

# Newsletter

Registered charity number 1105384

## Inform

Hello,

I wanted to keep you updated with our Covid-19 response.

You may be aware of the Merton Community Response Hub, a single point of access for any Merton resident seeking help during the Covid-19 outbreak. Along with Merton Council, NHS, and other local charities, we were heavily involved in establishing the Hub. Our Operations Manager, Rhiannon, was right in the thick of it, helping the Hub to set-up and improve systems and allow call handlers to work remotely. We also worked closely with other local charities to establish a consistent process for follow-up assessment and deployment of volunteers. We have supported over 400 people since the end of March. Our Living Well team, Lynne and Emma, with support from Jo and Caroline, have been conducting follow-up assessments with clients to assess people's individual needs. For many this has meant getting shopping delivered by a volunteer, making sure they have their medication delivered, linking them to other services or having a regular phone call to help boost their spirits. Next time, I will tell you more about the work of our fantastic volunteers.

The Hub brings reassurance, clarity and stability for people at this uncertain time, it's been a privilege to work so closely with our partners. Our Living Well team, working right on the front-line, have gone above and beyond the call of duty to make sure that people in Merton can access the support they need. None of this would have been possible without the sheer dedication and determination of our staff and volunteers, we are incredibly proud of them all.

**If you need practical or emotional support as a result of Covid-19 contact the Merton Community Response Hub on 020 8685 2272.**

Best wishes to you all, **Rob Clarke**, Chief Executive



### USEFUL CONTACTS

#### General queries

020 8648 5792 or  
07542 284 914

#### Information & Advice

*Pensions, welfare benefits,  
social care, health, housing,  
and transport*  
07840 378 560 or  
07547 020 106

#### At Home

07783 644 828 or  
07736 621 572

#### Community Helpline

020 8685 2272

**If you're feeling unwell  
and need help call 111**



# Inspire

Stacey was referred to us from the Hub as she has been self isolating. Emma has been working with Stacey to provide the help and support she needs, including a volunteer shopper and someone to collect her prescriptions, as well as regular welfare checks.

“I was absolutely delighted with the excellent service and expert advice provided by Emma at Age UK Merton. I feel so supported in a challenging time and am very grateful for the regular contact and for you to put my worries at ease by calmly explaining what would be helpful and beneficial and you genuinely care. Thank you so very much for an outstanding and much needed community service.”  
— Stacey

“I am very proud to work for such a caring organisation. We are able put people’s minds at rest and offer practical and emotional support through these difficult times. Working in partnership with other caring services in the borough is rewarding and heart warming.”  
— Emma

**What have you been doing to keep your mind and body active? If you have any top tips we’d love to share them.**

# Ask

Please do let us know if you’d like to hear about anything specific or if you would like to stop receiving the newsletter.

# Do

## Puzzles

## and riddles

A couple of little games, from Liz, to keep your mind active:

### Riddle me this

1. What goes up but doesn’t come down?
2. Where does Thursday come before Friday?
3. What can you catch but never throw?
4. What are two things people NEVER eat before breakfast?
5. What question can you never answer yes to?

### Word play

How many words can you find in the word:

CORONAVIRUS

There are over 300 words so I’ll start you off:

VARIOUS

*The answers to the riddles are on the left.*