

## Critical Community Services

In order to provide practical and useful services during this period of crisis, Age UK South Lakeland has totally changed the shape of its service delivery. We are committed to help those who are amongst our most vulnerable to remain safe in their own home. I am proud of our service delivery team whose response to this call to arms has been outstanding. They have put away their professional qualifications and joined queues for shopping, picking up prescriptions etc. Phil Whitely has even visited a concerned older couple to pick up an old Grandfather clock that had fallen over.

**Advice and support services continue to be delivered with the restrictions implied by being unable to complete full home visits and assessments.**

**The shopping service** is available for anyone 70 and over, or anyone notified by the NHS that they should self-isolate for three months, or anyone who is self-isolating because they have one or more of the Covid19 symptoms. Whilst the supermarkets are attempting to limit some of the stockpiling that has been going on, there are still some shortages, our shopping team are all doing their best to satisfy everyone's needs. If you fall into any one of the above categories call the number below and ask for the shopping team.

**The prescription pick up** service is in increasing demand and is available to all residents of South Lakeland who fall into one of the groups shown above. Please ensure you do not wait too long before arranging to have your prescription re-filled.

**Hearing Aid Batteries** can be delivered to your home if you fall into any of the categories described above. So don't suffer in silence, simply call the number below and we will get your batteries to you.

**Telephone Befriending** is available to all our older people who are feeling lonely and cut off during this difficult period, simply call the number below and ask to speak to our Telephone Befriending Team.

**Book Delivery Service** If you are an avid reader and have read everything you have at home, call our response line on the number below, let us know your reading preferences by genre, we will not be able to find favourite authors but I'm sure we can find a few books you will enjoy reading.

All our services are **Secure and Safe** services and are delivered by the staff and volunteers of Age UK South Lakeland and fully accredited partner organisations. The services are all free of charge with the exception that you will have to pay for your shopping. Payment for shopping is taken in a very secure way over the phone, you will be given a secure code and the caller will also know exactly the value of your shopping which will tally with the receipt and payment card delivered with your shopping.

**Note:** For clients who may have difficulties paying for shopping over the telephone by debit or credit card because they are visually impaired or have other difficulties; we will open an account for them and collect payment once the crisis is over.

Your safety is our concern  
**Call 030 300 30003**