

Customer & Service Pathway

PROMOTION > AWARENESS > UNDERSTANDING



OPEN REFERRALS



Customer Services



Age UK North of Tyne & Gateshead								
	SHORT OR FIXED TERM LEADING TO INDEPENDENCE LARGELY FREE OF CHARGE				ON-GOING SERVICES INVOLVING CARE PRIVATELY FUNDED OR COMMISSIONED			
LOW				MODERATE	SUBSTANTIAL			CRITICAL
AIM 1	AIM 1	AIMS 3 & 4	AIM 3	AIMS 1 & 2	AIM 2	AIM 2	AIM 2	AIM 2
Financial Products & Services	Information & Advice	Community Development	Integrated Healthcare	EveryDay Living	EveryDay Wellbeing	EveryDay Home Care	EveryDay Rapid Response	EveryDay Specialist Health Care
<ul style="list-style-type: none"> Insurance Car Travel Energy Funeral Aid Call Affinity products 	<ul style="list-style-type: none"> Home & Care advice Health & Wellbeing Advice Money matters Work & learning Travel & Lifestyle Approved contractors database 	<ul style="list-style-type: none"> Volunteering Befriending Community Projects Activities (£) Campaigning OPEN Older offenders Small tasks 	<ul style="list-style-type: none"> Dementia team Hospital team Social Prescribing Living Well Time Swap 	<ul style="list-style-type: none"> PSA 1 Help around the home Cooking & meal preparation Companionship Cleaning Gardening Shopping Getting out and about 	<ul style="list-style-type: none"> PSA 1 & 2 Wellbeing Centres providing: Planned long-term carer relief Regulated personal bathing service Meals Visits/trips Social activities 	<ul style="list-style-type: none"> PSA 2 Regulated by CQC Long-term health conditions At home and in Extra Care housing schemes Personal care Health care 	<ul style="list-style-type: none"> PSA 3 Regulated by CQC Emergency short-term care and support in customer's homes Hospital discharges Emergency carer relief 	<ul style="list-style-type: none"> PSA 3 Regulated by CQC Complex health conditions Admiral Nurse (Dementia) End-of-life care