

**FREE!**



## **REGAINING CONFIDENCE**

Help to take the first steps outside now that lockdown is easing

## **CREATING CONNECTIONS**

Celebrating partnership working and how you could too

## **IN NUMBERS**

The impact support from Age UKIW has had since lockdown

# Need help with your garden?

Our gardening service has reopened in accordance to social distancing guidelines for all types of garden maintenance, including power washing paths, patios & driveways, building steps, fence & gate repairs, low level guttering maintenance and clearing.

We don't charge for call-outs and we offer a very competitive hourly rate, contactless payments, plus you can have any mix of jobs in one visit!



## To find out more:

**Call:** 01983 525282

**Email:** [technician@ageukiw.org.uk](mailto:technician@ageukiw.org.uk)

**Visit:** [ageukiw.org.uk](http://ageukiw.org.uk)

# Jobs around the house need doing?

Our Home Safe service has reopened in accordance to social distancing guidelines for all the jobs around your house you've been meaning to do, including installing handrails, grabrails and key safes; hanging shelves, blinds and curtains; moving and assembling furniture and more!

We don't charge for call-outs and we offer a very competitive hourly rate, contactless payments, plus you can have any mix of jobs in one visit!



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# CONTENTS

## 4 GWEN & GEOFF: A CHANCE REUNION

Find out about how our Just About You and Good Neighbour Scheme services working together helped reunite old pals!

## 6 SPOTLIGHT ON OUR PARTNERS

In difficult times, working together is key! A thank you to those who have collaborated with Age UK Isle of Wight

## 7 MEET ROSEMARIE

Find out how our new Community Engagement Fundraiser could help you work with Age UK Isle of Wight

## 8 REGAINING CONFIDENCE

Information and advice about how to take the steps to return to the world and its public spaces as lockdown eases

## 10 MAKING SAFETY MEASURES ACCESSIBLE

Our Age Friendly Island team has been working on making COVID-19 safety measures more accessible. Find out how this could help you

## 11 HELP AT THE HOSPITAL

Find out how Age UK Isle of Wight's St. Mary's Hospital team can help you if you have an upcoming visit

## 12 IN NUMBERS AND PICTURES

A summary of the support Age UK Isle of Wight has provided in the past four months

## 14 AUKIW NEWS

A familiar voice among our volunteers and other news from Age UK Isle of Wight

# WELCOME

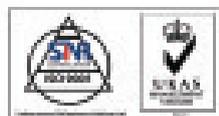
We are officially over half way through what has been one of the strangest and most eventful years in recent history. I don't envy the school children of the future that are going to have to answer exam questions and essays about the impact of 2020 in years to come!

Pubs, restaurants and businesses across the Island are starting to reopen as I write this. Whilst many people are celebrating finally being able to get their hair cut or meet more of their family and friends; many are also still feeling anxious at the thought of leaving their homes that they have stayed in for so many months. If you are feeling this way, this issue includes information and advice to help you step back out into a world you may not have seen in some time and what you can expect to find.

This issue of Living Well also sees the return of our regular quarterly/seasonal publication schedule. I can only imagine the changes that will be put in place whilst this issue is in circulation for three months! To keep updated you can find us on Facebook with the handle @ageukiw, on instagram as @ageukisleofwight or on Twitter with @ageukiw.

Lastly a reminder that though some form of whatever normality may be now is returning, we must all still do what we can to keep ourselves and the people around us safe.

***Jo Dare – Chief Executive Officer, Age UK Isle of Wight***



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# GWEN & GEOFF: A CHANCE REUNION

Age UK Isle of Wight provide vital support of many different kinds all across the Island through our Just About You and Good Neighbour Scheme projects. Previously, these projects operated separately and very differently, but as a organisation we realised that collaboration is key and the JAY and GNS teams have been working together in sync ever since!

With GNS focusing on volunteer support and befriending for those who are most isolated in the community and JAY providing practical support to a range of clients, including meal preparation, cleaning and shopping; the shared knowledge the staff in these teams have has brought quick and creative problem solving! Below is just one example of how this teamworking made a positive impact to a client's life, above and beyond what was expected!

## Janice, Gwen and Geoff's story

Gwen is an independent and mobile 93 year old. Her daughter, Janice, pops in to see her Mum regularly, and helps her out with a few things day to day. When Janice was due to be off the Island for a short time, she was keen to ensure that her Mum would be safe and well while she was away, but little did she realise that this would lead to a chance encounter.

Janice



My Mum values her independence, but we were nervous about going away for a week and not having anyone on the Island there for her. It's not that she necessarily needed any help, but we just wanted to know that she wouldn't be on her own if something happened like a bulb going, or her feeling unwell.

I saw online that Age UK Isle of Wight offer the Just About You (JAY) service, which can provide welfare visits. I just wanted someone to pop in to make sure Mum was ok really, to give her some reassurance and to help out with any small jobs she might struggle with while I was away.

I called and spoke to Jo, and I must say how lovely everyone in the office was, they understood our situation and went out of their way to be of help.

At the time, they didn't have a Support Worker available for the exact dates I was away, however, Jo explained that their Good Neighbour Scheme (GNS) service may be able to help instead. Jo put me in touch with Allison, who told me that they might be able to find an Age UK IW volunteer who would be able to visit Mum during my trip, to keep her company and to ensure that she was safe and well. I was thrilled!"

Sure enough, the GNS team had a volunteer who fitted the bill perfectly; Geoff. Geoff had been volunteering for Age UK IW for around 8 years, driving clients to their GP and hospital appointments and offering occasional welfare visits and befriending. Luckily, he was able to look in on Gwen while Janice was away. "This scheme was wonderful, Geoff called in on pre-arranged days, and just gave Mum the comfort of knowing that someone was bothered about her and that help was available if she needed it".



# Just About You & Good Neighbour Scheme Support

Gwen

“

I didn't know what to expect but, by sheer chance, when Geoff arrived, I knew him from a few years back (the Island is such a small place!) He called in for a chat and it just helped me to feel ok while my family were away. I know that I can manage day to day, but it's good to know someone cares

”

Geoff

“

The GNS team asked me if I might be available to help with some visits to a lady whose daughter was away for a week. I said yes and when I went to see her we recognised each other straight away. I used to sell Betterware, Gwen was one of my best clients. When I turned up Gwen immediately said 'Oh, it's you, you've been a long time, have you got a new catalogue for me?!' We couldn't believe it! She kept saying, 'Oh I'm so glad it's you!' We always got on very well, so it was lovely to see her again.

I visited her three times during that week, we sat and chatted about family and other things and enjoyed a cuppa together, I was supposed to be making her a cup of tea, but she always insisted on making it, she's still such an independent woman is Gwen”.

Geoff started volunteering for Age UK IW 8 years ago, and also volunteers for a number of other local charities, he says he always likes to be busy! “Volunteering is such a worthwhile thing to do, and if people want to do, and if people want to do it, it's definitely something I would recommend”

”



I really recommend this scheme, these visits were brilliant!

-Gwen (pictured above with Janice)

**Our Good Neighbour Scheme service is a FREE service, and wouldn't be possible without our team of fantastic volunteers. If you are interested in supporting someone in your community, or to find out more, please get in touch via the details along the bottom of the page, we would love to hear from you.**

• **Our Just About You team can help with a range of tasks including general housework, meal preparation, shopping, laundry and ironing etc. This is a chargeable service, offering competitive rates and peace of mind, with all profits being reinvested back into the charity.**



**If you or someone you know would benefit from either of these two services, please get in touch via the details along the bottom of the page**

# SPOTLIGHT ON: PARTNERSHIP WORKING

The last four months have been some of the most challenging Age UK Isle of Wight has seen. Fundraising events planned that bring in vital income have had to be cancelled, many of our volunteers became unable to help and the number of people who needed our support reached unprecedented levels.

This has been the case for many members of the voluntary sector, as well as other businesses, services and organisations that are facing their own challenges. We are grateful therefore to those who have worked with us since March, who have supported us in a variety of ways whether it be by helping us deliver meals, supporting fundraising efforts, helping us provide care homes with iPads so that residents can connect with loved ones, providing us with the means to deliver geraniums to brighten the days of isolated Islanders, and more!

A big thank you to:



**Community  
Action  
Isle of Wight**  
*at the Riverside*



The **YARBRIDGE** Inn

# MEET ROSEMARIE: CREATING CONNECTIONS

In June 2020, we welcomed Rosemarie to the team at Age UK Isle of Wight as our Community Engagement Fundraiser. A catchy title I'm sure you'll agree, but what does that mean and how could it benefit you?

## A bit about Rosemarie

Rosemarie first moved to the Isle of Wight 24 years ago with her husband, a paramedic who found placement here and has never looked back!

Prior to joining the team at Age UK Isle of Wight, Rosemarie worked for Newchurch Parish Sports and Community Association for 11 years. As part of this role, Rosemarie helped to organise the famous Garlic Festival!

Following this, Rosemarie worked as a fundraiser for the Hampshire and Isle of Wight Air Ambulance for 9 years, so brings a wealth of experience and knowledge to her new role at Age UK Isle of Wight.

## So what is a Community Engagement Fundraiser?

Rosemarie's role is all about what it says at the top of the page, creating connections.

Despite having been around since 1973, there are still a lot of people on the Island who don't know much about Age UK Isle of Wight and what we do. Rosemarie is here to help our existing fundraising department to expand their reach into the local Island community. It's likely then that you'll find Rosemarie giving talks to community groups, associations and local business networks about who we are and how in partnership, we can help

I am pleased to be able to join the team of Age UK Isle of Wight. Helping to raise funds and profile of an island charity is a fantastic opportunity and I hope I will meet all expectations, as well as meeting lots of wonderful people.



each other. The more people that know about us, the more people we can support.

Age UKIW is also all about Partnership working, as you'll see from the previous page and Rosemarie is the right person to go to if you feel the same.

Whether it be donating some of the proceeds of the sale of a product of yours, like Lo & Me Jewellery did with their Rainbow charms, or providing prizes like Wight & Wessex Wines for our virtual pub quiz, even working with us in partnership on special projects like Nosy Marketing and Wightfibre helped us to provide iPads to care homes across the Island.

Rosemarie will be taking the lead on our annual campaigns to help to raise some much-needed funding for the charity as well as to recruit some additional support for our fundraising department. We are looking for volunteers to help support our annual events as well as some local ambassadors to help the charity with distribution of things like posters, collection boxes and even our Living Well Magazine! Find out how you could help her to spread the word about the work we do across the Island, so that no one misses out on using our vital services.

If you are interested in creating a connection with Age UK Isle of Wight, get in touch! Email Rosemarie at [Rosemarie.Norman@ageukiw.org.uk](mailto:Rosemarie.Norman@ageukiw.org.uk).

# LETTING GO OF LOCKDOWN

On Tuesday 23rd of June, the Prime Minister announced big changes to the 'Lockdown' that was put in place 4 months before. As of the 4th of July pubs, restaurants, hairdressers, bingo halls & cinemas and more were allowed to reopen. Since then measures have continued to be relaxed with swimming pools and gyms also beginning to reopen.

Whilst many are rejoicing, if you are feeling apprehensive at the thought of returning to shops, pubs and other public spaces, you are not alone. For many of you it may be that you haven't left home for months and don't actually know what the world looks like, you've only heard about queueing outside supermarkets and there being spots painted on the pavement, so we hope that the next few pages can give you some insight as to what to expect, what safety measures are in place and how to build the confidence to tackle the outside world after having not seen it for so long.

## General Safety Measures

There are some measures that are likely to encounter almost everywhere you go, including:

- **NHS Test & Trace**- you may be asked to provide your name and contact details when you enter somewhere. This is so that should someone test positive for COVID-19 that you have met there, you can be contacted and told to quarantine
- **Social Distancing**- people should stay 2m apart where possible, if not at least 1m+, floor markings may be used
- **Contactless Payments**- the Contactless payment limit has been increased from £30 to £45 in order to encourage this form of payment, rather than cash or chip and pin which requires more contact. Cash is especially discouraged and may even not be accepted on some premises
- **Masks and PPE**- You will encounter many people in masks, especially as the rules change and they become mandatory on public transport and in shops. Some places may have further protection in the form of visors or clear plastic screens

## Public Transport

- Face coverings must be worn at all times when travelling on public transport. This is still the case even if on outside transport such as the Floating Bridge or sun deck on the Red Funnel
- In order to maintain social distancing, some seats may be marked as out of use so that travellers do not sit too close to each other, the photo below is an example of this in place on the Red Jet



## Hospitality

Restaurants, bars, cafés

- To comply with social distancing, there are likely to be fewer tables that are spaced further apart
- Table service is encouraged to prevent queueing and customer self service
- Disposable condiments are likely to be provided instead of reusable, shared bottles
- Toilets should be kept open and carefully managed
- Outdoor seating is encouraged where possible
- Many places implemented designated entrance and exit doors
- Many places are limiting the number of people who can be seated at one table



# What safety measures should you expect

## Shops and Branches

Supermarkets, retail stores, banks

- Customers are encouraged to shop alone where possible
- The number of shoppers in the store at anyone time is often regulated, as a result you may have to queue outside. There will be an usher at the door letting people in and out if this is the case
- Customers are encouraged to avoid unnecessary handling of products where possible
- Many supermarkets have implemented a one way system, this will be marked by arrows on the floor which tell you the direction you should be walking
- Many shops have hand soap stations as you enter, and may have trolley or basket cleaning facilities
- As of 24th July, face masks are mandatory in shops and supermarkets

## Close Contact Services

Hairdressers, beauticians, tailors

- Previous services that may have been drop in might now require appointments. Clients should arrive at appointments on time and alone where possible
- Clients may be asked some questions ahead of their appointment, including whether they have experienced any symptoms of COVID-19 or been in contact with anyone who has
- Staff are likely to be wearing masks, visors and gloves. Clients may be asked to wear masks, The below image shows this in place at Charlotte's Academy in Cowes.
- Refreshments and magazines are unlikely to be offered and your coat may not be taken from you and stored
- The use of your mobile phone should be minimal and you may be asked to repeat sanitising after contact

## Sports and Leisure Facilities

Gyms, sports halls, pools

- The use of changing rooms is discouraged so where possible attendees should arrive already in their active wear
- Dividers may be placed between pieces of equipment or certain machines may be out of use in order to keep attendees further apart
- You may be provided with cleaning equipment in order to wipe down your machines
- Indoor swimmers should have 3m of space around them and the number of swimmers should be monitored so that this is maintained
- Water fountains may be out of action so attendees should bring their own drinks
- Booking may be required where it once was not
- Spectators may not be permitted



# MAKING SAFETY MEASURES MORE ACCESSIBLE

## Please be Patient – Helping people to get ‘Out and About’

In our High Streets, shops, cafés, pubs and hairdressers and on the buses and ferries we are all navigating the new measures that the Government has brought in as a response to Covid-19. We are social distancing, wearing face coverings, being served from behind a clear screen, and using contactless payments. For some people these measures bring additional difficulties due to a medical condition or disability. For others the idea of returning to places that have changed can be daunting.

The Age Friendly Island project has produced a set of ‘Out and About’ cards (pictured right), part-funded by the National Lottery Community Fund, to be used to let people know that the cardholder finds these new situations challenging.

These cards are for those who:

- Find social distancing challenging. They may have a visual impairment or have difficulty in understanding social distancing instructions
- Are exempt from wearing a face covering under the Government Guidance
- Find the use of face coverings by other people challenging. Face coverings make communication difficult for those who rely on lip reading and facial expressions
- Feel they need time and space. They may have been shielding and are just starting to get back out and about.

Look out for posters on display in your local shops to show that they are aware of the cards and will be looking out for customers who are using them. If you see someone with these cards when you are out and about, please be patient and considerate.

Age UK has 50 sets of these cards to give to residents ,initially to find out how useful people find them. We hope to then have more available for wider use.

**If you or someone you know would benefit from using these cards please contact us on 01983 525282.**



# Regaining Confidence: Pat's Story

**Pat has experienced anxiety about leaving the house herself, and has started her own journey to returning to society. Here Pat recounts her experience:**

I remember being on a day out with friends in Winchester when the Coronavirus story was rumbling around. It was very crowded everywhere, and no one seemed bothered. I look back on that day now as if it was in another time. Now it's like living in a different world, a world I'm finding hard to come to terms with.

When lockdown was introduced, I took the decision to stay at home. I am nearly 70 and, as far as I'm aware, have no underlying health issues, but my husband has a compromised immune system and other difficulties, so I thought it best to protect him by not going out myself, apart from for exercise. On the first night of lockdown I went for a walk at about 8pm and it was one of the scariest experiences of my life. There was a strange atmosphere - it was almost like someone had thrown a blanket over the world.

As the weeks went on I thought it would get easier but in fact I found each day harder than the last. It was a struggle to be motivated to get out of bed. I was scared. I'm surprised to learn this about myself, I've always thought I was strong minded, but this crisis has shown me a side of myself I didn't know existed. I'm scared of catching the virus, of my husband or daughter catching it. I'm scared for the future and how we're ever going to live a "normal" life again. As the lockdown has progressed I've become increasingly scared at the thought of going out, mixing with people, even doing ordinary things like shopping.

It's difficult for people who have been going out during the lockdown to understand that we who have stayed at home have no concept of what the shops look like, or the high street. We've seen it on TV- the queues outside the supermarket, the 2m stickers on the pavement, but it's hard to imagine these things in relation to the places you know and visit all the time.

My plan is to take small steps to re-introduce things, one at a time, back into my life and with my own pace as with my own rules.

The first thing I did was drive me and my husband to Newport to get some petrol. I found it quite hard walking across the forecourt to pay, it sounds strange but it felt like the virus was whizzing around me, trying to catch me! It's not touching things I have a problem with, it's things I can't control like whether other people will keep to the required distance rules. We then gave our daughter a shock by turning up at her house: we didn't go in, but she was so happy that I'd ventured out. When we got home I felt like I'd started to climb the first bit of the mountain

Next we went to our daughter's for the afternoon. We sat in the garden 99% of the time but as this was the first time we'd seen her new house, we went in to have a look around. We definitely scaled a bit more of the mountain!

The next trip will be to the hairdressers. This is on the other side of the Island and I am going on my own so it will be hard but I am looking forward to having my hair done. It's less to do with vanity, more to do with feeling better about yourself, feeling a little more normal.

Shopping is the last thing I will do, and probably the most difficult. But I will do it, I can't keep depending on other people to do it for me.

The whole idea is to slowly pick up my life again and return to normality, whatever form that takes. There are so many of us in this position, I know that together we can slowly take up the reins of our lives again. We'll get to the top of that mountain!



# THE LAST FIVE MONTHS IN NUMBERS

The last five months have been some of the most challenging that Age UK Isle of Wight has faced. Yet thanks to our team of hard working staff and volunteers, we have risen to the occasion to support more people than ever! It's hard to put into words the impact that this work has had on the community, so instead here is a round up of what we have achieved between March and June 2020:

**4100**

people supported, a

**45%**

increase on the average number for this period



**1699**

telephone befriending calls and welfare checks took place



**17**

iPads loaned to Care Homes, St. Mary's Hospital and sheltered accommodation to keep residents connected with friends and family



**500**

Geraniums delivered to some of the Island's most isolated residents (pictured opposite)



**220**

new volunteers recruited and processed after

**60%**

of the existing team could not support at this time

**584**

Shopping trips carried out on behalf of shielding, isolated and vulnerable clients



**1037**

Prescriptions collected



**16893**

Contacts and interactions with clients, families and professionals



**183**

dog walks on behalf of clients left unable to do so themselves



# PROJECT GERANIUM

The Geranium symbolises health and friendship. In partnership with Care in the Garden, Rouse Ltd and Steve Double, over 500 geraniums were delivered to some of the Island's most isolated residents to brighten their day! See just some of their smiling faces below...



# SHARING OUR SUCCESS



## Welfare phone calls from a familiar voice

Hundreds of generous Islanders responded to Age UK Isle of Wight's calls for volunteers after many of our existing team could not continue once lockdown was issued. Among them were some well known names including Isle of Wight MP Bob Seeley, who could be found delivering shopping to vulnerable Islanders and some isolated Islanders might have recognised the voice on the other end of the line when they received welfare checks from Isle of Wight Radio's Jamie White.

Jamie had this to say about his experience volunteering: "It was a privilege to be able to offer my time to speak to people over the phone. It has been great to speak to people and know that it makes a real difference to their day. Some people have some really interesting stories to tell. Many people don't have anyone to talk to, so it is a nice feeling to know you can be a voice of reassurance over the phone."

## "To see the difference in morale has been amazing" iPads help Care Homes to Connect

As you might have seen in our May issue of Living Well, a new project had just launched which aimed to provide care homes across the Island with iPads to help residents connect with family and friends that they couldn't meet face to face at the time. 2 months on and we've received some wonderful feedback from the care homes that received them!

A spokesman from Seven Gables said, "It's been so amazing to contact people on the mainland and has brought us to tears in the most wonderful way. It's unbelievable to see the smiles on the client's faces light up afterwards because they could see their family. No amount of money could buy that."

Another care home is even going to set up their own computer station as the iPad allowed the clients to see that technology is not as scary as they thought.

## Calling all online shoppers!

Did you know that you can support your local charity Age UK Isle of Wight whilst online shopping, without it costing you a penny?

When shopping on Amazon, make your purchases instead from [smile.amazon.co.uk](https://smile.amazon.co.uk) and choose Age Concern Isle of Wight as your chosen charity. Shopping this way is identical to Amazon's normal website, the only difference being that Amazon donates 0.5% of the net price of your purchase to your chosen charity! So really you're helping when you order that thing in your basket you've been debating buying...

Or if Amazon isn't your thing, visit [easyfundraising.org.uk](https://easyfundraising.org.uk) when you start your online shop and choose Age UK Isle of Wight as your selected charity. Many of your favourite online stores then make a donation to Age UK Isle of Wight as a thank you for shopping with them. It really is easy fundraising and all of the funds stay on the Island to support its vulnerable residents.

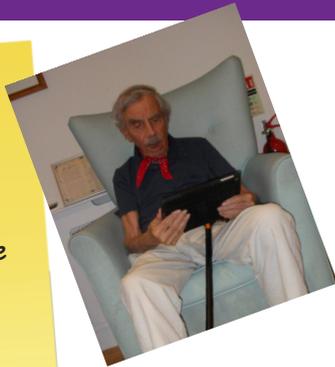


**amazon**smile  
You shop. Amazon gives.



# WE LOVE TO HEAR FROM YOU!

On behalf of Kite Hill Care Home I want to thank you for the loan of the iPad. The clients have found it very useful for communication, entertainment and research



You are the only ones to have offered me help, it makes me feel like crying

A big thank you for the goodie bag from Age UK Isle of Wight. It was a lovely surprise and cheered mum up, very kind of you

**We love getting feedback from the people we help!**

If you have recently been supported by Age UK Isle of Wight, let us know about your experience by completing a short survey that can be found at [bit.ly/AUKIOWFeedback](https://bit.ly/AUKIOWFeedback)



## Never miss an issue!

Every copy of Living Well is chock full of information about local activities & services which can help you to love later life!

To sign up to receive each season's issue of Living Well direct to your inbox or door visit [www.ageukiw.org.uk](http://www.ageukiw.org.uk) or complete the form below and send to: **Age UK Isle of Wight, 147 High Street, Newport, PO30 1TY**

Name:

Address:

Email Address:

By returning this form you agree to Age UKIW processing your information to provide you with copies of the newsletter, and other relevant information. Your details will never be shared with third parties.





## The Wightfibre Technology Stop

At WightFibre we want to help you get to grips with technology and learn how it all works. We now have a dedicated support advisor to do exactly this. If you are a WightFibre customer read on to see how we can help you, free of charge. If you have ever thought "I wish I could just call someone that will sort this out for me", now you can! Call us on 01983 24 24 24 and ask to speak to Digi-Dan, he will be more than happy to assist you.

### ● Troubled by Technology?

- Help with setting up a new email address - particularly after switching broadband supplier to us (for example from talktalk.net to a Gmail/Outlook account)
- Help to setup and connect devices to your WiFi
- Help connecting with family and friends through email and video calling services
- Support to help customers avoid becoming victims of scams
- Support to assist you in making informed choices about technology, and what will best suit your needs

### ● Stuck with a Smart Phone?

- Support to download and understand apps such as WhatsApp
- Help with learning how to use WiFi / mobile data
- Help with general day to day smartphone use, including texting, making calls, taking photos and using the internet

### ● Baffled by Broadband?

- Advice on how broadband might benefit those who have never had it before
- Help to educate customers on what it can enable them to do - for example shop online, connect with family and friends, look up information/advice on the web
- Help to understand what full-fibre is and the benefits of it

