

## Age UK Hammersmith and Fulham Service Update – 02-06-2020

We have had to change the way we deliver some of our key services to older people during the coronavirus outbreak. We are still running many essential services including:

### Age UK Hammersmith and Fulham Services

#### Information and Advice

30 minute telephone appointments are available to book covering the following areas of advice: Welfare Benefits, Employment, Housing, Consumer, Debt and Basic Immigration queries.

To book, call: 020 7386 9085.

#### Shopping Service

We have increased our shopping service from two days a week to five days so that more people can access it. To book, email [sophie@ageukhf.org.uk](mailto:sophie@ageukhf.org.uk) or call: 020 7386 9085



#### Digital Inclusion Project

Our Digital Champions are available to provide 1-2-1 digital support over the phone including:



- Assist clients in registering for online services at GP surgeries
- Assist clients in registering with a chemist that does deliveries
- Assist clients in registering for online shopping
- Assist clients in setting up email accounts
- Assist clients in making complaints or seeking queries online about services
- Assist clients about keeping in touch with friends and family by social media, WhatsApp, text messages, email, Skype, video calling and other digital methods
- General help to clients with issues around the use of technology to keep independent, safe and combat loneliness



To book, email [digital@ageukhf.org.uk](mailto:digital@ageukhf.org.uk) or call: 020 7386 9085.

#### Isolated Buddy Service - Personal Grocery Service, Telephone Befriending and Prescription Assistance

This new service helps older members of society unable to leave their homes and without support of friends, family and neighbours.

If you know someone in need of our Isolated Buddy Service then complete our Client Form (requesting help): <https://tinyurl.com/rtqfebe> or if urgent call: 020 7386 9085.

#### Meal Delivery Service

Our meal delivery service is offered 5 days a week. Food is freshly cooked and arrives chilled with reheating instructions and allergen information. You can order 1 meal per week or 5 for the entire week which will be delivered each day. Orders must be placed 36 hours in advance and by 3pm each day. To book call 020 7386 9085 or email [peter@ageukhf.org.uk](mailto:peter@ageukhf.org.uk)



Due to the rapidly changing situation this list will be regularly updated and we are also looking to add further services shortly. To stay in touch and hear all the latest updates and news:

- Follow us on [Twitter](#), [Facebook](#) and [Instagram](#)
- Visit our website: <https://www.ageuk.org.uk/hammersmithandfulham/>
- Request to join our mailing list by emailing [candace@ageukhf.org.uk](mailto:candace@ageukhf.org.uk)
- Get in touch by calling 020 7386 9085 or emailing [info@ageukhf.org.uk](mailto:info@ageukhf.org.uk)

Thank you

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