

COVID – 19 Services Update

As of 5th January 2021

Service	Current status	Contact	Date reviewed
Information and Advice	Telephone opening hours 9am to 3pm. Leave a message if line busy. Messages and email monitored at weekends until further notice. Phones transferred to the national Age UK Helpline which is open 7 days per week until 8pm.	0300 666 9860 infoandadvice@ageukcap.org.uk	05.01.21
Shopping	Emergency shopping provided for up to six weeks whilst longer term support is put in place.	01223 221925 shopping@ageukcap.org.uk	05.01.21
Covid Telephone Befriending	Contact calls to reduce loneliness and isolation	0300 666 9860 telephonebefriending@ageukcap.org.uk	05.01.21
Visiting Support Service for Older People (Hunts, Fenland, East Cambs and Peterborough)	Essential visits only being carried out, after triage. Regular telephone welfare checks being carried out. Increased cover in Peterborough. Community Hubs suspended.	01354 776110 vssop@ageukcap.org.uk	05.01.21

Girton Older Residents' Co-ordinator	No home visits unless essential, no community events planned until further notice.	0300 666 9860 gorc@ageukcap.org.uk	05.01.21
Winter Pressures/Hospital Discharge Support Service	Supporting hospital discharge patients and those at risk of hospital admission. Enabling older patients to remain safely at home with regular input such as wellbeing calls, grocery shopping, furniture moves and keysafe installation to enable a discharge.	01354 691896 HDsupport@ageukcap.org.uk	05.01.21
Community Wardens	Inside home visits will only take place if absolutely necessary, door step visits take place if required, otherwise daily welfare phone calls.	0300 666 9860 wardens@ageukcap.org.uk	05.01.21
Cambridgeshire Handyperson Service	Priority/essential support provided, such as those most at risk of falls and potential hospital admissions (home safety assessments). Hospital Discharge support with installation of measures such as key safes and furniture moves.	01480 700205 chp@ageukcap.org.uk	05.01.21
Home Checks	Assessments via phone triage.	01733 806248	05.01.21

		Homechecks@ageukcap.org.uk	
Day Services	All services suspended. Transition service to be delivered with regular keep in touch calls, but door step visits will only be carried out when essential	0300 666 9860 dayservices@ageukcap.org.uk	05.01.21
Friendship Clubs	All Friendship Clubs continue to be suspended. Club Leads will refer members if they need support.	01733 352213 mandy.dewdney@ageukcap.org.uk	05.01.21
Homes	Service continues with regular review.	01733 557353 homes@ageukcap.org.uk	05.01.21
Sharing Time	Home visits suspended, phone calls are encouraged where possible.	01354 698898 sharingtime@ageukcap.org.uk	05.01.21

If you are unsure who to contact call our HELPLINE [0300 666 9860](tel:03006669860) or
EMAIL infoandadvice@ageukcap.org.uk