



# AWOC York Presentation

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Karen Dransfield  
(Community Support Services Manager )  
&  
Andy Waites  
(Head of Community Services)  
Age UK York



# Current Services

## Community Services

- Information and Advice including Money and Benefits
- Day Clubs
- Tackling Loneliness and Isolation
- Keep Your Pet
- Wills and Power of Attorney
- Home Services Directory

## Care Services

- Bridge the Gap – domiciliary care
- In Safe Hands – carer respite
- Home from Hospital – assisted discharge and post-hospital support
- Feather Duster – domestic cleaning and home helpers

## Out and About Service

- Enabling people to maintain their independence and make social connections
- Short term support
- Offered to people following difficulties, illness, or other crisis which has affected their confidence and ability to participate in activities they enjoy.



# Out and About Service Process



Referral received and person contacted to explain more about the service



Assessment home visit



Jointly develop a support plan



Support worker visits the person 2-3 hours a week, on a short - term basis



Liaise with other professionals involved, as appropriate

Other  
Age UK  
Services  
Firstcall  
Day Clubs  
Home  
From  
Hospital

# People we liaise with

## External Services / Support

- Health providers  
E.g. Integrated Community Team,  
Physiotherapists and Social Prescribers
- Social care  
E.g. Local Area Coordinators
- Move Mates
- Falls Prevention Service
- Community events  
E.g. Westfield Wednesday
- Families and carers
- Other



# Befriending Service

## What is Befriending?

The Befriending Service offers support and friendship to older people living alone in the community, who have very few or no social visitors.

## Types of Befriending – 3 Types :-

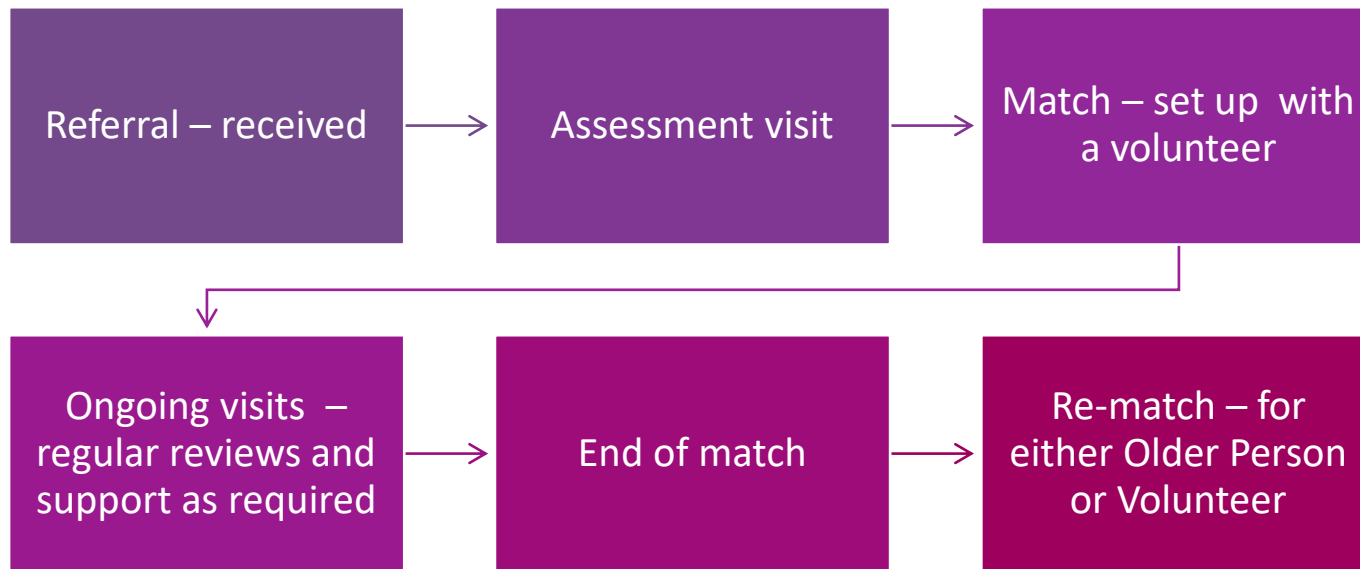
Face to face, Telephone and Keep in touch

## Who are the Befrienders?

All volunteers

All have DBS checks, induction, support and training

# The Befriending Process





# Social activities and events

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## Current activities:

- Monthly drop in events at Westfield Wednesday – 1<sup>st</sup> Weds of the month
- Board games afternoons at St Sampsons Church – monthly until end May

## Previous activities:

- Film afternoons - various venues
- Activities/History sessions - with York Museums Trust
- Drop in cafes – various venues across the city





## Shopping service

- Currently a very small service
- For people who are unable to get out to get their shopping themselves and have no-one else locally to support
- Can provide support to set up online or telephone shopping
- Shopping is undertaken by the volunteer and accompanied shopping is not currently provided
- Shopping is usually undertaken on a weekly basis
- Cash only service
- First call can signpost to other services which may provide shopping
- No charge
- **Note:** Referrals are currently on hold





# How to access Age UK York services

## Via Firstcall:

Telephone: 01904 634061

Email: [firstcall@ageukyork.org.uk](mailto:firstcall@ageukyork.org.uk)

Monday to Friday 9.30 - 3PM

## Office:

Telephone: 01904 627995

E-mail: [ageukyork@ageukyork.org.uk](mailto:ageukyork@ageukyork.org.uk)

Monday to Friday 9.30 - 3PM

Further information on all services and events  
can be found on the website:

[Age UK York | Welcome to Age UK York](#)