

# covid-19 Engage

**Billing Road office**  
 Help and information 8am - 5pm  
 01604 611200  
 telephone enquiries only  
 closed to visitors

**Payments line**  
 for payments by card 8am - 1pm  
 01604 611204

**A&E support service**  
 01604 611200

**Telephone befriending**  
 01604 611200

**Carers sitting service**  
 Providing telephone  
 support

**Collaborative care**  
 providing telephone  
 support

**Day centres**  
 01604 604500  
 temporarily closed but  
 support being provided to  
 clients at home

**Extra Help at End of Life**  
 open as usual  
 0330 123 1014

**Gardening service**  
 suspended

**Fundraising team**  
 01604 611200  
 please get in touch, we need your  
 support more than ever

**Handyperson service**  
 fitting key safes and  
 emergency work  
 01604 611200 or  
 07824 321 857

**Home care cleaning  
 service**  
 suspended

**KGH support service**  
 essential support  
 01604 611200

**Money management  
 support**  
 01604 611200  
 telephone support

**NGH support service**  
 essential support  
 01604 611200

**Info & Advice,**  
 telephone service  
 0300 303 3929 or  
 01604 611207

**Toenail cutting service**  
 suspended

**Business Directory**  
 check online  
 Registered charity 1059995

Age UK Northamptonshire,  
 31 Billing Road, Northampton  
 NN1 5DQ  
[www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)

## Together, we will get through this



Care Assistant Angie delivering meal packs and essential groceries to Denise (and Suzie the dog)

This is a very challenging time for all of us. Age UK Northamptonshire is determined to support the people who need us and we have re-organised our services and are redeploying resources to ensure that we can be effective. Most of our normal services have had to be suspended, but we are increasing our emergency support services for isolated older people with no one local to help them. We are in regular contact with all of our clients to find out if they need anything and how we can help.

Please be assured that there are plenty of good people in our community, all working together to provide support to as many people as possible. Every day local businesses, supermarkets, other local charities and generous individuals are contacting us to offer their help. We are working closely with Northamptonshire County Council, NHS Northamptonshire CCG and other local organisations to ensure that vulnerable people in the county are supported.

We salute the many fantastic people who are active in their community and are volunteering to help their neighbours and older people they know. We suggest you make any food donations to us and to food banks, and we advise people to contact established services such as the local council for help. Please err on the side of caution. All our staff and volunteers carry ID badges. If you have any doubts about someone saying they are from Age UK Northamptonshire, call us on 01604 611200, Monday - Friday 8am to 5pm.

## “You’re absolutely fantastic, thank you”



Marion is unable to attend our day centre so appreciates the regular phone calls and hot meal deliveries

We have increased the support we provide to older people in the county since the lockdown started. Since 17th March we have delivered 1,200 hot meals, 125 emergency food packages and 350 lots of shopping and collected 50 prescriptions in Northamptonshire, helping a total of 2,245 older people. This represents a 75% increase in demand for our services compared with the previous month. We cannot do this without your help. Please donate to our Covid-19 emergency appeal at <https://www.justgiving.com/campaign/coronavirusappealageuknorthamptonshire>

## Emergency support services

- We are delivering free emergency bags of groceries and essential housing items to older people in need.
- We can visit the local shops to buy essential groceries paid for by the older person. We can also collect prescriptions.
- Our Telephone Befriending Service is for older people who would appreciate a phone call from a friendly volunteer.
- All our staff delivering emergency shopping and collecting prescriptions wear ID badges and are DBS checked. We will not ask people to hand over their bank card or PIN number.

All enquiries please ring 01604 604500



Judith took essential supplies to Tony in Wellingborough

## Our usual services continuing

We are continuing to provide regular, essential support to clients whilst minimising the risk to them and our staff.

- Social Prescribing Link Workers and Collaborative Care are supporting their clients in the community
- Our Handyperson Service is fitting key safes and doing emergency work.
- The Extra Help at the End of Life Service continues to support clients and their families. They are taking necessary measures to minimise the risks posed to them and their clients by the coronavirus pandemic.
- Our day centre staff are telephoning clients regularly and delivering meals and essential supplies to people with no support.
- The Hospital Support Services have adapted to the new circumstances and are providing support in Kettering and Northampton.
- Information & Advice Service is providing a telephone service.

If you need to call us, please call your normal contact person on the telephone numbers and other contact details you already have.

You can also contact us on our main telephone number 01604 611200 or email: [access@ageuknorthants.org.uk](mailto:access@ageuknorthants.org.uk)



## People coming together to help others

We are grateful to everyone for their generosity and kindness to local older people. There is not the space to thank everyone here, so please follow us on Twitter, Facebook and Instagram for details.



Thank you to students at Abbeyfield School



Thank you to Sainsbury's in Northampton



Thank you to Avon for the essential supplies



Thank you to McDonalds at junction 15a on the M1

Our Venton Centre in York Road, Northampton is open Monday to Friday, 8am - 3.30pm to receive donations of food and essential items. Please visit our website to make an online donation to our Covid-19 Emergency Appeal.

### Contact *Engage magazine*

✉ Age UK Northamptonshire,  
31 Billing Road, Northampton NN1 5DQ

t: 01604 611200  
e: [jo.bird@ageuknorthants.org.uk](mailto:jo.bird@ageuknorthants.org.uk)  
[www.ageuknorthants.org.uk](http://www.ageuknorthants.org.uk)