

## 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.

*Subject to funding and in coordination with the [Copeland & Allerdale Local Resilience Groups](#) alternative services are being innovated and announcements will be made shortly.*

SERVICE	STATUS	COMMENT
<b><u>Clubs &amp; Groups</u></b>	<b><u>NOW SUSPENDED UNTIL FURTHER NOTICE</u></b>	All clubs and groups, across all centres, have been suspended.
<b><u>Day Activities</u></b>	<b><u>NOW SUSPENDED UNTIL FURTHER NOTICE</u></b>	If you are a due to attend a Day Activities session, please contact: 01900 844670 - <a href="mailto:info@ageukwestcumbria.org.uk">info@ageukwestcumbria.org.uk</a> <i>Alternative services will be announce shortly</i>
<b><u>Foot care Service</u></b>	<b><u>NOW SUSPENDED UNTIL FURTHER NOTICE</u></b>	If you are a due to attend a Foot care session please contact us: 01900 844670 - <a href="mailto:info@ageukwestcumbria.org.uk">info@ageukwestcumbria.org.uk</a>
<b><u>Handyperson Service</u></b>	<b><u>NOW SUSPENDED UNTIL FURTHER NOTICE</u></b>	If you have a query regarding a Handyperson session please contact us: 01900 844670 - <a href="mailto:info@ageukwestcumbria.org.uk">info@ageukwestcumbria.org.uk</a>
<b><u>Retail Service</u></b>	<b><u>NOW SUSPENDED UNTIL FURTHER NOTICE</u></b>	All of our shops are now suspended, <i>WORKINGTON / CLEATOR MOOR / EGREMONT / COCKERMOUTH / MILLOM (restricted hours)</i> We will review the situation in 2 weeks
<b><u>Resource Centres – Cocker mouth / Egremont</u></b>	<b><u>NOW SUSPENDED UNTIL FURTHER NOTICE</u></b>	Our COCKERMOUTH- 93 Main Street & EGRMONT – De Lucy Centre are now closed
<b><u>Community Connections</u></b>	<b><u>OPERATIONAL</u></b>	All face-to-face activity has temporarily been postponed: <ul style="list-style-type: none"> <li>Befriending sessions will now take place over the phone, rather than face-to-face.</li> <li>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.</li> </ul>
<b><u>Resource Centres – Workington / Millom / Whitehaven</u></b>	<b><u>OPERATIONAL</u></b>	Three of our resources centres remain open <i>WORKINGTON / MILLOM (reduced hrs) / WHITEHAVEN (reduced hrs)</i> , and continue to operate as normal. However we are asking anyone who has <b>ANY</b> of the following symptoms: <ul style="list-style-type: none"> <li>New, continuous cough - High temperature - Shortness of breath</li> </ul> <b>OR</b> 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 - <a href="mailto:info@ageukwestcumbria.org.uk">info@ageukwestcumbria.org.uk</a>
<b><u>Equipment Service Centres &amp; Online</u></b>	<b><u>OPERATIONAL</u></b>	This service continues to operate as normal. In order to protect clients, our staff have increased their already strict cleaning and hygiene measures. If you are in need of equipment but feel unwell, please contact our centre before making a visit: 01900 844670 - <a href="mailto:info@ageukwestcumbria.org.uk">info@ageukwestcumbria.org.uk</a>  Also see our website at <a href="https://www.ageuk.org.uk/westcumbria/">https://www.ageuk.org.uk/westcumbria/</a>
<b><u>Information &amp; Advice</u></b>	<b><u>OPERATIONAL</u></b>	<b>All face-to-face activity has now been suspended; this includes home visits and drop-in sessions.</b>  <i>BUT we are, continuing to offer information and advice over the telephone.</i>
<b><u>Retail Service Online</u></b>	<b><u>OPERATIONAL</u></b>	Our online retail offering is still active and taking orders, see <a href="https://www.ebay.co.uk/str/ageukwestcumbria">https://www.ebay.co.uk/str/ageukwestcumbria</a> Also see our website at <a href="https://www.ageuk.org.uk/westcumbria/">https://www.ageuk.org.uk/westcumbria/</a>
<b><u>General Information</u></b>	<b><i>As the situation evolves updates will be circulated via our website &amp; Social media channels.</i></b>	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: <a href="https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/">https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/coronavirus/</a>  If you would like more information on Age UK West Cumbria services and support, please contact:  David Hole (CEO) – <a href="mailto:david.hole@ageukwestcumbria.org.uk">david.hole@ageukwestcumbria.org.uk</a> Jane Mindar (Deputy CEO) – <a href="mailto:jane.mindar@ageukwestcumbria.org.uk">jane.mindar@ageukwestcumbria.org.uk</a> 01900 844670 - <a href="mailto:info@ageukwestcumbria.org.uk">info@ageukwestcumbria.org.uk</a>

