

Newsletter

Registered charity number 1105384



Inform

Hello,

In this edition, we shine a spotlight on our At Home services. In normal circumstances, this service supports over 150 older people across Merton with domestic tasks around their home to help them stay safe and independent.

We took the difficult decision in March to reduce this service down to support our most vulnerable clients. We also took on a new Food & Welfare project, funded by the London Borough of Merton Council, to support the most isolated older people and those recently discharged from hospital.

During this time our At Home team, Natalie and Alex, and our fantastic support workers have been keeping in touch with our regular clients to help keep their spirits up and enable them to access other support. They have been incredible, going above and beyond to make sure their clients are kept informed.

I'm pleased to say that we have completed the planning to restart our At Home service from July and will be taking a number of steps to ensure that we can get back to supporting our clients safely.

If you feel you would benefit from practical support in your home to help you stay independent, why not get in touch to see how the service could help you?

I hope you are all staying as well as you can.

Take care, **Rob Clarke**, Chief Executive

For practical or emotional support because of Covid-19 call Merton Community Response Hub on 020 8685 2272.



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**



Do

Grow a
sunflower

We have sent out over 400 sunflower packs across the borough, spreading a little sunshine, colour and joy to you all.

We hope you enjoyed receiving your pack and have followed the instructions to sow your sunflower.

We would love to hear how you are getting on and even better if you could send us a photo – let's see who can grow the tallest sunflower in the borough!



Ask

We hope you have been enjoying receiving a newsletter. If you would prefer to get your copy by email, please do let us know.

Inspire

We've had some lovely feedback from so many people, who appreciate the service we're providing, as well as the support workers who love what they do!

DAVID is an At Home client, Kelly does his shopping: *"It is hard to put into words just how incredible my support worker, Kelly, and the At Home service team have been. Kelly often goes beyond what is expected of her and I just don't know how I would have got through the recent months without her. I wanted to take the opportunity to thank her and the At Home service team and say they have been absolutely brilliant."*

SARAH is one of our At Home support staff and has been working on the Food & Welfare service. *"The COVID-19 pandemic has made delivering our service more challenging but incredibly rewarding. It has been huge benefit to keep in regular contact with existing clients, still providing the service to those most vulnerable as well as delivering much needed food parcels to people in the community has helped to allay fears and loneliness. I feel immensely proud to have helped during this unprecedented time."*

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