

## **Coronavirus COVID 19 - RESPONSIVE SUPPORT SERVICES**

In response to the Covid-19 outbreak we have adapted our services to provide high level support for older people in Cambridgeshire and Peterborough. In summary they are as follows :

### **Information and Advice 0300 666 9860**

- Helpline open 7 days a week. Weekday hours 9am to 5pm, Monday to Friday and we are responding to messages from 10am to 2pm at weekends and bank holidays. Furthermore calls will be answered until 8pm by the national Helpline 7 days a week.
- Community Support Resource Information document produced and updated regularly giving details of local support available. This can be accessed on our website and via our Facebook pages.

### **Shopping and Covid Support Service (Extended support from other services during outbreak) 0300 666 9860**

- Priority for service users who are particularly alone due to family living away, no next of kin, particularly unwell.
- Shopping completed online or doorstep deliveries facilitated. Payments can be taken in a variety of ways all aimed at protecting older people and our staff.
- Free food parcels in exceptional circumstances
- Regular keep in touch calls offered
- Prescription delivery

### **Hospital Discharge Support Service and admission avoidance 01354 691896**

- Installation of measures to enable discharge such as key safes, grab rails and moving beds and furniture
- Essential groceries delivery on discharge
- Regular patient support for up to three weeks post discharge.
- Further shopping and prescription delivery
- 7 days per week

### **Cambridgeshire Handyperson Service 01480 700205**

- Priority to support Hospital Discharges and help to avoid hospital admissions. This includes: bed moves, fitting grab rails and key safes.
- Critical grab rail installation
- Where possible telephone assessments taking place and triaged.

President: Dr S G P Webster MA, MD, FRCP

Chairman: Hazel Williams MBE

Vice Chairman: Clive Adkin

Hon. Treasurer: David E Bruch FCA

Chief Executive: Melanie Wicklen

Age UK Cambridgeshire and Peterborough is a charitable incorporated organisation registered with the Charity Commission for England and Wales with registered charity no. 1165856

Registered Office: 2 Victoria Street, Chatteris, Cambridgeshire, PE16 6AP.

**Community Wardens and Community Support at Home Services in the following areas: Linton, South Cambs Small Villages, Girton, Swavesey, Peterborough City, Cambridge City, Ramsey, Ely, Littleport, Stapleford, Teversham, Waterbeach Landbeach and Chittering 0300 666 9860**

- Shopping, prescription and other essential items delivery.
- Daily welfare contact calls and door step visits.
- Consistent wellbeing checks
- Posting mail
- Small jobs
- Weekly charge applies

**Homes (domestic support), phasing back in from 1<sup>st</sup> June 01733 557353**

- Domestic cleaning and household support
- Consistent Home Support worker
- Weekly or fortnightly, for minimum of 1 hour
- Hourly charge applies

**Girton Older Residents Co-ordinator 0300 666 9860**

- Support with providing information and advice to local residents.
- Close support and involvement with local village Covid response team.

**Sharing Time (Befriending) 01354 691898**

- Volunteer contact by telephone, keep in touch calls.

**Visiting Support Service for Older People (Part of the Housing Related Support commissioned services) 01354 776110**

- Regular telephone welfare checks to VSSOP service users.
- Remote support being undertaken wherever possible eg: to ensure that older people are able to access their benefits entitlement.
- All community hubs have been suspended.

For service users of currently suspended provisions, needs assessments have been completed, thus ensuring the relevant support is put in place – regular contact continues to take place to allow for identification of changing need and proactive intervention.

Revised 28.05.20

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