

Covid 19 - UPDATE ON SERVICES – *these are also on our website and social media channels.*

In light of the COVID-19 outbreak, we have made the following adjustments to our day-to-day operations; all decisions have been made to protect the health and wellbeing of older people, whilst ensuring we still provide vital support across West Cumbria at a time when people need it most. **OUR CENTER OF OPERATIONS IS THE BRADBURY INDEPENDENT LIVING CENTRE IN WORKINGTON.** *We work in partnership with the Copeland & Allerdale Local Resilience Groups.*

SERVICE	STATUS	COMMENT
<u>EMERGENCY COVID-19 APPEAL</u>	<u>EMERGENCY COVID-19 APPEAL</u>	We are determined to be there for older people in West Cumbria, but we desperately need your support. We are aiming to raise £100,000 to help us be there at a time of national crisis. By donating to Age UK West Cumbria, you will help us reach the older people who need us most – FOR MORE DETAIL AND TO DONATE PLEASE USE THIS LINK: https://www.ageuk.org.uk/westcumbria/about-us/news/articles/2020/coronavirus-appeal-help-us-continue-our-support/
<u>LOCAL HELP LINES</u>	<u>NEW COVID – 19 SERVICE</u>	01900 233 153 / 01900 233 154, Open 9-4pm Monday to Friday – Help for anyone over 55 in Copeland /Allerdale & for anyone worried about someone over 55 who lives in Allerdale/Copeland. Help offered includes general assistance / Signposting for internal and our external partners
<u>FOOD PARCEL DELIVERIES</u>	<u>NEW COVID – 19 SERVICE</u>	To help support older people during the coronavirus outbreak, we are creating and delivering food parcels to older people in the Copeland and Allerdale area. Each Parcel is £10 , they contain the essentials for people aged 55+ in Copeland / Allerdale – payment by card or cash. The parcels are delivered by Age UK West Cumbria staff who have full DBS clearance. RING 01900 844670
<u>HOME FROM HOSPITAL</u>	<u>NEW COVID – 19 SERVICE</u>	We have engaged with Cumbria CVS to provide a Home from Hospital Service for adults. The NHS desperately needs to clear its beds and therefore needs to discharge patients quickly. So, we are driving discharged patients' home, settling them, checking they have food, heating, aids, sign-posting other services etc, plus 5 follow up phone calls. We will be assisting both Cumberland Hospital (Whitehaven) and CIC (Carlisle) for patients living in the Copeland & Allerdale boroughs.
<u>Clubs & Groups</u>	NOW SUSPENDED UNTIL FURTHER NOTICE	All clubs and groups, across all centres, have been suspended.
<u>Day Activities</u>	NOW SUSPENDED UNTIL FURTHER NOTICE	If you are a due to attend a Day Activities session, please contact: 01900 844670 - info@ageukwestcumbria.org.uk Alternative services form part of our new Covid-19 Services noted above
<u>Foot care Service</u>	NOW SUSPENDED UNTIL FURTHER NOTICE	If you are a due to attend a Foot care session, please contact us: 01900 844670 - info@ageukwestcumbria.org.uk
<u>Handyperson Service</u>	NOW SUSPENDED UNTIL FURTHER NOTICE	If you have a query regarding a Handyperson session, please contact us: 01900 844670 - info@ageukwestcumbria.org.uk
<u>Retail Service</u>	NOW SUSPENDED UNTIL FURTHER NOTICE	All our shops are now suspended, WORKINGTON / CLEATOR MOOR / EGREMONT / COCKERMOUTH / MILLOM (restricted hours) We will review the situation in 2 weeks
<u>Resource Centres – Cockermouth / Egremont / Whitehaven</u>	NOW SUSPENDED UNTIL FURTHER NOTICE	Our COCKERMOUTH- 93 Main Street, EGREMONT – De Lucy Centre and WHITEHAVEN – Senhouse Centre are now closed
<u>Retail Service Online</u>	NOW SUSPENDED UNTIL FURTHER NOTICE	Our online retail offering is now suspended, see https://www.ebay.co.uk/str/ageukwestcumbria Also see our website at https://www.ageuk.org.uk/westcumbria/
<u>Community Connections / Joining Forces Project</u>	<u>OPERATIONAL</u>	All face-to-face activity has temporarily been postponed: <ul style="list-style-type: none"> • Befriending sessions will now take place over the phone, rather than face-to-face. • Our Community Connections staff are working hard to call everyone who has had contact with the service over the last year to ensure they are well and coping. • The project supports older veterans to maintain their independence and stay connected and included within their local community.
<u>Resource Centres – Workington / Millom</u>	<u>OPERATIONAL</u>	Two of our resource's centres remain open WORKINGTON & MILLOM (reduced hrs) and continue to operate. However, we are asking anyone who has ANY of the following symptoms: New, continuous cough - High temperature - Shortness of breath OR who has had contact with someone diagnosed with or suspected of having coronavirus in the 14 days, not to enter the premises. If you require our support, please contact via phone or email: 01900 844670 - info@ageukwestcumbria.org.uk
<u>Equipment Service Centres</u>	<u>OPERATIONAL</u>	This service continues to operate FROM OUR HQ ON OXFORD STREET IN Workington. In order to protect clients, our staff have increased their already strict cleaning and hygiene measures. All orders are being centralised through our Workington HQ servicing equipment needs across Allerdale & Copeland If you need equipment but feel unwell, please contact our centre before making a visit: 01900 844670 - info@ageukwestcumbria.org.uk Also see our website at https://www.ageuk.org.uk/westcumbria/
<u>Information & Advice</u>	<u>OPERATIONAL</u>	All face-to-face activity has now been suspended; this includes home visits and drop-in sessions. BUT we are, continuing to offer information and advice over the telephone please ring 01900 844 670
<u>General Information</u>	<i>As the situation evolves updates will be circulated via our website & Social media channels.</i>	We are currently working in close conjunction with Community Resilience Groups in Copeland and Allerdale to coordinate a community response to COVID-19. Updates about this will also be circulated via our website and social media channels. We urge you all to be safe, follow the guidance given by Public Health England and to most importantly, look out for each other. If you require the more information about coronavirus, please visit the Age UK Website: https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/ If you would like more information on Age UK West Cumbria services and support, please contact: David Hole (CEO) – david.hole@ageukwestcumbria.org.uk Jane Mindar (Deputy CEO) – jane.mindar@ageukwestcumbria.org.uk 01900 844670 - info@ageukwestcumbria.org.uk