

Billing Road office
Help & information &
payments by card 8am - 5pm
01604 611200
telephone enquiries only
closed to visitors

A&E support service
01604 611200

Telephone befriending
01604 611200

Carers sitting service
restarting soon

Collaborative care
telephone support

Day centres
01604 604500
temporarily closed
shopping & hot meals
delivery service available

Extra Help at End of Life
open as usual
0330 123 1014

Gardening service
restarted with special
arrangements

Fundraising team
01604 611200
please get in touch, we need
your support more than ever

Handyperson service
01604 611200 or
07824 321 857

**Home care cleaning
service**
restarted with special
arrangements

Insurance/Trading Office
01604 631030

KGH support service
essential support
01604 611200

**Money management
support**
01604 611200
telephone support

NGH support service
suspended
01604 611200

Info & Advice,
telephone service
0300 303 3929 or
01604 611207

Toenail cutting service
restarting very soon

Business Directory
Find a local electrician,
builder, plumber etc online

Registered charity 1059995

Age UK Northamptonshire,
31 Billing Road, Northampton
NN1 5DQ

www.ageuknorthants.org.uk

covid-19 Engage

We are determined to be there



David carefully follows social distancing guidelines when delivering hot meals to Vena at home

As each week brings more changes, we are working to re-open services for our clients as fast as we can. Since the lockdown began in March we have provided 3,929 free meals, shopping and medication deliveries and made 5,852 welfare and befriending calls to help older people in Northamptonshire. This represents a 75% increase in demand for our services compared with the previous month.

We are acutely aware of how difficult the past eleven weeks have been for

many people, particularly for older people living alone or isolated from their family. The government's social distancing rules are designed to keep us all safer. They also mean that the charity is not able to operate as before and there are major constraints on the manner in which we can provide services, as well as our ability to do so. A large proportion of our clients are high-risk "shielders" and, much as we miss them and dearly wish to see them back in our day centres and at our clubs, we cannot risk inadvertently increasing the danger to them from Covid-19. From Monday 1st June we are offering a shopping service and a hot meal delivery service for which there will be a charge. This will go some way to enabling us to support the people who need us the most. Please stay safe and remember you can call us if you need support, Monday to Friday 9am to 5pm on 01604 611200 or our advice line on 0300 303 3929 or 01604 611207.

Your donation goes a very long way



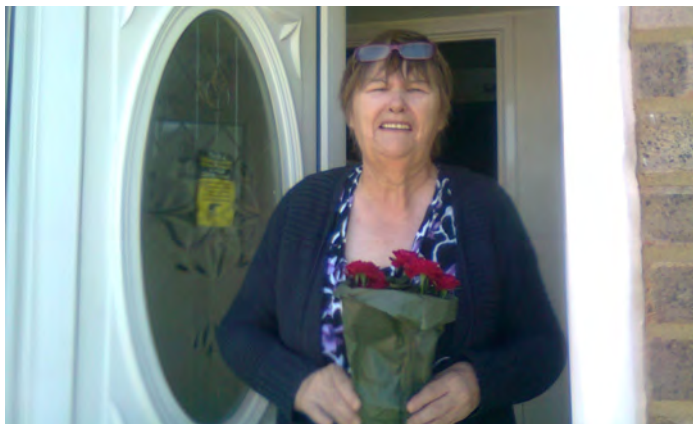
Donations and support to Age UK Northamptonshire will travel the length and breadth of the county, improving the quality of life of thousands of local older people.

As we're a local charity your donation to us helps people living in Deanshanger and Collyweston, from Staverton to Tansor, all of Northamptonshire in fact. A £15 donation will mean we can visit a lonely, vulnerable person for an hour. £25 can cover the cost of supplying and fitting a grab rail to keep someone independent. £50 pays for our Service Advice Team to transform a life by helping an older person claim welfare benefits they are entitled to. You can make a difference by sending a cheque or donating to us online:

https://uk.virginmoneygiving.com/donation-web/charity?charityid=1000714&stop_mobi=yes

It's all about our clients

We miss our day centre clients as much as they miss us and their friends. Being a local charity means that we are able to provide support that is tailored to people's individual needs, and of course we never miss a birthday!



We would normally have made a fuss of Ann on her birthday so this year we made sure she didn't miss out because of the coronavirus pandemic. Our team took her a card, a pot plant and a puzzle book that we know she will enjoy. And we sang happy birthday from the garden gate.



Amy and Sham from our team in the east of the county met Audrey because Age UK Northamptonshire has been supporting her during the coronavirus pandemic by doing her shopping. When Audrey mentioned that her 90th birthday was coming up and she would have no one to celebrate with her, as her family live in another area of the country, they were determined to make it a special day. They had discovered Audrey preferred cheese to chocolate, so they took round a little birthday gift to help lift her spirits.

Fancy a chat?

Understandably, many people are feeling more lonely and isolated than usual during the Lockdown. A regular chat with a friendly, interested person can work wonders, so we are recruiting volunteer Telephone Befrienders to join our team of around 32, calling approximately 60 people on a regular basis. If you are a good listener and could spare an hour a week, and ideally hold a current DBS certificate, we'd love to hear from you. Please get in touch. Call 01604 611200 or email: alicia.cubitt@ageuknorthants.org.uk



Our day centre teams are always putting on activities to commemorate important dates in the year and the 75th anniversary of VE Day was no exception. Manager Mark organised special cream teas for his clients and was thrilled to receive a short note from May (her real name) saying: "Thank you very much for your kindness and thoughtfulness in bringing scones and other goodies to celebrate the 75th Anniversary of VE Day. It was much appreciated and enjoyed. We'll meet again....with best wishes."



Thank you to The 1:1 Diet by Cambridge Weight Plan who donated the Hot 'n' Cold flasks which were used as part of a Hydration & Nutrition Campaign we organised for our clients during the Lockdown. Keeping hydrated is so important for good mental and physical health. Everyone who received a hot meal delivery from us in the third week of May also got one of these lovely flasks, which cheered them up no end!



"This will come in handy!"

Support from the community

As a local independent charity we get no central funding and depend on donations and the support of the people of Northamptonshire to keep going. We continue to be hugely grateful to the many local businesses, organisations and individuals who have supported us during these difficult times. If you or your business is not mentioned here, please rest assured your donation is very much appreciated.



Thank you Sainsbury's in Grosvenor Shopping Centre Northampton for the generous food donations.



A huge thank you B&M's Towcester store for choosing us to receive a £1,500 donation from their company's £1m Food Bank Donation Programme. The money was used to buy essential groceries, cleaning products and toiletries for older people who had no support locally and were struggling to manage in the early weeks of the Lockdown.



A big thank you to Mark and Gabby for the generous donation of food supplies for our emergency food bank based at The Venton Centre in Northampton. These, and other donations, have enabled us to cook and deliver around 60 hot meals a day to our day centre clients and other vulnerable adults in the county during the Lockdown.



Service Manager Fern Overton and her team say a huge thank you to Kris from eMortgages who raised £400 by selling squares on football cards. Kris says he wanted to support the Nutrition and Hydration Campaign we organised for our day centre clients last week. All the money Kris raised was spent on fresh fruit which our day centre team made into around 60 fruit baskets, helping our day centre clients stay healthy during these difficult times and also lets them know that their local community is wishing them well.



A huge thank you to our colleague Kathy and the residents of Greenglades who kindly donated goods towards our emergency food supplies.

We've been out and about in Pineham Village, collecting donations of saleable clothes and other saleable items for our shops. A big thank you to Tiffany for arranging this for us.



A big thank you to Lauren who donated a fantastic £49 from the sale of her homemade hair scrunchies to our Coronavirus Emergency Appeal.

And don't forget!

- ◆ Project 16:15 Rough Sleeper Support and McDonald's at Junction 15a M1 who kindly donated food to us for our clients. It is very much appreciated.
- ◆ The Old Kings Head, Buckby for kindly acting as a drop-off point for donations for our charity shops. They are accepting donations Tuesday to Saturday on our behalf. We are in need of good quality clothing, toys, CDs, DVDs and bric-a-brac.

Continuing to provide essential services

During the pandemic we have continued to provide essential services where it was safe and permissible to do so. Extra Help End of Life, Social Prescribing, Handyperson and Information & Advice Service were not suspended, although extra safety measures were put in place or the service was mainly provided by telephone.



Social Prescribing Link Worker Jonathan made his first home visit since the lockdown started at the end of May, in PPE provided by Abbey Medical Practice in Wellingborough. The visit was only possible after he'd made a few telephone calls to build trust and rapport with his client. Covid-19 has posed challenges for Social Prescribing Link Workers in carrying out their vital work, but this protected home visit provided reassurance to the client that she is not alone.



Ruth, who is a carer in the Extra Help EOL team which is provided 365 days a year, was working on VE Day and tied her hair up in a 1940s-style scarf, although she said it made her feel "like Hilda Ogden" (a reference for our older readers).



Peter usually looks after clients at our Venton Centre but during the pandemic has been delivering meals and essential shopping. He says he enjoys seeing his clients (at a safe distance) at their own homes as it gives them the opportunity to share a bit of their life, and he gets more of an insight into their world outside the day centre.

Adapting services during the pandemic

We have had to make major changes to some of our services. Our day centres remain closed until circumstances change but we are constantly adapting to Government easing of Lockdown measures and examining ways to provide the essential support safely.

- Home Care Domestic Cleaning restarted Monday 1st June with safety measures in place
- Hot meals and shopping deliveries to be charged-for services from Monday 1st June, £6 and £5 respectively
- Phased re-opening of our charity shops: St Giles, Kettering and Kingsthorpe on 6/7/20.
- Aiming to restart the Toenail Cutting Service and Carers Sitting Service in July or earlier



Age UK Northamptonshire is supporting the NHS in carrying out COVID-19 tests in care homes across Northamptonshire. Business Relationship Manager Laura [pictured] is one of ten members of staff and volunteers who have taken on this important work, swabbing adults in residential care. Our Chief Executive Chris Duff says: "I am really proud of our team and the way that they have adapted in times of adversity. Everything we do is focused on helping the older population in Northamptonshire and we're delighted that we're able to support our amazing NHS colleagues and partners with such important work."

Products and Services Department

We now offer the following services:

- * Stairlifts, Bathroom Adaptations
- * Full range of incontinence products – with delivery
- * Personal Alarms (Lifeline) – inc 24 hrs access to call centre
- * Simple Power of Attorney service - from £100
- * Single Wills - from £95
- * Pre-paid Funeral Plans - from £2,800

For further details please call Roger 01604 631030

We will beat any existing home insurance renewal – for details, please call the number above.

Contact Engage magazine



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