



serve
supporting independence



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.

J. Slater

Jessica Slater **CEO**

Alan Armson

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

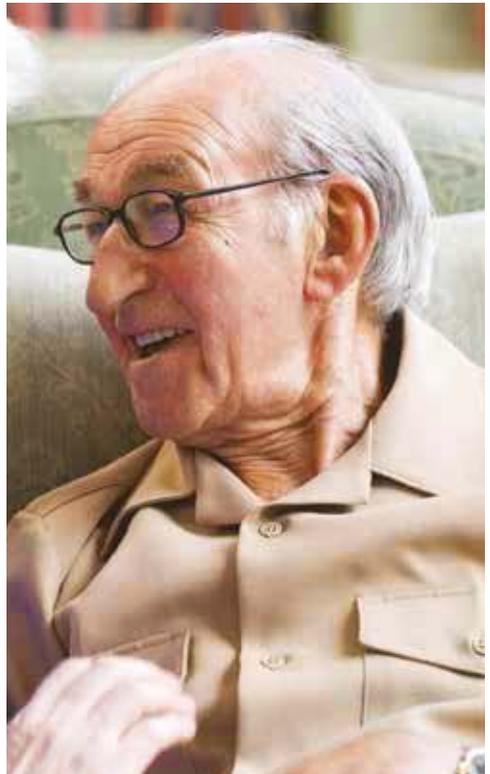
The Ron Manning Day & Activity Centre:

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
Handyhelp



Gardens will be maintained on at least a monthly basis during spring and summer. General handyhelp services will be offered during the winter, which will include Key Safes, Fence Repairs, Grab Rails along with other outdoor minor adaptations, for up to a maximum of two hours work.

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 rodger.yexley@serve.org.uk or call 07825 048479/01933 315555

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 PARTNERSHIP

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

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 a day -
Transport
available at £5 per
day

For more information please contact the
West Street office on 01933 315555

www.serve.org.uk

76 Upper Kings Avenue | Higham Ferrers | NN10 8JZ



Wellbeing Activities



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

Social & Community

Our Community Forum is for you to share your views, ask questions and have your say! It is fully participant led.

Senior Social Group for people to come along for a chat with others, play board games, do some knitting or just enjoy the company of others.



For The Mind

Our Digital Dodgers Computer sessions are available so that you can learn to email, SKYPE, shop online and more!



Musical Moments group support those who suffer with Dementia and their carers. Sing a long with friends through the decades, from the 1940's





Exercise Regularly

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

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

Days Out

Whether it's a visit to the local supermarket for your weekly shop, a trip to the seaside, our days out are a great way of meeting new people, seeing old friends or seeing new places.

- Pub Lunches
- Garden Centres
- Markets
- Shopping
- Seaside
- Boat Trips
- Film Afternoons



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



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



jonathan.cook@serve.org.uk

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.

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Corporate and Community Events

Serve has appointed Nick Hayton, Corporate and Community Fundraiser
Nick is very keen to maximise opportunities for businesses and the community to work with SERVE. This can be through:

Corporate Support

This is ideal for companies to support a local charity and know they are giving back to the local community. This can include:

A fitness challenge – This could be a walk, skydive running event, swim or your own personal challenge. SERVE can assist in getting a charity place to events, setting up online sponsorship or sponsor form.

Charity of the year - It is an ideal opportunity to gain positive PR Corporate Social Responsibility volunteering days This can be a great team building exercise and develop positive stories.

Golf Day – Teams of 4 can enter our Charity Golf Day or companies can be an overall sponsor or sponsor individual holes.

Skydive – We can book a skydive at a Sibson airfield near Peterborough

Donations - SERVE is a member of Northants Chamber of Commerce, Wellingborough and East Northants Chamber of Commerce, North Northants Business Network.

Community Support

It is great if individuals are motivated to take part in events or selling raffle tickets, any support that can be given is appreciated.

We can support you to gain entries into events, supporting with raffle prizes, setting up online sponsorship forms or printing, helping create awareness and generating PR.

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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