



Service & Information Guide
www.serve.org.uk

Welcome to **SERVE** ...

SERVE is a voluntary organisation and a registered charity.

We have been providing services and assistance to older people and adults with disabilities in North Northamptonshire and the surrounding area for over 40 years.

Our aim is to provide the highest quality of health and social care to enable people to remain living independently within their own homes. We deliver a service to a wide range of adults who need care and support.

Our promise to YOU ...

- You will be treated with dignity and respect at all times.
- Your right to privacy and freedom of choice will always be upheld.
- You will be actively encouraged and supported to reach your own level of independence.
- You will be given carefully monitored, highly personalised support whenever you require it.
- Your cultural and emotional needs will be respected.
- You will be a welcome part of a very caring and happy environment.

This means that you, as a service user, can look forward to a whole team of friendly experts, working together with you. It's all to give you the tailored support and contingency plans you need to live a positive life and achieve your objectives.



Jessica Slater **CEO**



Alan Armson MBE **Chairman**

Get in touch ...



If you would like further information please contact us and we will be happy to discuss our services in detail.

Head Office:

8 West Street, Rushden NN10 0RT T. 01933 315555

Email: info@serve.org.uk | www.serve.org.uk

The Ron Manning Day & Activity Centre:

76 Upper Kings Avenue, Higham Ferrers NN10 8JZ T. 01933 419199

Email: info@serve.org.uk | www.serve.org.uk

Follow us on Facebook: @SERVE234

Charity Number: 1043321 • Company Number: 2951827





SERVESCAPE is a community gardening project supported by the Big Lottery Community Fund.

We provide volunteers to support elderly people to look after their gardens across North Northamptonshire (East Northants, Wellingborough, Kettering and Corby), as well as offering social support so that service users will enjoy companionship and friendly visits to their home and a reduction in worry and anxiety about their gardens.

SERVESCAPE ensures that a garden is safe to use by providing the following:

- Lawn Mowing
- Hedge Cutting
- Weeding
- Digging
- Strimming

Gardens will be maintained on at least a monthly basis during spring and summer. Outdoor handyhelp services will be offered during the winter which will include Key Safes, Fence Repairs, Grab Rails along with other outdoor minor adaptations.

To use the service, one of the criteria below must be met:

- Service Users are in receipt of Pension Credits
- Service Users are 65 years + and live alone
- Service Users are Carers supporting a disabled person in their home

There is a small annual membership fee of £25 and an hourly charge of £10 per hour

To enquire or refer someone for the service, please contact info@serve.org.uk or call 01933 315555 for more information.

Community Transport



Our annual membership scheme gives you the following:

- Reasonably priced journeys to and from hospital, doctor, optician, dental and clinic appointments.
- Visits to friends and relatives in hospital or nursing homes.
- Help with medical journeys further afield to places such as: Leicester, Birmingham, Oxford and even London.
- Our volunteer drivers have all been trained and DBS checked and are available to drive you to the hospital department and your appointment.
- We are able to accommodate folding wheelchairs, walkers and other mobility aids.
- A team of friendly staff and volunteers to help and advise you with your bookings and travel needs.

If getting into a car is out of the question, then we have a vehicle that can transport you in your wheelchair. This is available for a small additional cost.

You are eligible for all of the above if you are over the age of 60 or if you have a registered disability. Our community transport scheme is available to take those with a registered disability of any age and will transport children if accompanied by parents or guardians.

Call our Transport office for advice on **01933 315555**.

We love to hear from you.

**WE ARE ALWAYS HAPPY TO HEAR FROM PROSPECTIVE
VOLUNTEER DRIVERS**



CARERS NEEDS & ASPIRATIONS

DO YOU CARE FOR
A FAMILY MEMBER
OR FRIEND?

WOULD YOU LIKE
SOME TIME TO
YOURSELF AWAY
FROM YOUR
CARING ROLE?



**We are aware of the vital contribution
that informal carers make**

We have an opportunity for carers to access a wide range of choices to enjoy whether it will be for a half day session or over a period of weeks.

Options include:

Yoga, Pilates, Aromatherapy, First Aid, Painting, Hanging Baskets, Line Dancing and many more.

To receive the next directory contact us on 01933 315555 or email info@serve.org.uk



Our Home Care Services



01933 352893

info@serve.org.uk

www.serve.org.uk

Home Based Care and Support Services

Our individually tailored Home Based Care and Support services give people who need assistance with everyday living the choice to remain as independent as possible in the comfort of their own home.

Whether you're looking for long or short term care and support at home for yourself or a loved one we would like to help.

We provide a comprehensive range of flexible tailor-made care and support services that help people to remain in their own homes providing assistance from 30 minutes to 24 hours a day.

SERVE have been supporting people to live independently in their own homes for over 40 years.

We pride ourselves on the quality home care and support services we provide to our clients.

Our latest CQC inspection rated us as a "GOOD" provider meaning we have been recognised by our Government Inspector as offering services that are safe, effective, caring, responsive and well led.

All of our carers are fully trained and have a full enhanced DBS.



Types of care we provide ...

- Elderly and Dementia care
- Complex care
- Palliative care
- Respite Care
- Convalescence



The support we provide ...

- Washing/bathing
- Dressing/undressing
- Personal appearance
- Managing continence
- Laundry
- Meal preparation
- Assistance with medication
- Companionship
- Shopping



T: 01933 352 893 | info@serve.org.uk

Free Care Needs Assessment

If you need support to remain independent in your own home or just fancy a change of scenery with a day out at our Wellbeing Centre, why not book an appointment for our Free Care Needs Assessment with our care team.

At SERVE, we don't believe in a 'one size fits all' care solution. We understand that each and every service user is different, and will have different needs, preferences and expectations. A friendly and experienced member of our team will meet with you.

You will have the chance to ask any questions you may have about the services we provide.

This initial assessment takes place in the comfort of your home, so you don't need to worry about travelling to meet us anywhere.

Completely free, you are under no obligation to proceed with our services if you don't feel they are appropriate.

Call the office for more information. Assessments will be arranged at a time and date most convenient to you.



Assisted Bathing

Assisted bathing in our fully equipped private bathroom at our Day and Activity Centre where the spacious bathroom includes an overhead tracking hoist and powered bath lift should you need it.

Our caring staff can help you get ready, help you in and out, help to wash and dress ... we'll even pick you up and take you home again!

One of our experienced staff will complete an assessment with you to ensure everything is safe and to your liking. For more information on any of our care support please contact the care team at SERVE.

Shopping

Your Shopping as you like it!

Our dedicated and fully vetted staff can pick you up and help you around the shops, or do the shopping and deliver it back to you.

We can even check the cupboards and help you to make a list!



T: 01933 352 893 | info@serve.org.uk

Home Care Price List

Prices correct at time of print

Personal Care Visit Charges		
Includes, accompanied visits and sitting service		
Monday – Friday 07:00 to 19:00	per hour	£23.00
	45 minutes	£19.00
	30 minutes	£14.00
Monday – Friday 19:00 – 22:00	per hour	£25.00
	45 minutes	£22.00
Saturday and Sunday 07:00 – 22:00	30 minutes	£15.50
Bank holidays 07:00 – 22:00	per hour	£30.00
	45 minutes	£25.00
	30 minutes	£19.00

Domestic Cleaning		
Monday – Friday	1 hour	£14.50

Shopping Services		
Monday – Friday	1 hour (shop only)	£14.50

Overnight Care, per night		
Sleep in 22:00 – 07:00	1-3 nights per week	£150.00
	Over 3 nights per week	£125.00
Waking night 22:00 – 07:00	Per night	£210.00

Ron Manning Day & Activity Centre

**Monday
& Wednesday**
More days available
subject to
demand

The day centre provides a friendly atmosphere, offering people the chance to socialise and participate independently, in activities with support from our trained and qualified staff and volunteers.

Days will be filled with crafts and activities including, games, memory box making, bingo, stronger seniors, arts, singing, seated yoga, old time movies, nutritional advice and advice on staying safe at home. A hot meal and refreshments are provided.

We are able to accept referrals from GPs, NHS services, relatives, other organisations or a self-referral. A free needs assessment will be completed and attendance is based on those with low care level requirements.



£27.00 a day
Transport
available at an
additional cost of
£5.00 per day



For more information or to
book an assessment please
contact the West Street
office on

T. 01933 315555
www.serve.org.uk

76 Upper Kings Avenue
Higham Ferrers | NN10 8JZ



BEFRIENDING SERVICE

SERVE are working with Northamptonshire Health and Care Partnership (NHCP) to deliver Befriending Support to Vulnerable Adults across the whole county. We are working in partnership with Daventry Volunteer Centre, Voluntary Impact Northamptonshire and Northamptonshire Carers to upscale befriending as part of Integrated Care Across Northamptonshire.

SERVE's befriending service helps to reduce feelings of isolation and loneliness for older people across North Northamptonshire, enabling individuals to remain living independently in their own home.



We receive referrals from statutory, private and voluntary sectors for older people 65+ who are lonely, isolated and frail.

A local volunteer befriender will make regular visits to an older person and look to build friendships, offer support and help people to feel less isolated socially. Volunteers and residents are matched and this takes on board person-centred support including individual's interests, skills and experiences.

VOLUNTEERING OPPORTUNITIES

If you would like to make a difference across Corby, East Northants, Kettering, Wellingborough or West Northamptonshire, to provide companionship for older people aged 65+ who need a weekly visit to help improve their health & wellbeing, please get in touch



01933 315 555



countybefrienders@serve.org.uk

WELLBEING ACTIVITIES

Here at SERVE we offer activities at our Day and Activity Centre in Higham Ferrers and in local community facilities, such as Church Halls and other similar venues.



EXERCISE REGULARLY

Stronger Seniors is an approved NHS course, that helps people to improve and maintain their strength and balance.

Movement to Music is a gentle exercise group to promote a healthy body and mind.

FOR THE MIND

Computer Sessions are available so that you can learn to email, Skype, shop online and more!

Musical Moments is for people who suffer with Dementia and their carers. Sing a long with friends through the decades, starting back from the 1940's.



SOCIAL & COMMUNITY

Community Forum for you to share your views, ask questions and have your say!

Senior Social Group, come along for a chat, play board games, do some knitting or just enjoy a natter.

DAYS OUT

Whether it's a visit to the seaside or a day out shopping, our days out are a great way of making new friends, seeing new places.

- Pub lunches
- Garden Centres
- Markets
- Shopping
- Seaside

For future outings or to join any of our groups or activities- please contact our reception on 01933 315555

Hearing Aid Service



Free Batteries and Re-Tubing

The service is for users of NHS hearing aids only and staff cannot help with privately purchased hearing equipment.

Trained volunteers are able to deal with minor hearing aid difficulties you might have.

Opening Hours ...

Monday to Thursday 8.30am - 4.30pm

Friday 8.30am - 4.00pm

8 West Street | Rushden | Northamptonshire | NN10 0RT



Community Action is a vital part of our society to support all individuals and groups within the local community by providing help and opportunities to enable people to realise their ambitions. We provide advice and information to local groups in Wellingborough to enable them to continue to meet the needs of the local people



WELLINGBOROUGH VOLUNTARY SECTOR COMMUNITY SUPPORT SERVICES

SERVICES INCLUDE:

**ADVICE & INFORMATION
POLICIES AND PROCEDURES GUIDANCE
VOLUNTEERING BROKERAGE
TRAINING OPTIONS
TELEPHONE SUPPORT
NETWORKING EVENTS
REGULAR E-BULLETINS**

Email - info@serve.org.uk

Fundraising

Have you ever wondered how SERVE will continue to look after the elderly and vulnerable throughout East Northamptonshire?

A large amount of the money that enables SERVE to continue each day comes from events and community fundraising activities that are held in the local area, which is why we are asking you for your help.

We rely on fundraising events and donations to run our wellbeing activities and day trips throughout the year, maintain our buildings, purchase our mini buses to transport people to appointments and of course pay the professionals who look after you and your family.

Could you ...

- Leave a gift in your Will
- Sponsor an event at our Wellbeing Centre
- Make a small monthly gift via direct debit
- Organise an event for us like a charity car wash, a sponsored silence or a cake sale

However you choose to do it, we'll be with you every step of the way and we would love to hear from you.

Every penny raised truly makes a difference and helps us to keep providing our much needed services to our service users.

T. 01933 315555 • www.serve.org.uk

8 West Street | Rushden | Northamptonshire | NN10 0RT

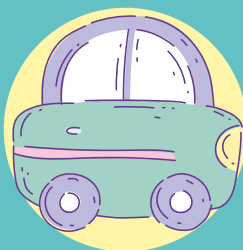
OPPORTUNITIES

For all of our volunteer opportunities please contact our office on 01933 315555



MINIBUS DRIVERS

To drive any of our minibuses, picking up our service users for pub lunches and outings, classes and other activities required.



CAR DRIVERS

Use of own vehicle to take service users to and from medical appointments. Mileage expenses are reimbursed.



DAY CENTRE ACTIVITIES ASSISTANT

To escort our service users attending the Day Centre on their minibus journey and to assist with activities at the centre



RECEPTIONISTS

To be the first point of contact when people visit our building and make a positive impression with our service users both over the phone and in person



BEFRIENDING

To provide companionship to older people in the community. To visit them in their home weekly and help to reduce loneliness and isolation.



GARDENING

To support older people to look after their gardens by weeding, planting, grass cutting, hedge trimming and more.

Our Values



CARING

**PERSON
CENTRED**

PROFESSIONAL

SUPPORTIVE

Make a Difference

- *improve lives*
- *promote independence*
- *help others to help themselves*

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