



# Shopping Calls/Chaperone Services

## Shopping Call Support

- We offer weekly shopping calls to the local community whereby staff will attend to a clients home and assist with their weekly shopping.
- Our staff will always aim to assist the resident to take part in the shopping call however if they are unable to then we will complete the shopping list with the client and go on their behalf.
- We are able to incorporate our befriending service in to the shopping calls which is our take on tackling loneliness and isolation in the current climate we are in.
- We have a competent staff team who always aim to offer person centred care and support to all our clients.

## Chaperone Services

- A & A Services West Midlands identifies that not many elderly people have family that live close by and sometimes are unable to get time off work or from other commitments to support loved ones to their important appointments.
- A & A Services West Midlands has a designated team of drivers who are fully insured by business cover to assist and support to hospital appoints or even just offer the service for a one-to-one shopping call, trip out the post office or a planned session for a cup of tea and cake at the local café.
  - Our chaperone service is bespoke and something that we take pride in. We ensure that it is fully person centred around the client and their likes and wishes.

