

Welcome to our third e-newsletter for professionals during these Covid-19 times. One excellent outcome has been the sharing of information between organisations so everyone knows what services are available for the people they support. Thank you, please keep sharing.

Updated Guide to Age UK Surrey services for people aged 50+



Our Guide to Services is now available to **download** and reflects our Services during Covid-19. If you would like printed copies to distribute to your clients, please email us with the number of copies you would like and your organisation and contact details.

Making a referral to Age UK Surrey is now easier



If you care for patients or clients as a health/social care professional or you work in adult social care or community services as a social prescriber or link worker, then it is likely we are able to provide support for your clients aged 50+.

We have launched a **new area of our website dedicated to assisting you** where you can access a **Referral Form for Professionals** online or by downloading an interactive pdf.

Call of Friendship project – supporting veterans



Through the support of the Armed Forces Covenant Trust we are supporting veterans. A veteran is anyone who served or did National Service. The project tailors our services for veterans (Information and Advice, Emergency Shopping, Check in and Chat, Virtual Coffee mornings and Digital Help Telephone Support). The funding for the project is until end November 2020.

Warm Homes programme this winter



Thanks to Eon's support, Age UK Surrey has funding to support clients to make sure they stay warm and well this winter. We help identify benefits that people are entitled to and support them to make the claim. Our Advice is always free, confidential and impartial. Please help us to help older people keep warm this winter.

Coffee mornings with Catherine – our Information and Advice Manager



Our social coffee groups have gone online. This is a great opportunity for people to meet and get to know others while having the opportunity to find out information and advice from Catherine about issues that matter to them. The virtual get togethers are via zoom. Our Digital volunteers can help people to get online if needed. The groups are running every Monday and Thursday 2-3pm. To book please email: enquiries@ageuksurrey.org.uk. This service is supported by the Surrey Virtual Wellbeing Hub. For other virtual health and wellness activities visit: <https://virtualwellbeing.healthysurrey.org.uk>

Operational Update



We continue to work remotely, with limited office visiting. We are not yet receiving visitors, but continue to support clients by telephone and virtually. We are constantly reviewing the situation in accordance with Government Guidelines.

Our Information and Advice team can answer questions and provide advice on a range of issues and will triage into our services according to the needs of your client.

Home visiting is being undertaken by the Home Helps and Gardeners in our Help at Home team, which is now offering a full service again. Age UK Surrey commits to doing our utmost to ensure the safety of Clients; our Home Helps and Gardeners are comprehensively briefed, have access to PPE and, most importantly, maintain social distancing throughout.

Our Wellbeing team of staff and volunteers continue to support clients by telephone and we are currently exploring home visiting guidelines for volunteers.

Celebrate with us – International Older People’s Day – 1st October



We invite you to celebrate our senior citizens on International Older People’s Day – Thursday 1st October. The simplest things in life are often the most enjoyable – meeting up with friends, neighbours and family to chat and have a laugh. Older people really appreciate this too and may be feeling lonely without you knowing.

There are many ways to get together, but this year why not have a cream tea with friends or family. We have negotiated a 10% discount when you order a Traditional Cream Tea from The Cornish Hamper Store. Please quote AGEUK10 when you place your order www.thecornishhamperstore.co.uk/cornish-hampers.

You may of course want to bake your own scones, visit our website for a recipe and more ideas: <https://www.ageuk.org.uk/surrey/activities-and-events/older-peoples-day/> Any funds we raise on Older People’s Day will support our aloneTOGETHER appeal: <https://ageuksurrey.enthuse.com/cf/alone-together>

Number of older people we have supported

We would like to share with you the number of people we have supported from the end of March to the end of August. It has been an extraordinary time and like so many other professionals and organisations we have worked hard to make sure as many older and vulnerable people, who have been feeling more anxious and lonelier than ever before, are being supported.



Increase in calls to our Information and Advice service:

300%



Number of new volunteers that stepped forward to help:

661



Number of new volunteers fully registered:

342



Number of people we supported with Check in and Chat & Volunteer Shopping:

431



Number of existing clients we telephoned and supported:

2635

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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