

# Professional and Reliable Cleaning and Shopping Service



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# Age UK Salford offers a professional and reliable cleaning and shopping service.

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

Our Assistants/Cleaners receive basic training and all are subject to enhanced **Disclosure and Barring Service** (Police/Criminal record check) before employment commences. All our services are **fully insured**.

The service is **tailored to your needs** and can be a regular weekly or fortnightly visit. We send **the same Assistant/Cleaner** every time.

What's included in our service:

- Domestic cleaning in your home (vacuum, dust, clean, polish, bathroom and kitchen, floors mopped and clean interior windows)
- Change bed linen and bed-making
- Help with laundry and ironing
- Shopping for groceries and household goods

The service is for **Salford residents** and:

- If you are an older person and need additional support
- If you are short of time due to work, carer or family responsibilities
- If you are disabled or living with ill health
- If you have been temporarily incapacitated through illness, bereavement or after time in hospital

**We offer additional services by arrangement (charged at a fixed hourly rate):**

- Basic handyman jobs (door bells, light bulbs, hanging pictures)
- Curtain hanging
- Help with administrative tasks (reading mail, bills, paperwork, telephone enquiries)
- Painting and decorating
- Prescription collection / Sitting service

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Customers using our cleaning service are expected to provide **suitable cleaning materials** and equipment such as:

- Detergents, polishes, sprays etc
- Clean dusters and cloths
- A brush, mop and bucket
- A vacuum cleaner in working order

For our shopping services, customers will need to **provide a list and sufficient money** to cover the costs of the items purchased. All receipts and proof of purchase are retained for the customer.

We offer a competitive hourly charge and the service is delivered on a not-for-profit basis as one of our social enterprise activities to support local older people.

You can pay by cash or cheque directly to the Home Service Assistant/Cleaner. Alternatively, you can pay by card over the phone to our office in Eccles.

## What our customers say about us:

"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."

"My cleaner leaves **my house sparkling**."

"I don't know what I'd do without my shopping lady, she's so **kind and understanding**."

"**Great cleaner**, easy to talk to and nothing is too much trouble."

For more information or to arrange a free home visit, please call: **0161 788 7300**.

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

**Dementia Support Service**

Support for those living with dementia.

**Tel: 0161 728 2001**

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

**Hospital Discharge, Aftercare and Reablement Service**

Support after a stay in hospital.

**Tel: 0161 206 4607/0161 206 9888**

**[salford.aftercare@srft.nhs.uk](mailto:salford.aftercare@srft.nhs.uk)**

**Social Rehabilitation Service**

Help to maintain or regain optimum health and wellbeing after a bereavement, illness or stay in hospital

**0161 206 1111**

**Humphrey Booth Centre**

Day care services with a dedicated team and social activities.

**Tel: 0161 737 5989/0161 736 8175**  
**[humphrey.booth@ageuksalford.org.uk](mailto:humphrey.booth@ageuksalford.org.uk)**

**Critchley Community Hub**

Social centre and garden cafe in Swinton.

Tel: 0161 359 3410

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

**Contact us:**

**Age UK Salford**

**108 Church Street**

**Eccles, Salford, M30 0LH**

**Tel 0161 788 7300**

**[www.ageuk.org.uk/salford/](http://www.ageuk.org.uk/salford/)**

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

The office in Eccles is open for free information and advice, Monday - Friday 9am -2.30pm (Closed Bank Holidays).

