

Shopping and COVID-19



The COVID-19 pandemic has had a major impact on the way we go about our day-to-day lives. This includes how we shop and if you have not been out of your house very much for weeks (or even months), it can feel very strange when you do start to shop again. That's why Age UK Shropshire Telford & Wrekin has put together some tips and information that we hope will help you.

If I am 'shielding' or classed as 'vulnerable' can I go shopping?

If you are in receipt of a letter from the NHS advising you to 'shield' yourself or if you are over the age of 70 (or any age with an underlying health condition) you should, ideally, ask friends, family and neighbours to support you with essential supplies such as food and medicine or consider online and telephone delivery options. If this is not possible, you can shop for essential items but should make this as infrequent as possible and if you do go out, you should take care to observe social distancing at all times.

Shropshire Council or Telford and Wrekin Council can provide support, along with local volunteer groups. The numbers you can call are:

Shropshire Council Helpline: 0345 678 9028

Telford Council Community Support Line: 01952 382 030

Do I have to wear a mask and gloves when I go to the shops?

From 24 July, you must wear a face covering in shops and supermarkets, but you do not need to wear gloves.

Please note: if you are using public transport, you will need to wear a face covering.

Do I have to shop by myself or can a member of my family go with me?

To limit the number people inside their stores some shops request that only one person from each household enters the store. However, if you need someone to support you when shopping, the store should allow this. If a friend or family member can shop for you, this may be a safer option.

What are the supermarkets doing to support me?

Most of the large supermarket chains have introduced measures to support older people to get the supplies they need, such as protected shopping hours and priority delivery slots. They are also only allowing a certain number of people in the stores at one time, so please be aware that you may have to queue to enter the store and shopping may take longer than usual.

Supermarkets have also introduced a one-way system around their stores, which will be marked with arrows on the floor. Please follow the correct direction of the arrows and try to keep two metres apart from other people.

Do I have to use hand sanitizer?

Most shops and supermarkets will have hand sanitizer available at the front of their store and will expect you to use it when entering.

Do I have to use a trolley or handbasket when shopping?

Some shops will ask you to use a trolley to help with social distancing; however, if you are unable to push one then please let the staff know and they will help you. There may also be sanitizer available to clean your trolley or basket when entering the store (although some shops may have already done this for you).

Will a member of staff be able to help me pack my shopping into bags?

This will vary between stores but please ask. Most supermarket staff will be willing to help but may ask you to step away whilst they do so, to maintain social distancing.

Can I use cash to pay for my shopping?

Shops would prefer you to pay contactless with your bankcard to minimise the spread of germs; however, the majority of shops will still accept cash.

If you are using a Community Support Volunteer for your shopping, most of the larger supermarkets sell a Volunteer Shopping Card, which is similar to a gift card or voucher. This can be 'topped up' so you do not have to give your banking details/card to volunteers who are shopping for you. You can purchase these cards through your supermarket's website and they will send them to your volunteer.

Please remember: Never give your bank details to people you do not trust

Can I use the public conveniences when shopping?

Toilets will be open in store; however, there may be restrictions due to social distancing rules.

**If you need any further support please contact
Age UK Shropshire Telford & Wrekin on 01743 233 123.**