

STAYING SAFE IN SOUTH LAKELAND

How to access key services during self – isolation.
Stay connected, stay safe.



Age UK South Lakeland along with a number of partner organisations are working together to ensure you can access the things you need to keep you safe during this difficult period.

If you need Shopping,
Prescription pick up or any
other information, advice or
support.

call 030 300 30003



In order that you can remain safe, we are delivering a shopping service. It's easy to use, just follow these simple guidelines.



- Have your detailed shopping list ready before you call.
- **Call 030 300 30003** and tell the Helpline officer you would like to use the shopping service.
- We will try hard to have your shopping delivered to your door within 24 hours.



- You will not be asked for payment when your shopping is delivered. You will also receive your till receipt and on the back will be a simple security code. **Save that receipt.**
- You will be contacted by the payment team, they will quote the security code and the exact payment for your shopping. Only then should you provide your card details to pay.



- If the caller does not know this information under no circumstances give any card details. **End the Call.**

*** All staff and volunteers engaged in this work are fully accredited by registered charities and have been DBS checked.**

How to use the Prescription Pick Up service.

- Simply **call 030 300 30003** and ask for the prescription pick up service.
- You will be asked what pharmacy you normally use for your prescriptions.
- You will also be asked for a brief description of the items on your prescription.
- Your prescription **will be delivered to your door.**
- Please do not leave your prescription request to the last minute to ensure that you can receive this in a timely fashion.



*** Please note all shopping and prescription deliveries will be placed on your doorstep and the delivering officer will step away at least two metres. This is for your protection; we do not wish to compromise your self-isolating status.**

Staying fit and active.

- Remaining physically active is vitally important. There are many simple exercises that we can advise you on which can be undertaken at home.
- Mental health as well as physical health is equal importance.
- We can offer a telephone befriending service to help reduce the effects of isolation; telephone contact with others in the same situation can help reduce feelings of loneliness.
- If you feel you would benefit from advice or support on staying fit and active, give us a call.
- If you have any other difficulties or concerns during your self-isolation do not hesitate to **contact our Helpline on 030 300 3003.**

