



Looking for support during the coronavirus outbreak?
We're here to help:

Registered charity number 289124
Company number 01685692

Information and Advice 

1-2-1 Digital Support 

Befriending 

Shopping and Food Delivery 

Coronavirus (COVID-19) Update

We hope you are keeping well and safe during these difficult times.

We want to reassure you that, even though our Activity Centre and Charity Shop are temporarily closed, we are still here to help older people in Hammersmith and Fulham.

We have been busy adapting and expanding our services to ensure we are able to support local older people during the coronavirus outbreak.

We want to say a massive **THANK YOU** to our amazing volunteers and corporate partners who are helping to ensure support is reaching every corner of the borough.

In this edition of The Word we outline the latest news on our services, how we are supporting local older people, where you can access further information and resources, plus how you can get involved and support the work we are doing – particularly our new minibus fundraising campaign.

Thanks for reading and please do share this edition of The Word with your friends, relatives and contacts. As always, we are here to help so please do get in touch.

Age UK Hammersmith and Fulham



Our minibus delivering vital services.



Our Charity Shop is temporarily closed.



Our Activity Centre is temporarily closed.

Age UK Hammersmith and Fulham Contact Information

Our Activity Centre and Charity Shop are currently closed however our staff are working remotely to ensure our services continue to run. Get in touch by:

- Phone: 020 7386 9085 - our phone line is open Monday-Friday 10am-4pm
- Email us: info@ageukhf.org.uk
- Follow us on [Twitter](#), [Facebook](#) and [Instagram](#)
- Visit our website: <https://www.ageuk.org.uk/hammersmithandfulham/>
- Request to join our mailing list by emailing jenny@ageukhf.org.uk

Age UK Hammersmith and Fulham Service Update – 27-04-2020

We have had to change the way we deliver some of our key services to older people during the coronavirus outbreak. To stay in touch and hear all the latest updates and news email jenny@ageukhf.org.uk or call 020 7386 9085 to request to join our mailing list. We are still running many essential services including:

Age UK Hammersmith and Fulham Services

Information and Advice

30 minute telephone appointments are available to book covering the following areas of advice: Welfare Benefits, Employment, Housing, Consumer, Debt and Basic Immigration queries. To book, call: 020 7386 9085.

Shopping Service

We have increased our shopping service from two days a week to five days so that more people can access it. To book, email sophie@ageukhf.org.uk or call: 07538 327 734.



Digital Inclusion Project

Our Digital Champions are available to provide 1-2-1 digital support over the phone including:



- Assist clients in registering for online services at GP surgeries
- Assist clients in registering with a chemist that does deliveries
- Assist clients in registering for online shopping
- Assist clients in setting up email accounts
- Assist clients in making complaints or seeking queries online about services
- Assist clients about keeping in touch with friends and family by social media, WhatsApp, text messages, email, Skype, video calling and other digital methods
- General help to clients with issues around the use of technology to keep independent, safe and combat loneliness



To book, email digital@ageukhf.org.uk or call: 020 7386 9085.

Isolated Buddy Service - Personal Grocery Service, Telephone Befriending and Prescription Assistance

This new service helps older members of society unable to leave their homes and without support of friends, family and neighbours. If you know someone in need of our Isolated Buddy Service then complete our Client Form (requesting help): <https://tinyurl.com/rtqfebe> or if urgent call: 020 7386 9085.

Meal Delivery Service

Our meal delivery service is offered 7 days a week. Food is freshly cooked and arrives chilled with reheating instructions and allergen information. You can order 1 meal per week or 7 for the entire week which will be delivered each day. Orders must be placed 36 hours in advance and by 3pm each day. To book call 020 7386 9085 or email peter@ageukhf.org.uk



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- | | |
|--|--|
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Help buy a new
minibus for older
people –
PLEASE DONATE

Join the Crowd and Help Us Buy a New Minibus

Although crowds are a distant memory right now, there are many other ways people are getting together to achieve amazing things. Here at Age UK H&F we need the power of the crowd to help us replace our old minibus. Our fabulous workhorse is currently delivering essential supplies to clients. However, we will soon need a new, environmentally friendly minibus to continue supporting older people into the future.

For this reason, we are running a crowdfunding campaign to raise the money we need. So give your fingers a quick workout on our crowdfunding page by making a pledge, whether large or small. Thank you!

To donate visit the website <https://www.spacehive.com/ageukhfnewminibus> and then click on 'Back This Project' or call us on 020 7386 9085.

Shopping Service Lifeline Increased to Five Days

Never has shopping occupied our thoughts as much as it does now. However, for some older people even getting to the shops is a particular challenge, especially if they live alone, or family and friends are unable to help. In recent weeks, as coronavirus has fully impacted, we have increased our usual Shopping Service from two days a week to five so that more people can access it.



Jacqueline uses the service regularly. As a wheelchair user with other health difficulties, it is proving vital during lockdown. She believes that from the moment they arrive to when they drop you off and carry your bags indoors, you could not ask for a better service. *"The people are truly dedicated; they do it with a loving heart."* She feels this enables her to get the fresh food she needs to *"fight off the virus"*. It also provides a glimpse of the sights and smells of the outside world. She cannot praise the team highly enough, saying *"we feel we are being taken care of."*

Our escorted door-to-door shopping service, with fully accessible minibus will collect you, take you to a local supermarket and bring you back to your home. Social distancing is being observed on the minibus and we are making use of dedicated supermarket shopping hours which are reserved for the elderly and vulnerable.

To book, email sophie@ageukhf.org.uk or call: 07538 327 734

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Giving and Getting Help or Information

Keen to help the community during the coronavirus outbreak?

If you'd like to help the community during the coronavirus pandemic then complete our Volunteer Form "Offering Help" which can be accessed here: <https://tinyurl.com/uzp76sc>

Where can I get more information about coronavirus?

There are a number of websites with resources, information and news updates on coronavirus including:

- Age UK information on coronavirus, including updates on how you can look after yourself and loved ones, comments from Age UK, and ways you can support older people: <https://www.ageuk.org.uk/information-advice/coronavirus/>
- NHS coronavirus information: <https://www.nhs.uk/conditions/coronavirus-covid-19/>
- UK Government information on coronavirus (COVID-19): <https://www.gov.uk/coronavirus>

Need help getting online?

If you aren't sure how to access websites from your mobile, tablet or laptop then get in touch with our team to book a telephone call with our Digital Champions who can provide 1-2-1 digital support over the phone. To book email: digital@ageukhf.org.uk or call: 020 7386 9085.

Information and Advice: Always Here to Help

Now more than ever we have come to realise that no single person is an island and we are all stronger when we work together. Here is one illustration of how support from our Information and Advice Service can make a difference:

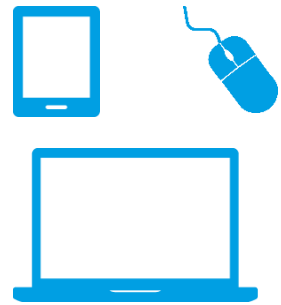
"I appreciate the outstanding customer service that one of your staff provided me. Denise was very attentive and helpful. She was very knowledgeable about my case and I can tell she's genuinely interested to help every person that asks her for help and consultation. I will continue to visit her in the future as well as recommend her to other people to have her advice and guidance."....Information and Advice Client

If things are difficult for you at the moment and you need some help or advice, please call us. We can offer information and advice about: welfare benefits, employment, housing, consumer issues, debt and basic immigration enquiries.

To book an appointment, please call us on: 020 7386 9085

Digital Inclusion: Needed More Than Ever

In recent weeks, internet providers have reported a 50% increase in online activity, as we find new ways of connecting and going about our lives. So our Digital Champions are working even harder to provide essential support to people online.



On the practical side, we can: help you stay in touch with family or friends through video calling; assist with registering with a pharmacy; or help you set up online deliveries. We're also planning a Digital Meet-Up to maintain those really important contacts with friends from the Activity Centre. It could be a quiz, online bingo, or perhaps watching a film. **We would love to hear your ideas about what you'd like to happen at the Digital Meet-Up!**

In the meantime, there is so much to do, with many organisations making available free online content. Fancy a 'big night in' at a play or musical? Or maybe listen to a BBC radio series that you missed when the sunshine and garden were just too tempting? The world is well and truly available at the click of a mouse and all of the following examples can be accessed from your computer or other digital device.

- **Podcasts** - Listen to radio broadcasts of your favourite shows, dramas or documentaries at a convenient time: <https://www.bbc.co.uk/podcasts>
- **Musicals** - Every Friday at 7pm, a full-length hit musical on YouTube channel "The Shows Must Go On", courtesy of Lord Lloyd-Webber. Available to watch for 24 hours. <https://www.youtube.com/theshowsmustgoon>
- **National Theatre Live** - Every Thursday at 7pm, and then available for seven days. For more information visit: <https://www.nationaltheatre.org.uk/nt-at-home>
- **Museum and Art Gallery Virtual Tours** – Here's just two examples:
 - National Gallery London <https://www.nationalgallery.org.uk/visiting/virtual-tours/google-virtual-tour>
 - Natural History Museum <https://artsandculture.google.com/partner/natural-history-museum>

Staying Fit in Isolation

Your image of exercise may involve people in brightly-coloured lycra and a lot of pumping iron! In reality, exercise isn't always something intensive taking place on the football field or in a hot, noisy gym. For many of us, carrying home our shopping, walking round the corner to visit friends, or strolling through the local park with the dog are ways we slot a little exercise into our day. So what about now, when the government advice is to stay at home to protect ourselves, the NHS and one another? There is much that we can do even during lockdown in our homes.

- Age UK Information on being active as you get older: <https://www.ageuk.org.uk/information-advice/health-wellbeing/exercise/>
- NHS information on physical activity for older adults: <https://www.nhs.uk/live-well/exercise/physical-activity-guidelines-older-adults/>
- NHS guides and videos on low impact exercises: <https://www.nhs.uk/live-well/exercise/easy-low-impact-exercises/>

Need help to access these websites from our Digital Champions? Email digital@ageukhf.org.uk or Call: 020 7386 9085.

Volunteer Champions and Isolation Buddies Providing Vital Support in the Community

Everything moved so fast and so did we! With the rapid onset of Covid-19, we all had to adjust at speed to stay safe and protect vulnerable people in our communities, while still keeping essential wheels turning. For our team at Age UK Hammersmith and Fulham within the space of only two weeks a veritable army of volunteers were recruited, checked, trained and deployed into a brand new suite of services for our older clients; a mammoth undertaking.



Flora volunteering to help on our Isolation Buddy Service.

The Isolated Buddy Service is in full swing and will continue to develop and extend its reach in the coming days and weeks. The cornerstone of the service is a team of 13 Volunteer Champions distributed across the Borough to organise more than 30 Volunteer Buddies who have come forward to help us out during these challenging times.

These amazing volunteers are matched with isolated people living locally to give ongoing support for the duration of the coronavirus isolation period and beyond. They provide help with practical tasks such as buying groceries, collecting prescriptions and keeping in-touch by phone to maintain the all-important human contact. We aim to reach and support several hundred individuals throughout the borough in their time of need and are working tirelessly to do so. It's a huge team effort!

One of the Volunteer Champions, Flora, has been providing a personal weekly shopping service for a group of people in sheltered housing. Like so many of our volunteers who have come forward to help, Flora says she is *"so happy I can help on a personal level"*. The residents have expressed their gratitude for the work of Flora and others, saying it provides a real lifeline as well as essential social contact. However, being able to help out has had a positive impact on the volunteers too. In Flora's words: *"It has made me realise that volunteering like this is valuable at all times, not just during a national crisis. I hope many who are helping will continue to do so long after the pandemic has passed."*

We are hugely grateful to our amazing team of volunteers. The difference they are making to older people in need is incalculable. In the words of a Housing Officer whose residents are being supported by Flora and her team: *"I could not be more pleasantly and happily surprised by your response and wanted to say a massive thank you on behalf of all the residents."* Joyce Farrell, Specialist Housing Officer, Riverside and Banim Street Sheltered Housing Schemes.

If you know someone in need of support then complete our Client Form (requesting help): <https://tinyurl.com/rtqfebe> or call: 020 7386 9085

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Delivering Essential Meals with Our Partners

Know someone who might need our meal delivery service? To book call 020 7386 9085 or email peter@ageukhf.org.uk



Fresh Fitness Food are one of our corporate partners kindly supporting our meal delivery service

We have been so grateful for the support our corporate partners have been providing which has enabled us to set-up a new Meal Delivery Service in a matter of weeks.

Community spirit is blossoming and our amazing partner, Pear Drops Catering, have switched their skills to the provision of freshly-prepared, nutritious meals for older and vulnerable people across the borough. According to Daz and Wendy at Pear Drops, *“it is rewarding and humbling”* and they are *“proud and grateful to have such an amazing community of people come together in these difficult times.”*

We are also extremely grateful for the support received from the Yoox Net-a-Porter (YNAP) Group who have donated a van and driver to deliver meals to some of our clients. *“To be a part of something that helps so many people is amazing. You can see the appreciation on the faces of everyone we deliver to,”* Thomas, Premier Driver.

Maria turned 100 last month. Following lockdown, her family struggled to bring in food and were worried about how they could support her. In the words of family member, Matt, the Meal Delivery Service has been *“a lifesaver, knowing that Nan always has a fully prepared meal ready for her.”* Belinda, is also extremely satisfied: *“my lunch was completely delicious, thank you so much. Looking forward to tomorrow’s!”*

A huge thank you also to Di Lusso Travel, Playdays Parties, Fresh Fitness Food and Waitrose Fulham Palace Road for their fabulous food donations and support with the service.

The essentials

- **Meals provided** 7 days per week (delivered daily from 12 noon).
- **Freshly cooked meals** arrive chilled with reheating instructions.
- **Dishes include:** lasagne, fish & chips, sausage & mash, mild curry or casserole (and vegetarian equivalents).
- **Order** 1 meal per week or 7 for the entire week.
- **Place orders** 36 hours in advance by 3pm. For weekends, order by 3pm on Thursdays.
- **Prepared** following strict hygiene standards and social distancing rules; allergies also accounted for.
- **To book** call 020 7386 9085 or email peter@ageukhf.org.uk



Reaching Out: Help us to Help More Older People?

Never has there been a time when so many people are stepping up to help others. From the heroic efforts of NHS staff, to the truck drivers delivering essential supplies, to the people getting shopping and prescriptions for their older neighbours. We are all feeling the need to reach out to help family, friends and neighbours in any way we can.

Never has there been a more important time to support our work.

At Age UK H&F we have had to revolutionise our way of working almost overnight, to ensure the continuation and expansion of our services to meet the needs of the frailest and most vulnerable older people in Hammersmith & Fulham. We now want to reach out to even more older people during the UK coronavirus outbreak.

Never has it been easier. There are many ways that you can support us. Perhaps you could help our efforts to raise money for our new minibus, which is currently doing sterling service around the Borough delivering meals to isolated older people. Maybe as you do your online shopping, you could take a moment to remember the older people in our locality who need support. Your help is just a couple of clicks away.



We have just one question: can you help us to help older people in Hammersmith and Fulham get shopping and essential medications, have access to nutritious meals, stay in touch with family and friends and maintain vital human contact during their lockdown isolation?

Here Are Three Ways You Can Help

Donate to our minibus crowdfunding appeal:

<https://www.spacehive.com/ageukhfnewminibus>

Donate as you shop, with Amazon via AmazonSmile:

<https://www.ageuk.org.uk/hammersmithandfulham/get-involved/donate/amazonsmile/>

Spread the word

Share this newsletter with your friends, neighbours, colleagues and contacts. Follow us on [Twitter](#), [Facebook](#) and [Instagram](#) and share our posts – it may sound simple but the more people who know about our services and what support is out there, the more people who can go onto access the help they need.

Thank you for your continued support and for making a difference!

Age UK Hammersmith and Fulham – About Us

Age UK Hammersmith and Fulham Registered Office: 105 Greyhound Road, London, W6 8NJ.

Registered Company Limited by Guarantee and without Share Capital number 01685692.

Registered Charity number 289124.

Both registrations in England & Wales.

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