

Hello!

I am excited to be sharing the news with you, that thanks to the support of Suffolk Community Foundation, we will be launching a new support service for older people in Suffolk on **Monday 8th February 2021**. Later Life Community Connect is a single point of access telephone support line with a “real” person at the end of the phone, between 10am – 2pm, seven days a week.

We will be offering the following:

- A “real” person answering the phone between 10am – 2pm, seven days a week to speak to any older person or anyone worried about issues around later life
- A referral system using both the Warm Handover (SIP) and other local organisations to support any needs or worries that the caller may have
- Regular and agreed follow-up calls from Later Life Community to the individual to check how they are getting on, have they heard from the other organisations, do they have any other needs?
- Regular welfare calls for older people with trained volunteers

Different from the Information & Advice Service that was previously provided by Age UK Suffolk, this is based on a person centric model, with open-ended questions and a listening ear. As we all know, often the issue or concern that is the initial prompt for the call, is not necessarily the only (or main) reason for the call. This service is about working collaboratively to ensure that the caller gets the support that is needed – and as we all know, there are many amazing organisations in the county that provide vital support for older people – its often just that there is not that single point of access, and people don't always know where to call.

It is our intention that with time, Later Life Community will become the advocate for older people in Suffolk – something that has been missing for some months.

We look forward to working with you all over the next few months, and please, where possible share this information with your networks, so that we can help as many people as possible.

With best regards,
Jo



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