



## Volunteering—can you help?

As a result of Covid-19 we have had to adapt some of our services. This has led to a change in our volunteer ask. Below are details of three specific 'asks' we have at the moment:

**Generation Games:** since the event of Covid-19, we have moved many of our classes online using 'Zoom'. Would you be interested in helping to ensure the safety of participants by watching a class in 'gallery view' on Zoom and alerting the host (a member of Generation Games staff) to any concerns. Full training will be given.

**For more information call the Generation Games Team: 01235 849403**

**Phone Friends:** could you spare the time to make a regular weekly phone call to someone who would enjoy some company? Receiving a call can make such a difference, particularly in the current circumstances. Calls can last from 5-20 minutes and are made at a mutually convenient time.

**For more information call Phone Friends on 01295 234850**

**My Community Link Volunteers:** as a volunteer, you 'buddy up' with an individual to achieve a clearly identified goal, supporting them to be as independent as possible. Would you enjoy helping a person to become confident to use a bus again? Or teaching someone how to skype call their family?

**For more information call the Community Information Network on 01235 849434**

Age UK Oxfordshire  
9 Napier Court, Barton Lane, Abingdon,  
Oxon, OX14 3YT  
Tel: 0345 450 1276

Email: [admin@ageukoxfordshire.org.uk](mailto:admin@ageukoxfordshire.org.uk)  
[www.ageuk.org.uk/oxfordshire](http://www.ageuk.org.uk/oxfordshire)

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## How can we help?

# A guide to our services during the Coronavirus outbreak

## Free information and advice

Our **information and advice** services are all fully operational, but to keep people safe, most support is currently being provided by telephone, email, video-conference and post, with home visits only where necessary.

**Age UK Oxfordshire Helpline:** independent, telephone advice and information from our specialist advisers.  
Open 8am-7pm daily (including weekends and bank holidays, with support from national Age UK helpline).  
T: 0345 450 1276 (ask for the helpline)  
E: [helpline@ageukoxfordshire.org.uk](mailto:helpline@ageukoxfordshire.org.uk)

**Beacon:** free information and advice and low cost advocacy for people who are being assessed for NHS Continuing healthcare, or would like to appeal an NHS funding decision.  
T: 0345 548 0300  
E: [enquiries@beaconchc.co.uk](mailto:enquiries@beaconchc.co.uk)

**Carer Support Service:** information, advice and support for unpaid carers. Our dedicated Carersline is staffed by experienced advisers (Mon–Fri, 9am-4pm)  
T: 01235 424715  
E: [carersreferrals@carersoxfordshire.org.uk](mailto:carersreferrals@carersoxfordshire.org.uk)

**Community Information Network:** information, advice and support from our experienced team for anyone over 18 to help them stay independent and live life to the full.  
T: 01235 849434  
E: [network@ageukoxfordshire.org.uk](mailto:network@ageukoxfordshire.org.uk)

**Dementia Support Service:** information, advice and support for people living with dementia, their relatives and carers. Our dedicated support line is staffed by experienced Dementia Advisers (Mon-Fri, 9am-5pm)  
T: 01865 410210  
E: [info@dementiaoxfordshire.org.uk](mailto:info@dementiaoxfordshire.org.uk)

**Oxfordshire Specialist Advice Service:** help with queries around benefits, money advice, budgeting and other welfare issues for people with a long-term disability or ill health and their families or carers.  
T: 01865 410660  
E: [advice@oxfordshiresas.org.uk](mailto:advice@oxfordshiresas.org.uk)

**Telephone Support Service:** which offers advice and assistance during the COVID time, providing a friendly weekly telephone call and an opportunity to troubleshoot issues or concerns you may have and help you find solutions.  
T: 01865 411288

## Help at home

**Home Support Options:** tailored support with domestic tasks, shopping, getting out and about and companionship, to help people stay independent at home.  
The cost is £18/hour with an initial assessment cost of £20.  
T: 0333 577 1044  
E: [hsoadmin@ageukoxfordshire.org.uk](mailto:hsoadmin@ageukoxfordshire.org.uk)

**Homeshare Oxford:** safely matches older people who may need some practical help, companionship or reassurance at home, with someone who would like to be part of a home, is happy to lend a hand and who needs affordable accommodation. A comprehensive checking and vetting process is adhered to.  
T: 01865 410670  
E: [homeshare@ageukoxfordshire.org.uk](mailto:homeshare@ageukoxfordshire.org.uk)  
[www.homeshareoxford.org.uk](http://www.homeshareoxford.org.uk)

**Sole Mates Footcare:** affordable toe nail-cutting service for people who have difficulty cutting their nails.  
The cost is £15 per session at our office or £20 for a home visit.  
T: 07827 235452  
E: [suecocker@ageukoxfordshire.org.uk](mailto:suecocker@ageukoxfordshire.org.uk)

## Keep active, well and connected

**Age Friendly Creativity Network:** information about creative activities and opportunities for older people.  
E: [helenfountain@ageukoxfordshire.org.uk](mailto:helenfountain@ageukoxfordshire.org.uk).

**Community Development Team:** offering a range of activities and opportunities that you can get involved in including IT support as well as able to link you up to other options and support you to access them.  
T: 01235 849434  
E: [network@ageukoxfordshire.org.uk](mailto:network@ageukoxfordshire.org.uk)

**Generation Games:** physical activity service providing Strength & Balance classes using Zoom, the online internet platform. If you are not able to access our Zoom classes, but **would** like to be more active, we have a FREE home exercise DVD and exercise booklet that we can send to you.  
T: 01235 849403  
E: [gg@ageukoxfordshire.org.uk](mailto:gg@ageukoxfordshire.org.uk)  
[www.generationgames.org.uk](http://www.generationgames.org.uk)

**Late Spring:** offers a range of support for all those aged 60+ who have been bereaved. Opportunity to meet with others who understand. Regular groups, walks and lunches with a new monthly themed pack that can be received by post. T: 01235 849434  
E: [latespring@ageukoxfordshire.org.uk](mailto:latespring@ageukoxfordshire.org.uk) >  
A new Bereavement Support Helpline “In-Touch” is open Monday – Friday on 01235 426600

**Phone Friends:** for those who feel lonely a regular weekly telephone call from a friendly volunteer. By listening, as well as talking, friendships grow!  
T: 01295 234850  
E: [phonefriends@ageukoxfordshire.org.uk](mailto:phonefriends@ageukoxfordshire.org.uk)