contact number: **01843 592799**

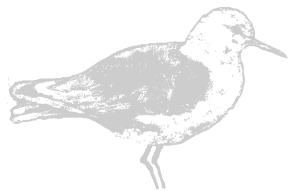
KEEP YOUR GUARD UP AGAINST FLU

As we get older, we tend to get a bit more vulnerable to viruses like flu. Something that we might have shaken off quite easily in our younger days can now land us in hospital.

Flu is a highly infectious illness, which spreads very rapidly by coughs and sneezes from people who are already carrying the virus, and may lead to more serious illnesses like bronchitis and pneumonia.

That's why it pays to get your flu jab in the autumn. It's free, and it's really effective against the latest strains of viruses.

The flu jab doesn't just protect elderly people; you can get the vaccination free if you are:



KEEP YOUR GUARD UP AGAINST FLU CONTINUED

- 65 or over
- living in an old people's home or nursing home
- over 6 months old and have a long-term (chronic) condition such as a heart problem, asthma, kidney disease, diabetes, or
- have a lowered immune system due to disease or treatment such as steroid medication or cancer treatment.

If you think you would like to receive a flu vaccination, check with your doctor or the practice nurse, or if a nurse visits you regularly, you can ask them. Alternatively ask your local pharmacist. Most doctors organise special vaccination sessions in the autumn.

NHS PATIENT ADVICE AND LIAISON SERVICE (PALS)

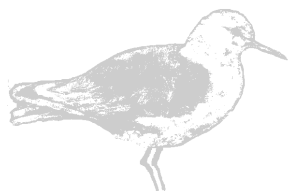
The Patient Advice and Liaison Service can offer information and confidential advice on health-related issues and on-the-spot help with problems and concerns relating to care and treatment.

Where things have gone wrong PALS is often able to make changes for the benefit of patients in the future. They promise a sympathetic ear and a prompt response.

The local PALS offices can be contacted at:

Primary Care PALS is available on **0845 601 5890** (charged at a local call rate).

The Queen Elizabeth the Queen Mother Hospital PALS is available on **01843 234234**.

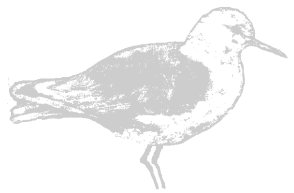


NHS PATIENT ADVICE AND LIAISON SERVICE (PALS) CONTINUED

The East Kent NHS and Social Care Partnership Trust (Mental Health)
is available on **01227 812020**

Kent Ambulance Trust PALS is available on **08000 32 31 41**

Alternatively log onto the Kent and Medway NHS website (www.kentandmedway.NHS.uk) and follow the links to PALS. You can send your query via the website.



COMPLEMENTARY THERAPIES

Below is a list of complementary therapies available in Thanet. The list is by no means exhaustive. National governing bodies can verify the qualifications and availability of practitioners in the Thanet area and are listed where appropriate.

Complementary therapies offer different principles from those of conventional medicine. They are a useful addition or may in certain circumstances 'complement' certain situations. However, it must be emphasised that they cannot replace all other forms of health care.

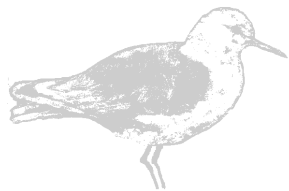
The inclusion of any therapy does not constitute a recommendation. We advise that readers should satisfy themselves of the integrity of any particular practitioner when making contact.

AROMATHERAPY

What is Aromatherapy? Aromatherapy makes use of aromatic oils to soothe, remedy and prevent ailments. The oils are absorbed by the body in two ways, through the skin and by inhalation. The oils can be massaged into the skin or absorbed by adding them to a hot bath. The aromatherapist will take a detailed case history and select the oils which will provide the best remedy for your specific needs.

What is it used for? Aromatherapy is good for anxiety and depression, respiratory problems, muscle aches and pains, insomnia, infections, skin complaints, irritable bowel syndrome. Aromatic oils are widely available and can be used at home as incense or added to a hot bath for a soothing effect.

Contact numbers: For information on aromatherapists in your area, please contact The International Federation of Aromatherapists at 182 Chiswick High Road, London, W4 1PP. Telephone: **0208 742 2605** or try their website: www.int-fed-aromatherapy.co.uk



HERBAL MEDICINE

Chinese Herbalism dates back as far as 5000 years. It is based on the doctrine of maintaining a healthy flow of body energy (chi) and keeping the balance between the two divisions of the world (yin and yang) in balance. The medicine itself is made up of herbs which are boiled and made into tea. Chinese herbalism is good for eczema, arthritis, back pain, circulatory problems, headaches, anxiety and depression.

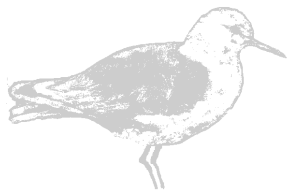
Western Herbalism remedies purport directly to cleanse, heal and nourish the body. Western Herbalism has the capacity to foresee problems and prevent them before they happen as well as working alongside conventional medicine helping to cure ailments such as rheumatism and arthritis, headaches and migraines, depression, anxiety and stress.

Contact numbers: For information on herbalists in your area please contact The National Institute of Medical Herbalists at 56 Longbrook Street, Exeter, EX4 6AH. Telephone: **01392 426022** or try their website: www.nimh.org.uk

HOMEOPATHY

What is Homeopathy? Homeopathy works on the principle that what causes disease symptoms in a healthy person may be used to cure a sick person with the same symptoms. A homeopath will first ascertain what type of person you are, whether you are shy or confident, whether you feel more comfortable in hot or cold weather etc. This helps the homeopath discover what constitutional remedy best suits you. Homeopathy is widely used and can be extremely effective if used properly.

What is it used for? Homeopathy is good for ear infections and blocked sinuses, migraines, hay fever, skin problems, depression and anxiety but homeopathy treats the person as a whole. Homeopaths can prescribe 'top-up' constitutional remedies whose purpose is to improve your general health and mental state.



HERBAL MEDICINE CONTINUED

Contact numbers: For information on homeopaths in your area please contact The Alliance of Registered Homeopaths, Thomas Slade Court, 120 Star Lane, Ipswich, IP4 1JN. Telephone: **08700 736339** or try their website: www.a-r-h.org

REIKI

What is Reiki? Reiki claims to be a form of natural healing which works by channelling positive energy through your energy field, dispersing negative energy and allowing your life force to flow freely. The Reiki practitioner lays their hands on you and allows energy to flow to whatever part of your body needs healing.

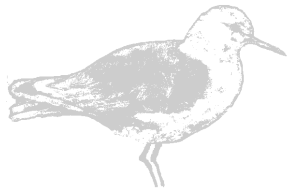
What is it used for? Reiki is commonly used for lack of energy, depression, poor circulation, insomnia, panic attacks and low self-esteem.

Contact numbers: For information on Reiki practitioners in your area please contact The UK Reiki Federation, PO Box 1785, Andover, SP11 0WB. Telephone: **01264 773774** or try their website: www.reikifed.co.uk

ALEXANDER TECHNIQUE

What is the Alexander Technique? Actor Frederick Matthias Alexander discovered that a better posture meant he avoided straining his voice and developed the Alexander Technique in the late 19th century. The technique teaches you how to properly align your back, neck and head for freer movement and good posture.

Contact numbers: For information on teachers of the Alexander Technique in your area, please contact The Society for Teachers of The Alexander Technique (STAT), 1st Floor Linton House , 39-51 Highgate Road, London, NW5 1RS. Telephone: **0207 2843338** or try their website: www.stat.org.uk



REFLEXOLOGY

What is Reflexology? Reflexology involves applying pressure to the hands and feet. It is based on the belief that particular points on the feet and hands correspond with certain zones in the body. When pressure is applied to these points it stimulates the body's own healing energy in the corresponding area.

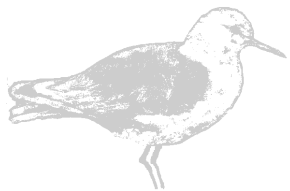
What is it used for? Stress related problems, pain relief, blood pressure problems, sleep disorders and arthritis are some problem areas which may benefit from treatment. It is safe for everyone from babies to the elderly.

Contact numbers: For information on reflexologists in your area, please contact The Association of Reflexologists, 27 Old Gloucester Street, London, WC1N 3XX. Telephone: **0870 567 3320** or try their website: www.aor.org.uk

SHIATSU

What is Shiatsu? Shiatsu (literally 'finger pressure') is a Japanese therapy where the therapist uses his or her fingers, thumbs, palms, elbows, arms, knees and feet to apply pressure to hundreds of pressure points on your body to influence the flow of energy. Shiatsu works to relieve pain and improve circulation by balancing the whole person, mind and body to ensure good health.

Contact numbers: For information on Shiatsu instructors in your area please contact The Shiatsu Association, Eastlands Court, St. Peters Road, Rugby, CV21 3QP. Telephone: **0845 1304560** or try their website: www.shiatsu.org



HYPNOTHERAPY

What is Hypnotherapy? Hypnotherapy is the therapeutic use of Hypnosis, a trance-like state between waking and sleeping, to stimulate healing or change behavioural patterns. Hypnotherapy works by accessing the unconscious part of the mind when the body is at its most relaxed. A Hypnotherapist can then gently instigate changes in the patient's unconsciousness.

What is it used for? Hypnosis can be used to change behaviour and attitudes and may help things such as phobias, addictions, insomnia, skin conditions and depression.

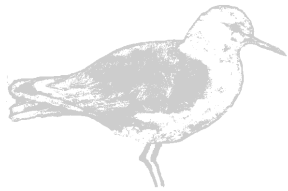
Contact numbers: For information on hypnotherapists in your area, please contact The National Council for Hypnotherapy, PO Box 5779, Burton-on-the-Wolds, Loughborough, LE12 5ZF. Telephone: **0800 952 0545** or try their website: www.hypnotherapists.org.uk

OSTEOPATHY

What is Osteopathy? Pertaining to the musculo-skeletal system, osteopathy is concerned with how posture, injuries and psychological stresses can cause illness. Osteopaths take a holistic approach to healing and as well as providing pain relief they also suggest ways of stopping the problem from reoccurring. This could be in the form of a change in posture or an exercise routine. Osteopaths use massage, amongst other techniques, to restore the full range of movements in the joints.

What is it used for? Osteopathic treatment is commonly prescribed for back, neck and joint pain, repetitive strain injury, insomnia, depression, headaches and arthritis.

Contact numbers: For information on osteopaths in your area, please contact The General Osteopathic Council, Osteopathy House, 176 Tower Bridge Road, London, SE1 3LU. Telephone: **0207 357 6655**. E-mail: info@osteopathy.org.uk or try the website: www.osteopathy.org.uk



CHIROPRACTIC THERAPY

What is Chiropractic Therapy? Chiropractic is similar to *Osteopathy* but whereas osteopaths are concerned with the whole musculo-skeletal system chiropractors concentrate much more on the spine and spinal cord. Spinal joints out of place due to bad posture, diet, accident or lack of exercise can put stress on spinal nerves causing discomfort. Through readjustment of the spine, either by manipulation or a thrust to the problem area, the spine is realigned and the problem remedied.

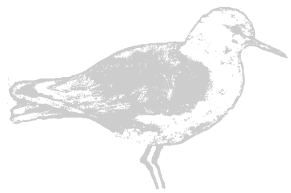
What is it used for? Chiropractic therapy can be used to treat back, neck and joint pain, repetitive strain injury, headaches, arthritis, sciatica and disc problems.

Contact numbers: For information on Chiropractors in your area contact The British Chiropractic Association. E-mail: enquiries@chiropractic-uk.co.uk or try the website: www.chiropractic-uk.co.uk

ACUPUNCTURE

What is Acupuncture? Acupuncture ('needle piercing') has been practised in China for over 3,000 years. Acupuncturists insert very fine needles a little way into the skin to stimulate specific points of the body. The practise is not painful but the patient might feel a tingling or warm sensation. The Chinese theory of energy (*chi*) holds that the acupuncture points are access points to the *meridians*, a network of invisible channels through which the chi flows. In order to be healthy the chi must flow smoothly through twelve main meridians related to a particular emotion and major organ.

What is Acupuncture used for? Though principally used for pain relief (e.g. back pain, cystitis, migraines) Western doctors are becoming increasingly aware of Acupuncture's effectiveness in treating many other conditions. These include depression, asthma, addictions, blood pressure problems, reduced immunity to infections and chronic fatigue syndrome.



ACUPUNCTURE CONTINUED

Contact numbers: To find out about local acupuncture practitioners contact The British Acupuncture Council, 63 Jeddo Road, London, W12 9HQ. Telephone: **0208 735 0400** or try their website: www.acupuncture.org.uk

T'AI CHI

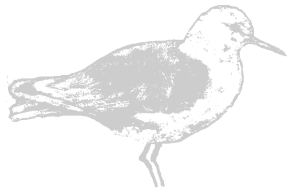
What is T'ai Chi? T'ai chi developed from yogic meditation crossed with martial arts. Practising T'ai chi is said to be like meditation in motion. Good health is promoted when the *chi* (life energy) is balanced throughout the body. T'ai chi consists of a series of postures linked by slow flowing movement. The routine can last between 10 and 40 minutes. T'ai chi is often practised outdoors to help cleanse the lungs and allow the body's chi to connect with the earth. As a form of meditation T'ai chi is said to be good for relieving stress and fatigue and can help to prevent some degenerative conditions.

Contact numbers: For information on T'ai Chi instructors in your area contact The T'ai Chi Union for Great Britain, 1 Littlemill Drive, Balmoral Gardens, Crookston, Glasgow, G53 7GF. Telephone: **0141 8103482** or try their website: www.taichiunion.com

KINESIOLOGY

What is Kinesiology? Kinesiology uses a series of muscle-strength tests to locate functional imbalances in the body and then work to rebalance them.

What is it used for? Kinesiology is used for headaches, indigestion, stiff shoulders, anxiety, phobias, backache, food sensitivity and lack of energy.



KINESIOLOGY CONTINUED

Contact numbers: For information on Kinesiologists in your area contact The Kinesiology Federation, PO Box 28908, Dalkeith, EH22 2YQ. Telephone: **08700 113545** or try their website: www.kinesiologyfederation.org

YOGA

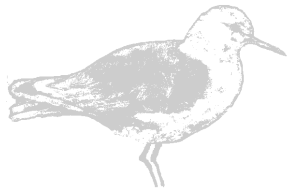
What is Yoga? Yoga is a system of physical and mental training which affects body, mind, and spirit. Suitable for all ages, yoga can be used to get fit, as a form of meditation and as a way of increasing spirituality. Yoga asanas or postures are developed to exercise all parts of the body and improve the inner organs. It is advisable to have lessons from a qualified yoga instructor to begin with before practising at home. Yoga can be a very relaxing, fulfilling form of exercise and meditation.

What is it used for? Yoga is good for stress related illnesses, fatigue, migraines, depression, arthritis, back pain, ageing and mobility problems. However yoga should not be viewed as a mere cure, it works very well as a preventative therapy promoting better health to start with.

Contact numbers: For information on Yoga instructors in your area contact The British Wheel of Yoga, 25 Jermyn Street, Sleaford, Lincs, NG34 7RU. Telephone: **01529 306851** or try their website: www.bwy.org.uk

NUTRITIONAL THERAPY

What is Nutritional Therapy? Nutritional therapists encourage patients to attain 'optimum nutrition'. Optimum nutrition is the best possible intake of nutrients to allow your body to be as healthy as it can. Nutritional therapists assign different dietary needs to different patients, no two people's nutritional needs are exactly alike. Nutritional therapists ask about your lifestyle, your food habits, identifying 'anti-nutrients' (e.g. cigarettes, alcohol, fried foods and refined foods) and allergies.



NUTRITIONAL THERAPY CONTINUED

They then identify your exact dietary needs and may recommend vitamin and mineral supplements.

What is it used for? Optimum nutrition can lead to general external physical health (good hair, nails etc.) and also help solve problems such as fatigue, digestive problems, arthritis, it can help prevent cancer and heart disease and also depression, anxiety and stress.

Contact numbers: For information on Nutritional Therapists in your area contact The British Association for Nutritional Therapists, 27 Old, Gloucester Street, London, WC1 3XX. Telephone: **0870 606 1284**

INDIAN HEAD MASSAGE

What is an Indian Head Massage? This is a specialised form of Ayurvedic massage (ancient Indian healing tradition). The practitioner massages the shoulders and head using a specially selected warm massage oil. The massage improves circulation to the head and neck and relieves tension in the cranial and facial muscles.

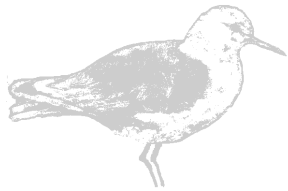
What is it used for? Massaging the scalp regularly may help prevent premature greyness and baldness. The massage also provides an effective relief from stress, migraines, eyestrain, sinus congestion and insomnia.

THE KENT & EAST SUSSEX CONNEXIONS GUIDE

A comprehensive list of complementary therapists can be found in the Kent and East Sussex Connexions booklet. The booklet is free and stocked in the following stores:

Birchington: Enchantment, 1a Crescent Road

Broadstairs: The Faery Cake, 30 High Street
"Star of the East" Hall, 49 Edge End Road



THE KENT & EAST SUSSEX CONNEXIONS GUIDE

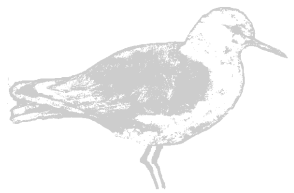
CONTINUED

St. Peters: Herbs, Gardens & Health, 27 Northdown Road

Margate: Holland and Barrett, 10 The Centre

Ramsgate: Harvest Health, 31 Queen Street
Holland and Barrett, 15 High Street

Westgate: The Art of Well Being, 38 St. Mildred's Road



CHOOSING WHERE TO LIVE

INTRODUCTION

Thanet Community Housing Association was formed in December 1994 when the Local District Council decided to transfer some of its housing to a Registered Social Landlord. Presently they have approximately 2,600 properties for rent. These are houses, flats and bungalows situated in the main towns and villages of Thanet. These homes are let to people and families who need social rented housing. They specialize in sheltered housing for older people, offering nearly 400 units in 11 Sheltered Schemes. One of them being the very first extra care sheltered scheme in the region.

To ensure their tenants satisfaction remains a top priority, they strive to maintain and improve their existing properties and have a programme of investment in new homes. A recent development has provided 10 two-bedroom bungalows for older people.

The Association continues to go from strength to strength and in April 2004 joined the Orbit Housing Group. See Section 11 'Choosing Where to Live' for more details on Thanet Community Housing Association.

CHOOSING WHERE TO LIVE

There comes a time when you start to look at whether your current housing suits your needs and whether it will do so in the future. You may appreciate somewhere smaller which takes less time to look after, or you want to be sure that help is nearby. It is important to consider all the options and one way of making an informed choice is to use HOOP (Housing Options for Older People). This simple questionnaire is available on paper, computer diskette or online at www.housingcare.org and is designed to help you decide between the various options. For a copy contact the Elderly Accommodation Counsel. You may also find "Where can I go? Housing Advice for Older people" useful. Copies available are from Age Concern.

Elderly Accommodation Counsel Telephone: **020 7820 1343** or email e-mailenquiries@e-a-c.demon.co.uk



CHOOSING WHERE TO LIVE CONTINUED

Age Concern - Telephone: **0800 009966**.

If you decide to stay in your current home (even though it may not be ideal), it is usually possible to arrange for a number of additional services to make it manageable. Section 12 'Help around the Home' looks at this in detail and gives information and advice.

HOUSING IN THANET

If you do decide to move there are various options in and around Thanet for you to consider. There is a wide choice of housing either to buy or rent, some of which has been specifically designed and built with older people in mind. These specifically designed developments are usually called sheltered or retirement schemes. Other accommodation, usually available through estate agents or rental agents for rented housing, may be appropriate for your needs even though it is not specifically aimed at older people.

REGISTERED SOCIAL LANDLORDS

Registered Social Landlords (RSLs) - also known as Housing Associations - are non-profit making bodies run by voluntary committees. They are registered and regulated by The Housing Corporation. They range in size from small local organisations providing only a handful of homes to very large housing associations with thousands of properties. RSLs mainly provide rented accommodation at affordable rents but some also provide homes for sale through special schemes to help people on lower incomes become homeowners.

SHELTERED OR RETIREMENT HOUSING

Sheltered accommodation is ideal if you want to live independently but where some help and support is available should you need it. There may be opportunities to mix with other people and enjoy varied social activities. Many developments offer a real community spirit.



WHAT IS SHELTERED HOUSING?

Sheltered Housing Schemes

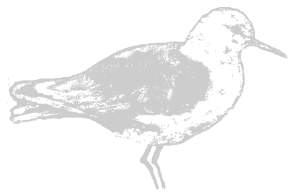
Sheltered housing schemes provide an environment where older people can maintain their own accommodation and independence within a community atmosphere, while still being able to call upon the services of a Scheme Manager when required. Each flat is independent, with a separate tenancy and each tenant is responsible for paying their own rent, community charge, electricity bill etc. Residents can apply for the full range of benefits available as necessary, i.e. rebates, welfare benefits (home help, meals-on-wheels etc).

Accommodation

All flats are independent, having their own internal front door and are let unfurnished. The basic units provided will either be a flatlet or a one bedroom flat and according to the age of the scheme, this will be either completely self-contained or have shared bathroom facilities. Newer developments have lift facilities, but other schemes have internal staircases to upper floor levels. Applicants with special disabilities or mobility problems should mention this clearly when they make an application, especially where stairs will be a problem. Each scheme has central heating in all flats and communal areas, the cost of which is included in the rent.

Meals

The preparation and provision of meals are the tenant's responsibility; some schemes have a Baby Belling electric stove or full size cooker provided without charge. Should the tenant become temporarily indisposed and unable to provide their own meals, the Scheme Manager can arrange for meals to be available on a temporary basis and will discuss choices and advise of all the meal services available should long term assistance be necessary.



Staffing

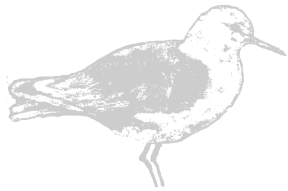
When the Scheme Manager is off duty, emergency calls from tenants will go through to a central control facility where a friendly officer will talk to the tenant and try to ascertain the problem. If necessary the central control will contact the relevant emergency services or the Duty Covering Officer.

Security of the Building

Like most buildings, sheltered housing schemes can, on occasion, be open to outsiders and as a result, can be targeted by unauthorized intruders. For the general benefit of all residents, certain precautions have to be taken. In addition to your own responsibility to secure your individual flat, the front security door operates on a coded entry system. This is not intended to curtail your freedom of access or that of your visitors, but must be viewed as a sensible precaution linked to the peace of mind of all residents and the need to protect expensive furniture and fittings in the communal areas.

Recreation and Amenities

1. Most schemes contain comfortably furnished communal lounges with an attached kitchen area where residents are able to congregate and support various activities.
2. Television viewing facilities are provided in the communal lounge, a £5.00 TV licence fee is also available for resident's own television set if they are under 75 years of age; if they are over 75 no fee is payable.
3. A public telephone is available within some schemes for the convenience of all residents but they can, of course, have their own telephone.
4. Scheme Managers are happy to enable and assist tenants with organising functions and outings, if requested.



CHOOSING WHERE TO LIVE

5. Fully equipped laundry rooms and clothes-drying facilities are available; a small charge may be required for some appliances.
6. Most schemes have pleasant garden areas in which residents can sit or stroll throughout the year.
7. Guest rooms are available in schemes, primarily for emergency visits should a tenant become ill; it is also available for relatives to use for short visits. A fee is generally payable.

The opportunity to view any accommodation offered will enable you to discuss individual facilities available in a particular scheme with the staff. It is better to see the scheme personally rather than relying on the opinion of others before deciding whether the accommodation is suitable for you.

Below is a list of Thanet Community Housing Association Schemes in Thanet:

SHELTERED HOUSING SCHEMES

Cherry Court
Linley Road
St Peters
BROADSTIRS
Kent

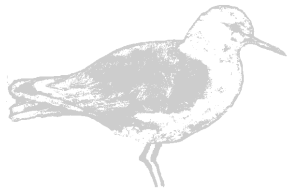
Very sheltered housing scheme.
29 self contained 1 bedroom flats.
Lift in scheme
Midday meal available.

Curzon House
Alpha Road
RAMSGATE
Kent

21 Self Contained 1 bedroom flats. Lift.

Finsbury Court
Finsbury Road
RAMSGATE
Kent

26 Bed-sitter units with own toilets but shared bathrooms.



SHELTERED HOUSING SCHEMES CONTINUED

Mentmore House
Mentmore Road
RAMSGATE
Kent

20 Bed-sitter units with own
bathrooms and toilets.
15 one bedroom self-contained
units.

Napleton Court
St Mildreds Road
RAMSGATE
Kent

25 One bedroom units, all self-
contained. Lift in scheme.

Sheen Court
Mill Lane
MARGATE
Kent

31 Bed-sitter units, all self-
contained.

Craven Court
Craven Close
MARGATE
Kent

30 Bed-sitter units with own
bathrooms and toilets.
12 outside self-contained one
bedroom units.

Quex Court
Powell Cotton Drive
BIRCHINGTON
Kent

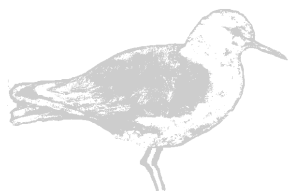
40 Bed-sitter units all self-
contained.

Manktelow Court
Ramsgate Road
BROADSTAIRS
Kent

37 One bedroom units, all self-
contained. Lift in scheme.

Pettman Court
Warren Drive
BROADSTAIRS
Kent

13 Bed-sitter units, 13 self-
contained one-bedroom units.



SHELTERED HOUSING SCHEMES CONTINUED

Wansum Court
The Street
ST NICHOLAS AT WADE
Kent

8 self contained bungalows
No commercial areas or laundry.

Other Associations in the area that offer sheltered housing are listed below:

B’Nai Brith/JBG Housing Association Ltd

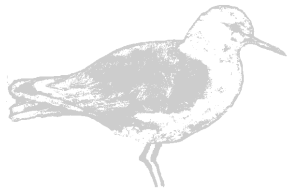
Montefiore Court
22-26 Harold Road
Cliftonville
MARGATE
Kent
01843 228550
14 one bedroom units all self-contained. Lift in scheme.

Housing 21

Countess Mountbatten Court
Canterbury Road
WESTGATE
Kent
01622 718876 – Head Office
01843 835529
26 one bedroom flats and bedsits all self-contained. Lift in scheme.

Housing 21

Ralph Grimshaw Court
Lymington Road
WESTGATE
Kent
01843 835529
5 one bedroom and 4 one/two bedroom bungalows, mainly for wheelchair users. Flush floor showers, car port at front and garden at rear.



SHELTERED HOUSING SCHEMES CONTINUED

Housing 21

Rivers Court
Durlock Gardens
Minster
RAMSGATE
Kent

01843 821853

34 one bedroom flats, all self-contained. Lift in scheme. One disabled persons' bungalow.

Hyde Housing Association

Coventina House
Fortuna Court
173 High Street
RAMSGATE
Kent

Phone the Local Authority (**01843 577000**) to be nominated.
51 flats, all self contained. Lift in scheme

Hyde Housing Association

Minerva House
Fortuna Court
173 High Street
RAMSGATE
Kent

Phone the Local Authority(**01843 577000**) to be nominated.
9 rented and 19 leased flats, all self contained. Lift in scheme.

Anchor Housing Trust

Pembroke Court
Hardres Street
RAMSGATE
Kent

08456 031139 – Head Office

33 studio and 2 one bedroom flats all self-contained. Lift in scheme. Pets welcome.



SHELTERED HOUSING SCHEMES CONTINUED

Anchor Housing Trust

St Clements Court
190 High Street
RAMSGATE
Kent

08456 031139 – Head Office

31 one bedroom flats, 9 two person flats, all self contained. Lift in scheme.
Pets welcome.

Anchor Housing Trust

St Clements Court
Alderney Gardens
St Peters
Broadstairs

08456 031139 – Head Office

30 self-contained studio flats, 9 one bedroom flats. Pets welcome.

Hanover Housing Association

Hanover Close
Northdown Park Estate
Margate

01784 446000

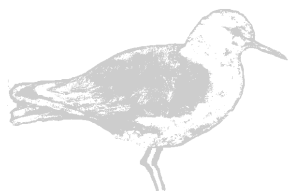
01843 226146 – site manager

Hanover Housing Association

Windsor Court
Laleham Walk
Margate

01784 446000

6 one-bedroom ground floor flats, 6 one bedroom first floor flats, 2 two bedroom ground floor flats, 2 two bedroom first floor flats.



SHELTERED HOUSING SCHEMES CONTINUED

Hanover Housing Association

Hanover Court
Gladstone Road
Broadstairs

01784 446000

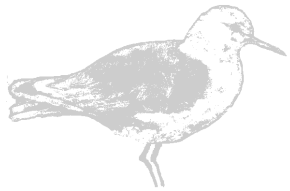
2 one-bedroom ground floor flats, 2 one bedroom first floor flats, 1 one person bungalow.

WARDEN SERVICES

The presence of a warden, who may also be called a Scheme Resident Manager or a Support Worker or Sheltered Housing Assistant (SHA), is an important feature of sheltered housing. The lease or tenancy agreement should explain very clearly when a member of staff will be available and exactly what you can expect them to do. Services vary but generally they will check that residents are well and provide advice and support when needed. They may arrange social events and outings and will help new residents settle in. Wardens/Scheme Managers can provide help in an emergency but if they are off duty there is normally an emergency call service.

Some schemes have no Warden service or Scheme Manager but each property has an emergency call point, which is linked to a central monitoring service. The operators there are on duty 24 hours a day and hold details of the residents for whom they are providing cover. They deal with emergency calls by calling out a mobile warden (if one is provided for the scheme), calling a relative or friend or calling the doctor, ambulance, fire brigade or police, if necessary.

When you are considering a scheme, work out which kind of service you require and then find out as much as possible about the sort of service provided.



WARDEN SERVICES CONTINUED

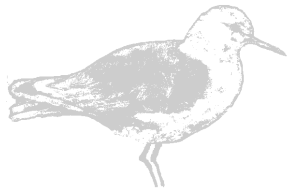
You may want to ask yourself these questions: -

- Does the warden live in the Scheme? If not, how often does he or she visit the scheme?
- When the warden is off duty or on holiday, what sort of cover is provided?
- Is the scheme linked to a central monitoring service?
- What is the accommodation like, will there be enough room for your favourite piece of furniture? What sort of heating is there? Can you take a pet?
- What are the communal facilities like - is there a lounge, a laundry, and a guest room for visitors?
- Is the scheme convenient for local facilities such as shops, doctors and public transport?

OTHER SERVICES

Many sheltered schemes have an active social calendar, with events organised by the warden or by the residents' association. Some schemes have an active residents' association and this can make you feel welcome and involved from the start and ensure that residents' views are understood and taken into account when anything that affects you is considered.

Other services typically provided are laundry facilities where there is insufficient space in kitchens for washing machines; guest bedrooms that are available for visitors and some kind of communal area, usually a lounge.



ACCOMMODATING PETS

The Cinnamon Trust is a National Charity for the elderly and their pets. The Trust has established a national register of nursing homes, residential homes and sheltered housing for older people that will accept residents and their pets. To date they know of 820 such places. The Trust is based in Cornwall and has an established national network of some 3,000 registered volunteers serving all over the country, including Thanet.

The Trust can be contacted on 01736 757900 or visit the Cinnamon Trust website at – www.cinnamon.org.uk

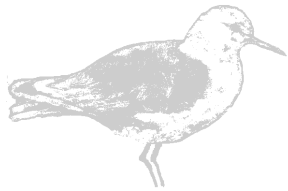
EXTRA CARE SHELTERED HOUSING

There are some sheltered housing schemes which offer additional services such as bathing, assisted bathing / shower facilities and a meals provision but residents can still live independently in self-contained flats. Thanet Community Housing Association owns one such scheme at Broadstairs (Cherry Court) and is planning more in the future. For more information please contact Thanet Community Housing Association on **01843 231680**.

FINDING RETIREMENT ACCOMMODATION TO BUY

Most retirement flats available to purchase are leasehold. This means that everything relating to the ownership, use and sale of the property is laid down in one document - The Lease. There are restrictions in the lease that would not apply to properties in non-sheltered developments, such as your age, and flats in some developments will be allocated based on your need for sheltered accommodation rather than your ability to pay for it.

A lease will cover things such as the terms on which the properties are purchased and sold, whether you own all the property specified in the lease or whether you own a proportion of it (shared ownership). It will also cover the details of how the service charge is calculated, what it covers and when and by how much it can be increased. The lease will also detail who is liable for maintenance and when payments should be made. It is advisable to have the lease checked by your solicitor.



FINDING RETIREMENT ACCOMMODATION TO BUY

CONTINUED

You may want to think about these points before you consider buying a flat in a sheltered development:

- How is the service charge worked out, what is included in this?
- Who is responsible for repairs and maintenance?
- What happens if you want to sell the property later on?
- What happens if you become frail and need more care?

You may want to use the following organisation to help find a property to buy:

ELDERLY ACCOMMODATION COUNSEL

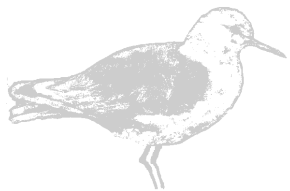
The Elderly Accommodation Counsel maintains a comprehensive list of accommodation for older people to buy and rent and updates the list constantly. They can also offer advice on residential and nursing homes and the services available in your area if you need help around the home.

To use their services contact:

Elderly Accommodation Counsel – 3rd Floor, 89 Albert Embankment, London, SE1 7TP. Telephone: **0207 820 1343** E-mail enquiries@e-a-c.demon.co.uk. Website: www.housingcare.org

ESTATE AGENTS

Local Estate agents are listed in the Yellow Pages and the Thomson Directory.



BUYING SHELTERED HOUSING

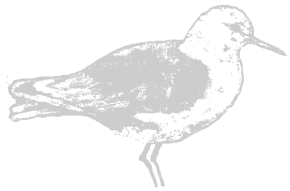
Private building companies or developers nearly always build sheltered housing for sale. Once all the houses or flats have been sold, the scheme is usually run by a separate management group, rather than directly by the developer. This management company then employs the Warden and organises maintenance and other services. You will have to pay a service charge to cover these costs.

For your own protection, it is vital that you only buy from a builder who is registered with the **National House Building Council (NHBC)**. If a builder is NHBC registered it means that the property comes with a ten year warranty or guarantee against major structural defects. It is also essential that you get expert financial and legal advice, not only on buying the property but also on paying the service charge and running costs. Before committing yourself, find out exactly what the service charge covers and what it doesn't. Ask the management organisation to explain how the service charge is set and for a record of past increases.

If the scheme is so new that there is no record of past service charges, ask for records from another scheme that the management group runs. Be sure to get advice from a solicitor or from your bank or building society, before going ahead with the purchase.

The following organisations can advise you on finding properties: -

The Elderly Accommodation Counsel, 3rd Floor, 89 Albert Embankment, London, SE1 7TP. Telephone: **0207 820 1343** E-mail enquiries@e-a-c.demon.co.uk. Website: www.housingcare.org



DEVELOPMENTS IN THANET TO BUY

This section includes details of many developments in and around Thanet, which have been specially designed with older people in mind. For flats, which are suitable, but not exclusively designed for older people, we suggest you contact the estate agents direct.

Retirement Home Search Tel: **0870 6005560**
www.retirementhomesearch.co.uk Manage the following: -

Poldark Court, Victoria Parade, Ramsgate, Kent. 40 flats. 1 and 2 bedroom, resident warden and community alarm service.

Homefleet House, Wellington Crescent Ramsgate Kent CT11 8JY. 109 flats 1 and 2 bedroom, resident warden and community alarm service.

Taplin Court, Albion Road, Birchington. 30 flats, 1 and 2 bedroom, guest facilities, laundry, garden, day manager.

Homebirch House Hunting Gate, Birchington, Kent CT7 9EL. 32 flats, 1 bedroom, resident warden (24 hours 7 days) and community alarm service.

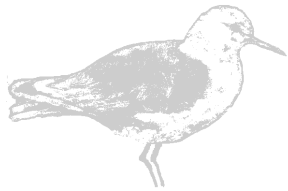
Homefern House, Cobbs Place, off Fort Road Margate, Kent CT9 1JE. 96 flats, resident warden and community alarm service.

Palm Court, Sea Road Westgate on sea Kent. 71 flats, 1 and 2 bedroom, resident warden and community alarm service.

The Mansions, Fairfield Road Broadstairs. 28 flats, 1 and 2 bedroom.

N.B. do not contact the site managers direct, ring **0870 6005560** for further information on all properties.

Hyde Housing Association Tel: Marketing Dept **020 829 77500**



DEVELOPMENTS IN THANET TO BUY CONTINUED

Minerva House, 173 High St Ramsgate. 1 and 2 bedroom flats, lounge, guest facilities, resident warden and community alarm, plus non-resident relief warden.

Hanover Property Management Tel: **01442 242 419:-**

Ferndale Court, Barrows Close, Birchington. 41 flats, bungalows, 1 and 2 bedroom, resident warden and community alarm service. No communal facilities.

Roselawn Gardens, Canterbury Road Westbrook. 26 flats 1 and 2 bedroom, garden, resident warden, community alarm service, pets accepted.

Orbit Housing Association. Tel **01843 860570**

Seaview Court, 76 West Cliff Road, Broadstairs Kent 25 flats, and 2 bedroom guest facilities, garden, resident warden and community alarm service.

FINDING RETIREMENT ACCOMMODATION TO RENT

You may choose to rent accommodation, either because you do not have the capital to buy or you want to keep your capital for living expenses.

TENANCY AGREEMENTS

If you rent a sheltered property, you will sign an agreement with your landlord. It should contain similar details to a lease such as service charges, maintenance and what happens when you move in and out of the flat. It should also detail how the rent is calculated, what it includes and how and when it can be increased and list the services provided in the development.



THANET DISTRICT HOUSING REGISTER

The Thanet Housing Register is managed by Thanet District Council and allows you to apply for accommodation managed by any of the Housing Associations in the scheme. The Thanet District Council Housing Register gives you access to a variety of sheltered properties in the area by completing just one application form.

If you decide to apply for housing through the Register you can choose to be considered for any or all of the schemes. The register offers "social" housing, which means your application will be assessed on the basis of your housing need. Priorities are given for health or domestic reasons or if you are experiencing particular difficulties in your current accommodation. A Housing Association may also impose upper capital or income limits.

The Lettings Department will look at your application and an assessment made which reflects the priority of your application. Applications will be passed onto the other Associations you have expressed an interest in. To apply, please contact Thanet District Council on **04843 577280**.

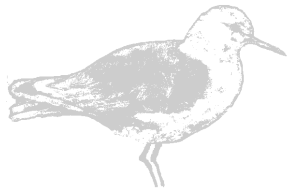
Registered social landlords with housing stock in Thanet are:

Thanet Community Housing Association

Foy House
27-29 High Street
MARGATE
Kent CT9 1DL
Telephone:- **01843 231680**
Accommodation includes flats, sheltered housing and bungalows

Anchor Housing Association

London & South East Regional Office
Chancery House
St Nicholas Way
SUTTON
Surrey SM1 1JB
Telephone: - **08456 031139** Sheltered housing only.
Website: - www.anchor.org



THANET DISTRICT HOUSING REGISTER CONTINUED

English Churches Housing Group

Customer Service Centre
Telephone:- **0845 0707071**
Flats for couples & single persons.
www.echg.org.uk

Housing 21

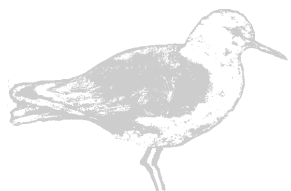
(The Royal British Legion Housing Association Ltd)
South East Regional Office
Leitrim House (West Wing)
Little Preston
AYLESFORD
Kent ME20 7NS
Telephone:- **01622 718876**
Sheltered housing only.

Hanover Housing Association

South East Region
Hanover House
1 Bridge Close
STAINES
Middlesex TW18 4TB
Telephone: - **01784 446000**
Elderly persons bungalows & flats

Downland Housing Society Ltd

3 Elwich Road
ASHFORD
Kent TN23 1PD
Telephone: - **01233 629897**
Two bedroom flats, bungalows & houses (Applications should be made to the Local Housing Department)



THANET DISTRICT HOUSING REGISTER CONTINUED

Orbit Housing Association

Medway Housing Centre
360-378 High Street
CHATHAM
Kent ME4 4NP
Telephone: - **01634 835600**

Places for People

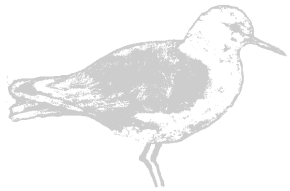
38a Ashford Road
EASTBOURNE
BN21 3TB
Tel **01323 412241**

Hyde Housing Association

Suite 3 Orchard House
Orchard Street
CANTERBURY
Kent CT2 7EB
Telephone: - **01227 764373**
One & two bedroom flats for elderly singles & couples. (Applications should be made to the Local Housing Department)

Sanctuary Housing Association

11 North Lane
CANTERBURY
Kent
CT27EB
Tel **01227 450911**
Flats for singles and couples and accommodation for people with a disability (Applications should be made to the Local Housing Department)



THANET DISTRICT HOUSING REGISTER CONTINUED

B'Nai Brith Housing Society Ltd

22-26 Harold Road

MARGATE

Kent CT9 2HT

Telephone: - **01843 228550**

Sheltered housing. Preference given to those of the Jewish faith.

Southern Housing Group

1 Eurogate

Eurogate Business Park

ASHFORD

Kent TN24 8XW

Telephone:- **01233 640508**

Flats for couples & singles & accommodation for the disabled.

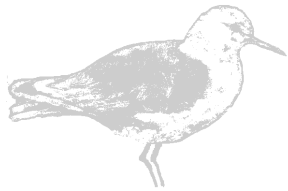
OTHER RENTING OPTIONS

If you do not want to apply for social housing, but want privately rented accommodation, there are a number of letting agents locally - see The Yellow Pages and the Thomson Directory.

There are some other possibilities besides the more usual types of sheltered housing. For example, in some areas there are Almshouses run by charitable trusts which provide low cost accommodation to elderly people in need. Most Almshouses have their own particular rules as to whom they house. Your local Citizens' Advice Bureau or library should have details of Almshouses in your area and what their admission rules are. The National Association of Almshouses may also be able to supply basic lists of charities running Almshouses in your area.

To use their services contact:

National Association of Almshouses - Billingbear Lodge, Carters Hill, Wokingham, RG40 5RU. Telephone: **01344 452922**



OTHER RENTING OPTIONS CONTINUED

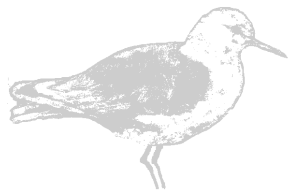
Some voluntary organisations, such as the Abbeyfield Society, Buckmaster Memorial Home and Michael Yoakley's Charity run their own sheltered housing schemes.

Abbeyfield Society - Abbeyfield House, 53 Victoria Street, St Albans, AL1 3UW. Telephone: **01727 857536**

Buckmaster Residential Home for Ladies. 7 Western Esplanade, Broadstairs, CT10 1TG. Telephone: 01843 861893. Charitable Trust founded in 1895, 21 single rooms (most en suite) with resident Housekeeper.

Michael Yoakley's Charity – Drapers Almshouses, St Peters Rd, Margate. Tel: **01843 223652**. 43 cottages, 1 and 2 bedroom, garden, part-time non-resident wardens. Applicants must have local connection.

The Alexandra Homes. The Alexandra Homes, Tivoli Road, Margate, CT9 5SG. 32 independent flats with a resident warden. Local connection conditions apply. **01843 223601**



HELP AROUND THE HOME

At some time in your life you may feel the need for some help with household tasks, such as gardening, shopping, cleaning, cooking or personal care. Receiving support with some of these key tasks may well mean that you are able to remain living in your home independently. The aim of this section is to give you some guidance as to where to look for help. The following is a list of KCC Social Services preferred providers.

HOME AND PERSONAL CARE SERVICES

All Seasons Quality Homecare. Tel **01843 851916**. Full range of household tasks and personal care services.

Choice Care (Kent) Fairview Close, Margate. Tel **01843 230460**. Full range of household tasks and personal care services.

Home Service Thanet. Tel **01843 592444**. Full range of household tasks and personal care services.

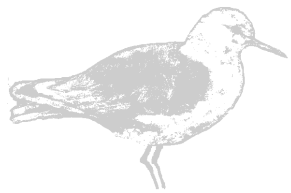
Summerlands 11 St Peters Road, Broadstairs. Tel **01843 602016**. Full range of household tasks and personal care services. Summerlands also operate a Careline service providing 24 hour emergency call out to your own home on **01843 602016**

Beechtree Total Care. Tel **01843 590002**. Full range of household tasks and personal care services.

READY PREPARED AND DELIVERED MEALS

Apetito. Tel **01227 719674**. Ready prepared hot meals delivered daily.

Wiltshire Farm Foods. Tel **01227 370178**. Frozen meals, which are delivered, in advance to be reheated in the microwave or oven when required.



WHAT TO DO IF YOU NEED HELP IN YOUR HOME

You can contact any of the organisations listed on the previous page. Alternatively you may ask for an assessment by the Social Services Department of Kent County Council. They will contribute to the cost if they assess you as needing help with essential tasks (see also under 'Having Your Needs Assessed' in Section 13).

A SOCIAL SERVICES ASSESSMENT

If you need help in the home a Care Manager will carry out a preliminary assessment of your needs and then a full assessment, if appropriate, discussing with you what you find difficult and what sort of help you need. If you only need help, for example, with shopping or housework (which a Care Manager will usually consider as non-essential), the Care Manager will suggest that you liaise directly with one of the local agencies above. If you need more help than this, they will offer a 'package' of care to provide that help. This may, for example, include help getting up and going to bed, washing, preparing meals, shopping or attending a day centre. The Care Manager may also liaise with the Occupational Therapist Service if special adaptations to the house may be required or particular items such as grab rails or a wheelchair which would be of benefit.

PAYING FOR CARE IN YOUR HOME

The advice and assessment service you receive from Care Managers, together with the advice and help you may receive from the Occupational Therapy Service, is free. If you are assessed by Social Services as needing essential services, they will carry out a review of your finances to determine the amount you will need to contribute towards the help. Both income and capital are taken into account, and if you are on a low income and have very little capital these services may be free. Most people will need to make a contribution, but those having capital above £20,000 usually are required to meet 100% of the cost. The value of your home, if you own it and live in it, is excluded when arriving at your capital.

(The figures quoted are effective as at the 1st April 2004).



PAYING FOR CARE IN YOUR HOME CONTINUED

If you wish to find out more about the eligibility criteria or the charging policy for care in your own home please contact the **Customer Care Department** at the address below. They will be able to send you a leaflet explaining the eligibility criteria and the charging policy should you wish to find out more before requesting an assessment.

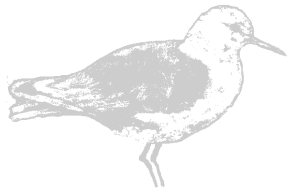
Social Services Area Office, St Peters House, Dane Valley Road, St Peters, Broadstairs, CT10 3JJ. Tel **01843 860000**. Minicom: 01843 604832

BRITISH RED CROSS ~ HOME FROM HOSPITAL SERVICE

The Home from Hospital service can offer you the necessary support you may require whilst you are convalescing at home after a stay in hospital. This service is available to patients of all ages and at no charge. All volunteers are trained members of the Kent Branch of the British Red Cross Society. The volunteers will do all that they can to ensure that your return from hospital is made as comfortable and care free as possible. A volunteer will be able to visit you for up to 4 weeks. In some cases this can be extended to 6 weeks, but will be assessed at the time.

How the volunteer helps in the home depends upon individual needs. It may include confidence building, companionship and generally giving a little support. There are many simple but effective ways of giving practical help, some examples are listed below:

- Ensuring your home is warm and that food is available upon return from hospital
- Keeping you company after your return home
- Collecting your prescription, pension or shopping
- Helping to prepare occasional meals and snacks until you are able to manage by yourself



BRITISH RED CROSS ~ HOME FROM HOSPITAL SERVICE CONTINUED

- Assisting with light household tasks
- Going out with you for walks or into town until you are confident
- Providing a break and support for your informal carer
- Escorting you to view a residential/nursing home
- A visit to ensure you are coping

To apply for the Home from Hospital Service, please contact the British Red Cross direct, either prior to admission into hospital or whilst you are there. Alternatively, you can tell your ward nursing staff or the Ward Clerk. A volunteer will then visit you before you go home to talk about what you would like them to do for you, so please give as much notice as possible.

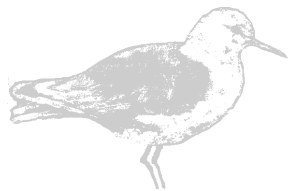
The service operates throughout Thanet. For more details, or to arrange assistance, please contact Jan Thompson on 01843 234266

THANET CARE AND REPAIR

Moat Housing Group manage the Thanet Care & Repair agency that is funded by the government and local councils to help older and/or disabled home owners with repairs and adaptations to their homes. The scheme tries to help with anything from minor repairs to major adaptations. The Thanet Care & repair scheme are able to offer advice on whether you might qualify for a grant and will help you apply for it. They will also liaise with the local authority or social services if appropriate. After helping to find a suitable builder they will support you once the building work is underway.



Main aim to ensure that your needs are foremost in the way they operate and you will therefore be consulted and kept fully informed on the work they carry out on your behalf. All information will be treated with the utmost respect and confidence. Many people have found this is an excellent service.



THANET CARE AND REPAIR CONTINUED

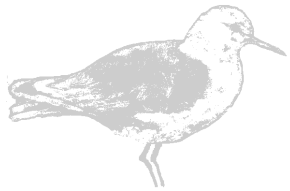
Thanet Care and Repair is a not-for-profit organisation with charitable aims. Funding is received from Thanet District Council, Kent County Council Social Services and Supporting People.

Telephone 01843 580910

THANET CARE AND REPAIR HANDYPERSON SERVICE

This service offers practical help to homeowners who are disabled or over the age of 60 and need some help from a handyman (telephone Thanet Care & Repair on **01843 580910**). Examples of the type of services are:

- ◆ Repairing gates and fences
- ◆ Replacing tap washes
- ◆ Fitting smoke detectors or replacing batteries in existing ones
- ◆ Replacing light bulbs
- ◆ Easing doors and windows
- ◆ Bleeding radiators
- ◆ Fitting hot water cylinder jackets
- ◆ Replacing Ball Valves
- ◆ Unblocking waste pipes
- ◆ Fitting door bells
- ◆ General minor repairs



THANET CARE AND REPAIR HANDYPERSON SERVICE CONTINUED

The service can't help with everything, however, and these repairs are outside the scope of the service:

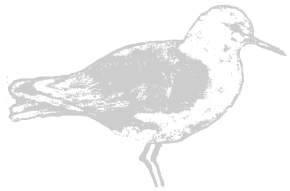
- ◆ Gas or electric work
- ◆ Decorating
- ◆ Chimney/roof repair
- ◆ Gardening
- ◆ Any external repairs above 1st level

PAYING FOR THE CARE AND REPAIR HANDYPERSON SERVICE

If you are on a low income, and particularly if you are receiving benefits, you won't have to pay a callout charge or the cost of labour, but you will pay for the materials used. Other people will have to pay a nominal labour charge and the cost of any materials. There is also a hardship fund if you are unable to pay these charges. East Kent Coastal Primary Care Trust and Thanet District Council fund the handyperson service.

HELP THE AGED SENIOR SAFETY SERVICES

Help the Aged operates two services locally, aimed at helping older people maintain their independence and feeling of security at home, as part of its Senior Safety Campaign.



HELP THE AGED SENIOR SAFETY SERVICES

CONTINUED

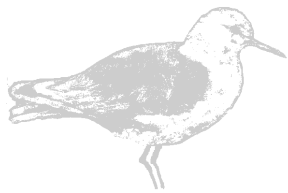
Thanet Handy Van fitter, Jack White, calls at the homes of people who are over 60 and on low incomes to do a free home security check and to install a range of security and safety products, such as front door locks, spy holes, door chains, smoke alarms and window locks – all completely free of charge.

During his visit, Jack can also install SeniorLink – a 24-hour, immediate response service that puts older people in telephone contact with a SeniorLink operator who can summon help in an emergency, offer reassurance or simply be there for a chat. The SeniorLink unit comes with a button, which is placed next to the front door so that the householder can press for help and advice when dealing with unexpected callers. This protects them from the risk of becoming victims of bogus callers or rogue traders.

Please call Help the Aged on **01255 473 999** to find out more about Handy Van and SeniorLink units or to book an appointment with Jack. Alternatively, please write to Help the Aged Unit 4, Crusader Business Park, Stephenson Road, Clacton-on-Sea, Essex CO15 4TN

GARDENING SERVICES

If you are beginning to find the manual side of maintaining your garden too much, you may wish to consider the help of a gardening service. Looking after lawns and trimming large shrubs and trees can prove to be hard work for many people. The Thanet Volunteer Bureau can recommend local gardeners, who they know and trust, to offer their help in maintaining your garden. However, this service is not free of charge, and it is worth enquiring about the cost before you initiate any work. The Volunteer Bureau can be contacted on **01843 590935**.



PET CARE

A local independent volunteer, Mrs Barbara Woods, is available to foster a small/medium sized dog should the owner require hospitalisation. Mrs Woods can be contracted on **01843 596914**

The Cinnamon Trust is a National Charity for the elderly and their pets. The Trust is based in Cornwall and has an established national network of some 3,000 registered volunteers serving all over the country, including Thanet.

Teams take it in turn to visit housebound owners, to take dogs for daily walks. Volunteers foster pets as one of their family when owners face a spell in hospital, they take pets to the vet, they go and buy the cat food and even clean the budgie's cage out. They can tackle any problem posed in day to day care of pets.

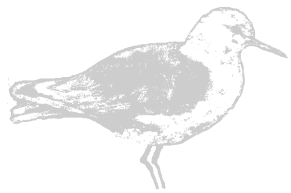
The Cinnamon Trust has also established a national register of nursing homes, residential homes and sheltered housing for older people that will accept residents and their pets. To date they know of 820 such places.

To contact the Cinnamon Trust, please call 01736 757900

The Lord Whisky Centre in Elham near Canterbury is able to offer low-income veterinary clinic services. The centre can be contacted on **01303 862622**

The RSPCA can be contacted via Mrs M Stackpole in Broadstairs on **01843 864553**

Pets as Therapy is a local scheme whereby volunteers bring pets into people's homes as therapy, to help reduce stress, Jackie Mattingly can be contacted on **01843 865059**



KEEPING WARM IN WINTER

As winter approaches and the weather gets colder, we face a familiar worry about keeping warm and the expense that it brings. However, keeping warm is a vital part of keeping well in the winter and it is important that homes are kept at a comfortable temperature in an efficient and affordable way.

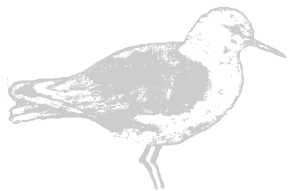
The Kent Energy Centre works in partnership with the Kent local authorities to help you keep your home warm and healthy by providing a free and independent energy advice service. Trained energy advisors are on hand during office hours to provide advice on energy saving, to put you in touch with trained insulation and heating installers and to point you towards any grants and discounts.

Grants and Discounts

Grants and discounts are available to help fund energy efficiency measures for all residents, particularly those on certain benefits. The Energy Centre can give people independent advice and information on these offers and on general energy efficiency via its freephone helpline **0800 358 6669**.

To receive more specific information on your property, you can complete a questionnaire (a Home Energy Survey). The information given is used to produce an advice pack detailing things you can do to make energy savings. The Home Energy Survey is available free from the Centre.

The Department of Health has also produced a helpful booklet called 'Keep Warm Keep Well'. The booklet offers advice on how to keep warm and well throughout winter, and contains information about winter fuel payments, cold weather payments and other such grants. A copy of the 'Keep Warm Keep Well' brochure can be obtained from ringing the Department of Health's Publications Department on **08701 555455**.



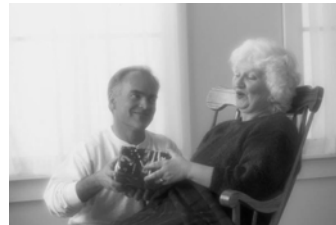
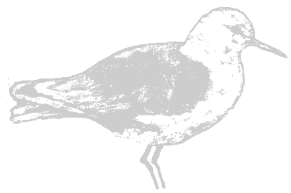
If you find it's too difficult to manage in your own home, you may want to look at a residential or even a nursing home. Although these two types of home are very different, many people find it hard to distinguish between the two. Below, we have included a list of the general services provided by each type of home, so that you can see whether they are likely to meet your needs.

RESIDENTIAL OR NURSING CARE?

A residential home offers a home to people who need the kind of help that could be provided by any capable person. So homes would provide day to day personal care, such as helping older residents to get up in the morning and get to bed at night. The staff would prepare meals and help with medicines. They'd also help with bathing and getting to the toilet, if needed. Many homes have qualified staff and all should have been trained to care for your needs and act in emergencies.

Residents in many residential homes have their own doctors and dentists but personal services such as hairdressing and chiropody are usually available on a regular basis. It's also common for homes to arrange pastimes and trips out and help residents generally to live a full and enjoyable life. They will also encourage family and friends to visit and go out with you.

Nursing homes offer much more in the field of actual nursing. Qualified staff are on hand 24 hours a day to care for people who are ill, injured or extremely infirm. Nursing homes are still "homes", however, and usually offer all the help and personal services of a residential home. But it is the availability of nursing staff who provide around the clock nursing and a greater number of staff that really distinguishes nursing homes from residential homes.



RESIDENTIAL OR NURSING CARE? CONTINUED

Choosing a residential or nursing home may be difficult, particularly if the decision needs to be made in a short space of time. The Social Services department of Kent County Council will carry out an assessment of a person's needs and recommend which type of care they consider is required.

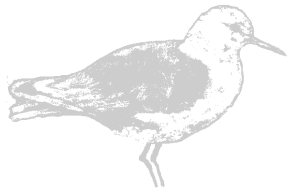
This is an important assessment which affects the financial support you may be offered, but there is no need for the Social Services to be involved if you do not intend to ask for financial help with the fees, and are unlikely to ask for help from them in the future. See below "Having your Needs Assessed" and "Paying for Residential or Nursing Home Care" for further details.

OWNERSHIP AND MANAGEMENT OF RESIDENTIAL AND NURSING HOMES

Residential homes, sometimes called retirement or rest homes, can be owned and run privately, or by organisations such as charities, religious, social or ethnic groups. They can also be run by local authorities, a term which encompasses county councils such as Kent County Council.

Residential homes in Kent are registered by the Commission for Social Care Inspection and all but small homes – (those with three or fewer residents) are regularly visited to ensure they meet the stringent requirements for registration. Although small homes are not usually regularly inspected, they are registered, and do have to meet a required standard.

Nursing homes are run by similar organisations to residential homes, are similarly registered and regularly inspected. All nursing homes are inspected, irrespective of size.



OBTAINING COPIES OF INSPECTION REPORTS

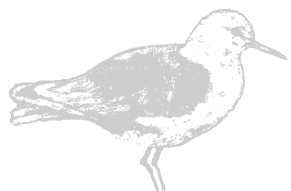
Copies of inspection reports are available on the Commission for Social Care Inspection Website: Ashford@csci.gsi.gov.uk or contact the nsc, 11th Floor, International House, Dover Place, Ashford, TN23 1HO. Tel **01233 619330** for inspection reports on Residential and Nursing Homes. Or if you have a KCC Care Manager already, a copy can be obtained through them.

CHOOSING A RESIDENTIAL CARE OR NURSING HOME

Everyone will have a different idea of what they think will be a “good” home, and people will have different needs that they require from a home. However, Age Concern has produced a list of questions, which you may find useful when visiting homes.

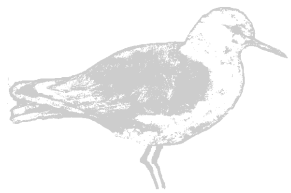
This list is taken from Age Concern Factsheet 29 “ Finding Residential and Nursing Home Accommodation” available from Age Concern. It is an excellent factsheet covering a wide range of issues relating to residential and nursing homes.

- Does the home encourage residents to do as much as possible themselves, and to make choices about as many aspects of their daily lives as they can?
- Do residents have the choice of single or shared rooms? If they do, do they have a say about which resident they share with?
- Can the home meet the resident’s communication needs – for example, through a language other than English, or non-verbal method such as sign language or large print?



CHOOSING A RESIDENTIAL CARE OR NURSING HOME CONTINUED

- Do residents choose what and when they will eat? How are special diets catered for? Can residents eat privately with guests from time to time? Can residents prepare food and drink for themselves?
- Are residents free to see visitors when and where they choose?
- Can visitors stay overnight at the home if they travelled long distances?
- Can residents use a telephone in private, for incoming and outgoing calls?
- Do residents rise and go to bed when they choose? If not, do you consider the arrangements reasonable?
- What provision does the home make for taking residents out – on outings, to the theatre, to places of worship, or entertainment?
- What physical activities are available for residents?
- Is there more than one living room, so that there is a quiet room as well as one with a television?
- Are there books and newspapers available for residents? Do residents visit the library, or does a mobile library visit?
- Do the managers of the home ask about how the residents would like to handle money or medicines?
- Do residents have their own GPs?
- How will the home let relatives or friends know if a resident is taken ill?
- Is there a resident's committee?
- Does the home encourage residents to say how they feel about living there, and provide written information to residents and/or their families about how to discuss a problem or make a complaint?
- Are toilets available in all parts of the home, fully equipped with handrails and other helpful equipment?
- Can wheelchairs go everywhere within the home, and easily in and out? Is there a lift?



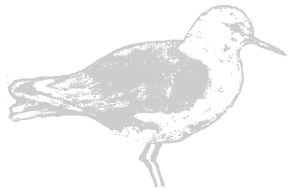
CHOOSING A RESIDENTIAL CARE OR NURSING HOME CONTINUED

- If the resident needs bathing, does the home have suitable facilities? Who will help with bathing, and can the resident choose how often they have a bath or shower?
- Are there areas for smoking and non-smoking?
- What happens if residents require more or less care than they currently have? Might they have to leave? What arrangements are made for funerals, and for payment if the resident dies?
- Can residents help in ordinary activities of the home – cleaning, cooking, gardening, looking after pets?

The Kent Care Services Directory produced by Kent County Council Social Services Department lists all residential and nursing homes in Kent. You can obtain a copy through your Care Manager or by contacting Customer Care at St Peters House, Broadstairs Tel **01843 860000**. Those homes that are '*preferred providers*' of Kent County Council are marked accordingly.

It is a good idea to consider several homes. When you visit, have a good look round and talk to the staff and person in charge. Talk to the current residents to see what they think of the home. Are residents involved in the activities and the running of the home? Is there a homely, warm and busy environment? Do the staff seem interested and caring?

Does the home publish a brochure outlining what it provides, the philosophy of the home, and the fees they charge for the care? Make sure that the reality of the home matches the brochure and check that you know all about the charges, including those for any additional services. Make a list of all the personal, practical or nursing tasks that will be needed, together with any important equipment, and ask the home if it will be able to meet those needs.

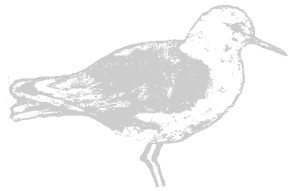


CHOOSING A RESIDENTIAL CARE OR NURSING HOME CONTINUED

Aim to collect the fullest information on prospective homes before you make a decision

Here are some tips for assessing a residential care home.

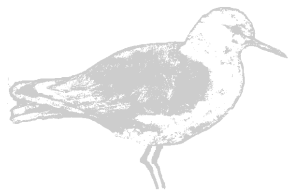
- Are you invited to look round any time or only with an appointment?
- Is there a “key helper” system in operation? This can be invaluable in making you feel at home, as you will have a care worker who will take a special interest in you.
- Ask to see a bedroom as well as the communal rooms. Do residents have their own furniture, pictures, ornaments etc. or are the rooms all very much the same?
- Are all the rooms clean and the building in good repair? Are the lifts easy to operate, and would you be able to operate them on your own? Do you like the gardens?
- The atmosphere of a home is really important. Are the staff and residents cheerful? Are the residents asked as to how they wish to spend their time? Also, the smell of a home can make a lot of difference to the atmosphere.
- How flexible are the routines? Can visitors come and go at any time or is visiting restricted in any way? Are visitors made welcome?



CHOOSING A RESIDENTIAL CARE OR NURSING HOME CONTINUED

- It is also useful to know who regularly visits the home, such as chiropodists, hairdressers, masseurs, a member of the clergy or a newsagent. If you'll need a specific service, it's helpful to ask when you visit. You can usually keep your own doctor, but if this is important to you, ask whether it's possible.
- A final recommendation is to talk to people other than the manager. Existing residents, visitors, care and housekeeping staff may be more realistic as to what happens in practice. For example, do the fire practices actually happen? Is the staff too busy simply to talk to residents? In practice, can you choose what you eat and when? And how would it be viewed if a resident or relative were not happy about something and decided to mention it? Would they be taken notice of without offence or bad feeling being created?

If you are going to be seeking funding through Kent County Council it is very important that you discuss this before you chose your home. Kent operates a '*preferred provider*' choice list for those people it funds. These homes (in addition to the Commission for Social Care Inspection) are also regularly visited by Kent County Council staff to ensure that high standards are maintained.



HAVING YOUR NEEDS ASSESSED

Having your needs assessed may be important if you are considering moving to a residential or nursing home.

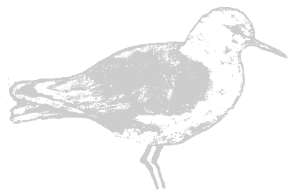
There are two main reasons for an assessment. The first is that it will give you an indication of the level of services which they consider you need, and the second is that if they consider that you need a service which they can arrange or provide, you may receive financial help towards the cost.

Community Care Services are services, which can be arranged and may be paid for by local authorities to help people who need them. The services offered vary from area to area but could include:

- Home help or home care;
- Respite care;
- Day care;
- Residential or nursing care;
- Provision of aids to help with the ordinary tasks of daily living;
- Meals on wheels.

An assessment of your needs will usually be carried out if it appears that you may be in need of a community service, which they may arrange or provide. Assessments can also be requested by someone who is disabled, or by someone who cares for someone who may need a community service. Local authorities are not obliged to carry out a full assessment if they do not consider that you need any of the services they may provide.

If you would like to discuss your needs you can phone **East Kent Area Office (Tel 01843 860000)** and ask to be put through to the County Duty Team. A member of the team will be happy to talk to you about a care assessment, or if necessary a person close to you such as a neighbour, friend or member of your family can phone for you. Your doctor may also contact Social Services on your behalf.



HAVING YOUR NEEDS ASSESSED CONTINUED

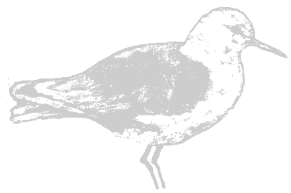
Once this preliminary information has been taken and it is decided that you may qualify for services a referral will be completed and forwarded to the appropriate team for your geographical area.

All referrals are prioritised according to the urgency of the situation. Those in urgent need receive a rapid response so some people will experience delays in being assessed. It may be that the Care Managers will need to speak to other healthcare professionals, but it will be your care manager who will co-ordinate any information gained from others and be your point of contact.

The Care Manager prepares care plans for everyone who is assessed as needing help. Care Managers may also ask you questions during the visit as to your financial position to determine the amount, if any, you will be required to contribute towards any services they offer. If this financial assessment is not carried out at the same time as the care assessment, it will be made at a later date.

THANET SOCIAL SERVICES DEPARTMENT

Social Services Department will give you a copy of the care plan once it has been completed so they can discuss the contents with you. This will give you details of the services, which you need, and how to arrange them. If the assessment recommends residential care, either in a residential or nursing home, they will either arrange the home for you, or let you or someone close to you do it.



PAYING FOR RESIDENTIAL AND NURSING HOME CARE

Older people considering residential or nursing home care will need to look carefully at how the home will be paid for. Most older people will end up making at least a contribution towards their care, and many will pay for all of it.

The rules regarding payment for residential or nursing care are complex and rely on how much capital and income you have.

PAYING TOWARDS CARE – CAPITAL

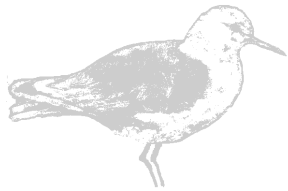
If you have more than £20,000 in capital you will usually be required to pay the full cost of residential or nursing home fees. If you have between £12,250 and £20,000 you will generally be required to make a contribution towards the fees and if you have below £12,000 you will probably not be required to make any contribution at all.

If you own your own home and live alone, then the value will count as capital. If you own it jointly with a husband or wife, or a relative who is either over 60 or disabled who will continue to live there, the value is not counted towards your capital. Also if the stay is only likely to be temporary, the value isn't counted towards capital.

People who have in excess of £20,000 capital, are advised to ask for an assessment because they may need financial help in the future if their capital goes below £20,000.

It is also advisable to enquire whether you maybe entitled to claim Pension Credit even if your capital is over £20,000. Enquiries should be directed to The Pension Service.

(Figures quoted as at 1st April 2004)



PAYING TOWARDS CARE – INCOME

If your weekly income is more than the cost of the home itself, you are considered able to pay for the cost of the home. If your income is below the cost (provided that your capital doesn't exceed £20,000), the local authority will normally make up the difference, after allowing you a small personal expenses allowance to cover clothing, toiletries or other personal items.

Income is calculated by adding together any state pension, occupational pension, pension credit and income support. It does not include the mobility component of Disability Living Allowance, the Christmas Bonus or some charitable payments. However, there is an assumed income from capital between £12,250 and £20,000 so they add £1 to your income for every £250 or part of £250 over the £12,250. For further details contact Social Services Customer Care Tel **01843 860000** for a booklet explaining Charging for Residential Care.

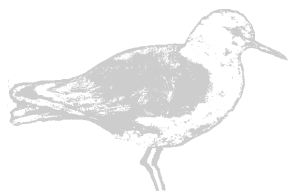
(Figures quoted are from as at 1st Jan 2003)

SOCIAL SECURITY BENEFITS

If Social Services are helping to meet the costs it will expect you to claim all the social security benefits from the Benefits Agency to which you are entitled. They will give you advice and support your claim.

Income Support is described in Section 14 'Managing Money in Retirement' but is available to residents under the age of 60 in residential and nursing homes who have less than £16,000 capital.

Pension Credit is also described in Section 14 'Managing Money in Retirement'. It is available to residents in residential and nursing homes who are over the age of 60.



SOCIAL SECURITY BENEFITS CONTINUED

Attendance Allowance may be payable if you satisfy the disability test if you live in a privately funded residential or nursing home. However, you may lose it yourself as it may go to pay the fees. People living in a home funded by the Social Services will not be entitled to receive Attendance Allowance.

CONTINUING NURSING CARE

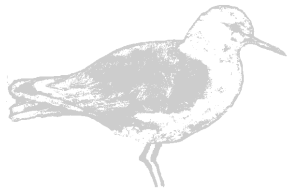
If you are assessed as needing 'continuing nursing care' the Health Authority, rather than Social Services Department, will be responsible for arranging and paying for your care. This will usually be in a hospital, although a bed in a nursing home may be arranged.

USEFUL CONTACTS FOR CARERS

Carers' Voice. Beach House, Beach Street, Herne Bay, **01227 365442**. Carers' Voice is a project set up to help carers to say what they think of services they do or do not receive. Forums are organised to give carers the chance to voice their opinions, to the people who make decisions. They also set up Carers Support Groups within the Thanet area, Carers Training and offer counselling.

Crossroads - Canterbury & Thanet. Beach House, Beach Street, Herne Bay, **01227 742030**. Offer flexible, practical support for Carers. Trained Carer/Support Workers take over the Carers role to give them a short break when it is most needed. This organisation is a registered charity.

Volcare - Canterbury & Thanet. Beach House, Beach Street, Herne Bay, **01227 749400**. Home based respite scheme for Carers offering occasional whole day, weekend and one or two week planned breaks in coastal, Canterbury and Thanet area. This organisation is a registered charity.



OTHER USEFUL CONTACT NUMBERS

Cruse - Thanet - 01843 594346

Counselling to bereaved persons and group support.

Alzheimer's Disease Society - 01227 372737

Information, advice and support.

Arthritis Care - 01892 521871

Diabetes UK - 01843 221410

Camtad - 01304 360246

Voluntary support service for hearing impaired, includes training, home visits and clinics.

Stroke Association - 01227 783023

Offering support and information to stroke victims and their families.

Hi-Kent - 01227 760046

Resource centre offering information on all aspects of deafness and hearing loss.

Kent Association for the Blind - 01227 763366

A comprehensive service for people who are visually impaired.

Parkinson's Disease Society - 0207 2335373

A mutual support, social activities and practical help. Local groups available.

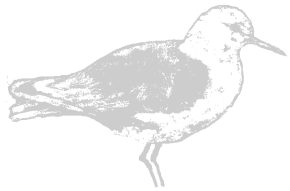
Red Cross – 01843 223736

Medical Equipment loan service. Home from Hospital service also available please the 'Help Around the Home Section'.

Stroke Association- Dysphasic Support - 01843 294079

Trained volunteers for people who are stroke victims needing help and support with speech and language.

Stroke Association - Family Support - 01843 234474



MANAGING MONEY IN RETIREMENT

Retirement has a big impact on lifestyle and finance. Pension, taxes and investments are complex issues and we advise you to take advice and get as much information as possible. This section is intended as a summary and will not give in depth information but this can be found in the following publications.

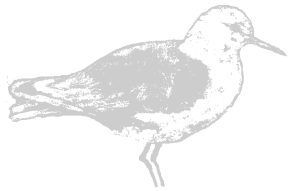
Age Concern publishes a guide in April of each year 'Your rights - Guide to Money Benefits for Older People'. The guide contains detailed information on how to manage money in retirement and is available in bookshops and from Age Concern. Age Concern also publishes a series of helpful Fact sheets, which are available, usually free of charge. A leaflet (PG1) 'a Pensioners' Guide' and RMI Retirement, A Guide to Benefits are available from the Pension Service. The Citizens' Advice Bureau can help with a wide range of financial and other matters.

CITIZENS' ADVICE BUREAU:

4 Market St Margate	Tel: 01843 225973
Pierremont Hall Broadstairs	Tel: 01843 869350
1a Bellevue Road, Ramsgate	Tel: 01843 225973

THE STATE RETIREMENT PENSION

Once people reach pensionable age at 65 they will receive a State Revenue Pension based on their National Insurance contribution record. The pension age for women was 60 and that right has been maintained for all women born before 1950, so women retiring before 2010 will be able to receive their pension at 60. State Pension Age will be equalised at 65 for both men and women from 6th April 2020. The change from the current state Pension Age of 60 for women to 65 will be phased in over a 10 year period from 2010 to 2020.



HOW THE RETIREMENT PENSION IS MADE UP

The basic Pension is paid at the same rate to everyone who qualifies in their own right. A reduced amount is paid to a wife who relies on her husband's contributions, and a small additional amount is paid to those over 80. It may also be possible for a husband and wife to claim an additional amount for a dependent spouse or partner even though the dependent is below the normal State Pension age.

See Age Concern Factsheet 19 – 'The State Pension'

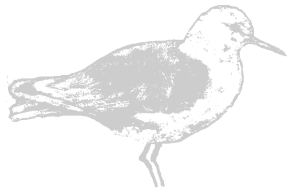
NATIONAL INSURANCE CONTRIBUTIONS DURING A WORKING LIFE

Generally, a full State Pension is paid to people who have paid National Insurance contributions for most of their working life. People who do not have sufficient qualifying years may receive a reduced pension or none at all, although married women, divorcees or widowed people may be able to claim a pension based on their spouses or ex-spouse's contributions.

See Age Concern Factsheet 20 - 'National Insurance Contributions and Qualifying for a Pension' Claiming State Retirement Pension)

A form BR1 will be sent about four months before you reach pensionable age. A married couple will receive two forms so that both of them can claim. These must be returned with all documentary evidence requested as soon as possible. If you don't receive the claim form automatically, contact the Pension Service direct: The Pension Service, PO Box 983, Liverpool, L69 1AH. Tel: **0845 60 60 265**

Benefits Enquiry Line (BEL) for people with disabilities: 0800 88 2200



GRADUATED, ADDITIONAL AND OVER 80'S PENSIONS

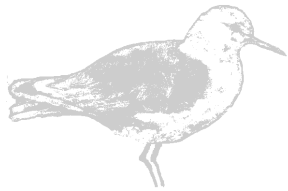
Between April 1961 and April 1975, the Graduated Pension Scheme existed. Graduated contributions from earnings were made in order to receive an additional Graduated Pension on retirement. In April 1978, SERPS was introduced which provides an Additional Pension on retirement in return for contributions made. In 2002 State Second Pension replaced SERPS to provide a more generous additional State Pension for low and moderate earners, carers, and people with long-term illness or disability. Employees since that time have either contributed to SERPS or joined a 'contracted out' occupational scheme or appropriate personal pension. Although the Graduated and Additional Pensions can be paid alongside the basic State Pension, they can be paid even if you don't qualify for the basic pension.

At aged 80, people may qualify for a non-contributory Retirement Pension if they have not qualified for the basic State Pension up until then, or if they have qualified, but for an amount which is below the over 80's Pension. A claim needs to be submitted on form BR2488 which is available from the Pension Service.

The Pension Office has this information and should pay automatically once the claim has been made.

During their working life many people choose to make payments to an occupational pension scheme or by setting up their own personal pension schemes. These schemes vary enormously in the benefits they provide and it is always advisable to keep in contact with the scheme provider of any occupational schemes you have belonged to throughout your working life. If you have lost touch with your scheme provider you may be able to trace the scheme through the Pensions' Registry.

The Pensions' Registry: PO Box 1NN Newcastle Upon Tyne 1NN Tel: **0191225 6393/4/6/8**



OCCUPATIONAL AND PERSONAL PENSIONS

In the same way as State Pensions are taxable, occupational and personal pensions are taxed as income and are taken into account when assessing any income related benefits.

Getting Advice

If you have a problem relating to an occupational or personal pensions' scheme that you cannot resolve with your employer or pension provider, you can contact the Pension Advisory Service (PAS) or Citizens' Advice Bureau.

The Pension Service visits:

Age Concern, Margate (Zion Place)

09.30 – 13.00 2nd Friday every month

09.30 – 13.00 4th Wednesday every month

(Please contact Age Concern on **01843 223881** for an appointment)

Age Concern, Broadstairs (Pierremont Park)

10.00 – 13.00 Last Tuesday every month

(Please contact Age Concern on **01843 868018** for an appointment)

Age Concern, Ramsgate (Meeting Street)

09.00 – 13.00 2nd & 4th Friday every month

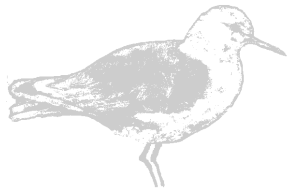
(Please contact Age Concern on **01843 868018** for an appointment – although some drop-in interviews may be available)

The Library, Westgate

14.00 – 16.00 3rd Monday every month (Drop-In)

The Centre, St John's Avenue, Newington

09.00 – 13.00 1st & 3rd Tuesday every month (Drop In)



OCCUPATIONAL AND PERSONAL PENSIONS

CONTINUED

Thanet District Council, York Street, Ramsgate

09.00 – 12.30 2nd & 4th Monday every month_(Drop In)

Citizens' Advice Bureau: 4 Market St Margate
Tel: **01843 225973**
Pierremont Hall Broadstairs
Tel: **01843 869350**

INCOME RELATED BENEFITS

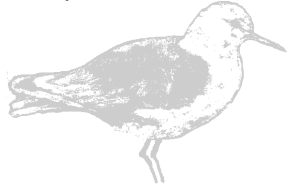
If you consider that you are on a low income, you may be able to claim benefits such as Pension Credit, Housing Benefit and Council Tax Benefit, which are paid on a weekly basis. The Social Fund is also available in certain circumstances to provide lump sum payments to help with exceptional expenses. Enquiries about the Social Fund should be directed to: Department of Work and Pensions, Queens House, Queen Street, Ramsgate, Kent. Tel: **01843 258000**

INCOME SUPPORT

In October 2003 Income Support for people over 60 was replaced by a new benefit – the Pension Credit.

Pension Credit guarantees everyone aged 60 and over an income of at least £102.10 a week if you are single; or £155.80 a week if you have a partner.

The amount of Pension Credit you are entitled to is worked out after calculating your weekly net income and savings. Certain types of income are not counted such as Attendance Allowance and Housing Benefit. Savings are calculated by counting £1 a week as income for every £500 or part £500 over £6000.



INCOME SUPPORT CONTINUED

People with severe disabilities and people who look after severely disabled people are more likely to be eligible for Pension Credit. Claims can be made by ringing the Pension Credit Application Line: **0800 99 1234**

See Age Concern Factsheet 16 'Income-related benefits: income and capital' www.thepensionservice.gov.uk

HOUSING BENEFITS AND COUNCIL TAX BENEFIT

Housing Benefit and Council Tax Benefit forms are available from the local authority. Housing Benefit provides money towards the rent and Council Tax Benefit reduces how much you pay on your Council Tax Bill.

The calculations use a lot of the same information as Income Support about your income and capital. However, the local authority will need information about your rent and service charges to work out your housing benefit.

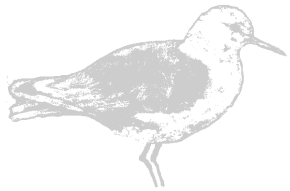
See Age Concern Factsheet 17 'Housing Tax Benefit and Council Tax Benefit'.

See Age Concern Factsheet 21 'The Council Tax and Older People'

HELP FOR OLDER PEOPLE WITH DISABILITIES

Attendance Allowance

This benefit is paid to those who are either physically frail or mentally ill or disabled and need help with personal care. It's paid at two levels - a lower rate for people who need care during either the day or the night, and a higher rate for those needing care both day and night. The allowance is not dependent on National Insurance contributions and is not related to income or the amount of capital you have, but paid purely on the need.



HELP FOR OLDER PEOPLE WITH DISABILITIES

CONTINUED

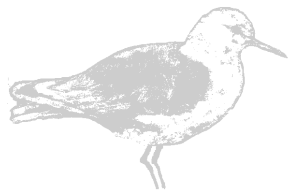
Other allowances, such as Disability Living Allowance, Invalid Care Allowance, Incapacity Benefit and Severe Disability Allowance are available to be claimed by people less than 65 years of age.

(The Department of Social Security (DSS) Benefits Enquiry Line provides information about benefits for disabled people and their families and carers: FREE PHONE **0800 882200** during the week or on Saturday mornings)

Household Bills, Insulation and repairs

Local Authorities may make a grant towards the cost of repairing or improving your home, depending on what is required and what your financial situation is. If you receive Income Support or Pension Credit guarantee credit, you may be able to get a Community Care grant or budgeting loan to help with minor works or redecoration.

See Age Concern Factsheet 13 'Older homeowners: financial help with repairs and adaptations.



Wherever you live and whatever your age it is important to feel safe. Statistically the victims of crime are far more likely to be under 25 than over 65 but nevertheless basic precautions around the home will help you to feel safe. There are a number of devices, which are able to contact someone should you have an emergency, if you want something or if you become ill and need help.

FEELING SECURE

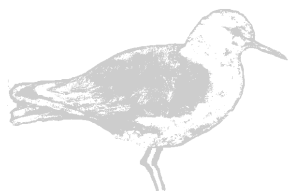
A telephone is useful for keeping in touch and making essential calls. Mobile phones can be very useful when you are out and about, providing an improved flexibility and freedom.

PAYING FOR A TELEPHONE AT HOME

If you find that you cannot meet the cost of a telephone then you may be able to get help either for the installation or the running costs. Disabled people should contact the Social Service Department of Kent County Council. If you have received Income Support for at least 26 weeks you may be able to get a social fund budgeting loan from the Benefits Agency Social Fund. If you are in genuine financial need then you may want to contact Charity Search, an organisation that may be able to find a charity, which can provide funds. There are also many different options to reduce your BT bills. The British Telecom "Light User Scheme" or "Friends and Family" may help. More information is available from BT, call 0800 800150 (a free call).

You may also decide to pay your bill monthly which will spread the cost to more manageable proportions.

Charity Search - The Secretary, 25 Portview Road, Avonmouth, Bristol, BS11 9LD. Telephone:- **0117 9824060** Monday – Thursday. 9am-3pm



TELEPHONE LIFELINES

Telephone lifelines are designed to help you live an independent life in your own home, safe in the knowledge that help is at hand should you need it.

There are various organisations that will supply a lifeline: -

Shepway Lifeline - The Community Alarm Service. If you wish to have a free, no obligation demonstration you can write to The Control Centre, Philippa House, Warren Road, Folkestone, Kent, CT19 6DW, or telephone: **01303 242615/242971**, or Fax: **01303 226265**.

All lifeline alarms have a small radio transmitter that can be carried in your pocket or worn on a cord around the neck. When the transmitter is activated from anywhere inside the premises or grounds, the telephone automatically dials the Control Centre. Within seconds their staff are able to listen and speak with you via the special microphone within the alarm unit.

There are two types of alarm - The Premier Alarm Unit costs £2.60 per week, its features include a telephone handset, the ability to answer the phone without the need to pick up the handset, a personal pendant and it is very easy to use. The Gemini Alarm Unit costs £2.20 per week and its features include a unit linked to your phone, a personal pendant and is very easy to use. Alarm rental charges are invoiced quarterly in advance.

SeniorLink is a service from Help the Aged that links you to the people who care about you. It operates 24 hours a day, 365 days a year and it is available to everyone. It means that if you have a problem, you have immediate contact between your home and the staff at the response centre. It works through a specially equipped SeniorLink telephone and a small personal call button, which you wear at home as a wrist strap or pendant. If you need help just press your call button and immediately you are in contact with Help the Aged staff and they will arrange the help you ask for. SeniorLink offers you friendly professional help at the touch of a button; independence, security and peace of mind and easy access to their



TELEPHONE LIFELINES CONTINUED

free advice line. You can contact the centre if you require emergency assistance, are in need of reassurance or if you simply want a chat – anytime, day or night.

As part of their Distraction Burglary Awareness scheme SeniorLink have also introduced the **Bogus Caller Door Button**. Help the Aged urges older people to always keep their door chain on and look out the window to see who is calling before opening the door. However some callers may have bogus credentials and try to gain entry to your home under false pretences. If you ever suspect someone of this you can be connected to SeniorLink advisers at the push of a button. They will advise you on what to do and can alert the Police to your problem within seconds. The Bogus Caller Door Button provides effective disuasion of Distraction Burglars and provides peace of mind for the client.

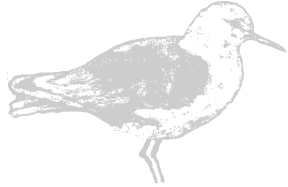
SeniorLink can be purchased or rented and there are also a number of free units available to people meeting certain criteria. A monitoring and maintenance fee of £1.50 per week applies for all unit holders.

To find out if you are eligible for a free unit or for any other information about SeniorLink contact – **01255 473 999** or for information on local SeniorLink schemes contact Terry McCormick on – **01843 222176**

Invicta Lifeline is a community alarm service provided by Tonbridge & Malling Housing Association. It has grown steadily over the years since being established in 1985 by Tonbridge & Malling Borough Council.

They currently monitor the emergency alarms for more than 45,000 elderly and vulnerable people throughout the South of England. They also provide a number of other services including burglar alarms and bogus caller alarms.

If you are interested in these services or for further information please call Invicta Lifeline on **01732 781966**
e-mail: info@invictalifeline.co.uk
Website: www.invictalifeline.co.uk



TELEPHONE LIFELINES CONTINUED

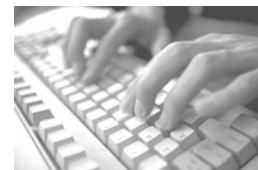
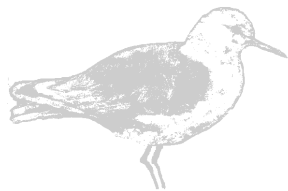
White Cliffs Careline is a company alarm service provided by Dover District Council and is a member of The Association of Social and Community Alarm Providers. This means that all members have agreed to abide by a common code of practice to ensure that all clients are provided with a high quality and reliable alarm service that meets their needs.

For further information please call White Cliffs Careline on
01304 872 070/071/072
or e-mail careline@dover.gov.uk

Age Concern owns **Aid-Call**; it provides an Emergency Response Service to thousands of people throughout the British Isles. The service is available to anyone who feels they would benefit from 24-hour contact. At the press of the button, contact is made to the Emergency Response Centre from anywhere in your home or garden. There is no need to remember emergency numbers; no need to get to the phone; simply press your button, a professionally trained Operators will ensure whatever assistance you need reaches you quickly, even if you are unable to talk to them.

Aid-Call's Button is the key to peace of mind for you, your family and friends. It is light in weight, unobtrusive and can be worn around the neck as a pendant, on a wrist strap or clipped to your clothing. You can wear it at all times whether in the home or garden. There is also a fully waterproof one that can be worn in the bathroom. When the battery is running low it will alert Age Concern so that they can send you a free replacement Button. An additional back-up battery in the base unit takes over in the event of an electricity failure, it automatically signals the Emergency Response Centre to let them know.

It works by either of the emergency orange Buttons being pressed - the base unit will start to bleep - this means the system is activated. The base unit automatically dials through to the Emergency Response Centre. When the base unit stops bleeping an Operator will speak to you to find out what help you require.



TELEPHONE LIFELINES CONTINUED

They always know who is calling and the operators have immediate access to your details including name and address, pertinent medical details, relatives etc. You can talk or listen to the operator through the base unit using the sensitive microphone - without the need to get to the telephone. The Operator will ensure you receive the assistance you need - a neighbour to pop in, the doctor to call, family to come round or the emergency services alerted. If the Operator cannot hear you or you cannot speak, they will automatically send one of the key holders to see you.

There are three payment options to choose from it is entirely up to you to choose the best one for your circumstances and budget. Prices include: installation, monitoring and maintenance

Quarterly Option

Initial Fee - £99 (Paid only once)

Quarterly Subscription £38.50

Around £2.96 per week

Annual Option

Initial Fee - £375 (Paid only once)

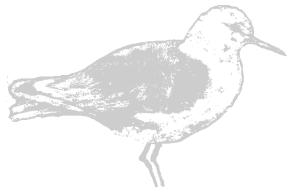
Annual Subscription £60.00

Around £1.15 per week

Aid-Call also has a limited supply of refurbished units.

The Aid-Call system should work with all types of modern telephone or cable telephone network. If you are having this type of alarm installed and have a telephone that does NOT plug into a socket Age Concern can arrange for your equipment to be converted, normally free of charge. If you are interested in this service an advisor will be happy to call on you and show you how the service works, call Age Concern Aid-Call free on:

0800 77 22 66



FEELING SAFE AT HOME

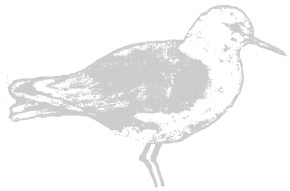
It is important to have a good look around your home and use a few basic precautions. Look at the rear of your home and ask yourself how easy it is for a burglar to get in. A locked gate, a solid fence or hedge and good back door locks will all help deter a casual thief.

A solid front door with good locks, a chain and a door viewer will give you peace of mind whether you are in your house or out. It may also be worthwhile considering security lights or a burglar alarm.

Help the Aged have been running a Home Safety Scheme since 1991. The aim of the initiative is to make the homes of elderly people safer and more secure. This is achieved by installing high quality safety and security products such as mortice locks, window locks, door chains, door viewers, smoke alarms etc.

- Help the Aged also provide information leaflets to elderly people and their carers on safety and security related topics. The four free advice leaflets available are:
- Safety in your home
- Security in your home
- Fire
- Keep out the cold

The Home Safety Scheme is a Help the Aged initiative aimed at reducing the fear of crime among elderly people. They have expanded the scheme to incorporate a "Handy Van Service". This forms part of Help the Aged's Home Truths Campaign. They work with a network of caring agencies such as Church groups, victim Support, Care and Repair Agencies, the Police, Local Authorities etc. They are responsible for referring an elderly person or household in need of security products and help.



FEELING SAFE AT HOME CONTINUED

HandyVan is the home security scheme that carries out free home security checks and installs safety and security devices, including smoke alarms in older people's homes, all free of charge. They will also carry out small jobs around the house such as changing light bulbs, mending dripping taps etc.

They ask that people indicate their requirements on a referral form and they will confirm whether or not they can assist.

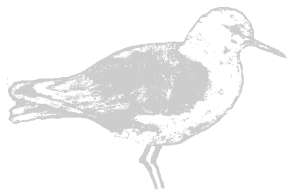
There are currently 37 Help the Aged HandyVans operating across the country from Inverness to Plymouth

HandyVan secures on average around 90 homes per day nationally

HandyVan calls at the homes of older people on low incomes who have been identified by agencies such as the police, Victim Support, Social Services or community nurses as being in need of home security improvements. A trained fitter with a fully equipped van will visit their home to assess their home security and safety needs and then install suitable products **free of charge**. So far, more than 78,000 older people's homes have been secured by HandyVan –to book an appointment please call: Telephone: **01255 473 999** or E-mail: info@helptheaged.org.uk

TAKING CARE WITH CALLERS TO YOUR HOME

Thieves will also try to persuade you to let them in to your home; usually by saying they need access for one reason or another. The most useful deterrent you can have is a chain on your front door, which should be used during the day as well as at night.



TAKING CARE WITH CALLERS TO YOUR HOME

CONTINUED

When people call, ask for an identification card; check their details with the organisation they say they represent and if you are in any doubt whatsoever do not let them in.

It is advisable not to keep too much cash in your house and not to hesitate to ring the police (Incident Reporting) if you see or hear something suspicious. If you are in an emergency situation, use the 999 number.

See the Telephone Lifelines Section under SeniorLink above for more information on disuading Distraction Burglars.

Thanet Police Station - Incident Reporting - Fort Hill, Margate, CT9 1HH.
Telephone:- **01843 222160**

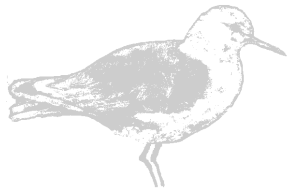
For any other Police matters the telephone number is: - **01843 231055**.

NEIGHBOURHOOD WATCH SCHEMES

There are currently around 715 Neighbourhood Watch areas in Thanet, covering about 40% of Thanet Households. Burglaries in Neighbourhood Watch areas occur ten times less than in non-Neighbourhood Watch areas, with only 10% of household burglaries affecting Neighbourhood Watch residences.

Neighbourhood Watch is the largest voluntary organisation in the UK with over twelve million houses taking part. Neighbourhood Watch teams work in conjunction with Trading Standards, the Fire Department and the Police Department as well as others to promote community safety and cut crime.

If you are interested in starting a Neighbourhood Watch in your area call the Neighbourhood Watch liaison line on **01843 222176** or e-mail margate@crime-prevention.co.uk



GAS CARE

British Gas provides a free service to older people (over 60's), the disabled or chronically sick. They will come and make a free check of the gas appliances in your home. **Telephone 0845 955 5404**

HOME FIRE SAFETY CHECKS

Kent Fire Brigade offers free home fire safety checks in Thanet. They may also provide and install a free 10 year smoke alarm where a need is identified. Call **01843 871020** to arrange a visit.

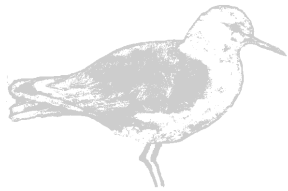
DOMESTIC VIOLENCE

It is important that you feel safe within your own home. If you are a victim or survivor of domestic violence, help is available.

Domestic violence is the physical, sexual, emotional or mental abuse where the abuser is known to that person through an existing or past relationship. Domestic violence usually takes place in the home and is often physical, or it may be hidden in the form of bullying, verbal threats, accusations, belittlement or blaming. Most reported incidents of domestic violence are abuse of women by men but men can also be victims. It is important that you try not to feel guilty or blame yourself. There are steps you can take to stop it and rebuild your life.

Start by telling someone - a friend or someone who can help you. Admitting to yourself and others that you are experiencing domestic violence is difficult but it is an important step towards seeking help and protection. Domestic violence is a crime and can be dealt with through the criminal courts.

The police will help; in an emergency dial **999**. The Police treat domestic violence seriously. They will respond quickly to call and arrest the abuser if there is sufficient evidence. Otherwise you can make an appointment with the **Domestic Violence Liaison Officer on 01843 222028** to talk on an informal basis and the call is confidential.



DOMESTIC VIOLENCE CONTINUED

Social services can also offer advice about steps that you can take to protect yourself if you are in a violent relationship. They can also advise about welfare benefits.

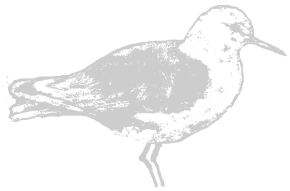
Refuges provide safe, emergency, but temporary accommodation for women who need protection from violence. If you need to leave in a hurry take anything you can. If you have time to plan your escape try to do as much of the following:

- Keep important numbers handy
- Take legal and financial papers, e.g. birth certificates and benefits books
- Take proof of identity
- Take extra clothing for a few days
- Keep an extra set of keys
- Take any medicine you might need

Victim Support is able to offer a free and confidential service where a trained volunteer will listen to your problems and concerns around domestic violence. The volunteers are trained to help you with domestic issues. For those who have or who are experiencing domestic violence the “drop in” advice centre will be open on Wednesdays between 1.00pm and 3.00pm at the Thanet Agencies Community Resource Centre (opposite Thanet District Council), Cecil Street, Margate. There is a friendly and welcoming atmosphere and all advice is confidential.

A Solicitor, Health Visitor, Victim Support and the Domestic Violence Liaison Officer will be able to offer advice and support at the “drop in” Advice Centre. In cases of financial hardship bus fares will be paid.

For information for the easy to reach location in Thanet and more details contact **Victim Support on 01843 601160**.



DOMESTIC VIOLENCE CONTINUED

A local advice line has been established to help the victims of domestic violence. It is run by men and women volunteers and will be open to men, women, children and those who are concerned for others. The advice line will be open from 12.00 noon to 8.00 pm weekdays and they will be able to provide more information with telephone numbers and addresses where additional help can be given to those who have or are suffering from domestic violence. **Domestic Violence Help line** 12 noon to 8pm. Weekdays - **01843 299699**. **ALL CALLS WILL BE CONFIDENTIAL**

THANET O.W.L.S.

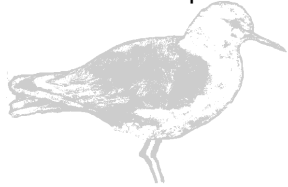
Thanet O.W.L.S. was founded in 1988 by a group of experienced volunteers who saw the need to provide a Thanet based listening service for people who are feeling distressed for any reason.

Thanet O.W.L.S. volunteers are available to receive telephone calls every evening from 7:00 pm – 10:00 pm. Callers who leave an answerphone message at other times will be contacted that evening by a Thanet O.W.L.S. volunteer.

Call **01843 299999** to speak to an **O**utreaching, **W**elcoming, **L**istening, **S**upportive volunteer.

HATE CRIME

Abusing someone because of their race is a crime. The East Kent Racial Incident Reporting Line has been set up with a 24 hour recording service in the ten most common languages used throughout East Kent. Callers are asked to leave their contact details, if they wish. Messages are recorded, translated if necessary, and the details forwarded to the agency who can help best. The Reporting Line offers a confidential service to anyone, regardless of colour or creed, who is experiencing any form of race crime. Telephone (freephone) **0800 138 1624**. A similar reporting line has also been set up for victims of homophobic or transphobic crime.



HATE CRIME CONTINUED

The 24 hour freephone service can be contacted at **0800 328 9162**. As with all emergency situations, if you are experiencing or witnessing hate crime as it takes place, please call the Emergency Services on **999**.

USEFUL TELEPHONE NUMBERS

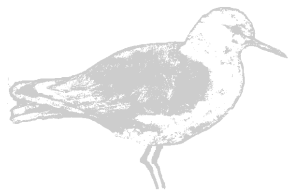
Police (24hr)	01843 231055
Housing (24hr)	01843 577000
Social Services (24hr)	01843 860000
Beacon	01843 299699
Women's Aid (24hr)	08457 023468
Refuge Crisis Line (24hr)	0808 8089999
Victim Support – National	0845 3030900
Victim Support Thanet	01843 601160
Mankind Initiative (for men)	0870 7944124

OTHER DEALS FOR OLDER PEOPLE

Age Concern can help older people in many other ways as well as the aid-call. They have deals for the over 55's for low cost Home & Contents Insurance and also competitive Motor Insurance. They are also able to offer you a Motor Breakdown Service Cover at premiums lower than many motoring organisations and affordable Travel Insurance.

Age Concern Energy Services, developed in conjunction with PowerGen, may be able to help you cut the cost of your fuel if you are a lower energy user. In addition to saving money, customers will benefit from an exclusive cold weather payment if they are over 60; free energy efficiency advice, clearer, simpler bills and face-to-face advice and information.

You can also gain peace of mind by pre-planning your funeral. The Age Concern Funeral Plan is an easy way to arrange the funeral you want and pay for it in advance, at today's prices. By paying now or in monthly installments, you can ease future worries for you and your family.



OTHER DEALS FOR OLDER PEOPLE CONTINUED

To find out more call into your local Age Concern at the address below:

Randolph House

Zion Place
Cliftonville
Broadstairs
Kent

Phone 01843 223881

The Day Care Centre

Pierremont Gardens
Ramsgate
Kent

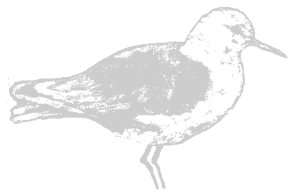
Phone 01843 868018

Foresters Hall

Meeting Street
Ramsgate
Kent

Phone 01843 592117

Age concern Home/Contents Insurance	0845 606 5075 (quote ref ALL502)
Age concern Motor Insurance	0845 712 5816 (quote ref ALL502)
Age concern Motor Breakdown Services	0845 601 2235 (quote ref ALL502)
Age concern Travel Insurance	0845 601 2234 (quote ref ALL502)
Age concern Gas & Electricity	0800 917 3352 (quote ref ALL502)
Age concern Long Term Care Plans	0800 783 8300 (quote ref ALL502)
Age concern 50 Plus Life Plan	0800 783 8300 (quote ref ALL502)
Age concern Funeral Plan	0800 731 0651 (quote ref ALL502)
Age concern Aid-Call	0800 77 22 66 (quote ref ALL502)



Everyone can help to reduce the amount of waste they produce by following the three R's:

REDUCE

RECYCLE

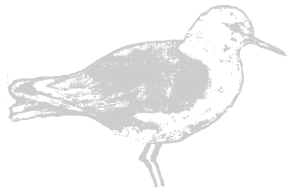
RE-USE

Everyday people in this country put enough rubbish into their dustbins to fill the whole of Trafalgar Square up to the level of Nelson's feet. About half of this could be usefully recycled - saving raw materials and reducing the amount of energy used to produce new goods. For every tonne of waste we produce in the home, 5 tonnes of waste have already been created at the manufacturing stage.

Recycling also reduces the amount of waste going to landfill sites - man-made holes in the ground where waste is buried. Space in landfill sites is running out fast. A lot of waste thrown away in dustbins is old packaging, only small amounts of which are currently recycled. Under new laws, targets have been set to substantially increase the recycling of packaging materials. Much of what you throw away could be recycled or re-used. Better still, it need not have become waste in the first place.

WHY WE MUST REDUCE LANDFILL

- There is always a risk of contaminating water.
- Land filling may contaminate land and make it unsuitable for some uses.
- Landfill gas can be dangerous and it's methane content is an important greenhouse gas.
- Suitable disposal space is running short in some areas.



WHY REDUCE YOUR WASTE?

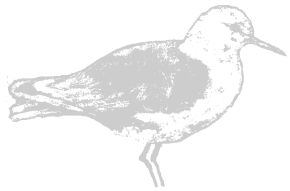
- You can save on the environmental and economic costs of raw material.
- You can save on the environmental and economic costs of waste disposal.
- You can save on the environmental and economic costs of collecting, transporting and processing both raw materials and waste materials.

WHY RECYCLE YOUR WASTE?

- You can use the same materials more than once, so extending their life and maximizing the value extracted from them.
- You can save on the environmental and economic costs of having to produce products from scratch.
- You can save on the environmental and economic costs of disposal.
- Recycling schemes can be a good way to raise public awareness and understanding of waste issues.

WHY RE-USE YOUR WASTE?

- You can save on the environmental and economic costs of raw materials.
- You can reduce the amount of waste that needs disposal and save on the associated environmental and economic costs.
- There are market opportunities for re-usable products and re-use schemes that can be exploited.
- As a consumer, buying re-usable and refillable products can save you money.



IN THE HOME

Recycling- make full use of the recycling facilities in your local area. If you don't know where they are, contact the recycling unit of your local authority. As well as recycling centres, some local authorities offer a kerbside collection service for materials such as newspapers and glass. Don't make a special journey in the car to your recycling centre - save fuel by dropping things off as you are passing.

Milk bottles - the average milk bottle is re-used many times before it is recycled. Rinse and return them to your milkman.

Old clothes - take old clothes and shoes to charity shops, jumble sales or clothes banks to be re-used.

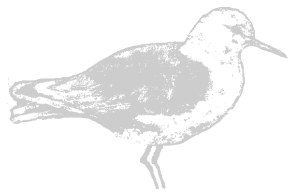
Glass jars and bottles - in this country, we use 6 billion glass jars and bottles a year, only 30% of which are recycled. Some jars can be re-used for storing food such as dried pasta, sugar and herbs. The rest can be recycled.

Aluminium and steel cans - take your aluminium and steel cans to recycling banks. Crushing your used cans saves space in the kitchen and means that more can be squeezed into the recycling bank.

Aluminium foil - clean, well-compacted aluminium foil is a valuable source of income for many charity shops. Check with your local charity shop to see if they accept washed milk bottle tops and tin foil.

Food Waste - food waste such as vegetable peelings make up around 20% of the average dustbin waste. Most of it is a potentially valuable material if it is used to make compost. Cooked foods, especially cooked meats, should not be used to make compost.

Car oil - take old car oil to Oil Bank. Call 0800 66 33 66 to find details of your nearest oil bank.



AT THE SHOPS

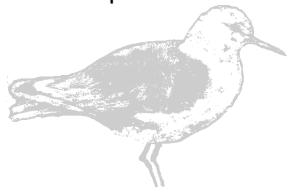
- Avoid products that use excess packaging.
- Buy refills where possible.
- If practical, buy one large container rather than lots of little ones - it uses less packaging and it is usually cheaper too.
- Don't add extra packaging - items such as fruit or ready packaged goods do not need another layer as well as a shopping bag.
- SNUB - Say No To Unwanted Bags. Always use a re-usable shopping bag or re-use plastic bags. Don't accept bags you don't need.
- Buy milk in returnable bottles.
- Choose products which use packaging that can be re-used or recycled.
- Help increase the market for recycled materials by buying products with a recycled content.

IN THE GARDEN

If you have a garden, one of the best ways to recycle your garden and kitchen waste is to turn it into compost. Organic materials recycled in this way provide valuable nutrients for your soil. Compost also improves the soil structure and encourages a more vigorous root system.

Don't use cooked foods, especially cooked meats to make compost.

If you have a small garden, a compost bin takes up less space and produces ready to use compost more quickly than a traditional compost heap. Some local authorities offer special discounts on composting bins.



WHY COMPOST YOUR WASTE?

You can reduce the amount of waste that needs disposal and save on the associated environmental and economic costs.

You can use compost as a soil improver and so save on the natural resources used to produce artificial soil improvers and conditioners.

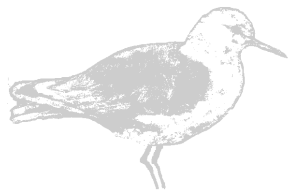
Removing organic materials from waste can reduce problems associated with landfill.

Everyone has an important contribution to make to sustainable waste management. As householders, we can:

- make use of local recycling, recovery and composting facilities
- re-use within the home
- compost within the garden

We can also contribute to sustainable waste management as consumers in the marketplace. An affluent culture like ours has a tendency to become a “throwaway society”. We need to learn the habit of thinking about the consequences for sustainability of our purchases. As consumers, we can:

- consider the durability and efficiency of any products purchased and the impact of the waste it will produce
- buy products marked with the European Community eco-label, where these exist - for example, on washing machines and dishwashers
- buy re-usable products and products with a minimum of packaging

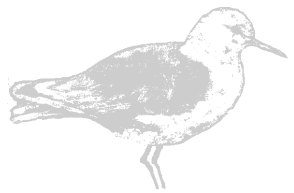


WHY COMPOST YOUR WASTE? CONTINUED

- avoid purchasing products containing hazardous materials
- look for official energy labels or other energy efficiency information on appliances and buy products that are the most efficient

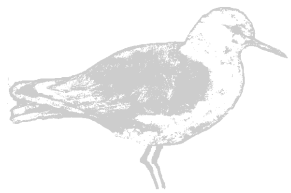
USEFUL TELEPHONE NUMBERS

Oil Bank Line	0800 663366
Kent Reduction of Waste Network	01233 813298
War on Waste Helpline	01622 605977
Waste Watch Wasteline	0870 243 0136

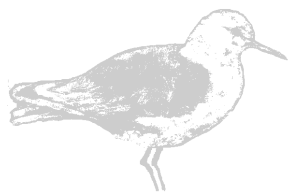


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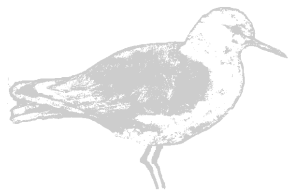
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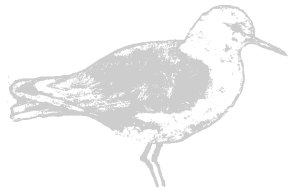
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DISCLAIMER

While every care has been taken in preparing this Guide, we cannot take responsibility for any information that may prove to be incorrect or which becomes out of date. The inclusion of organisations in the Guide does not constitute a recommendation.



Inside of Back Cover

 **Summerlands Lodge**
Nursing & Residential Centre

Summerlands Lodge offers the widest range of care services to meet each individual's needs and dependencies whilst encouraging continued links with the community.

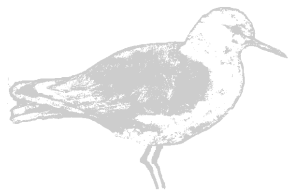
- ✓ 24 Hour nursing & residential care
- ✓ Long and short term care
- ✓ Respite and holiday care
- ✓ Single rooms, some with private en-suite facilities
- ✓ First class hotel services
- ✓ TV & Telephone in all rooms
- ✓ Modern nurse call system
- ✓ Spacious comfortable surroundings
- ✓ Landscaped gardens
- ✓ Full time catering organisation



We believe our clients have a right to expect the very best and quality nursing care in our first priority combined with first class hotel services

Summerlands Lodge Nursing & Residential Centre
125 Clarksbury Road, Westgate-on-Sea, Kent CT26 3LY

Tel: 01843 833594
www.ansplc.co.uk



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www.theislandguide.org

*"A multi-agency commitment to help improve the quality of life
for older people in Thanet"*