

Support for Older People to access food and supplies during the Covid-19 Pandemic – Important Message for Referrers

We would like to thank you for all the referrals you have made to the Emergency Response project. We have been supporting over 860 older people a week with delivery of Care Packs and feedback tells us that this was a vital and much appreciated support for during the most challenging times of the lockdown. We are continuing to run this project for now, however **we will no longer be taking new referrals to the project from Monday 22nd June 2020**. We have taken this decision as there are now multiple options available for older people to access food and basic supplies. These options offer choice, independence and control for people as well as providing more sustainable, longer-term solutions. We have set out all the options for shopping which we are aware of in this letter. We have also set out options for supporting older people who are struggling financially. We hope this information will be helpful for you as you continue to support older people in the Borough.

For any queries or issues which you do not feel able to answer or support relating to Older People and which may not be covered in this letter, please do signpost on to Age UK K&C on 0208 9699105.

Direct Supermarket Shopping (in addition to standard online ordering which we have not listed here)

1. Sainsbury's

Sainsbury's have a telephone ordering service for people who meet the following criteria:

- Over 70
- Unable to leave their house
- Have no support in the community
- No internet access

The number to call is **08009178557**. When people call, they will be supported to set up an account and to place orders for delivery. Payments need to be made with a card, they do not accept cheques or cash.

Age UK Kensington & Chelsea
1 Thorpe Close
London
W10 5XL

t: 020 8969 9105
f: 020 8206 6589
e: administration@aukc.org.uk
www.aukc.org.uk

2. Morrison's – Doorstep delivery service

<https://my.morrisons.com/doorstep-deliveries/> - for information about the service.

People need to live within 10 miles of a Morrisons store and will be given a limited list to select from. To place an order call **03456116111** and select option 5.

3. Waitrose

- If people wish to shop from Waitrose and are struggling to get an online slot, Waitrose are offering a same day Rapid service: <https://rapid.waitrose.com/catalog>
- Waitrose Belgravia are offering telephone ordering for older people who do not have access to the internet. They will deliver across Kensington and Chelsea. The number is **020 72354958**, press 8 or hold and ask for Emma, Yusuf or Ross.

Volunteer Services who will pick up Shopping

1. NHS – Support from Volunteers

NHS volunteer responders can collect and deliver shopping and prescriptions for people. They can be contacted via:

<https://volunteering.royalvoluntaryservice.org.uk/nhs-volunteer-responders-portal/isolating>

or by calling **08081963646**

2. Kensington and Chelsea Mutual Aid:

It is a neighbourly network of volunteers who wish to support our community and ensure no one is left behind during the COVID-19 crisis. We can help you with your errands such as picking up a prescription, doing some shopping for you, or perhaps a regular friendly phone call. We are an informal group and are unfunded so while we don't ask for anything in return, we will ask you to reimburse your expenses such as groceries. If you require more specialist or financial support, we are able to refer you to other organisations equipped to help you. We will treat your personal information confidentially, but will ask to share information with volunteers or organisations that are best positioned to help you.

If you need support, please give us a call on 020 7097 3731 or email us at kcma.referrals@gmail.com. Mutual Aid have a number of volunteers who are DBS checked, and people can request this if they would like additional peace of mind.

3. Voluntary Sector Shopping Support

A brand-new shopping service to help those who are vulnerable or self-isolating with no support networks has been launched by Kensington and Chelsea Council, Kensington and Chelsea Social Council (KCSC), Age UK Kensington and Chelsea and voluntary sector organisations.

This service will help residents of any age who are able to buy their own food but are unable to leave the house because they may be self-isolating for 14 days, may be vulnerable or have an underlying medical condition and no support network. **It has been particularly set up to support those who do not have access to the internet and therefore cannot buy or pay for shopping this way.**

All residents need to do is call Kensington and Chelsea Council on **020 7361 4025** and if you meet the criteria, a local organisation will contact you to arrange a shopping list as well as method of repayment. A DBS checked volunteer will do your shopping and drop it off to your doorstep. Residents will only be asked to pay for the shopping. There will be no additional costs.

This shopping service is only for food and basic supplies and applies to residents who are not on the NHS Shielded list but would be defined as vulnerable and meet the criteria.

Older residents who are struggling to access food for financial reasons

It is important that older people are accessing all the benefits that they are entitled to.

Age UK has a very helpful online Benefits Entitlement Calculator:

<https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/benefits-calculator/#>

Support from the Local Authority

RBKC has online information about local support which might be available for residents who are struggling financially: <https://www.rbkc.gov.uk/benefits/benefits>

Support with accessing benefits and other support is available:

1. People living in Kensington and Chelsea can get advice and support with benefits applications from their local [Citizens Advice Bureau \(CAB\)](#). 03003301174, advice@kensingtoncab.org.uk
2. [Nucleus](#) offer confidential and free legal advice and assistance to people living in Kensington and Chelsea on a variety of issues, including on welfare benefits. Their number is 03000 125464.
3. Age UK Kensington and Chelsea have an Advice and Information Team. People can be referred by calling 0208 969 9105.

If an older person is in acute financial hardship and cannot afford food whilst they are waiting for support with benefits or other financial help, the under 65s Food Distribution Project may be able to offer time limited food support: 02073614326 or covid19foodsupport@rbkc.gov.uk.

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Care and Support Needs

For advice regarding an assessment for Care and Support needs, contact Adult Social Care on: 020 7361 3013 or Email: socialservices@rbkc.gov.uk