

## Cleaning, Shopping and Help in your Home



***"My cleaner is always on time, does an excellent job and always finds time to have a chat with me."***

***"I receive an exemplary service which surpasses all expectations."***

**Age UK Salford has been working with the local community for nearly 50 years.**

**We prioritise your needs and offer professional and attentive home-based services which include cleaning, shopping and support in your home.**

Our Services are provided by a team of experienced and dedicated local Home Service Assistants / Cleaners.

Our Assistants/Cleaners are trained to understand the needs of older people and of those living with dementia or other age-related conditions.



- **Do you need someone reliable and trustworthy to clean your home or do your weekly shop?**
- **Do you need additional support and company?**
- **Are you or your loved one living with dementia or another age-related condition and need extra help at home?**
- **Are you short of time due to work, carer or family responsibilities?**
- **Are you disabled or living with ill health and need extra support within your home?**
- **Have you been temporarily incapacitated through illness, bereavement or after a stay in hospital?**

We are fully committed to safeguarding our customer's welfare and our staff have received police/criminal checks and hold an enhanced DBS Certificate. (Disclosure and Disbarring Service).

We offer you the reassurance that all our staff wear suitable PPE to keep you safe in your home.

The service is tailored to your needs and can be weekly or fortnightly. (Mon - Fri).

You will have the same Assistant / Cleaner every time.

We will arrange a free home visit to assess your home and discuss further details ahead of starting the service.

All our services are fully insured.



## What we can include:

- **Domestic cleaning**  
(Vacuum, dust, clean, polish, bathroom and kitchen, hard floors cleaned and interior window cleans).
- **Change bed linen and bed-making**
- **Laundry and ironing**
- **Shopping for groceries and household goods from your preferred supermarket and putting your shopping in the fridge or cupboard**



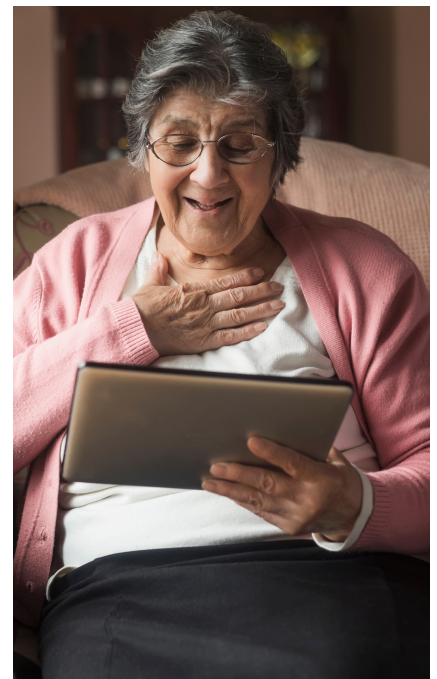
For our cleaning service, we will use your usual cleaning materials and you will provide a vacuum cleaner in good working order.

For our shopping service, customers should have a prepared shopping list and phone through their order the day before the pre-arranged shop.

## **Additional Services available on request:**



- **Help with administrative tasks (reading mail, bills, paperwork and telephone enquiries)**
- **Companionship**
- **Accompanied walks**
- **Help to use your computer or laptop, sending emails, or paying bills online?**
- **Prepare a light lunch / microwave meal**
- **Home-based social activities (crosswords, puzzles, jigsaws, crafts)**



## Charges

Our services are charged at a competitive hourly rate and are delivered on a not-for-profit basis as a social enterprise activity to enable and support local older people to live independently in their own home.

We take payment over the phone by card and operate a cashless system.

**We provide a wide variety of services to older people living in Salford.**

### Critchley Community Hub

Social centre, group social and learning activities, cafe and gardens based in Swinton.

**Tel: 0161 359 3410**

### Dementia Support Service

Support for those living with dementia and their carers, buddy clubs and dementia support groups.

**Tel: 0161 728 2001**

**[dssadmin@ageuksalford.org.uk](mailto:dssadmin@ageuksalford.org.uk)**

### Hospital Discharge, Aftercare and Reablement Service

Support after an illness or stay in hospital

**Tel: 0161 206 4607**

### Humphrey Booth Day Centre

Day care Services with a dedicated team, social activities, hot meals and personal care services.

**Tel: 0161 737 5989**

### Information and Advice Service

Information on local services, benefit and welfare advice and referral to local services.

**Tel: 0161 788 7300**

### Nutrition and Hydration Service

Advice on eating and drinking well in later life.

**Tel: 0161 788 7300**

## AGE UK SALFORD SERVICES



**Contact us for more information:**

**0161 788 7300**

**Registered Office:**

**Age UK Salford, 108 Church Street,  
Eccles, M30 0LH**

**Telephone: 0161 788 7300**

**Registered Charity Number: 1105769**