

Help buy a new minibus for older people.
Visit our crowdfunding page
and pledge your support today.



Registered charity number 289124
Company number 01685692



Pledge your support by visiting:

<https://www.spacehive.com/ageukhfnewminibus>

Communities Pulling Together

Recently, many people took time out to remember Europe's liberation from years of war, with national celebrations for the 75th anniversary of Victory in Europe (VE) Day, still within living memory.

What will be our memories of this period in UK history? Lives have been lost and there has been a heavy toll on daily life and human interactions.

However, our memories will also be of kindness offered and received, of difficulties shared and halved by the selfless acts of others as people have helped one another to get through.

Throughout lockdown, Age UK H&F has been delivering vital practical and emotional support to older people. This has been possible due to our wonderful volunteers and amazing partners who have made essential donations.

Read on to see the difference this is making to vulnerable and isolated people in our borough.



Getting creative at home? We'd love to hear from you – let us know what you've been crafting during lockdown.



Our Charity Shop is temporarily closed.



Our Activity Centre is temporarily closed.

Age UK Hammersmith and Fulham Contact Information

Our Activity Centre and Charity Shop are currently closed however our staff are working remotely to ensure our services continue to run. Get in touch by:

- Phone: 020 7386 9085 - our phone line is open Monday-Friday 10am-4pm
- Email us: info@ageukhf.org.uk
- 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

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. To stay in touch and hear all the latest updates and news email candace@ageukhf.org.uk or call 020 7386 9085 to request to join our mailing list. 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 or call: 0207 386 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 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/rtgfebe> 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





Help buy a new minibus for older people – **PLEASE DONATE**

Keeping the Wheels Turning

The drive towards cleaner air in London means that the Low and Ultra-Low Emission Zones are being revised from October 2020. Average London traffic speeds are now slower than when Wordsworth described buses as “whirling along at 8mph.” Congestion and pollution are hazards that must be addressed and, sadly, our old minibus will not meet the stricter environmental standards.

Age UK H&F have operated a shopping service for older residents of the borough for over ten years. Our minibus takes people from their homes to one of four supermarkets, helping them from the moment of boarding to unloading their shopping once back at home. This helps people to remain active, socialise, retain their independence and stay part of the community. During the warmer months, we take clients on day trips to museums, galleries and the ever popular seaside visit, which never fails to disappoint! Our minibus is essential to the work we do.

Consequently, we have taken the decision to fundraise for a new wheelchair-adapted minibus to meet emission standards while maintaining these essential services. If you are able, please give generously to help us continue supporting the older residents of Hammersmith and Fulham into the future.

To donate visit the website <https://www.spacehive.com/ageukhfnewminibus> and then click on ‘Back This Project’ or call us on 020 7386 9085.

Do you know someone who needs help with shopping?

Our shopping service is now operating five days a week (Monday to Friday) to help more people get to the shops. Social distancing is observed on all trips and we provide any help needed to make the weekly shopping trip possible.

To book:

email sophie@ageukhf.org.uk or call: 07538 327 734



Door-to-door shopping service

**Help buy a new minibus for older people.
Visit our crowdfunding page
and pledge your support today.**

Looking for support during
the coronavirus outbreak?
We're here to help:

📞 Information and Advice 🤝 Befriending
📺 1-2-1 Digital Support 🛒 Shopping and Food Delivery

Information and Advice

Despite the temporary closure of the Activity Centre on Greyhound Road, our dedicated Information and Advice service is still operating via telephone appointments.

If you need advice, book an appointment by calling: 020 7386 9085



Denise, one of
our I&A Advisors

Creatively Protecting the Community

What can we do to help? It's a question we've all asked. For Fulham resident, Dorothee, the answer lay in her sewing skills as she set to work making material face masks for the community.



After posting a message on the community website, Nextdoor, she was inundated with requests so Dorothee and her small team set about supplying face masks across the Borough. Masks are free, although donations to Dorothee's Just Giving page are encouraged, with all monies going to charity.

It wasn't long before her work caught the eye of Age UK H&F volunteer, Pamela, who got in touch with Dorothee. And the result? Thirty-six face masks turned around in almost no time for our Minibus Driver, Isolation Buddies and Meal Delivery Service volunteers.

Our volunteers have been delighted! Rafela, a meal delivery volunteer described them as "beautifully sewn and environmentally reusable. It is also comfortable and I don't boil in it!" Peter, one of our Volunteer Champions added, "it's already been helpful and it's a wonderful design."

Thank you so much, Dorothee and your team at Fulham Face Masks for helping us keep older people safe while delivering vital services. We are so grateful for your kind donation!



Rafela, volunteer



Gian Carlo,
Minibus Driver



Alice, volunteer,
embroidered hers:
"boom shakalaka"

For enquiries
about masks:
<https://m.facebook.com/fulhammasks>

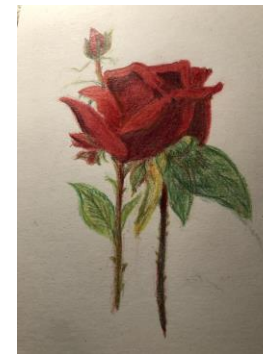
Staying Connected

In the midst of concerns about the health implication of Covid-19 we shouldn't forget the consequences of loneliness and isolation, which also claims lives and impacts on the mental health and wellbeing of many people.

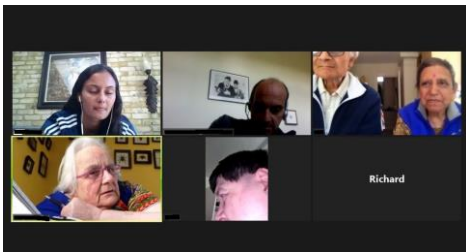


Our Digital Inclusion team has been working hard to establish new ways for our older clients to stay connected with one another in a bid to overcome some of the isolating effects of a prolonged lockdown.

Recently we conducted our first online activity over the internet using Zoom. We were joined by the Fulham Football Club Foundation whose Adult Health Coach, Sophie, helped us host a social meet up with a fun general knowledge quiz, including anagrams, dingbats and a sporting sounds round. This was followed by a light exercise session led by Sophie.



Rekha has been keeping busy during lockdown doing beautiful sketches of the natural world she sees around her.



**Would you like to join us?
Wednesdays at 2:30pm**

**For further details
call: 020 7386 9085 or
email: digital@ageukhf.org.uk**

Rekha and Rajinder, connected via their tablet, with a little help from daughter, Anjul. Both enjoyed the quiz. According to Rekha, "it took us down memory lane, with old Eurovision and historical facts to keep our brains working." She also felt that it was an enjoyable break from the current situation: "These days it is a very refreshing thing to remember life before."

Need help getting online? Book a session with our Digital Champions who can provide 1-2-1 digital support over the phone. Email: digital@ageukhf.org.uk or call: 020 7386 9085.

**Looking for support during the coronavirus outbreak?
We're here to help:**

- Information and Advice 
- 1-2-1 Digital Support 
- Befriending 
- Shopping and Food Delivery 

Call us for support on

**020
7386
9085**

Volunteers Providing Vital Support in the Community

Jean had always enjoyed regular visits with her family. Sadly, lockdown put an end to that. Her children and grandchildren lived well beyond walking distance. As the weeks went on, Jean found herself isolated and “down in the dumps.” Her daughter, Ruth, contacted Age UK H&F and our services swung into action.



Jean was contacted by volunteer buddy, Karen, who rings twice a week for a chat. For Jean this has been a lifeline, making a huge difference to her sense of wellbeing: “I feel I’ve now got a purpose in life. It has felt marvellous and I can talk to her about anything!”

On the other end of the telephone line, Karen had been volunteering with Age UK H&F for a number of years. However, as the UK went into lockdown, she offered to help isolated older people in the borough through our telephone befriending service. She and Jean speak a couple of times a week and, for Karen, it is good to know that she is able to provide support through the simple means of a telephone conversation. Moreover, Karen says she finds it “really interesting hearing about someone else’s life.”

Not only has the input of Karen had a beneficial impact on Jean’s quality of life, but this has rippled out to her family too. In the words of her daughter, Ruth: “The relief to know that you are supporting Mum is immense. We are all very relieved and grateful for the local support that she is getting.” She continues: “We can’t thank Age UK enough for the really swift response you gave me, from feeling very worried about her situation when things were very dire to hearing that she is in a much better frame of mind is amazing.” Ruth, Jean’s daughter.

But the last word should go to Jean: “When I knew there was someone there, it opened up a whole new life.”

If you know someone in need of support then complete our Client Form (requesting help): <https://tinyurl.com/rtgfebe> or call: 020 7386 9085

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Delivering Essential Meals with Our Partners

Jean loves the moment when her meals are dropped off and the volunteer stays at the gate for a minute to chat at a safe distance.



Jean has sampled the delights of beef stew, chicken casserole and a “mouth-watering” apple tart and custard. She describes it as “better than being in a first class restaurant” adding that when she receives the meals, “I feel really special.”

Our Meal Delivery Service has gone from strength to strength since the start of lockdown and we are now delivering upwards of 450 meals per week to older people in our borough who are in need of a nutritious, freshly cooked meal. This would not have been possible without the outstanding work of our dedicated partners, Peardrops, Di Lusso Travel, Playdays Parties, Fresh Fitness Foods, UKHarvest and Chelsea FC Foundation.

From the perspective of our partners at Chelsea FC Foundation: “We are committed to supporting our communities and, at this challenging time, we are delighted to be able to contribute to the fantastic work of Age UK H&F in supporting the Borough’s senior community.” Damian, Senior Health & Wellbeing Officer, Chelsea FC Foundation.

Our fabulous team of volunteers has been delivering delicious casseroles and curries along with traditional favourites such as sausage and mash or fish and chips. Every week our partners have been committing their skills, energy and enthusiasm to make this happen. Thank you so much to all our partners and volunteers who have made this new service such a success!

Nasreen, whose mum also receives regular meals as well as our Isolated Buddy Service, took the time to email her thanks. "I just want to thank you for the service you have provided for my elderly mum. Your service is extremely valuable and appreciated. Keep up the good work!"

How to sign-up

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

Do you know someone who might need our meal delivery service? To book call 020 7386 9085 or email peter@ageukhf.org.uk

Those Little Acts of Kindness

Hazel had been a regular visitor to our activity centre and charity shop. When lockdown stopped her from getting out she turned to Age UK H&F and was put in touch with our volunteers for help with her weekly shopping.

However, the service has come to mean much more than just shopping. Lockdown was starting to “weigh heavily.” Despite keeping busy, the lack of human contact was proving to be an isolating experience. Hazel describes the contact she receives from the Isolation Buddy volunteer as: “a nice ear to listen; a nice domestic touch if you live on your own.”

One week, Hazel received an unexpected surprise, with her volunteer bringing her shopping and a beautiful bunch of tulips, saying “you can’t have a birthday without flowers”. Hazel, touched by this simple act of kindness, says: “that’s the other side of the bad stories you hear on the news.”



CAN YOU HELP SUPPORT AGE UK HAMMERSMITH AND FULHAM? Here Are Three Ways You Can Help

Pledge your support on our minibus crowdfunding appeal:

<https://www.spacehive.com/ageukhfnewminibus>

Hold a fundraiser to support our minibus

Whether it’s an online charity quiz fundraiser with friends, a sponsored 5k around the local park or holding a birthday fundraiser on Facebook. Your support is greatly appreciated! Contact derec@ageukhf.org.uk for more information on fundraising and supporting our minibus appeal.

Spread the word

Share this newsletter with your friends, neighbours, colleagues and contacts. Follow us on [Twitter](#), [Facebook](#) and [Instagram](#) and share our posts – it may sound simple but the more people who know about our services and what support is out there, the more people who can go onto access the help they need.

Thank you for your continued support and for making a difference!

Age UK Hammersmith and Fulham – About Us

Age UK Hammersmith and Fulham Registered Office: 105 Greyhound Road, London, W6 8NJ.

Registered Company Limited by Guarantee and without Share Capital number 01685692.

Registered Charity number 289124.

Both registrations in England & Wales.

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