

## Support Hub for Older People – 0117 929 7537

The Support Hub has been developed by the organisations listed below to help older people during the coronavirus pandemic. Anyone calling will be given information, advice and support across our respective services. We hope to grow the number of organisations linked to the Support Hub. Currently we are:

Active Ageing	Bristol Ageing Better
Age UK Bristol	Bristol Area Stroke
Alive	Bristol Older People's Forum
Independent Age	LinkAge
Oasis Talk	The Marmalade Trust
St Monica Trust	WE Care Home Improvement

## 2 How the Support Hub for Older People works

### Helpline – 0117 929 7537

Age UK Bristol staff respond to queries, signpost and refer to Support Hub partners. Typical queries and issues dealt with by the Helpline:

- Latest advice on COVID-19 using NHS 111 online
- Signposting to services available to older people (Age UK Bristol database)
- Referrals to Support Hub partners and other organisations for:-

#### *Practical help*

- Age UK Bristol's Information & Advice team
  - o Support to apply for benefits, pension credit, attendance allowance
  - o Debt advice
  - o LPAs, wills
  - o Applications for emergency financial support for essentials
  - o Applications to Warmer Homes Advice & Money
- Setting people up to receive prescriptions via post, Age UK Bristol
- Telephone shopping / delivery by Age UK Bristol & The Marmalade Trust
- Community meals
- Help with home maintenance offered by WE Care Home Improvement

#### *Social & Emotional support*

- Telephone befriending by Age UK Bristol, Age UK Call in Time or other partner
- Emotional support e.g. 30 mins free counselling provided by Oasis Talk

#### *Virtual Activities*

Virtual activities' (available online or via smartphones) to keep physically and mentally active in isolation e.g. Tai Chi, Mindfulness, Computer support.

Activities will be developed and organised by Active Ageing, Alive, Bristol Area Stroke, LinkAge & Age UK Bristol

We will also refer on to services set up by statutory services to 'shield and protect'. Please note that this list is being added to weekly.

### **3 Website**

Age UK Bristol's website is being developed to provide access to the same menu of support as above. The virtual activities that we develop will be accessed here too.

### **4 Newsletters**

Bristol Older People's Forum, LinkAge and Marmalade Trust will send printed newsletters to their members who do not have internet access as often as possible to reassure and to provide information on the support available.

### **5 Volunteers**

People will be able to apply to become a volunteer via the Helpline and the websites of each Support Hub member. Volunteers will be offered a volunteering opportunity by a Support Hub partner or signposted to others such as [candobristol.co.uk](http://candobristol.co.uk).

**Kay Libby**

**Co-Chief Executive, Age UK Bristol**