

Coronavirus (COVID-19) Update - Issue 2

As lockdown eases and summer approaches, we still need to remain alert to help keep the rate of the Coronavirus infection low. Hundreds of people have contacted our Information and Advice helpline and benefited from the new services we put in place in response to the crisis and which we continue to offer:

- Check in and Chat
- Emergency Shopping
- Digital Help - Telephone Support

Through funding and partnership working we would like to announce two new projects:

- Call of Friendship and Support for Veterans
- Information and Advice virtual sessions

Call of Friendship and Support for Veterans

The logo for The Armed Forces Covenant Fund Trust, consisting of three vertical bars of increasing height (left to right) in blue, orange, and blue, followed by the text 'THE ARMED FORCES COVENANT FUND TRUST' in a blue sans-serif font.

The project has been set up in recognition that veterans, like many older people, are feeling more isolated than ever before. The project wraps our current emergency services and tailors them for veterans (Information and Advice, Emergency Shopping, Check in and Chat and Digital Help Telephone Support). We are also offering veterans who receive a Check in and Chat call the opportunity of joining other veterans in a regular virtual coffee morning.

Please signpost or refer veterans, including people who served in National Service, who would benefit from the Call of Friendship and Support project to Age UK Surrey.

The Call of Friendship project will run until mid-November 2020 and has been made possible by the support of the Armed Forces Covenant Trust.

Surrey Virtual Hub – Information and Advice Sessions

The logo for Surrey Virtual Wellbeing, featuring the word 'Surrey' in a small red font above the words 'Virtual Wellbeing' in a blue sans-serif font, all enclosed within a blue hand-drawn style oval.

The Surrey Virtual Wellbeing Hub is a digital platform designed to connect Surrey residents to online resources and support available across Surrey. The Hub has been made possible through a joint partnership between Surrey Heartlands Health & Care Partnership, Surrey County Council, Surrey and Borders Partnership and other voluntary sector partners. It is a one-stop-shop for connecting people to online wellbeing support either through self-referral or referral from a third party.

We are offering free virtual Information and Advice sessions every Thursday at 2pm. Everyone over 50 years old and carers are welcome. For more information please visit: <https://virtualwellbeing.healthysurrey.org.uk/> or to book directly email: enquiries@ageuksurrey.org.uk.

Other Age UK Surrey Services currently offered:

Check in and Chat



One of the best ways of helping someone during this unsettling time is by just keeping in touch. We are able to offer this free service through the support of volunteers, who we match with people who would like a call.

Emergency Shopping



Although lockdown is easing we are still receiving calls for support for the Emergency Shopping service which is free and for people who need essential items. We can also help with collecting prescriptions. We match people who need support with a volunteer who lives nearby.

Digital Online Help



If you or someone you know needs digital help our Computer Drop-in Volunteers are offering a free telephone service arranged at a time and day that is mutually convenient. Whatever your question, we will have a volunteer who can help.

Help at Home



Our Help at Home service is currently delivering essential cleaning for clients and we are taking new enquiries. We offer competitive prices and DBS checks on all our staff and Home Helps and provide unparalleled aftercare and customer service. As a non-profit organisation our Help at Home Service charges are based on the actual cost of providing the service.

Information and Advice



We provide free confidential information and advice on a range of issues including housing, care and money. We undertake benefit entitlement checks for clients to help improve their financial situation.

As we are currently working remotely at this time please leave an answerphone message and we will return your call as soon as possible. Remember to leave your name, telephone number, where you live and the nature of your enquiry. You can also email us at enquiries@ageuksurrey.org.uk. Our telephone line 01483 503414 is manned Monday to Friday, 9.00am - 4.45pm.

The Age UK National Helpline: 0800 678 1602 is available 8am – 7pm, 365 days a year. They can support you on national issues, but will refer to us for local service support.

Donations to support our services are gratefully received and can be made online or by sending a cheque made payable to **Age UK Surrey to the address below.**



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