

AgeMatters



Intergenerational project



**Dates for
your diary**

Making a will

FUNDRAISING + WHAT'S ON + ACTIVITIES AND EVENTS + MUCH MORE

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Foreword from the Chief Executive

As my interim role comes to an end, we at Age UK Kensington & Chelsea are delighted to welcome Jess Millwood who takes up post as your permanent Chief Executive in September. We say hello to her on page 4.

It's been a challenging year for all at Age UK K&C, the community in North Kensington and the wider borough. What has kept people together throughout is the commitment of local people and local agencies to do the best we can for our community. For Age UK K&C in particular our restructure last year has meant we are in good shape going forward. Our immediate focus for the next few months is on completing work on internal systems to best provide members and funders with assurance of quality, as well as our IT upgrade enabling us to be as cost efficient as we possibly can be.

At the same time work continues on extending the range of services

we provide. As you will see on page 9 we are spearheading a new phase of our intergenerational work, starting with a conference in October looking at innovations and practice which will ensure the skills and talents of the lively, vibrant community of older people in Kensington and Chelsea can benefit younger people and our whole community.

There are of course challenges ahead. But the biggest is the waste of money, time and energy caused by the constant uncertainty and lack of anything like timely funding commitments from statutory funding bodies. The NHS seem unable to look further ahead than two or so years, but this seems to be the new 'long term' compared to other statutory partners where we continue to often go forward with few written agreements at all.

The impact this has on best use of resources is immense. This is an issue across the third sector

but, as the outgoing CEO, I feel I must be upfront about the impact I see. There is no doubt we could, and would, have achieved more if not for being constantly unsure whether contracts are or are not continuing – issues which it must be said officers help us grapple with as much as they can. Other challenges include the incentives in the system towards spot purchasing and competition between providers and the encouragement of new players, but any further instability at Age UK K&C in the shorter term will be as a direct result of the lack of funding commitments in anything like a reasonable timeframe.

As I move on to pastures new the biblical phrase 'a prophet is not welcomed in their own



land' comes to mind – these sentiments are rarely shared publically. But I leave knowing that Age UK K&C is doing everything it can to keep its house in order and is pushing hard to deliver the services older people want and need. The independent financial support raised is a great help but it's largely because staff do their utmost for people here, and this will continue.

Sue Baker

Sue Baker
Outgoing Chief Executive

Let's get social!

Find us on **Facebook**:
www.facebook.com/AgeUKKandC

Follow us on **Twitter**:
[@AgeUKKandC](https://twitter.com/AgeUKKandC)

We're on **Instagram** too!
[@age_uk_kensington_and_chelsea](https://www.instagram.com/age_uk_kensington_and_chelsea)

Welcome Jess!



We are delighted to introduce Jess Millwood as our new Chief Executive, starting in September.

Jess comes to us from Mind in the City, Hackney and Waltham Forest, starting as a Forensic Advocate in a medium secure forensic hospital and finally as Deputy Chief Executive.

Prior to that Jess worked in Campaigns and Global Crisis roles for Amnesty International at their International Secretariat. She has a strong operational management background and has

played a key role in the strategic development of Mind in East London.

Jess is passionate about human rights and the values of inclusion, equality, dignity and being heard, particularly for the most marginalised and vulnerable in society – and we know she'll be a great asset to Age UK Kensington & Chelsea at this stage in our development where we seek to further our role as the key service provider for older people and enhance the voice of older people locally.

Take a Seat

By Jon Fryer, Befriending & Escorting Coordinator



A good bench these days is hard to find. But this could change on a street near you soon. At a recent Transport Mobility Forum meeting at the Town Hall, I was asked for ideas on useful spots for the Council to put benches around the borough. Apparently there may be some spare benches that the Council are willing to fix

in place, if said place fits the appropriate criteria.

So, if you can think of a spot that may have a good view, or indeed where there are no resting places for miles and a good sit down would be very welcome, then please let me know and I will pass this on to the Council.

When considering where a bench could go, please think carefully about whether it would cause an obstruction and also avoid suggesting locations directly outside people's homes, as this often leads to complaints about anti-social behaviour as benches can become gathering

points for groups of people. If we manage to successfully get some benches in situ, there may well be an opportunity to appear in a photo alongside 'your bench' in a future edition of Age Matters!

I have also been asked to mention a general consultation that RBKC are running about transport in the borough. If you would like more information, or would like to contribute to this consultation, please visit <https://rbkctransport.commonplace.is> or contact Ayesha on 020 7361 3853 / ayesha.flemming@rbkc.gov.uk.

GDPR – What's it all about?

We're sure that, like us, over the last couple of months you will have received countless emails and letters from organisations and businesses about those four fateful letters: GDPR. But what is GDPR? And how does it actually affect us?

What is it?

GDPR stands for **General Data Protection Regulation**. It is the EU's new framework for data protection laws, and replaces the previous 1995 data protection directive. It was designed to modernise laws that protect personal information, as well as give greater protection and rights to individuals. It came into effect on 25th May 2018.

Why has it changed?

The previous data protection rules across Europe were first created during the 1990s, and did not take into account all the rapid technological changes that have happened since then.

What happens after Brexit?

The UK has already implemented a new Data Protection Act which largely includes all the provisions of the GDPR. There are some small changes but our law is largely the same.

What does it mean for me?

If you think about all the businesses and organisations you have

received goods or services from in recent years, the chances are you will have given away some of your personal data. **Your personal data is any information that could be used to identify you.** This could include your name, address, phone number and other details. Personal data is said to be 'processed' when it is collected, recorded or used in some way.

What are my rights?

GDPR defines the rights individuals have to access and control their data held by organisations such as Age UK K&C.

You have the right:

- 1. To be informed** about what personal information we hold and how it is used.
- 2. To access** your personal information; you can request to see all the personal information we hold about you, known as a Subject Access Request.
- 3. To rectify** any inaccurate or incomplete personal information we have.
- To request that we **delete** your personal information.
- To request that the processing of your data is **restricted**, i.e. to ask us to use your information for some purposes and not for others.

6. To ask us to provide you with any personal information that is digitally processed in a usable format.

7. To object to us processing your personal information.

8. Not to be subjected to automated decision making and profiling.

How does Age UK Kensington & Chelsea use my data?

Under GDPR, we must obtain your clear consent to receive this magazine.

You currently receive Age Matters because you have consented to us holding your details for this purpose.

If you receive any other services from us, we will retain your details for these purposes only.

You have the right to withdraw your consent at any time and may contact us by phone (020 8969 9105), email (administration@aukc.org.uk) or post (1 Thorpe Close, London, W10 5XL) to do so. Please also let us know if any of your details have changed so that we can update our records.

Extra Mile Marathon money to help people with a recent diagnosis of dementia

On Saturday 28th April Age UK K&C staff members Beth and Jon ran their own specially designed marathon around the borough to raise money for our front-line services.



After running for five hours Beth and Jon arrived in Holland Park at around 1:15pm to a rapturous reception. Family and friends, along with Age UK K&C's members, volunteers and staff, turned out to catch them before they fell. After completing their final, 'extra', mile, there was then a lovely party at Mary Smith Court where Beth and Jon received their medals from the Mayor of Kensington & Chelsea, some pats on the back from their colleagues and, most importantly, a drink or two.

Jon said "Thanks so much to everyone who supported us, both on the day and by donating. We were very proud to raise over £5,000 for Age UK K&C's front-line services. The run was hard work and most of the training was in freezing weather, but it was easily worth it."

Beth said "A huge thank you from me too – the generous donations, words of encouragement and smiling faces as we approached the finish line made every mile worthwhile. It was a very special day that we will remember for a long time."

We are pleased to say that half the money raised has been allocated to facilitate new groups for people with a recent diagnosis of dementia. The groups will aim to help people understand what the diagnosis means, attempt to address the anxiety generated by such a diagnosis,



provide some emotional support and give advice on how to best access other help and support.

Age UK K&C would now like to throw the challenge out to anyone who would like to join us for the run next year. The inaugural Age UK K&C marathon was such a success, we would like to repeat it. Let us know if you're interested (or you know a family member who might be) and we'll send you a training schedule!

Jon & Beth



**LET'S GO
THE EXTRA MILE**

TO REDUCE LONELINESS IN K&C

Will you go the Extra Mile?

In the Spring issue of Age Matters we launched our Extra Mile campaign, calling on the people of Kensington & Chelsea to do their bit to combat loneliness and isolation amongst older people in our community.

We are incredibly grateful to everyone who has supported our campaign so far. However, we know that loneliness is felt all year round, and that's why we are keeping the campaign

'Much of what can be done to prevent loneliness and isolation experienced by older people can be tackled locally by local people and local businesses. Age UK Kensington & Chelsea's Extra Mile campaign sets out practical steps we all can take. My hope is that everyone will support the work of this vital local charity to ensure that even the most vulnerable and isolated elderly people in our community are supported.'

Michael Grade CBE

going so that we can continue to raise awareness and tackle the problem.

Going the Extra Mile: what can I do?

1. Donate – Help us continue to provide companionship and support to hundreds of older people in Kensington & Chelsea by making a donation. Although we do receive some funding for our services, rising costs and increased demand means we rely on the generosity of our supporters to allow us to reach as many people as possible. Turn to page 8 for details of how you can donate.

2. Volunteer – Make a real difference to your

community by joining us as a volunteer. We have a wide range of opportunities to suit all skills and availabilities. For more information, visit www.aukc.org.uk or contact Teresa on 020 8969 9105.

3. Join the conversation
Whether it's talking to your elderly neighbours, visiting a relative, starting a conversation on the bus, telling your family and friends about our work, sharing this magazine or engaging with us on social media, there are small steps we can all take to end and prevent loneliness in our community.

Your contribution, however large or small, will help improve the lives of older people in Kensington & Chelsea.

Join our Friends' Group

Simply fill in the form and return it to us at the Freepost address above.

Title:	Name:	Surname:
Address:		Tel:
		Email:

Now please complete **SECTION 1** OR **SECTION 2**

SECTION 1 — REGULAR DONATION VIA STANDING ORDER

I would like to make a regular donation by standing order [please tick]

Bank name:	Account no:
Bank address:	Sort code:
	Name of account holder:

I authorise my bank to make a regular gift of:

£10 £15 £20 £50 £100 My own amount £

Frequency: monthly quarterly six-monthly yearly

Starting on:

Signature

Date

[Bank use only]

Account to be credited: Age Concern Kensington & Chelsea

Account no: 43333280 **Sort Code:** 20-96-55

Address: Barclays Bank, 137 Ladbroke Grove, London, W11 1PR

SECTION 2 — ONE-OFF DONATION VIA CHEQUE OR POSTAL ORDER

I enclose my initial subscription to the Friends' Group

As a Friend of Age UK K&C we'd like to contact you to acknowledge your donation[s], send you details of our events and keep you updated with our work. Please tick the boxes to let us know all the ways you'd like to hear from us:

By post By email I would prefer not to be contacted



Gift Aid Declaration

Please add to your donations through Gift Aid. If you are a UK taxpayer, we can reclaim 25p for every £1 you donate.

Yes, I want Age UK Kensington & Chelsea to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations. I am a UK taxpayer and understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.



Intergenerational work at Age UK Kensington & Chelsea

Age UK K&C has a long-term commitment to intergenerational work, valuing the contribution older people make to their communities and the benefits they can bring, especially to younger people who are a long way from their own extended families, their cultural heritage and roots.

Thanks to Donald Zec's exhibition and auction of his artworks in October last year, we are now able to use the funding raised to kick start a new phase of our intergenerational work. We are keen use research about successful projects and to identify innovative ideas. We want to aim for outcomes which build lasting relationships between people of different generations in our community, and which demonstrate an impact on older and younger people alike.

Over the years some of our own projects have focused on the support younger people can provide for older members of our community, such as:

- 'MiCommunity' computer tuition for older people in local schools
- Drop-in digital clinics at local venues where volunteers provide support with mobile phones, laptops, cameras and tablets
- One-to-one computer tuition at home for those unable to get out and about
- One-to-one conversational English practice
- Support for visually impaired members with

reading and writing, for example reading post, writing letters or reading newspapers (a project we will consider restarting in light of feedback)

Other projects have had wider aims which looked to bring benefits to both parties, promoting ongoing relationships between generations. Examples included 'Acting Up', a two week summer project in collaboration with the Hip Hop Shakespeare Company which saw older and younger participants put together their own take on a Shakespeare play, and 'One Potato',

an intergenerational oral history project exploring the changing nature of children's play over the past 80 years.

A review of research into the topic, commissioned by Age UK, shows that in recent years the majority of intergenerational projects have been geared towards the benefits for older people, such as reducing loneliness, challenging stereotypes and reducing ageism. Benefits experienced by younger people involved, whilst not insubstantial, appear as 'added value' rather than sought-for outcomes of projects themselves.

However, there is good practice emerging from projects which have a wider focus on embedding intergenerational work in a broader social framework as means of generating social change. International work in education, literacy, housing



and unemployment can be found which addresses issues of violence, poverty, the environment and technology in societies, in particular the impact on the elderly and very young. For example, intergenerational programmes in the Netherlands are helping to address problems related to the integration of immigrant families into the Dutch culture. In these programmes Moroccan and Croatian young people were matched with older Dutch people who acted as mentors and tutors.

What could be achieved through intergenerational work?

A useful framework for our work might be taken from a definition from the Beth Johnson Institute:

“Intergenerational practice aims to bring people together in purposeful, mutually beneficial activities which promote greater understanding and respect between generations and contributes to building more cohesive communities. Intergenerational practice is inclusive, building on the positive resources that the young and old have to offer each other and those around them.”

The BBC recently undertook a project headed up by TV chefs The Hairy Bikers called ‘Old School’, whereby teenagers from the Oxford Academy were paired up with local older people. The pairs met up for a minimum of an hour a week in order to help each other in any way needed. Importantly, a full evaluation has been undertaken and has shown significant impact for the older and younger partners:

Older partners:

- Became more physically active with direct health benefits
- Had increased executive function (i.e. organising, planning, staying focused)
- Had increased cognitive function
- Had increased ability to form new relationships, which is of enormous value in contributing to wellbeing and reducing loneliness.

Younger partners showed:

- Improved attendance and punctuality
- Improved attitudes to learning and behaviour
- Improved grades
- Increased self-esteem

Project partners recognised the wealth of experience and knowledge senior members of the community can bring into schools, and that schools have fantastic facilities and expertise that can support older people – particularly in respect of IT. Many of the teenagers involved came from larger, single-parent families with no grandparents around.

Having somebody to talk to about life after school and generally be their champion was reported as having a great effect on their confidence and self-esteem which, in turn, boosted academic performance.

AGM & Intergenerational Conference, Tuesday 9th October, 2-5pm, Kensington Town Hall (Small Hall)

We are keen to rediscover ideas like those outlined here, and are actively seeking partners to develop joint ventures and test new ideas aimed at a mutual and lasting impact. To get things moving we are delighted to announce that our AGM conference theme will be intergenerational work.

This event will focus on:

- Creating interest and enthusiasm in Kensington & Chelsea for intergenerational work
- Stimulating ideas and discussion of what can be achieved
- Sharing exemplars of intergenerational working which raise the bar in respect of benefits for older and younger participants, as well as for the wider community
- Encouraging relationships between potential project partners and statutory or trust funders

If you would like to attend our Intergenerational Conference, please RSVP to Will Porter on 020 8969 9105 or email administration@aukc.org.uk

Welcome Katie

Hi there!

My name is Katie and in June I spent a week on work experience at Age UK Kensington & Chelsea. I took part in activities such as a knitting club, a

group shopping trip and even a French lesson! I had a great time seeing new faces and spending time with people that I wouldn't normally meet. I was inspired by how Age UK K&C manage to put smiles on many faces through these activities in order to combat loneliness and isolation.

I gained many new life experiences and skills and I felt I was able to give back to the community. I strongly encourage others to get involved with the charity!



Computer Corner

Whatsapp: The free messenger app for your smartphone

By Katie Style



The development of social media has meant that fighting loneliness is now easier than ever through the use of smartphone apps such as Facebook and WhatsApp.

Whatsapp is a free messenger app for smart phones. It uses the internet to send text messages, images, videos and voice notes. All you need is Wi-Fi or mobile data on your smartphone.

WhatsApp is used by millions of people all over the world, due to its highly reliable reputation. The app can be downloaded on any make of smartphone for free, through the App Store for iPhones, and the Google Play store for Androids. It connects

you to all of the fellow users in your contact list. You are able to send them unlimited text messages and photos, as well as record in-app videos and voice notes. A prominent feature of the app is the creation of group chats. This means that you can add more than one person to the same conversation. This may be useful if you want to keep in touch with family and friends – you can make a family group chat!

I am a sixth form student so, as part of the new generation, my social life is based around the internet and social media. This makes WhatsApp an essential part of my everyday communication. I have group chats with both my friends and family, which brings us closer and keeps everyone up-to-date. We probably

use WhatsApp more than regular text messaging! In addition to the free texting service, Whatsapp also enables you to voice and video call your contacts over the internet using data or WiFi, which means it won't affect your minutes.'

For those of you worried about the security of your messages, don't worry! As WhatsApp has end-to-end encryption, which means that nobody, other than you and the recipient, can read your messages. This makes the app very reliable and safe as a mode of communication.

If you are unsure of how to use the app, or how to download it, you will be warmly welcomed at our Digital Clinic sessions at the following times and locations:

Second Friday of the month 2-4pm	Kensington Library (Phillimore Walk, W8 7RX)
Last Friday of the month, 10am-12pm	Ormrod Court (71-117 Kensington Park Road, W11 NP)
Last Friday of the month, 10am-12pm	New Horizons (Guinness Trust Estate, Cadogan Street, London, SW3 2PF)

Friends & Neighbours Project

Our Friends & Neighbours Project is an amazing way to get involved with the local community and meet friendly, like-minded individuals from all walks of life.

Update from Ximena

What an amazing few months we've had! Our Friends & Neighbours Project has gone from strength to strength, with more and more of you taking part in a wide range of events. We cheered and cried as we celebrated Harry and Meghan's royal wedding, commemorating the joyous occasion in the beautiful St Cuthbert's Church. We spent evenings in Holland Park as we were serenaded by the silken voices of Opera Holland Park. We even had some members exercising their vocal chords, singing alongside Opera Holland Park in our special session at Mary Smith Court.

Making the most of the beautiful summer weather, we escaped the hustle and bustle of the city with lovely seaside retreats to Eastbourne and Southend. The ice cream and good times were flowing, as we enjoyed the afternoon with friends.

The summer season festivities continued with our Summer Party at St Cuthbert's Church and Afternoon Tea and Concert, in which Opera Holland Park returned for a rousing

performance which got everybody on their feet!

This season has certainly been one marked with creativity, as we celebrated our annual 'Creativity & Wellbeing Week', which saw you all knitting away and designing cards. Excitingly, were able to take part in Innocent's Big Knit campaign, creating over 400 mini hats for promotional bottles. Please do join us in reaching our goal of 634 hats by the end of the year!



However, the fun does not stop here! We have a number of exciting events planned including a visit to the breath-taking Sky Garden, and a trip to the idyllic Canterbury in September. We'd love to see you there! If you are yet to get involved in the Friends and Neighbours Project, please contact Ximena or Rhoda on 020 8969 9105 or by emailing us at event@aukc.org.uk. We look forward to seeing you soon!

Big Knit 2018-19

Once again Innocent are teaming up with local Age UKs across the country to put little woolly hats on their smoothie bottles, and this year the target is 2 million!

This year Age UK K&C's target is 634 hats, and for each one sold we will receive 25 pence.

Loneliness can be a big problem in later life. As many as 200,000 older people say they haven't spoken to friends or family for over a month. The campaign helps to raise vital funds to support local and national winter projects to help older people keep warm and well through befriending visits, emergency cold weather support, warm meals and other vital services.

We'd like to say a huge **thank you** to all our fabulous knitters who helped us reach our first target of 400 hats last year. Now we need your help to reach 2018 target by **18th January 2019!**

Knitters can contact **Ximena** or **Rhoda** on **020 8969 9105** for further information.



Food & Friends Project

Would you like some company at mealtimes?

Mealtimes are often much more enjoyable when there is someone to share them with. Do you find that you tend to eat less if you are eating on your own? Do you feel like you can't be bothered with a proper meal if it's 'just you'?

As we get older, good nutrition is even more important to staying well both physically and mentally. Eating well means you're more likely to feel healthier, stay active for longer and protect yourself against illness. According to Age UK, over 1 million over 65s in the UK are malnourished or at risk of malnourishment.

Through our Food & Friends Project we provide a range of activities around food and nutrition to help improve your health and give you the opportunity to socialise and make new friends. These include lunch clubs at various locations across the borough.



Good Companions Project – promoting good mental health



Good Companions is a project which has been set up in partnership with the Community Mental Health Team to help older people to maintain good mental health.

For some of us, spending large amounts of time alone can lead to increased feelings of anxiety and depression, and this can take a toll both our physical and mental health.

This project aims to bring people together to support each other and create new friendships and connections. It is an opportunity to socialise and share interests in a relaxed atmosphere.

If you would like to know more about this project, please contact the Activities & Events team by calling us on 020 8969 9105 or emailing event@aukc.org.uk.

If you would like to know more about this project, please contact the Activities & Events team by calling 020 8969 9105 or emailing event@aukc.org.uk

Shared Reading and Book Breaks with The Reader - Find a group near you!

Do you love stories, poems and great literature? Together we read, listen and talk about great stories and poems. You can sit back and relax, join in the conversation or read aloud – it's up to you, everyone is welcome at our friendly groups.

To find other Shared Reading groups in your area contact:
Erin: erincarlstrom@thereader.org.uk or mobile 07483 972 020 or
Liz: lizison@thereader.org.uk or mobile 07807 106 815

We look forward to welcoming you to a group soon.



Our website has lots more information too:
www.thereader.org.uk

Here are some groups for you to try:

Venue	Day and Time	Address
Brompton Library	Tuesdays, 10.30am - 12.30pm	210 Old Brompton Rd, SW5 0BS
Chelsea Library	Tuesdays, 2.30pm - 4pm	Chelsea Old Town Hall, King's Rd, SW3 5EZ
Community Living Well	Wednesdays, 10.30am -12pm	St Charles Centre for Health & Wellbeing, Exmoor Street
North Kensington Library	Saturdays, 10.30am -12pm	108 Ladbroke Grove, W11 1PZ

Latimer Community Art Therapy (LCAT)

LCAT provide Art Psychotherapy services in the community and schools in RBKC. It was formed as a response to the tragedy at Grenfell Tower by Susan Rudnik, an art psychotherapist, Goldsmiths University Lecturer and local resident of the Henry Dickens estate. Initially located at the Henry Dickens Community Centre, we have since established services at 20 different locations across North Kensington.

What is Art Therapy?

Art Therapy is a state registered (HCPC) psychological therapy and provides an accessible way to engage with difficult

thoughts and emotions. You do not need to have any special skill in art to make use of Art Therapy. Typically, an individual session will be 50 minutes and will involve some talking and thinking together about the art and the art making process. Group sessions are between 1 and 1.5 hours.

Art Therapy and Older Adults

Art Therapy is known to have many benefits for older adults of all ages and abilities. By strengthening one's sense of self, Art Therapy can enhance self-esteem and promotes independence. It can work on difficult feelings associated with isolation by enabling people to feel reconnected and engaged with the wider world around them. A non-verbal means

of processing can also be particularly useful for people who have experienced trauma. Working with non-verbal communication and a focus on the here and now, Art Therapy can be an attainable way for adults living with conditions such as dementia to fully engage in psychological therapy and in consultation with your GP can provide a useful alternative to talking therapies.

LCAT and Age UK Kensington & Chelsea

From July 2018, LCAT are running an outreach art psychotherapy provision for older adults in partnership with Age UK Kensington & Chelsea. For more information, please contact Susan on 07932 054 834 or Aisling on 07527 156 037.



Meet, Make & Mend

At St Philip's Church, Kensington (Earl's Court Road, W8 6QH) Starting Wednesday 29th August.

All are welcome to our Wednesday morning craft activity with refreshments. At our new "Meet, Make & Mend" gathering following the Eucharist, you are invited to:

- **Meet:** other members of our community
- **Make:** learn and share new skills, and start a new exciting project
- **Mend:** your beloved jumper/dress or any garment

The group is open to all and offers an excellent opportunity for intergenerational activity with different levels of skills. You are warmly welcome to attend either or both of the worship and fellowship activity. The Eucharist starts at 9:15am and the craft session starts at 10am.

For more information, please contact Veronika Abdian, Community Worker St Philip's, on 07966 396 315.



My Memories Café

The idea of a 'Memory Café' originates from clinical psychologist Dr. Bère Miesen in the Netherlands. The first Café opened its doors in September 1997 and was so successful the model has since been shared around the world.

The vision was to create an informal group comprising of social activities, education and general support. Age UK K&C's dementia team support people with memory loss to live as independently as possible by providing specialist information and social opportunities. We set up our Memories Cafés in Kensington & Chelsea a decade ago and continue to run sessions in the north and the south of the borough each month.

The Cafés are designed to promote people's abilities and strengths, encouraging independence and social inclusion. We provide a safe, non-judgmental environment where we can share knowledge, understanding and life stories. Information can also be accessed regarding local services, planning for the future, cognitive strategies, research, and physical and emotional wellbeing.

Here are details of upcoming sessions:

NORTH - First Tuesday of every month, 1-3pm

St. Peter's Church, Kensington Park Road, W11 2PN

- **Tues 4th Sept** – Arts and crafts
- **Tues 2nd Oct** – Chair yoga with Sarah

SOUTH - Last Friday of every month, 1-3pm

Cremorne Clubrooms, Milman's Street, SW10 0BY

- **Fri 31st August** – Telecare and technology demonstrations with Q&A
- **Fri 28th Sept** – Chair based exercise
- **Fri 26th Oct** – Music therapy taster from Nordoff-Robbins and the Royal Albert Hall

Sessions consist of an activity with refreshments. Carers, family, and friends are welcome to attend, and there is no need to book in advance.

If you would like any further information about the Memory Cafés or any of our other Dementia Services, please contact us on 020 8960 8137. We look forward to seeing you there!



Why should we Sing to Live, Live to Sing?

Whether it's gentle lullabies, a raucous 'happy birthday', or a private performance in your shower or back garden, singing is something we have all used in life at one time or another to communicate, celebrate and express ourselves.

Sing to Live, Live to Sing workshops aim to use group singing to the same effect, in support of health and wellbeing. It has been shown that singing together in a group reduces stress and fosters feelings of belonging, which in turn adds to our resilience in challenging situations. In the long term there is also evidence of correlation between group singing and improved immune function, lower risk of depression and better pain management.

Sing to Live workshops occupy a space between music therapy and traditional choirs. Therefore whether you used to sing and want to get back into an old hobby, or hope to use it as a tool to support your wellbeing by meeting new people or improving your breathing or posture, Sing to Live welcomes you with a smile and a biscuit (refreshments are provided at each workshop!).

Workshops are free and open to all RBKC residents aged 18+.



Locations and Times:

The next term starts back in the week commencing 3rd September, and lasts 12 weeks, leading up to our Winter Concert on 2nd December at The Tabernacle W11.

For more information, visit www.rbkc.gov.uk/singtolive or contact **Miranda MacFarlane** at Arts@rbkc.gov.uk or 020 7361 3844

Fridays, 2-4pm	Venture Centre, 103a Wornington Road, W10 5TB
Mondays, 2-4pm Thursdays, 6-8pm	Dalgarno Community Centre, 1 Webb Close, Dalgarno Way, W10 5QB
Wednesdays, 12.15 - 2.15pm	Response Community Projects, 300 Old Brompton Road, SW5 9JF
Tuesdays 6.45 - 8.45pm	St Cuthbert's Church, 50 Philbeach Gardens, SW5 9EB
Mondays, 2-4pm	240 Project, Latymer Community Church, 116 Bramley Road, W10 6SU

Wordsearch and Hidden Sentence

Find and cross out all the listed words. The words may go horizontally, vertically, diagonally, not backwards. The remaining letters will spell a secret message.

ACER	KAURI	C A N E L L A C P I P E
ACORN	LARCH	L P C B O T R E E E R E
AKEE	LEAF	O P A A O S O D B E A D
ALOE	LIME	V O I L T S E A I R L R
APPLE	LOTE	E P L S M H U R A O O C
BALSA	NYSSA	B L O A T E R U O W E A
BEAD	OAK	G A D C R A T S O A K R
BO-TREE	PALMETTO	H R S E K C C T H N N O
CANELLA	PEAR	C S A G R W H I O O M B
CARICA	PIPE	H K I S A A O A A E L L
CAROB	PISTACIA	E F A S S P C O L E L M
CEDAR	POCKWOOD	S E S U S I P E D I L A
CHESTNUT	POPLAR	T Y M S R O L L R R M K
CLOVE	ROAN	N L E A F I O Y E O I E
ELDER	ROOT	U A C O R N V K L O T E
ELM	ROWAN	T E R A T I L I A T I N
FIG	SHEA	
GRASS	SISSOO	
HOLM	TEA	
HURA	TILIA	
IVY	ULMUS	
KARRI		

HIDDEN: _____

Age UK Kensington & Chelsea's At Home Services

By Karen Gilchrist

I am thrilled to be asked to contribute to this edition of Age Matters. I joined the team as the At Home Services Manager in April this year.

My role will be supporting the team in the effective running of our At Home services, which includes domiciliary and basic foot care services. I have worked within the social care sector and supporting older people in the voluntary sector since 2001. My management roles have varied from day care and 'home not hospital' services to advocacy services, and I hope to use my experience to develop our At Home service to ensure we are fully sustainable as well as speaking up for the rights of older people.

Firstly, I would like to say how impressed I have been with the excellent service provided by the team who are always committed to providing high quality support to all our clients in what can sometimes be a hectic environment. Age UK K&C is second to none at providing a person-centred approach to services in clients' homes. The dedicated team in the office really go the extra

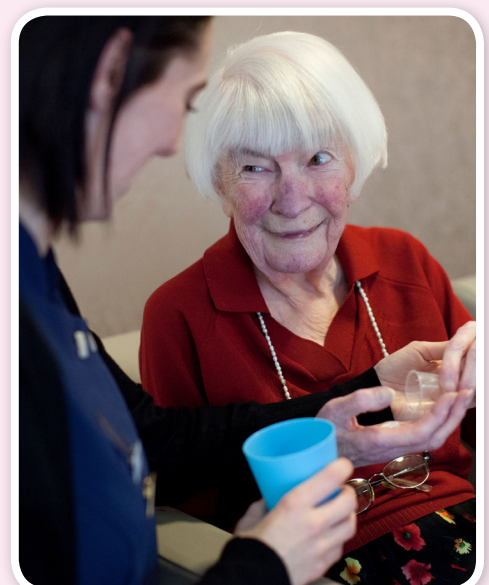
mile to support people who need additional assistance, for example working with other professionals to find the help they need. They also provide reassurance and a listening ear to family members who rely on us to provide good care to their loved ones. For many of the people we support, our carers are the only people they see, and so the service also plays a crucial role in reducing isolation.

When a new client comes to us, our experienced co-ordinator and supervisor carries out a comprehensive assessment to ensure the care package is tailor-made to the client's needs, as well as ensuring a good match is made with the carer so we can provide continuity of care. We believe stability is crucial to providing good quality care, and feedback from our service users shows that we are getting this right. One service user says "My husband is well cared for. All your carers are calm and have empathy to his needs; it's good that he has the same carers".

Going forward, we are committed to growing the service to ensure we can support as many older people needing support at home as possible. I will be getting out and about in

our local community telling everyone who will listen what a fantastic service we are providing and what great opportunities we can offer new carers if they join our team. Unlike some other providers we offer the London Living Wage, very flexible working and a good standard of training. These roles are ideal for experienced carers, as well as those starting in social care who want to be able to offer a personalised approach to their work.

If you would like to hear more about our At Home services, or would like me to come along and give a talk at your local community group, please contact me on 020 8960 8137 or email me at kgilchrist@aukc.org.uk.



Making a Will

Everyone knows it's a good idea to make a will, but the thought of actually doing it can seem daunting. However, the process may not be as difficult as you think.

In the next couple of issues of Age Matters we'll cover what's involved in making and updating a will. In this issue we're looking at how to make a will, and next time we'll cover what you need to do if you want to make changes to your existing will.

Why should I make a will?

If you want to be sure your wishes will be met after you die, then it's important you have a will. A will is the only way to make sure your savings and possessions (your estate) go to the people and causes that you care about. It's important to remember that unmarried partners have no right to inherit if there is no will.

How do I write a will?

1. Value your estate.

Get an idea of what your estate will be worth by drawing up a list of your assets and debts. Get your assets valued regularly because the value of them can change over time. Assets may include property,



savings, life insurance, pensions, investments, motor vehicles and valuable items such as antiques, jewellery and furniture. Debts may include mortgages, credit card balances, bank overdrafts, and loans.

2. Decide how you want to divide your estate.

You can make specific gifts to particular people and then decide where any property or money left over is to go. Or you can divide your estate between a number of people in certain proportions, e.g. half to your spouse and a quarter each to your two children. You should also decide what you want to happen if a beneficiary should die before you do.

3. Decide if you would like to leave a legacy to charity.

If you do, make sure you include the charity's full name, address and registered charity number. For local charities, be sure to check

you have the correct details, as they will most likely have their own registered charity number. For example, legacies intended for Age UK K&C will go to the national Age UK in error if our correct address and registered charity number [1082658] are not used.

4. Choose your executor(s).

These are the people who will deal with distributing your money and property after your death. Anyone aged 18 or above can be an executor of your will. Many people choose their spouse or civil partner or their children to be an executor. It's a good idea, though, to choose two executors in case one of them dies before you do. For example, you might choose one family member and one professional, like a solicitor or accountant. Professional executors tend to charge, but it can be helpful to have someone involved with specialist knowledge.

5. Write your will.

You can do this in a number of ways:

- **Solicitors:** It's usually best to get advice from a solicitor, except in very simple cases. You may wish to speak to a solicitor who specialises in wills and probate. Check that any solicitor you use is licenced with the Law Society by visiting www.lawsociety.org.uk.
- **Make your own will:** You can make your own will but you must make sure that it's valid. A will is a legal document so it needs to be written and signed correctly. If you decide to make your own will, it's best to seek advice first.
- **Professional will writers:** Professional will writers are not qualified solicitors. If you decide to use one, check whether they are a member of the Institute of Professional Will writers by visiting www.ipw.org.uk.
- **Charities:** Some charities and specific campaigns offer free will-drafting services to encourage will making and charitable legacies (although there's no obligation). If there's a particular charity that you favour, check whether they provide this service.
- **Banks:** Some banks now offer will-writing services but these may be costly. Contact your local branch to book an appointment

with an adviser to find out what they can offer you.

6. The will must be signed and witnessed

For a will to be valid it must be in writing, signed by you, and witnessed by two people.

You must have made the will voluntarily, without pressure from anyone else, and you must have the mental capacity to do so. Your signature to the will must be witnessed by two adults, and they must also sign the will in your presence.

The witnesses (and their spouses or civil partners) cannot benefit from the will.

If anything has been left to the witnesses, the rest of the will is still valid, but the witness will lose their entitlement to whatever you had intended to leave them.

7. Store your will safely

Make sure you keep your will safe, but don't leave it in a bank safety deposit box. This is because it leads to a catch-22: the bank can't open the deposit box until the executor gets probate (permission from the court to administer your affairs), and probate can't be granted without the will.

If you used a solicitor to write your will, they will usually store the original copy free of charge and give you a copy.

Most solicitors will also store a will they didn't write, but they usually charge for this.

The Probate Service will also store it for you, for a one-off charge of £20. Once you've made your decision about how to deposit your will for safekeeping, it's essential to make sure that your executors know where it is and how to get it.

Will you consider remembering Age UK Kensington & Chelsea in your will?

By leaving a gift to Age UK K&C in your will, you can help us ensure we'll be here to provide companionship, advice and support to Kensington & Chelsea's older residents for years to come. Whatever the value of your gift, it will go a long way to help someone who needs us.

If you are thinking about remembering us in your will, or indeed you have already, the most important thing is to ensure your will contains our address (Age UK K&C, 1 Thorpe Close, London, W10 5XL) and registered charity number (1082658). This is because we are an independent charity and completely separate from the national Age UK. Each year we lose out on thousands of pounds which are gifted to the national charity in error.

If you'd like more information about leaving a gift in your will to Age UK K&C, contact Brooke on 020 8969 9105 or email bkerr@aukc.org.uk.

Need help finding a trusted trader?

The demise of printed business directories in recent years means that it can now be harder than ever to find details of tradespeople in your area. And without a recommendation from a friend or family member, it can be difficult to know whether a business is trustworthy.

Luckily, there are two great resources out there to help you find what you need:

1. The first is Age UK London's **Business Directory** - the first online, one-stop directory to be developed specifically for older people. The aim of the Directory is to protect consumers from rogue traders and businesses by connecting them with local tradespeople

who have been fully vetted and checked by their staff.

In addition to typical services such as plumbers, electricians and locksmiths, the Directory also includes a number of alternative services like hairdressers, solicitors and home care providers.

For details of businesses in your area, just give the directory a call on **0800 334 5056** or visit **www.trustedtraders.london**

2. A second useful service is TrustMark, a Government-backed quality scheme that signposts people to reputable local firms and expert tradespeople working to Government-endorsed standards. All TrustMark firms are checked for their trading



practices, customer service and their technical skills. For more information, and to find local services, give them a call on **0333 555 1234** or visit **www.trustmark.org.uk**



Here are TrustMark's top tips for employing a tradesperson:

- Be specific and set out a detailed, clear brief when requesting at least three quotes.
- Ask friends and family for a recommendation and check the TrustMark website at www.trustmark.org.uk to ensure that the tradesperson is registered for the particular trades you require.
- Use a firm that advertises using a landline phone number and be very wary of those only willing to give you a mobile number.
- Seek references, speak to previous customers and if a reasonable sized job, visit previous jobs.
- Don't just go with the cheapest; consider your ability to communicate with the firm and the quality of their work.
- Only pay for work that has been done and not by advance payments.
- If materials need to be bought in advance by the tradesperson, it is reasonable that the customer is asked to pay a fair percentage of these costs as the job progresses.
- Always use a written contract, as it offers you protection if anything does go wrong.
- Agree in writing any changes to the agreed contract value and ensure these are agreed in writing before the work is done.

Campden Charities

Are you a Kensington resident finding it difficult to pay your fuel bills or replace a household item?

Then this information could be for you. Campden Charities is a grant-giving trust who aim to relieve financial hardship by giving grants to Kensington residents who are in need.

To be eligible for a grant you must:

- Be a British or European citizen or have indefinite

- leave to remain
- Be living in rented accommodation and not a home owner
- Be in receipt of benefits, including housing benefit, or in low paid work.
- Have been continuously residing in Kensington for at least 2 years.

If you would like to find out if you are eligible for help from Campden Charities, contact Age UK K&C's Information & Advice department on 020 8969 9105.



Campden Charities
...reach for a better future



Information & Advice drop-in sessions

We are open for drop-ins on a first come, first served, basis at the following times:

Age UK K&C Office, 1 Thorpe Close, W10 5XL:

Mondays: 10am - 12:30pm

Tuesdays: 10am - 12:30pm

Thursdays: 2:30pm - 5pm

We can also offer **30 minute appointments at New Horizons in Chelsea on Friday mornings.** Please call Will on 020 8969 9105 to book a slot.

Scam Alert

Her Majesty's Passport Office has teamed up with Action Fraud to raise awareness of the need to report lost and stolen passports to prevent them from being used to commit identity crime or facilitate illegal travel across borders.

Despite the risks associated with lost or stolen passports, on average people wait 73 days before making a report. Once a passport is reported as lost or stolen, HM Passport Office cancel it and share the information within 24 hours with the National Crime Agency to record the loss or theft on Interpol's Stolen and Lost

A lost passport could lead to identity crime.

Travel Document database.

By sharing the details of lost or stolen passports, law enforcement agencies including border and immigration control officers are able to keep ahead of the criminals who attempt to get a UK passport illegally. This also ensures action can be taken against anyone identified as having obtained a passport by fraudulent means.

Director of Action Fraud, Pauline Smith, said "Passports have all the information that fraudsters need to steal your identity and start setting accounts up in your name...



Fraud and cyber-crime is increasing and therefore there hasn't been a more important time than now to protect your identity from criminals."

The quickest way to report your passport as lost or stolen is to do it online: **www.gov.uk/report-a-lost-or-stolen-passport**. If you don't have access to the internet, you can also call Her Majesty's Passport Office (HMPO) on **0300 222 0000** (select option 5).

Are you aged 65 or over?

Your local NHS has launched an integrated care service to better meet the physical, emotional and social needs of patients aged 65 and over.

The service, called **My Care, My Way**, was introduced in response to feedback from people aged 65 and over who said they wanted their health and social care to be more consistent and coordinated.

My Care, My Way gives patients more time with their GP and access to a host of professional staff who will collaborate with anyone aged 65 and over living in Kensington & Chelsea, as well as the Queens Park and Paddington areas of Westminster. This means patients can stay independent for longer and avoid emergency hospital admissions.

The pioneering service is a collaboration of local organisations working together as partners including local GPs, local hospitals, community services, social care, charities such as Age UK Kensington & Chelsea and many other

voluntary organisations. Patients have already been positive about the results, with one saying "I feel more relaxed and able to express myself".

"It's good to have all your illnesses and ailments considered at the same time. It's tiring to see people at different places," said another patient after a visit to St Charles Integrated Care Centre.

"I have been the patient's GP for the past 15 years, but I found out more about them in the session at the St Charles Integrated Care Centre today than I have in the 15 years of looking after them - this is really positive for patients", said one GP.

NHS West London Clinical Commissioning Group has introduced two Integrated Care Centres to provide patients with services including basic foot care, diabetes clinics and social care services conveniently all under one roof, reducing the number of appointments in different places. The St Charles Integrated Care Centre is in Ladbroke Grove and the Violet Melchett Integrated Care Centre is in Chelsea.

Henry Leak, the Development Manager at Violet Melchett explains "The patient is at the heart of My Care,

My Way as it focuses on what the patient needs in terms of health and social care. It puts the patient in partnership with their GP and with other health and social care professionals, so together they can actively plan care specific to a patient's needs".

One essential part of the My Care, My Way service is self-care. This offers an approach to everyone to keeping well and looking after themselves with ideas and supportive information on various activities. Self-care goals are things that you decide that you want to do, in order to keep yourself as well and as active as you can. Goals can range from deciding to eat more vegetables in your diet, to trying out a class or workshop with some new people.

Want to know more?

For more details about My Care, My Way please ask your GP, or alternatively visit our webpage:
www.mycaremyway.co.uk



Brain Health

By Cristina Donaldson, Age UK K&C Member & Volunteer

How important is it to stimulate the brain as we age?

Apparently the ageing brain requires lots of different stimuli. People who say “but I do crosswords” are in fact only stimulating one part of the brain, whereas it would appear a healthy brain requires stimulus in various areas not just one.

King College Hospital run a brain gym which helps to strengthen the brain. It is free and it is possible to see our scores every day as well as the scores from the day we start.

Personally after the first month of doing all these exercises, every day, I noticed a marked improvement in remembering names, what I had gone into a room for and what I wanted to write on my list by the time I got to the list. I have now started to remember the sequence of events which led to me remembering why for example, I put my washing in a different bag. I wanted an objective way of monitoring my memory and on this website it requested that I give permission to Kings to contact my GP if

they notice a deterioration in my brain health.

This is the link to the Kings Research Project: www.protectstudy.org.uk/default.aspx

I have also come across another interesting opportunity online – <http://brainthriveby25.com/>. This is a free series of online lessons about the health of the brain. It costs nothing and there is no time limit for enrolling. These lectures are suitable for teens, young adults and us of a certain age.

If we can help our grandchildren care for their brains at the same time as helping ourselves...what a lovely experience to share.

Let's get social!

Find us on **Facebook**:
www.facebook.com/AgeUKKandC



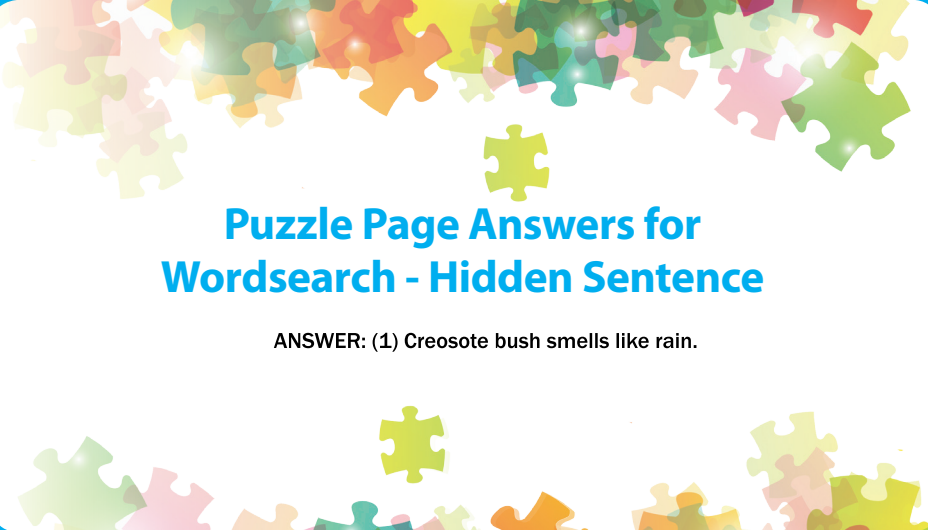
Follow us on **Twitter**:
 @AgeUKKandC



We're on **Instagram** too!
 @age_uk_kensington_and_chelsea




Rose Carson / Shutterstock.com



Puzzle Page Answers for Wordsearch - Hidden Sentence

ANSWER: (1) Creosote bush smells like rain.

Your home from home



The Chiswick Nursing Centre offers a welcoming and caring environment for older people and for those who are now too frail or ill to continue living in their own home. Our dedicated, fully qualified staff offer the highest standards of person-centred, residential and nursing care.

Our experienced staff appreciate that no-one's needs remain the same over time, so we tailor our care to your changing requirements. You can rest assured that you or your loved one are in the safest hands and will be treated professionally, with dignity and compassion.

We are registered and inspected by the Care Quality Commission (CQC). Referrals can be made personally or by GPs, consultants or by your Health and Social Services team.

In addition we can help with a range of other care needs:

- ✓ Long-term care
- ✓ Short-term respite care
- ✓ Palliative care
- ✓ Care for younger people with disabilities
- ✓ Outpatient physiotherapy

The Chiswick Nursing Centre is a dynamic environment with many events and activities arranged each week. Mealtimes are important, social occasions and we pay great attention to ensuring that our food is both nutritious and delicious. In addition, we have an on-site physio gymnasium, internet café, occupational therapy kitchen, snoezelen therapy room and hairdressing salon.

To arrange a visit or to find out more information call **020 8222 7800**

or email enquiries@chiswicknursingcentre.co.uk