

Coronavirus Update & FAQs

- **Is Age UK West Sussex, Brighton & Hove still keeping its centres open?**

Following Government advice on containing the spread of Coronavirus, our centres will be closed to the public from Thursday 5th November. All existing social and activity groups run by Age UK WSBH have been put on hold. This will be at least until December 2nd in line with the Government advice. The closure will be kept under regular review and we will be following Government guidelines closely.

- **Will Age UK West Sussex, Brighton & Hove offer any help to people during this second period of lockdown?**

We have adapted our services to continue offering emotional and practical help to older people locally. Among other things, we are providing befriending phone calls to help those self-isolating combat loneliness, our Help at Home service can deliver medication or groceries and in some areas we are able to offer cooked meal deliveries. We are also offering emergency food parcels to those most in need. Our Crisis and Home from Hospital services are also able to continue, with the appropriate precautions.

- **What steps is Age UK West Sussex, Brighton & Hove taking to alert people to the Coronavirus and official advice?**

We have made Coronavirus information available on our website and we're also directing people to further information via our social media channels. Our information and advice team can also help or signpost people to further information.

- **Has Age UK West Sussex, Brighton & Hove made any changes due to the spread of Coronavirus?**

Staff who are able to, are working from home. The charity has asked staff to practice social distancing if they must work from an Age UK centre or office. Those who must enter people's homes (where they need urgent support) will be wearing Personal Protective Equipment. Staff and volunteers are cleaning door handles, sides, shared equipment and handrails on a regular basis throughout the day.

Age UK Horsham District

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 **info@ageukhorshamdistrict.org.uk**

 **www.ageuk.org.uk/horshamdistrict**

 **@AgeUKHorshamDistrict**

 **@AgeUKHorshamD**

 **@ageukwsbh**

- **Exactly what services are on offer during the closure of Age UK centres locally?**

During this difficult time, we have adapted the way we work, so we can continue to be there for you when you need us. We are offering:

- **Information and Advice.** Including information on social care, housing and welfare benefits.
Call: 01903 731800 or email: information@aukwsbh.org.uk
- **Telephone befriending.** A friendly chat if you're feeling lonely or isolated.
- **Help at Home & Doorstep Deliveries.** We can deliver home cooked meals (may not be available in all areas), groceries and essential medication to your doorstep, via our Help at Home Service. Emergency food parcels can be arranged for those most in need.
Call: 01903 726276 email: helpathome@aukwsbh.org.uk
- **Emergency Welfare and Safety Support.** Helping the most vulnerable with tasks such as cleaning, shopping and laundry, as well as offering respite for carers. This service is for those who would be at serious risk, if they did not receive urgent support.
Call: Crisis Care (Brighton only) 01273 328555
- **Home from Hospital.** This service can continue throughout lockdown, with the appropriate precautions in place.
- **Wellbeing support.** We can share information on healthy living, nutrition, hydration and exercises that can take place in the home or garden. We can also provide magazines and activities to ease boredom.
- **Technical support.** Need help with the Internet or tech equipment like computers, tablets or smartphones? Want to start doing your shopping, banking or pay your bills online? Keep in touch with friends or family this winter? Whatever your question, we will have a volunteer to help.
Call: 01903 731800 or email: technoteam@aukwsbh.org.uk

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We are still here for older people at this difficult time.

- **Last lockdown I had some free shopping deliveries from you, why are you not offering the same services this time?**

Rather than a blanket emergency approach to support, we're offering much more tailored, personal help and advice during this 2nd period of lockdown. Shielding is no longer in place for the majority of older people, so some may prefer to continue shopping for themselves, but if you need our help, we're still here for you. Those who can afford to, will be directed to our Help at Home service, which can offer a wide range of support including food deliveries, cleaning, handyman services and gardening. With centres closed and many fundraising initiatives cancelled, our income has taken a huge hit during the pandemic. We have a responsibility to ensure we can keep our doors open in future, so it's important that we prioritise unpaid services (such as emergency food parcels) for those who need them the most. No one will be left high and dry – if you feel you need support, please turn to us.

If you are still able to do your own shopping but would like to know when your local supermarket is operating sessions for the more vulnerable, please refer to the list here;



Priority Shopping
Hours.odt

- **What can I do to support AUKWSBH at this time?**

Donations to our Coronavirus appeal will help us continue to be there for those who need us the most.

People can support us when purchasing online, via Easy Fundraising, with Age UK West Sussex, Brighton & Hove as a beneficiary. Set yourself up on line via <http://www.easyfundraising.org.uk/causes/ageukwsbh> and currently we receive an extra £5 donation per new user! If you are an existing Amazon customer, you can also support us via Amazon smile.

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Where possible, during this 2nd much shorter lockdown, we'd also really appreciate if our existing members are able to continue to pay their direct debits for services which can be delivered on-line or at home. We will be in touch shortly to let you know exactly what is available in your area.

If you would like to make a donation to Age UK West Sussex, Brighton & Hove you can do this in a number of ways;

Online

You can donate on line by visiting our website <https://www.ageuk.org.uk/westsussex/our-services/coronavirus/>

By Post

You can send us a cheque, to Age UK West Sussex, Brighton & Hove, Suite 2, Anchor Springs, Littlehampton, West Sussex, BN17 6BP

Over the Phone / Direct Debit

If you would like to pay over the phone, we can take your details today or set up a regular payment via direct debit by becoming a Friend of Age UK West Sussex, Brighton & Hove. Alternatively for more details of how you can support us during these challenging times, please contact fundraising@aukwsbh.org.uk and one of our team will be back in touch shortly.

Horsham District Community lottery

If you live in Horsham District and you would like to support your local Age UK with their work in the community, along with the chance to win some money, sign up to Horsham District Council's Community Lottery scheme by contacting, <https://www.horshamdistrictcommunitylottery.co.uk/support/age-uk-horsham-district>

Bags of Support 2020

If you would like to donate items to our Bags of Support campaign, supporting vulnerable, isolated older people this winter, we are currently collecting re usable face masks, unopened, unwanted toiletries, hand sanitiser and sweet treats; pre packed biscuits, chocolate or cakes. These can be donated at one of the following Centres; Age UK Bognor - The

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Laburnum Centre, Age UK Burgess Hill - The Cherry Tree Centre or at our offices in Prestonville Road, Brighton.

Donate your time

Are you able to give a few hours of your time to help with our doorstep deliveries or to help with our telephone befriending service? Call 01903 731 800 or email

volunteering@aukwsbh.org.uk

- **What can I do if I'm worried or need support during this time?**

If you need support either now or in the future, or if you're worried about a friend or family member, we are here for you. Please call: **01903 731 800** or email:

information@ageukwestsussex.org.uk

Our phone lines are open Monday – Friday 9am – 5pm. During evenings, at weekends, or during Bank Holidays, you can also contact Age UK National for urgent Information and Advice on 0800 678 1602 or Silverline the National befriending service, on 0800 470 8090.

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