



Older Adult Food Support in Lewisham



Lewisham

This pack has been put together to inform older residents, people and organisations involved in the health and wellbeing of older residents, about the food-related services in Lewisham.

Good nutrition is crucial for the health and wellbeing of older people. Age-related changes however, along with changes in an older adult's living condition, often create barriers to food access. Impaired mobility, a decline in hearing and vision and social isolation compromises the accessibility of food, adding to general issues around food such as affordability. Shopping for food, preparing and cooking meals or even leaving home to dine out can become increasingly challenging, and for many, impossible without the necessary support.

There are numerous services that older adults can access, directly from the council and from local community groups and charities. Whether an older adult is housebound and needs adjustments made, requires support with transport to food establishments or wishes to eat with company, this guidance details the services available.

The following resources will accompany this guidance:

1. 'Free and low-cost food in Lewisham' leaflet – available from Lewisham Local 07598 169 476 or email goodfood@lewishamlocal.com and distributed regularly with the Positive Ageing Council's magazine (see section 3)
2. 'Worrying about money' leaflet - leaflet – available at the end of this guidance and at Lewisham Libraries or via Lewisham Local (07598 169 476 or email goodfood@lewishamlocal.com or worryingaboutmoney/lewisham)
3. The 'Eating, drinking and ageing well' booklet (a resource recently developed by the British Dietetic Association to help people over 65) available at the end of this guidance

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Support from Lewisham Council and Community Connections Lewisham

Social services (Adult social care): Assessment and entitlement

Contacting Social Services

The council's **Gateway** is the initial point of contact for all adult social care enquiries including support needs and safeguarding.

Phone: 020 8314 7777

Email: gateway@lewisham.gov.uk

Everyone has a legal right to be assessed under the Care Act 2014 and to receive advice from social services. However, to receive free practical help, a resident's needs must be substantial, and their personal assets must be below £14,250. For partial funding, assets must be under £23,250.

If assets exceed £23,250, residents would typically not be eligible for financial help from social services, although they would still have the right to be assessed for care needs. Social Services can assist residents who experience difficulties with two or more of the following 10 areas, which significantly impact their wellbeing:

- 1. Eating**
2. Personal hygiene
3. Toileting needs
4. Dressing
- 5. Using the home safely**
- 6. Maintaining a habitable home environment**
7. Developing and maintaining family or personal relationships
8. Work, training, education or volunteering
- 9. Using local services, including public transport and leisure**
10. Looking after a child, if applicable

Areas that specifically impact eating and drinking are in bold

Residents may need support if:

- they require assistance to complete a task.
- attempting it on their own causes pain, distress, or anxiety.
- it is dangerous for them or others.
- it takes an unusually long time to complete the task.

Adult Social Care can arrange support for personal care (e.g. eating) or domestic tasks (e.g. shopping). Support is typically provided through part- or fully funded services like care agencies or residential homes.

Carers (family or friends who provide care) also have a legal right to an assessment as a carer. They can request that someone be assessed under the Care Act, with the consent of the individual being assessed.

Before contacting Adult Social Care, residents (or their carers) should think about their specific needs, for example: "I need help preparing meals".

Direct Payments

If you qualify for support from Social Care towards your care needs, Direct Payments may be an option for you. Direct Payments give you the choice to arrange your support in a way that best suits your needs, rather than Social Care arranging the services for you.

The **Direct Payments Team** at London Borough of Lewisham, may be able to offer some support and advice with setting up a "self-funded" care package as well as supporting with Direct Payments if people meet the eligibility criteria.

Telephone: 020 8314 9675

Email: directpaymentteam@lewisham.gov.uk

Website: lewisham.gov.uk/myservices/socialcare/adult/money/personal-budgets-and-direct-payments

More information

- Phone **Community Connections Lewisham** to talk through how assessments work and how to apply: **0330 058 3464**. Open Monday to Friday, 9.30am to 4pm.
- Carers (family and friends) who look after someone can also get independent advice from **Imago**: **0300 373 5769**, ucwellbeing@imago.community
- Age UK information on Care needs assessments
ageuk.org.uk/information-advice/care/arranging-care/care-needs-assessment/
- There's more information on Lewisham Council's website:
lewisham.gov.uk/myservices/socialcare/adult/getting-adult-social-care-support-the-process
- If you require a PA or care agency, Lewisham has a directory of these services online
- If you would prefer the care not to be done through an agency, Direct Payment may be made to a carer of your choice after a needs assessment by ASC

- You can self assess your needs at: lewisham.gov.uk/myservices/socialcare/adult/howitworks/adult-social-care-self-assessment, if you are eligible then ASC will get in contact to enquire further about your situation

Community Connections Lewisham

Community Connections Lewisham (CCL) is a service delivered by Age UK Lewisham and Southwark. It is a single point of contact with the various services and organisations in Lewisham that help older people stay safe and independent. Adults can be supported to overcome barriers that impact access to food including help with:

- Accessing community transport schemes
- Health and wellbeing
- Social inclusion and decreased isolation
- Financial inclusion

Older adults can refer themselves, as can relatives and friends of the older person. Professionals working with older people and vulnerable adults can also make a referral

The quickest way to make a referral is by calling the CCL Helpline.

Phone: 0330 0583 464

This is open Monday to Friday from 9:30am to 4pm (except on Thursdays when it is open 2pm – 4pm).

They also run a drop-in on Thursday mornings between 10.30-12.30pm at Lewisham Irish Community Centre, 2a Davenport Rd, SE6 2AZ

Alternatively, residents can fill in an online referral form on the CCL website.



National charities that offer support

Independent Age Charity has a helpline to talk about issues such as money, health, housing and care

Helpline: 0800 319 6789

Email us: charity@independentage.org

Versus Arthritis – offer support around arthritis
Helpline 0800 5200 520

Dementia Team (Alzheimer's Society) to find dementia support near you
Helpline - [0333 150 3456](tel:03331503456)

Community transport services

Decreased mobility in older age often becomes a barrier to eating well. Older adults might struggle to access healthy food as trips to supermarkets, cafés, lunch clubs or restaurants become increasingly challenging.

A variety of services are available that can support older adults with transport needs.

Taxicard

Subsidised use of taxis for people with serious permanent mobility or sight impairment who have difficulty using public transport. Residents are helped from the front door to the cab and can use the service up to 60 or 104 trips a year. Taxicard can be used any time, 24 hours a day, 365 days of the year, subject to taxi and private-hire vehicle availability.

Residents may be able to join if:

- They receive the higher rate mobility component of the Disability Living Allowance or the higher rate Attendance Allowance or higher rate PIP (8 points or more on the 'moving around' component)
- They are registered blind or receive the War Pension Mobility Component
- Their GP agrees their application (a mobility assessment may be required)

The minimum fare cost is £3.80 a trip for journeys up to £10 on the meter, which gets residents about 2.5 miles. Residents pay anything over £10.

Documents needed:

Applicants will need a copy of:

- Valid identification - Passport, Birth Certificate (if residents have never changed their name), Marriage Certificate, Drivers License
- Proof of eligibility (benefits letter/ letter from GP, etc.)
- Proof of address (last 3 months utilities or council tax bill, etc.)
- Recent passport sized photograph (Community Connections can take this for you)
- Certificate of Naturalisation

- HM Forces ID Card
 - European Identity Card
 - Asylum registration card or letter
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- Applicants will also need the one of the following documents as proof of address from within the last 12 months or 3 months if marked with a star:
 - Council tax bill or statement
 - Tenancy agreement or rent book/statement/letter
 - Home/contents insurance document
 - residential utility bill / letter (excluding mobile phone bill) e.g., gas, electricity, phone, water *
 - HM Revenue and Customs letter *
 - letter of entitlement to benefits or pension *
 - domiciliary care bill *

How to apply

Application forms can be requested over the phone, by email or online, and should be emailed to taxicard@londoncouncils.gov.uk or posted back to London Councils Taxicard Application, Witham House, 45 Spyvee Street, Hull, East Yorkshire HU8 7JR

For more information:

Phone: 0207 934 9791 and select OPTION 2

Email: taxicard@londoncouncils.gov.uk

Website: <https://www.londoncouncils.gov.uk/services/taxicard>

Dial-a-ride

Free door-to-door local transport in a mini-bus shared with other people, which means journey times can be longer as other people are picked up on the way. Residents can request at least one return journey a week and best to book 1-3 days ahead. Regular weekly journeys can be booked after six visits by asking for the Regular Bookings Department. Operating times are between 7am and 11pm, seven days a week.

Drivers can help residents get from the home to the vehicle. One person can accompany the resident to the same address free of charge.

Dial-a-Ride cannot accommodate hospital and clinic appointments, day centres, schools, and work. Residents must have a permanent or long-term disability which means they are unable to use public transport some or all the time. They can join automatically if they:

- are a Taxicard member

- get the Higher Rate Mobility Component of Disability Living Allowance
- get the Standard or Enhanced Mobility Rate of the Personal Independence Payment (PIP)
- are registered blind or partially sighted
- aged 85 or over
- get a Higher Rate Attendance Allowance
- get a War Pension Mobility Supplement

If none of the above apply, residents can still join if they have a letter from a health or care professional stating any long-term health conditions and a paper-based mobility assessment will be required to establish their eligibility for the service.

Documents needed:

Applicants need to be a permanent or temporary resident of a London borough. Temporary membership can also be applied for if evidence of using a similar service at a place of residence can be provided. The following documents are needed:

- Proof of automatic eligibility
- Proof of identity
- If relying on a letter from a professional, residents will need the following:

Written proof from a health or social care professional that the mobility problems described on the application make it difficult or impossible for the resident to use public transport services.

Any documents related to a medical condition/history which can help an application (for example if a resident takes medication, a copy of a prescription for any medication they take)

- Confirmation of a resident's medical condition by a health or social care professional e.g.: district nurse, occupational therapist, social worker or GP (a GP may charge residents so they could ask another professional)
- Copies of any disability benefits received

How to apply

Application forms can be requested over the phone, by email or online.

Forms are available on the Transport for London website tfl.gov.uk/cdn/static/cms/documents/dial-a-ride-application-form.pdf and should be emailed to DAR@tfl.gov.uk or posted back to Dial-A-Ride, Assisted Transport Services, PO Box 68799, SE1P 4RD

For more information

Phone: 0343 222 7777 and select OPTION 3 (charges apply)

Email: DAR@tfl.gov.uk

Website: tfl.gov.uk/modes/dial-a-ride

Community Connections Transport

A volunteer led transport service that provides affordable journeys for disabled and vulnerable residents who are unable to use public transport safely. People can be supported with one-off or regular journeys to social groups, healthcare appointments and other locations.

Volunteer travel companions can also be requested to accompany people on their journeys.

Referral details:

Residents must:

- Live in Lewisham and have barriers to using public transport
- Be able to transfer into a car

Email: transport@ageuklands.org.uk

Phone: 0330 058 3464

Online: www.communityconnectionslewisham.org

Please note:

- Acceptance of a referral does not always guarantee a journey, although every effort is made to do so. It is always best to give a minimum of 5 days' notice.
- All service users must be 18+ and be able to transfer into a car
- All journeys within Lewisham borough are charged at £10 return. Out of borough journeys will incur additional charges.
- **This is a very limited service** and relies on volunteer availability
- Bookings are made online
communityconnectionslewisham.org/community-connections-transport-referral-form

Please note that if residents do not hear back from them, it means there no available volunteers.

We recommend you apply for both Taxicard and Dial-a-ride. There is less waiting with Taxicard, and it operates all hours but easier to get accepted onto Dial-A-Ride and completely free. Both take people using wheelchairs and are best booked in advance. Neither is 100% reliable so unfortunately, residents will need a backup plan just in case.

Other transport schemes

- **Blue Badge Scheme**

Blue badges let residents park for free without time limits in certain places, either as the driver or passenger. This is for people with a 'substantial disability' which makes walking very difficult. Blue Badge holders can register for a 100% discount from the Congestion Charge, even if residents do not own a vehicle or drive.

Residents may need an assessment for the badge which will cost up to £10 and is valid for three years.

Applications must be made online

apply-blue-badge.service.gov.uk/applicant

Help filling out forms

The forms are quite long. Residents can get help, including by Community Connections Lewisham visiting their home. To request help from Community Connections, call 0330 058 3464

- **Older Persons Freedom Pass**

The Older Persons Freedom Pass is valid on all Transport for London buses (in the Greater London area) London Underground (the 'tube'), Overground and Docklands Light Railway network and London Trams from 9am on weekdays and at any time on weekends and bank holidays.

The pass is also valid on local bus services run by other bus companies which are outside the TfL bus network. Usually, passes are valid Monday to Friday, 9.30am to 11pm and anytime at weekends and on public holidays.

Residents can travel in Standard Class on most local rail services in London, provided they travel at the following times:

- Monday to Friday from 9.30am until 4.30am the following morning
- Weekends and public holidays at any time

Residents can apply for an Older Persons Freedom Pass if their sole or principal residence is in London, and they meet the age requirement.

Age requirement: If residents were aged **60 or over on the 6 April 2010** then they automatically qualify for a Freedom Pass. However, as the pension age has moved to 66, the eligibility age for a Freedom Pass has increased to be in line with that.

Documents needed:

Proof of name and age which can be either:

- Current passport
- Medical card
- Birth certificate (unless name has changed)
- Current driving licence
- Letter of state pension entitlement (Date of birth must be included)
- European ID card

One proof of residential address in London which must be current or within the last 3 months:

- Current council tax bill/letter/payment book
- Current council/housing association rent book/statement/letter/tenancy agreement
- Current television license
- Residential utility bill/Letter (excluding mobile phone bills) dated in the last 3 months
- HM Revenue and Customs letter dated in the last 3 months
- Department for Work and Pensions letter dated in the last 3 months
- Occupational pension letter dated in the last 3 months

Please note: Bank letters/statements or mobile phone bills are not accepted as proof of residency.

If bills are paid online and paper copies are not received, a printout of an online bill is acceptable. If proof of name, age or address is not provided, applications for a Freedom Pass will not be accepted.

A colour photo of the resident must be:

- Colour and size 45mm x 35mm
- A current true likeness, showing the full face, facing forward without a hat
- Taken against a plain, evenly lit and pale coloured background

How to apply

Apply on the Freedom Pass website
secure.freedompass.org/account/apply

Residents can download the form and post with all required documents to **Freedom Pass Application, PO Box 572, Hull, HU9 9LP**
secure.freedompass.org/download-form-pdf

Phone: 0300 330 1433

Email: info@freedompass.org

Community Connections Lewisham is one of the organisations locally that can support with applications (details given above)

- **60+ London Oyster photocard**

If residents are 60 or over and live in a London borough, they can get free travel on transport services with an Oyster photocard.

Benefits

- Free travel on bus, Tube, tram, DLR, London Overground, Elizabeth line (excluding between West Drayton and Reading) and most National Rail services in London
- Residents can travel free on TfL services from 09:00 weekdays and anytime at weekends and on bank holidays
- Discounted fares on [River Services](#)
- Residents can travel free on most National Rail services from 09:30 on weekdays and anytime on weekends and public holidays. [Free Travel Map](#)

How to apply

Residents can [apply online](#) for a 60+ London Oyster photocard from two weeks before their 60th birthday. Residents will need to provide:

- An active email address

- Details from a valid, machine-readable passport or a valid UK driving license (full or provisional)
- A colour image of a valid, machine-readable passport. This must be in .png or .jpg format and be less than 6MB. The image must show the resident's photo, personal details and passport number
- Digital photo of the resident which must be a .jpg, .bmp or .gif file and be less than 6MB
- Debit or credit card registered at their address to confirm they live in a London borough and pay £20

If a resident does not have these, they can still apply online but may be asked to:

- Print a verification letter and take it to a Post Office in London with proof of their age and address
- Pay £20 at a Post Office

Proof of age can be one of the following:

- A valid passport
- An ID card from a European Economic Area country
- Medical Card
- Birth certificate
- A valid driving license
- Biometric Residency Permit

Proof of address can be one of the following:

- Residential utility bill (from last three months)
- Bank, building society or credit statement (from last three months)
- Department for Work and Pensions letter (from last three months)
- HM Revenue and Customs letter (from last three months)
- Occupational pension letter (from last three months)
- Council Tax bill
- Television license
- A valid driving license
- Council or Housing Association rent book or statement

If residents have any problems applying online or proving their age or address at a Post Office, they should call Oyster 60+ on **0343 222 1234** Monday to Friday 08:00-20:00 (charges may apply). Then, select **option 1**.

Befriending services, social meals and Positive Ageing Council

Eating in a social environment can help an older adult increase their food intake and make mealtimes more enjoyable. Opportunities to eat with company is particularly important for older adults living in isolation, as loneliness can be a major factor in reduced food intake.

In Lewisham there are befriending services tailored for vulnerable people and numerous community groups in the borough that host lunch clubs and meals, some of which are specifically for older adults.

Please refer to Lewisham Local's Free and low-cost food list, referenced at the start of the document, for a list of community meals across the borough. Positive Ageing Council also have information about local food support and wider services

Community Connections Befriending

Housebound and isolated residents across Lewisham can be supported by befriending volunteers, who can help to motivate and encourage residents to access their community and improve their wellbeing.

As well as weekly telephone chats, they can provide face-to-face visits in the local community.

Call Community Connections Support Line to find a befriending service near you:

0330 0583 464

Positive Ageing Council

If you're over 60 and live, work or study in the borough, you can join the Positive Ageing Council to discuss issues that affect the lives of older people.

The Positive Ageing Council (PAC) is an open forum that meets four times a year. Anyone aged over 60 who lives, works, learns or volunteers in the borough can join.

The group organise social events and activities and give older people an important voice in what services and facilities are provided in Lewisham. They also like to talk about anything and everything that matters to them.

Becoming a member is free and you are sent free newsletters and emails updating you on things to do and support available for older people in the borough. To

become a member, contact the Positive Ageing Council Coordinator, or attend one of the free meetings or events run by the group to become a member.

Email: positive.ageing@lewisham.gov.uk

Telephone:07392 860155



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