

# CV-19 Response

A Listening Ear   Caring   Food help   Befriending  
Mental wellbeing   Friendly chat   Information   Reassurance  
Wellbeing check   Support   Combatting Loneliness



11,375 Wellbeing Calls

2,939 Incoming Calls

Total number of calls

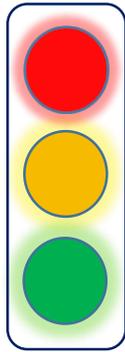
14,314



In the last 10 weeks, we've identified

**73 'REDS'**

referring them for URGENT support

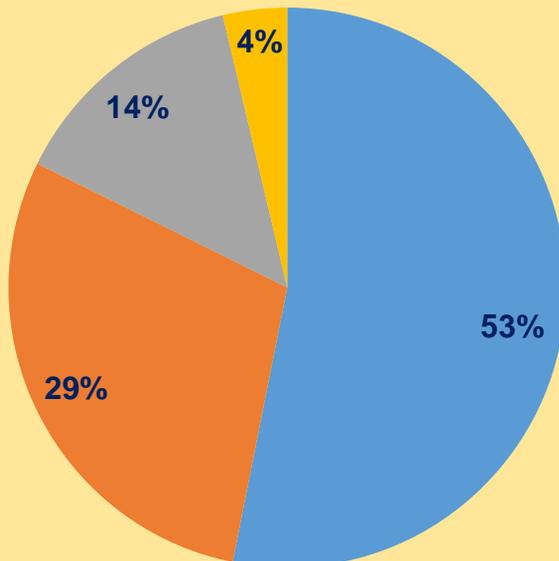


As our calls become more in-depth and strive to combat loneliness this equals around

214,710

Minutes of phone support

Approx. area split of outgoing wellbeing calls to date



- St Helens
- Halton
- Knowsley
- Warrington

# Wellbeing Support



**1,599**

food parcels delivered since 23<sup>rd</sup> March

with a combined value of approx.

**£23.9k**



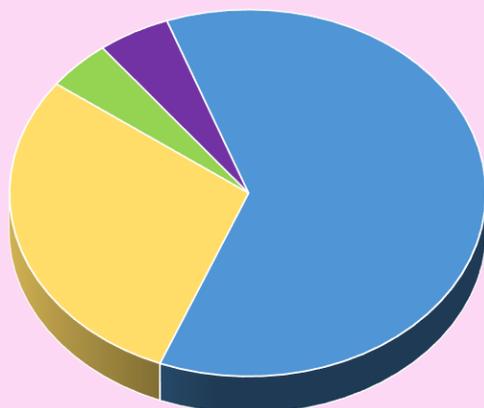
Health and Wellbeing Parcels delivered so far...

*Spreading smiles,  
lifting spirits*

We've delivered Health and Wellbeing Parcels to the value of approx.

**£22,865**

## Area split of Health and Wellbeing Parcel deliveries to older people



- St Helens
- Halton
- Knowsley
- Warrington

*This week, 16 of our health and wellbeing parcels were also delivered to older people in Liverpool nominated by Merseyside Fire and Rescue.*

**THANK YOU** to Cheshire and Merseyside Fire and Rescue and all of our kind **DONORS**...without your help our work is simply not possible



Our amazing volunteers have given a total of

**1,262**  
hours

of support for isolating older people

# Proud of the difference our work has made over the last 3 months...



“ The food parcel made mums day! Thank you so very much for the caring work you do, especially at times like these, I have no doubt that you are making such a difference in many older people' lives. ”  
(Daughter of 99yr old Ada, St Helens)

“ I was feeling very lonely and isolated when I first called Age UK Mid Mersey. I have no family or friends. I have only recently moved to the area. I have been receiving weekly wellbeing phone calls and chat from them and also received a wellbeing parcel - it was amazing and really cheered me up. I feel as if I have a whole different attitude towards things now. ”  
(Mrs H, Knowsley)

“ A big thank you for your kind donations, they have been so gladly received by two of our schemes. ”  
(Bernie Hubble, Warrington Housing Association)

“ Age UK Mid Mersey has been a lifesaver throughout this period. Clare has always known what to say to reassure me and cheer me up. Whoever put the wellbeing pack together was amazing. When I got it I felt wonderful. It was one of the most lovely hampers I have ever received. ”  
(Adrienne, Halton)

“ THANK YOU so much for setting my Aunt up with a volunteer. It has definitely reduced some of our anxiety about her being so isolated during this time. ”  
(Nicola, Australia)

“ I am really grateful for the support you have arranged for us with the council, we can start to look at improving things for my wife. The food parcel was a very nice surprise and just what we needed, I feel as if all of sudden our whole situation has changed, things are starting to look up, we are more hopeful. ”  
(Mr and Mrs J, Knowsley)

...and the smiles say it all...

