

Age UK South Lakelands response to the Coronavirus crisis.

The Government have now advised members of the public to implement social distancing where possible and self-isolation where necessary. They stress that this particularly applies to people aged 70 and over even if they don't have underlying conditions. We recognise that this means a lot of older people in South Lakeland may have to isolate themselves and many don't have local connections to provide the support they need. Age UK South Lakeland are therefore stepping in to assist those who are vulnerable in South Lakeland and we are working swiftly to redeploy our workforce and provide a range of emergency support services.

These services include:

Telephone shopping service. We will take your shopping order over the phone, source the items you need and deliver them to your doorstep with the receipt and a unique passcode. You will then be contacted by telephone by an Age UK South Lakeland staff member 24 hours or so later, they will quote the unique passcode on your receipt and the exact amount of your shopping and then ask for your card payment. This secure service will be provided by accredited staff and volunteers of Age UK South Lakeland.

Prescription collection service. We will collect and deliver your prescriptions and any other medical related devices that are essential to you – like hearing aid batteries for example. Items will be collected and delivered to your door.

Hospital transport service. If you have an urgent or very important hospital appointment which has not been cancelled and if you don't want to use public transport, we will arrange for you to be collected from home by one of our ambulances, delivered to your appointment and also transported home again afterwards.

Healthy at home resources. We will also be developing some advice and guidance to help you stay healthy at home. Interesting 'cook for one' recipes and easy to manage home exercise routines will be made available, and we will also extend our telephone befriending service to those that need someone to talk to.

These new emergency support services will be made available to people who need to self-isolate and have no other available means of support. The services can be accessed by calling the Age UK South Lakeland helpline on **030 300 30003**. We will continue to monitor the situation and listen to Government advice – and will work as hard as we can to help older people in South Lakeland through this crisis.

Linking resources. It is heart-warming to see so many local groups setting up with offers of help, however it is important to note that whilst supporting our older people during this crisis, we need to be extra vigilant and not expose them to any further unnecessary risk. Age UK South Lakeland will be reaching out to all these groups and offering them access to the safe MARS referral system and safe payment methods. – **Working together works for everyone - RELEASE ENDS::**

For further information about the content of this press release, please contact Hugh Tomlinson CEO by email htomlinson@ageuksouthlakeland.org.uk or by phone 01539 728118. For more information about Age UK South Lakeland please visit www.ageuksouthlakeland.org.uk