

Covid-19 Services Update November 2020

Below is a summary of all of our services as at 12th November. Circumstances change quickly, so please contact us for the latest information.

We regularly post to social media, please follow us @ageukcap on [Facebook](#), [Twitter](#) and [LinkedIn](#)

**Age UK Cambridgeshire and Peterborough
HELPLINE - 0300 666 9860**

Information Services

Information & Advice

We provide **free** confidential information so older people and their carers can make informed decisions on matters such as benefits, housing, care choices and health. We have a range of free factsheets and guides.

Open Monday – Friday 10am – 2pm Tel: **0300 666 9860**, outside of these hours the line transfers to the national Age UK advice line which is open 8am – 8pm.

Visiting Support Service for Older People (VSSOP)

We can give **free** extra support when most needed, particularly when experiencing a difficult period, such as bereavement, ill health, financial or housing concerns, negotiating complex statutory situations. Operating in East Cambridgeshire, Fenland and Huntingdonshire. Currently also in Peterborough as a pilot.

During Covid Community Hubs have been suspended. Remote support is continuing.

Girton Older Residents Co-ordinator

We work alongside statutory, voluntary and community groups in the South Cambridgeshire village of Girton to support existing groups, linking residents with appropriate services. During Covid the coordinator has continued with our **free** support in arranging outdoor meetings with residents.

Social Opportunities

Our Day Centres and Friendship Clubs were suspended in March, to comply with government Covid guidelines. However support has continued, please see below:

Friendship Clubs

We support a number of clubs in and around the Peterborough area, with more clubs being developed and introduced across Cambridgeshire. The clubs are independent and run by volunteers, with our support and guidance. The clubs meet once a week but are currently not open. However, one or two are slowly working their way back to reopening with measures in place. The clubs set up a 'buddy system' to keep in touch with each other.

Day Services

Our day services offer opportunities to socialise and feel secure in a happy and stimulating environment. During Covid, social contact has been maintained between service users and staff by telephone, email, letter writing and when able, doorstep and garden visits. We are pleased to announce the provisional re-opening dates for the following day services:

- Oasis Day Centre, Wisbech reopened on Wednesday 14th October
- Ambury Road Day Centre, Huntingdon reopened on Wednesday 14th October.
- Cherry Trees Day Centre, Cambridge reopened on Monday 19th October.
- Orton Day Centre, Peterborough has had to source a new venue, and is likely to open in November.
- Tuesday Club, March will open in November.
- Lyons Court, Chatteris is moving to a new venue at the Cricket Club and will re-open in November.

The Day Services will be working at about 50% normal capacity for social distancing, but we are taking new referrals.

There is a **fee** for attending of £20 a day, with the exception of Tuesday Club which is £8.

Sharing Time

We aim to reduce loneliness and social isolation in later life by sharing time together, providing friendship and support. Support is in the form of regular contact from a fully trained volunteer, usually once a week. Home visiting was suspended, but support continues to be provided by volunteers to service users who had already been introduced, prior to March 2020. The **free** service has begun to re-introduce face to face visits where both parties are comfortable, able to be socially distanced and in line with latest government guidance. The service has a waiting list and all new referrals will join the waiting list. However, referrals can be triaged and support possibly offered by the Covid Telephone Befriending Service.

Covid Telephone Befriending Service

This is a new **free** Covid Response Service and has funding until March 2021. Volunteers are recruited and matched to a service user to make contact calls to ensure wellbeing and reduce loneliness.

Practical Support

Covid Shopping Service

This is a new Covid Response Service and has funding until March 2021, shopping for and delivering, essential groceries and toiletries. It is a **free** temporary service aiming to find a long term solution to the service users' needs within 6 weeks.

Cambridgeshire Handyperson, Home Checks and Home Energy Checks

We aim to prevent falls and accidents in the home. We carry out wellbeing checks and provide equipment and adaptations to lessen the risk. We also enable people to be discharged from hospital at the right time with the correct adaptations made to their home. The **assessment is free** and there is no obligation to order any work. If work is requested there is a **charge of £30** for the first hour (min 1 hour) and pro rata charge for every 15 minutes increments thereafter (£7.50), plus any materials.

We are able to provide and install **grab rails free of charge**.

The Handyperson Service is available in Cambridge City, South & East Cambs, Hunts and Fenland.

The Home Checks service operates in Peterborough. All referrals are taken by Peterborough Occupation Therapy service.

Home Energy Checks provides information and advice on energy saving equipment and making sure the person is in receipt of the correct benefits, and paying the best tariff for energy.

Community Wardens

The service assists older people to continue to live independently at home by providing daily contact (Monday to Friday) and support, either by a personal visit or telephone call, to ensure a sense of security and wellbeing.

There is a small **fee** for the service: £9 week for a single person, £11 for a couple

The following areas have service provision:

- Cambridge City
- Ely
- Girton
- Histon & Impington
- Linton
- Littleport
- Peterborough
- Ramsey

- Small Villages (Weston Colville, West Wrating, Balsham, Shudy Camps, Horseheath, Castle Camps & West Wickham)
- Stapleford
- Swavesey
- Teversham
- Waterbeach, Landbeach & Chittering

We are pleased to introduce six new schemes which will soon be available:

- Fen Drayton, Lolworth and Fenstanton
- Fulbourn
- Longstanton
- Papworth (covering Hardwick, Caldecote, Comberton, Wimpole, Bourn & Toft)
- Sawston (covering Whittlesford, Pampisford, Duxford, Hinxton, Ickleton)
- Willingham & Over

Homes

Supporting independence at home by providing assistance with household tasks such as cleaning, laundry, ironing and shopping. Originally suspended in March, the service has been phased back from June 2020.

This is a **paid service**. Fees: £17 per hour in Peterborough, Fenland, Hunts, East Cambs, £18.50 per hour in Cambridge and South Cambs.

Hospital Discharge Support Service

This **free** service supports the safe and timely discharge of older people enabling them to go home and includes: pre-discharge installation of keysafes, grab rails, moving beds and furniture; essential grocery delivery on discharge; regular patient support for up to 3 weeks post discharge x 7 days per week; needs assessment and onward referral for additional support if required.

For more information email us: infoandadvice@ageukcap.org.uk