

# Covid-19 Services update

25<sup>th</sup> March 2019

## Services for Older People

### Age UK Hammersmith & Fulham

- Our Befriending Service is now offered through telephone contact where we can, that include for others that are not registered with us:
- Minibus Shopping Service: runs 5 days per week with few people on board during the times shops are open
- Digital Inclusion Project: we are offering telephone consultation to those that use technology who would otherwise be cut off. We also help with online shopping for new and existing clients. We are currently inundated with requests
- New food service: we will be offering cooked lunches to be home delivered 5 days per week. The cost will be £5 per meal. Currently organising DBS checks and Safeguarding for volunteers
- Medical prescriptions: we are offering medical prescriptions pick up
- Waitrose partnership: Waitrose provides food to our service with food items that we redistribute
- Information and Advice Line: now available for 5 days per week that offers advice on legal, housing, benefits and pensions
- Communication: we will share updates on various social media and website channels such as Twitter, Instagram and our website which is [www.ageuk.org.uk/handf](http://www.ageuk.org.uk/handf)
- We open 5 days per week from 10am – 4pm
- Our charity shop in W12 is now closed until further notice

### Bishop Creighton House

Staff: now working from home. Phones and emails are checked daily and tasks are carried out by volunteers.

Safe and Well Check: that offers

- Befriending service that is offered 2 days per week. We reach over 200 people that is currently expanding
- Medicines: we liaise with GP surgeries and pharmacies to encourage delivery to people
- Liaise with Social Services and Carers

Referrals: currently we take telephone referrals of which we require the Name, Address and Telephone number of the person.

People interested in volunteering: volunteers will be offered online training and must have access to the internet with unlimited minutes of data on phone contracts

For more information, email: [homeline@creightonhouse.org](mailto:homeline@creightonhouse.org)

### Carers Network

Due to the Coronavirus (Covid-19) pandemic Carers Network staff are all working from home for the time being. We are absolutely determined to do everything we can to help carers

during this very difficult time and are working with others to develop plans and services to support you as the situation develops. These currently include:

- All calls to our main number 0208 960 3033 are being diverted to five mobile phones and so your calls will be answered. The diverted call takes a little longer to go through but it will get there.
- If your call is not answered leave a voice message and we will return your call as soon as we can.
- We will provide our Advice Line services as usual but we will not have set opening and closing times but instead provide them between 9am and 5pm from Monday to Friday.
- We will provide regular updates on our website and social media and send emails to those who have email addresses
- We are developing a plan to keep in touch with as many carers as we can during the pandemic and we are looking at a number of different ways of doing this. We will tell you more about this later.

## **Citizens Advice H&F**

Citizens' Advice is still available and ready to help H&F residents, despite closing both our sites. Please see our website [www.cahf.org.uk](http://www.cahf.org.uk) which will be updated daily to reflect the latest information available in these rapidly changing times.

There is a web form for people to complete if the information does not resolve their issue.

We have a reduced capacity to answer our telephone lines so please encourage people to use this web form as the first point of contact.

## **Fulham Good Neighbour Scheme**

Essential Tasks We will continue to help with essential tasks e.g. emergency shopping, food bank deliveries, prescriptions collections. Which task is essential will be judged on a case by case basis.

### Social Clubs by Skype:

- Our Art Group will be offered via Skype each Tuesday at 11:00. New members are welcome.
- Our Chair Based Exercise Groups will be offered via Skype each Thursday at 14:00 and at 15:00. New members are welcome.

We will explore the possibility of expanding this offer to all our social clubs.

Once our normal service is allowed to resume, all those who attended social clubs in person in March 2020 will be given priority over those who joined online.

Signposting: We are here to help people resolve their problems as best as we can and will be offering first-class signposting service.

For all enquiries please contact [info@fulhamgoodneighbours.org](mailto:info@fulhamgoodneighbours.org) or tel: 020 7385 8850.

## **Hammersmith & Fulham Law Centre**

Further to the government's announcement that all non-essential contact should be avoided, the Law Centre has taken the difficult decision to close the reception desk and not hold any face-to-face appointments for the time being.

Until the situation changes, our staff will be working from home. Existing clients can continue to contact their legal adviser by telephone and email.

We are unfortunately unable to take on new cases at this present time.

The Law Centre will continue to provide telephone advice Monday-Thursday. If you would like to receive advice in relation to your matter, please telephone the Law Centre Monday-Thursday between the hours of 10am-12pm and 3-5pm on 020 3880 1727. Outside of these hours please send an email to [hflaw@hflaw.org.uk](mailto:hflaw@hflaw.org.uk)

## Hammersmith & Fulham Foodbank

We are taking seriously our responsibility to ensure that all visitors to the Foodbank as well as our volunteers, and staff are protected as much as possible from Coronavirus. This is so that we don't have to even *think* about closing in the coming days and weeks because our volunteers and staff are sick. Following Government & NHS advice, it is now necessary to change the way we operate for the next few weeks or months.

Unfortunately, we can no longer invite our visitors into our Foodbank Centres, but will instead do our best to serve you from the door with pre-packed parcels. This is less than ideal, but the only way that we can continue to stay open.

In summary:

- Most, if not all food parcels, will be pre-packed during this time. Changes will only be made for people with allergies or for dietary reasons
- We will not be serving any snacks or drinks
- We won't be able to swap items
- No-one will be allowed into the Foodbank Centre at any time, other than healthy volunteers
- We may have very few volunteers available and may appear to be a bit rushed (so sorry!)
- At some point, food supplies may become in short supply and your parcel may not contain some of the extras that it contained just a few weeks ago. So many people have been extremely generous though, and we will do all we can to ensure that we always have enough food to meet demand
- We will still distribute fresh fruit & vegetables when they are available
- We may have to close a Foodbank Centre at short notice.

### Opening times

Day	Time	Location
Mon	12:30 - 15:00	The Hub@75, 75 Bloemfontein Road, W12 (020 8746 7718)
Tues	10:30 - 13:00	St Matthew's Church, Wandsworth Bridge Rd, SW6 2TX (020 7731 3693)
Wed	10:00 - 12:30	The Hub@75, 75 Bloemfontein Road, W12. (020 8746 7718)
Thur	13:00 - 15:00	St Simon's Church, Rockley Road, W14 0DA. (020 7731 3693)
Fri	14:00 - 16:00	St Matthew's Church, Wandsworth Bridge Rd, SW6 2TX (020 7731 3693)
Sat	10:00 - 12:00	The Hub@75, 75 Bloemfontein Road, W12 (020 8746 7718)

### Open Age

Open Age is has suspended all group and face-to-face activities, and is now focussing on telephone contact with its 750+ H&F service users. Open Age staff and volunteers will make

regular telephone wellbeing checks, signposting residents to volunteer services that can help with essentials such as food and medication for older or otherwise vulnerable residents.

Contact: [vmitchell@openage.org.uk](mailto:vmitchell@openage.org.uk)

### **Urban Partnership Group - Masbro Elders Project**

The Masbro Elders Project is in contact with approximately 200 older members of the community who are registered with either our Activities or Befriending Service.

We are currently in the process of organising a triage system of the more frail and vulnerable members to ensure that they are contacted first to establish any urgent need. We intend to establish a telephone rota to monitor and ensure that we have regular contact with all our members.

Our Volunteer Befrienders will continue to be in touch with their Befriendees via telephone calls but in line with latest government guidance, not face-to-face visits.

We currently have limited capacity to do 'shop & drop' calls for those elders who are self-isolating – we will be working on how safely to expand this with the aid of volunteers.

Email: [tina@upg.org.uk](mailto:tina@upg.org.uk) Tel 020 7605 0194