



Mole Valley Life

MOBILE • INDEPENDENT • SOCIAL

Your Life. Your Journey.
Share it with us.

This year, take time to plan how you can stay well and feel good throughout the winter. We have plenty of tips for you to keep warm and active and to stay healthy and independent!

If you need help with transport we can help you move around the district too with our **Mole Valley Life Mobile** services.

Get social this winter!

Have you visited our **social centre** in Leatherhead or the Christian Centre in Dorking? Meeting new people and staying active are great ways of tackling loneliness during the winter months.

These centres are for socialising, keeping fit and learning - the daily home cooked lunches go down very well too!

Activities range from Pilates classes to art clubs, yoga instruction to practical help with getting you started online. Why not pop in and say hello? Bring this leaflet with you for a **free tea or coffee in our cafes** (up to March 31st 2019).

Social Centres:

The Fairfield Centre, 34 Swan Court, Leatherhead, KT22 8AH
10am – 4pm Monday to Friday. 01372 376058

Dorking Christian Centre, Church Street, Dorking, RH4 1DW
9am – 2pm Monday to Friday. 01306 886830



Winter 2018/19 Event dates

Come and see us at our Mole Valley Life Roadshows.

We look forward to meeting you and finding out how we can help you stay well this winter, we'll even have some freebies to give away!

We'll be at the following places to give you more information about all of Mole Valley Life's services:

- Sun 25 November
Dorking Christmas Festival.
12 - 6pm
- Thurs 29 November
The King & I screening,
Dorking Halls. 7pm
- Sat 1 December
Leatherhead Christmas Event.
10am - 2pm
- Thurs 13 December
St Stephen's House Surgery, Ashted.
10am - 12noon
- Mon 14 January
The Fairfield Centre, Leatherhead.
10am - 12noon
- Tues 22 January
The Queen of Spades screening,
Dorking Halls. 6.45pm





Top tips for staying safe and warm

- Keep your heating to a minimum of 18c (65f)
- Don't sit for extended periods – move around at home
- Eat hot meals and drink warm drinks
- Stay hydrated, keep drinking fluids throughout the day
- Wear thin layers of clothing to trap warm air
- Wear a hat indoors too if you feel you need it!
- Keep windows closed at night
- Wear shoes with good grips when outside
- Consider getting your shopping delivered in cold or icy weather



Enjoy a healthy diet this winter

A good diet will help keep your body fit and well this winter. Foods filled with essential vitamins and minerals will help keep your energy levels and spirits up. It's tempting to 'comfort eat' when it's cold outside but try to keep eating at least five portions of fruit and vegetables a day and avoid too much sugar. Why not use wintertime to try out some new, nutritious soup recipes and invite some friends or family to come and enjoy them?

Frozen vegetables can be just as nutritious as fresh ones, so stock up the freezer just in case the cold weather prevents you getting out and about easily for a few days.

Don't forget our social centres serving tasty home cooked meals Monday-Friday!

Keep active for body and soul

Mole Valley is filled with groups and clubs for people of all ages to join. Turning up the first time to a new group or event can be daunting but go for it - the benefits far outweigh any initial awkwardness or nerves. **Social interactions are a vital part of wellbeing** so look out for your friends, family and neighbours in the winter months and make sure you are not becoming isolated yourself. Libraries, our **social centres** and faith centres are all great places to find out about activities and events local to you.

Physical activity to keep your bones strong and your body moving will also improve your mood in the winter months. Our popular **Walk for Health** scheme offers regular volunteer led free walks throughout the district and our **Exercise on Referral** scheme provides low-cost gym or swim membership in our leisure centres to qualifying applicants. You may prefer dance, yoga or bowls, whatever you enjoy, keep it going throughout the winter months.

Flu vaccinations

People sometimes think of flu as a bad cold, but having flu is more serious. You may be so ill that you are unable to do much more than stay in bed.

The best thing you can do to protect yourself against seasonal flu is to have the flu vaccination. **Contact your GP to find out about the Flu vaccine.**





Mole Valley Life

SOCIAL

Have fun, meet people,
learn new things

There are friendly meeting places for older people to socialise and take part in activities for pleasure, keeping fit and learning in Leatherhead and Dorking. You will receive a warm welcome when you pop in.

Please call **01372 376058** for more information or visit the centres in **Leret Way, Leatherhead, KT22 8AH** or **Church Street, Dorking RH4 1DW**.

Activities include everything from Tai Chi to singing for health and services include hairdressing, chiropody and a beautician.

Both centres offer a home-cooked lunch Monday to Friday.



Mole Valley Life

INDEPENDENT

Independence, security
and peace of mind

Providing help at the touch of a button 24 hours a day, 365 days a year. Our trusted, local and reliable service provides independence, security and peace of mind at home. Pressing the button **on your community alarm** opens the line with our friendly team based in Leatherhead who are regularly praised for their kind and helpful manner. This service is useful for anyone that lives alone, boosting confidence and enabling independence. The basic package for an Alarm and Pendant is £4.50 per week, payable by direct debit. (£19.50 per month). Call **01372 204500** to talk to the local team and find out about a free demonstration with no sales pitch. **See back page for additional special offer.**



Mole Valley Life

MOBILE

We'll help you travel
around Mole Valley

Suitable for all residents in the district who are unable to use public transport. We will pick you up from your home and transport you around Mole Valley in our comfortable buses.

All our vehicles have lifts for wheelchair users and our friendly drivers are always on hand to assist you. The service runs daily, including weekends, between 9am and 4.45pm and operates on a first come, first served basis.

Prices are from £3 per journey, call **0300 123 7749** to find out more.

Phone call nuisances

Are you being bothered by nuisance telephone calls?

The Telephone Preference Service is a free opt-out service for individuals who do not want to receive unsolicited sales and marketing telephone calls. Contact 0345 070 0707 to find out more.



Trouble manoeuvring your bins?

Mole Valley District Council offer a free of charge, assisted bin collection for those that are struggling to move their bins themselves. If you think you may be eligible then call 01306 885001 to find out more.



GP & pharmacy opening hours

Find out from your own GP and local pharmacies when they'll be open over the winter period. A little preparation now will assist you later on if you need to book appointments or pick up medicines.



Worried about power cuts or flooding?

If you have concerns about flooding then take a look at www.gov.uk/check-flood-risk for advice or call 0345 988 1188. Ask your energy supplier about their Priority Services Register, which gives older or disabled people extra help and support.





Remote Monitoring away from your home!

Independence whilst out and about

Mole Valley Life is now able to offer a mobile GPS alarm system. If you are away from home you can take your Oysta device with you!

These devices offer an emergency SOS button which is connected to the Leatherhead Monitoring Centre. One press of the button and a friendly TEC Operator can offer assistance or reassurance through a built-in speaker.

Designed for vulnerable people, these devices will enable greater freedom and independence for the wearer, whilst giving reassurance to loved ones and carers both inside and outside the home.

An accurate GPS transmits location information and an alert can be raised if the wearer goes beyond a pre-set safe zone. Devices include a built in falls sensor and the ability to set reminder messages.

Devices are available for £25 per month.

Community Alarm - remote monitoring within the home

Our Community Alarm promotes independent living by providing an emergency button/pendant which the wearer can activate for emergency assistance within the home.

These button or pendant devices enable continued independence, particularly if the resident suffers from a sensory impairment, dementia or other medical condition. Our new limited offer (until March 31st 2019) on these alarms includes the fitting of alarm-linked smoke detectors in the home, which will automatically alert the 24 hour monitoring centre when activated.

Our team of TEC Operators respond to the Oysta devices and the Community Alarms to summon appropriate help whether this is from the emergency services, family, carers or other key holders. Equipment is installed and maintained by our own TEC Team.

Until 31st March 2019, we are offering the Community Alarm with smoke alarms for £4.95 per week. Call 01372 204500 now quoting 'WinterWellness18' to give your family peace of mind.



"Talk to us today about how we can help you remain independent for longer. Our friendly team will explain all our services with no obligation to buy."

Lorraine Tellis, Mole Valley Life Operations Manager

Useful Contacts

Action Fraud

0300 123 2040
actionfraud.police.uk

Action Surrey

(help with heating homes)
0800 783 2503
actionsurrey.org

Adult Social Care

01372 833456
surreycc.gov.uk

Age UK advice line

0800 0556112
ageuk.org.uk

Citizens Advice

03444 111444
casurrey.org.uk

Dorking Christian Centre

01306 886830
dorkingchristiancentre.org.uk

Handyman Scheme

01737 845630
molevalley.gov.uk

Mind Matters (NHS talking therapy)

0300 330 5450
mindmattersNHS.co.uk

Mole Valley District Council

01306 885001
molevalley.gov.uk

Mole Valley Life Independent

01372 204500

Mole Valley Life Mobile

0300 123 7749

Mole Valley Life Social

01372 376056

NHS

111 - advice. 999 - emergency
nhs.uk

Surrey Information Point (advice on care & support options)

surreyinformationpoint.org.uk

Surrey Police

101 - advice. 999 - emergency
surrey.police.uk

Telephone preference service

0345 070 0707
tpsonline.org.uk

Walk for Health

01306 885001
molevalley.gov.uk/
walkforhealth

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www.molevalleylife.co.uk

