

## Supporting us

Wide variety of opportunities for volunteers. Contact us to get involved or to give a donation.



*'The care and dedication of the long-serving staff and volunteers enhance the service provided. Their professionalism and accountability is a key strength.'*

## How to contact us

The best way to contact us is via our dedicated advice line. You can contact us yourself, or ask someone else to contact us on your behalf.

Telephone advice line: **020 8408 8170**  
Monday – Friday 9.30am – 4.30pm

If your query is complex, a face to face session with an advisor may be arranged at one of our centres or in your own home.

Information Advice and Advocacy  
Staywell  
Raleigh House  
14 Nelson Road  
New Malden  
KT3 5EA

Email: [advice@staywellservices.org.uk](mailto:advice@staywellservices.org.uk)  
Web: [staywellservices.org.uk](http://staywellservices.org.uk)



## Information Advice & Advocacy

► Quality assured ► Impartial ► Confidential ► Free



**Staywell** provides a specialist advice and information service to anyone aged 60 years and over living in the Borough of Kingston upon Thames and/or their family or carers. The service is free, impartial and confidential.

Our trusted and experienced advisors can visit you in your home or arrange an appointment for you to meet with them at one of our centres.

We welcome enquiries from people from all backgrounds and life experiences.

### The difference between Advice and Advocacy

An **Advisor** has the knowledge to present you with all your options, and help you to choose what is best for you.

An **Advocate** will help you to exercise your rights, choices and interests – without seeking to influence your decisions.



### How we can help

#### What we can do for you:

- ▶ answer simple one-off queries
- ▶ provide help with complex issues
- ▶ write letters or speak on your behalf with other agencies or individuals

#### What we can help you do:

- ▶ make informed choices
- ▶ think through your options
- ▶ put your decisions into action
- ▶ stay in charge of your life

#### What we can advise on:

- ▶ health and community care
- ▶ hospital discharge
- ▶ housing options
- ▶ paying for care
- ▶ benefits and help to maximise income
- ▶ money matters
- ▶ powers of attorney
- ▶ leisure and social activities
- ▶ transport options
- ▶ consumer issues
- ▶ any other issues of concern

Free legal advice surgery by appointment with a local solicitor



*'It is a fantastic job that you do – it would be so difficult to fill in that form – and impossible for those who don't have any help.'*

