

## Coronavirus (COVID-19) Update

We hope you are keeping well and safe during these difficult times.

We want to reassure you that, even though our Activity Centre and Charity Shop are temporarily closed, we are still here to help older people in Hammersmith and Fulham.

In this edition of The Word we outline the latest news on our services, how we are supporting local older people, where you can access further information and resources, plus how you can get involved and support the work we are doing.

The safety and wellbeing of our clients, volunteers and staff are our top priority and as such we have made some changes to our services during the coronavirus outbreak. Following the government recommendation that everyone should stop non-essential contact with others we have decided to close our Activity Centre and Charity Shop whilst the government recommendations remain in place.

Thanks for reading and please do share this edition of The Word with your friends, relatives and contacts. As always, we are here to help so please do get in touch.

Age UK Hammersmith and Fulham



Our Charity Shop is temporarily closed.



Our Activity Centre is temporarily closed.

## Age UK Hammersmith and Fulham Coronavirus Help Questionnaire

If you know someone in need of support then complete our Client Form (requesting help):

<https://tinyurl.com/rtqfebe>

Let us know how we can support older residents of the Borough experiencing isolation as a result of the coronavirus. The purpose for the form is to log the demand and how we can help people with new services in response to coronavirus.

Or if you are keen to volunteer to help others, complete our online volunteer form (offering help):

<https://tinyurl.com/uzp76sc> Thank you!

## 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](mailto: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 [jenny@ageukhf.org.uk](mailto:jenny@ageukhf.org.uk)

## Age UK Hammersmith and Fulham Service Update – 24-03-20

We are still running a number of services as outlined below. 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 email [jenny@ageukhf.org.uk](mailto:jenny@ageukhf.org.uk) to request to join our mailing list.

### **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.  
To book, email [sophie@ageukhf.org.uk](mailto:sophie@ageukhf.org.uk) or call: 07538 327 734



#### **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

#### **In Touch Befriending**

Our befriending service will be carried out over the phone rather than home visits.

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

#### **Delivery of hot meals**

This service is currently being developed and more information will be released shortly.

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



## Where can I find out more about coronavirus?

There are a number of websites with resources, information and news updates on coronavirus including:

- UK Government information on coronavirus (COVID-19): what you need to do: <https://www.gov.uk/coronavirus>
- UK Government advice on protecting yourself if you're at high risk from coronavirus: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>
- UK Government: Register if you have a medical condition that makes you extremely vulnerable to coronavirus. For example, you'll be able to ask for help getting deliveries of essential supplies like food: <https://www.gov.uk/coronavirus-extremely-vulnerable>
- NHS coronavirus information: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- BBC News coronavirus page: <https://www.bbc.co.uk/news/coronavirus>

**Need help getting online?** If you aren't sure how to access these websites from your mobile, tablet or laptop then get in touch to book a telephone call with our Digital Champions who can provide 1-2-1 digital support over the phone. To book, email [digital@ageukhf.org.uk](mailto:digital@ageukhf.org.uk) or call: 020 7386 9085

## What to do if you have coronavirus symptoms

The current NHS guidance can be found [here](#) and advises to continue to stay at home if you have either

- a high temperature
- a new, continuous cough

To protect others, do not go to places like a GP surgery, pharmacy or hospital. Stay at home. Use the 111 online coronavirus service to find out what to do.

Only call 111 if you cannot get help online: <https://111.nhs.uk/covid-19/>

For life-threatening emergencies, call 999 for an ambulance.

Everyone should do what they can to stop coronavirus spreading.

It's also important to wash your hands with soap and water often – do this for at least 20 seconds. Always wash your hands when you get home or into work and use hand sanitiser gel if soap and water are not available.

## How can I find out who is at high risk?

The NHS website has information on who may be at high risk from coronavirus: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

## Looking for ways to help?

Thank you for your continued support and for making a difference! If you can, please help us to reach more older people in Hammersmith and Fulham in the following ways:

### **Know an older person who needs help?**

Please can you contact them and help them to complete this form so we can help them accordingly: <https://tinyurl.com/rtqfebe>

Or if you are keen to volunteer with us to help others, complete our online volunteer form (offering help): <https://tinyurl.com/uzp76sc>

### **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 on to access the help they need.

### **Donate – any amount both large and small helps!**

At this challenging time we invite you to support our work and help us reach more of those affected by covid-19.

Support us by donating here: <https://www.justgiving.com/ageukhf>



### **Help your neighbours by volunteering for the London Borough of Hammersmith and Fulham's Community Aid Network**

Hammersmith & Fulham Council has launched a new Community Aid Network (CAN) to co-ordinate an army of volunteers to help during the Coronavirus crisis. The new network will see H&F create a taskforce of local community charities designed to help support vulnerable local residents.

Visit their page to register your interest: <https://www.lbhf.gov.uk/help-your-neighbours-volunteering-our-community-aid-network>

### **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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