

July 2020

# Keeping in Touch

The newsletter of Age UK Wigan Borough - a local charity for local people

## Home Help and Handyperson Services start up again



*Diane is happy to be using  
the bleach again!*

Our Home Help cleaning service and Handyperson service are up and running again. Our staff have appropriate PPE and we have done lots of risk assessments to ensure staff and customers are safe.

For help with:

- Levelling flags and pathways;
- Fitting keysafes;
- Fitting handrails and grabrails;
- Home security then it is the Handy-person service you need



*Neil prepares to put a new roof on  
a shed*

If you know someone who can benefit from:

- Help with shopping;
  - Help with cleaning their house;
  - Changing bedding;
  - Cleaning out cupboards
- the Home Help Service is on hand.

### Contact Us

Phone: 01942 615880

Email: [enquiries@ageukwiganborough.org.uk](mailto:enquiries@ageukwiganborough.org.uk)

Facebook: [/Ageukwiganborough](https://www.facebook.com/Ageukwiganborough)

Web: [www.ageuk.org.uk/wiganborough](http://www.ageuk.org.uk/wiganborough)

## Coming Soon - Bright Days

### Off- and On-line!

We are planning to restart some of our Bright Days activities in the Autumn. We will have a programme of on-line activities and, depending on Government guidance, hope to have some suitable other activities.

Keep an eye on our social media for more information.





Congratulations to the Information and Advice team on achieving the Advice Quality Standard for the third time. This was despite the mystery shopping taking place at the end of March, just as lockdown was beginning and our phones were going wild.

One caller said:

*'I was very impressed with the knowledge of the issue and the good communication skills of the [person] I spoke with ... she was able to answer all the detailed additional questions I put to her.'*

## Lockdown Support

During lockdown, we focussed our support on immediate needs and were able to:

- Provide **1,638** free shopping trips for people unable to get help with shopping;
- Give out **994** emergency food packs to people who had no food at home;
- Make **nearly 7,000** check and chat phone calls to see if people were safe and keep in contact.
- Give out jigsaws, knitting and craft packs to older people at home.



*Pauline and Ian with craft packs before they are delivered to people registered with Bright Days*

**We are still providing free shopping to people who have had a letter from the NHS saying they are at high risk.**

*I just want to say a huge thank you for all you help with my Dad's shopping. [It] has been a huge weight off my mind and thank you so, so much for being out there in these awful times.*

Daughter of a man living alone in Pemberton

*It was very good of Age UK WB to bring those emergency food parcels as no-one else offered to do this. I think Age UK are really good at helping people because they helped me before with filling forms in as well!*

Male aged 61 living in Norley Hall