

## Welcome to our fifth e-newsletter for professionals.

It is a year since we went into the first lockdown to help prevent the spread of Covid-19 and what a hard year it has been for so many. The roll out of the Coronavirus vaccines which has been executed so well has provided light at the end of a long tunnel.

Thank you to everyone across the health, social care and voluntary sector for everything you have done to support older people across the County who have needed us all more than ever before.

## Lasting Power of Attorney Service - coming this summer



We are currently developing a Lasting Power of Attorney Service with the aim of launching this summer. The service will support people aged 50+ and be delivered through face to face home visiting. We are looking to gather contacts of people who are an Independent Mental Capacity Advocate (IMCA) as we may need IMCA support for certain client cases. If you are an IMCA and would be interested in providing support if required, please email: [diana.bignell@ageuksurrey.org.uk](mailto:diana.bignell@ageuksurrey.org.uk)

## Volunteer Shopping Service - update



We are still receiving calls for support for this 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.

Please note that our Volunteer Shopping service is aimed at people who are shielding due to Covid-19. We will try to match a client with a volunteer within a week. This is a temporary service in response to the pandemic.

## 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 regular call. The benefits of the service, include improved mental health and well-being.

## Gas Safe Charity



The Gas Safe Charity is offering a free, online Zoom workshop aimed at front line staff and volunteers who visit or work in the homes of vulnerable people. The one-hour workshop explains the sources, signs and symptoms of high and low-level carbon monoxide risks in the home and includes relevant scenarios to explain what steps to take if carbon monoxide poisoning is suspected.

To find out more and book one of the workshops, please go to: <https://www.eventbrite.co.uk/e/115618952399>

## Settled Status



Many older European citizens living in the UK may not realise that they need to apply for 'Settled Status' because they may have been living here for a long time and believe they have an automatic right to stay. It is important that they receive the correct information. Additionally, they may require advice and support with the online application system. The deadline to apply is 30th June 2021.

To find out more go to: <https://settled.org.uk/en/>

## 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. We are accepting new referrals onto our Later Life Goals project which provides clients with holistic support and advice. Our **Wellbeing** team of staff and volunteers continue to support clients by telephone and home visiting will resume when it is safe to do so, in line with Government guidelines.

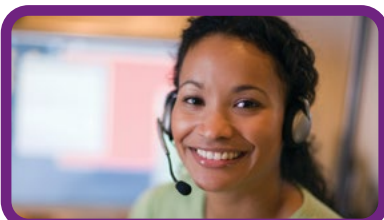
## Help at Home Service - now available to new clients



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 will maintain social distancing, following Government guidelines.

Our Help at Home Co-ordinators carry out comprehensive assessments over the telephone before placing a Home Help but will undertake a home visit (if safe to do so and with full PPE) if required.

## Ways To Refer a Client



To refer a client to any of our services, please call our Customer Support Team on **01483 503414** who will direct you to the appropriate department, or complete the online referral form: <https://www.ageuk.org.uk/surrey/our-services/professionals>

## Creative and Cultural Things to Do



Age UK research shows that older people across the UK value the impact that creativity has on their sense of wellbeing and, as Lockdown 3 continues, and the colder weather prevails, it is even more important.

We have a section on our website that we try to constantly update with a selection of free and nationally available creative resources. Go to: <https://www.ageuk.org.uk/surrey/activities-and-events/creative-and-cultural-things-to-do/>

## Spotlight on The Call of Friendship Project

Age UK Surrey is delighted to have been able to deliver services to support veterans and older people during the pandemic via the Call of Friendship project. This was made possible through the support of the Armed Forces Covenant Trust Fund which has supported this project during the period of June to November 2020.



During the period we delivered **direct support** through our service to at least 145 people (men aged 81+), including **25** who identified themselves as a veteran.



Our **Information and Advice Team** supported at least 102 people of veteran age. Benefit entitlement support was claimed and awarded for **22** people resulting in them receiving collectively **£88,548.98**



We matched at least 15 veterans with **Check in and Chat Volunteers** and at least 10 veterans with **Shopping Volunteers**. (From June-Nov we had over **150 enquiries** into the service. Many of these would have been of veteran age).



During the period our **Digital Support Volunteers** assisted **35** people over the telephone.