



Helpline

We all need a little help from time to time, whatever our age. We may find ourselves confined to home as a result of illness or injury, or because we are caring for family members. At such times, it can be difficult to get out to the shops... or to collect a prescription... or to get to the hospital for an outpatient appointment.

For the elderly or frail, all of these things can be difficult as can a host of other practical tasks.

The FiSH Helpline is open Monday to Friday between 9:00am and 12:00pm and the service is available to all FiSH members.

FiSH volunteers can provide the sort of help that you might reasonably expect a neighbour or extended family member to provide. As FiSH has over 500 registered users, we ask members not to request help more than once a week under normal circumstances – but we do appreciate that, on occasions, more frequent help will be required. We rarely say no, but may refer you to other services if appropriate.

Helpline 020 8876 3414

Examples of help provided by FiSH Helpline Volunteers:

- Buying and delivering shopping
 - Collection of prescriptions
 - Taking laundry for a 'service wash'
 - Setting up new phones
 - Simple one-off gardening jobs (sweeping leaves, pruning etc.)
 - Feeding animals
 - Changing light bulbs
 - Setting up radios
 - Taking pets to the vet
 - Reading correspondence
 - Decluttering papers
 - Accompanying to appointments
- Transport for:
- Podiatry appointments
 - GP appointments
 - Outpatient appointments
 - Dental appointments
 - Audiology repairs
 - Vision tests
 - Hairdressers

FiSH cannot help with personal care, help with medication or cleaning. For medical appointments it may only be possible for transport to be provided one-way.