

WINTER 2020

MEMBERS' UPDATE



Re-opening our
Wellbeing Centre

In this issue...



P6

Lock Down
Support



P10

Our new
service



P12

Meet the
Team!



P17

Keeping Warm
this Winter



P18

£500 activity
grant fund



Members' Update is produced by Age UK Sheffield for Sheffield 50+ members and Friends of Age UK Sheffield.



Welcome to our Winter 2020 magazine.

When I last wrote in this column, we were hopeful that the coronavirus would have long passed by now, and that we would all be looking forward to meeting up with family and friends for Christmas. Alas, those hopes appear to have been dashed. We must keep looking forward to the lighter days of spring which I hope will bring a brighter outlook for us all.

We all know a lot more about the risks associated with the virus than we did earlier in the year. I hope you are in a position where you are able to safely get all your shopping into your house, and you have support networks in place for friendship and company. If you would like advice or support from Age UK Sheffield over the coming months, don't hesitate to call us on (0114) 250 2850 and we will do our best to help.

Age UK has campaigned against a blanket age limit for being forced to shield at home but, whatever age we are, it is important we stick to the rules to try and stop the spread of the virus as quickly as possible. Please keep ensuring you do the basics of washing your hands regularly, maintaining a distance from others you meet, and wearing a face covering when in public places.

Updating our records

At Age UK Sheffield, we are going through a process of updating our records so, you will have recently received a letter from us in the post with a form which lists the details we currently have on file about you.

Please could you check the form, make any changes, and complete all the blank boxes, before returning the form to us in the pre-paid envelope supplied.

This is important to us for three main reasons:

- 1) We want to make sure our records about you are up-to-date;
- 2) Occasionally we get requests to contact our members at short notice – for example, with shop offers or changes to the Ponds Forge swimming timetable. We don't have email addresses for many of you, and would like to ensure we can send you late notice information;
- 3) We would also like to be able to email you occasional updates about the work of Age UK Sheffield, and new member offers, especially as we prepare for the development of our facilities in Hillsborough Park.

Finally, our Annual General Meeting will be held on Friday 11th December. Sadly, you won't be surprised to learn it must be an online meeting this year. If you'd like to log in to ask questions, please contact us by Friday 27th November. Simply call (0114) 250 2850 or e-mail: enquiries@ageuksheffield.org.uk.

Best wishes,



Steve Chu

Chief Executive, Age UK Sheffield

CONTACT US



Telephone:
0114 250 2850



E-mail:
enquiries@ageuksheffield.org.uk



Address:
Age UK Sheffield, First
Floor, South Yorkshire
Fire & Rescue, 197 Eyre
Street, Sheffield, S1 3FG



[@ageuksheffield](https://twitter.com/ageuksheffield)



[facebook.com/
ageuk](https://facebook.com/ageuk)



[@ageuksheffield](https://www.instagram.com/ageuksheffield)

Re-opening our Wellbeing Centre



We are so pleased to have been able to re-open our Wellbeing Centre (WBC) this September. The WBC is our dementia day centre based in Norfolk Park, which we unfortunately had to close because of the Covid-19 lock down. The service provides a safe and enjoyable place for our members, who are people living with mild to moderate dementia. Although there are some big changes with how we are running the group, the ethos and how we deliver the group is as heartfelt

as ever. We've tried to bring a sense of fun to the changes needed, from having a hand wash jive to playing 'guess the expression' with face masks. The centre is as safe as possible and still has the laughter, warmth and sense of fun that our members are familiar with.

A big visible difference is the size of group we have. We've reduced numbers to help social distancing and, while at the centre, members are in smaller group 'bubbles'. Another

visible difference is that staff and volunteers wear visors throughout the day. These have been personalised and 'jazzed' up with colour, names and stickers which helps spark conversation with our members. The visors mean members can still see our faces and expressions, which we feel is very important.

Members arrive from 10am and have a 'Meet and Greet' where a member will ask for a temperature check (often involving a game of "guess

Bette

your temperature”) ask for members to anti-bac their hands, and check if people are feeling well. Currently, we have up to 6 members a day compared to 12-14 pre-COVID and are always reviewing this.

We’ve rearranged the room layout to support social distancing, there’s less seats in the room and news signs and reminders e.g. “please keep a distance apart – physically apart but always close in heart”. We’ve found that these prompts really help members to understand and stay socially distanced.

We’ve increased our cleaning time before and after members are here and between activities we all wash our hands and wipe areas down.

Our members have individually tailored activity packs - these include quizzes, colouring activities, puzzles, knitting, and lots more.

We recently started a “This is your Life” project, with members, staff and volunteers sharing photographs and stories of their lives. We’ve loved going through photos and asking questions about each other’s families, first dates, weddings, growing up and work places etc. Photographs from this project are added to our ‘Memories Board’ which has always been a central point of interest in our room.

Lots of our members love DIY projects and have been enjoying re-furnishing and painting all the coffee tables. There’s individual art projects too, like making trinket boxes, silk painting and card making. Other interactive activities include famous faces quizzes, vintage advert bingo, poetry reading/writing plus we’ve been spending as much time outdoors as possible, enjoying dog walks and ice-cream trips!



The re-opening has seen the arrival of Bette, a lovely therapy dog who belongs to Natasha, one of our three WBC leads. Bette has brought much conversation, comfort and calm and has certainly enjoyed all the fussing! She has sparked conversations around pets that members have owned over the years and we’ve heard all kinds of stories. She’s very affectionate and loving and is always quick to cosy up to anyone on the sofa! She’s been the perfect addition to the team since being back.

Lock down support: **Rodger's story**

A week after the national lockdown in March, a man named Rodger contacted us as he had symptoms of Covid-19 and was worried because he only had one meal left and needed help with accessing food.

He explained to us that he was normally independent but had no family or friends nearby that could help, and the situation was, understandably, making him feel low. So, we told Rodger about the government guidance of self isolating, and put him in touch with his local covid mutual aid group, who offered continued support with food shopping. We also organised and delivered for one of our urgent food parcels to be delivered to him once a week and referred him to a lovely volunteer befriender, Laura, who offered telephone befriending for help to reduce social

isolation. Rodger got in touch with us to share his reflections on the situation.

“I can't really remember the date I got in touch, but I'm really glad your organisation was there.

Here goes...

I was suffering from Covid Symptoms, and living on my own, with family living down south, feeling ill and afraid. I put the radio on, radio Sheffield and they were talking about the whole situation. Got there number and rang in.



A man answered, he was very good and gave me Age UK Sheffield's number. I phoned them. A great lady answered, reassuring me and taking details. Then, later on a man named Daniel (our Independent Living Coordinator), rang me, I was still in pieces then, he listened, then got things rolling.

Two volunteers came to the door with a parcel,

a man and his son (you might have seen their photo in our last magazine issue on page 8!)

I was so grateful first of all by what the man said to me, “hello, how are you?” That meant the world to me. And the parcel, as I was isolating.

I got the all clear, it was a cold. I was still receiving the food parcels from Age UK Sheffield, but now that I was able to get out again, and do shopping, I stopped the parcels, saying I was sure that now there be more deserving cases who couldn't get out than mine, but thankfully, Daniel has been in touch with a lady who rings me up to see how things are going. She is a volunteer who calls as part of Age UK Sheffield's befriending service. She calls up and asks me how things are going and gives me hints and little snippets of how

to go about things, whilst being there if I ever needed help of any kind. These people have really helped me to not be so afraid of going out in this world of Covid.

When I get my phone call, we have a chat and a grumble, plus lots of laughter, it makes my day. I am ever so thankful to know that there are people out there, good people, ready to help, and lend a hand, not just physically, but mentally as well, and it is with thanks to people like Daniel, Laura and all of the volunteers that help Age UK Sheffield, people who give up their time and take the trouble to say “hello, how are you?” I know that I am mentally stronger now than before, and physically stronger now too. So once again, thank you.”



If you feel that you could also benefit from our support, or if you would like to be put in touch with, or become a telephone befriender yourself, please do get in touch with us on **0114 250 2850** or email **enquiries@ageuksheffield.org.uk**

“When I get my phone call, we have a chat and a grumble, plus lots of laughter, it makes my day.”

EVENTS TIMETABLE



Due to Covid-19, many activities, events and services have been put on pause due to ongoing changing government guidelines and restrictions. However, many regular support and exercise sessions have been made accessible online. These are listed below with contact details for booking and support accessing them.

To access/book to join any of the sessions below, see who the session is provided by, then contact the relevant team on these details:

- The Community Wellness Service (CWS) **0114 553 7807**
- The Carers Centre (TCC), email **jan@sheffieldcarers.org.uk**
- Sheffield Mencap and Gateway's (SMG) Carers Outreach Project Workers, call Katie on **07447 391437** or Ellie on **07735 316347** or email: **cope@sheffieldmencap.org.uk**

Please note, these sessions are for unpaid carers and the person they care for cared for (created for adults with a mild or moderate learning disability/autism).

Mondays

Chair Aerobics

1.30pm – Provided by CWS

Monday Coffee Morning

First and third Monday of each month via Zoom delivered by specialist staff (SMG).

Tuesdays

Singing Teapot Choir

10.30am-11am – 2nd and last Tuesday of every month via Zoom. Contact Joanna Woodward - joanna.woodward@ageuksheffield.org.uk

Wednesdays

Dore and Totley Carers Café

10am – 1st and 3rd Wednesday of every month. (SCC) Sessions now take place via Zoom.

Thursdays

Short Stories

2pm – Takes place on the 2nd Thursday of every month. Listen to a story or bring your own to share. (SCC) Sessions now take place via Zoom.

Virtual Christmas Choir

7-8pm – Fun & inclusive choir for adults with learning disabilities and their carers. Every Thursday evening via zoom. (SMG)



Short Stories

2pm – Provided by Sheffield Carers Centre. Takes place on the 2nd Thursday of every month. Listen to a story or bring your own to share. Sessions now take place via Zoom.

Fridays

Carers Trust Carers Café and Quiz

10am – Takes place on the 2nd Friday of every month. Sessions now take place via Zoom. (SCC)

Sporting Chatter

1st and 3rd Friday of every month a Bradway Community Hall – numbers restricted. Contact Joanna Woodward - joanna.woodward@ageuksheffield.org.uk

Gentle Circuit

12.30pm – Provided by CWS

Falls Prevention

1.30pm – Provided by CWS

Young Onset Dementia Service

Age UK Sheffield will soon be launching a brand new service for the city, created specifically to support people who have been diagnosed with young onset dementia, as well as their carers, family and friends.

This new service will be the first of its kind and has been commissioned by Sheffield City Council for five years. This is a really important service for Sheffield and Age UK Sheffield are keen to ensure that it is as person centred as possible. Because of this, we want to know exactly what should be included in the service to make it a success. The service will offer a holistic approach to support, which involves offering an information and advice element as well as training, activities and groups.

There are lots of important things to decide about how this service will work (for example, the service

doesn't even have a name yet!)

But, we don't want to start planning all of the important elements of the service simply according to what we feel will be best. Instead, we want to be informed by the experts! The experts are the people who have young onset dementia, their family, friends and carers.

We will also want to hear from others, for example health care professionals or employers.

But, first and foremost we want to hear from the people who know first-hand, what it is like to be diagnosed with young onset dementia and what needs to be

included and provided by a service designed specifically to support them.

One of the key ways to develop a new service that works effectively and provides the best possible support, is to find out where there might be gaps in services at the moment. It will be helpful to find out what is most important to people, and to learn from feedback about both good and bad experiences people have had. There's so much learning that can be taken from both good and bad previous experiences when developing a new service.



Do you have young on set dementia? Or, do you know someone who does?

If so, we would love to hear from you. Please feel free to send this information and invite to anyone you know who may be interested in this unique opportunity, to have your say and help us shape this vital new service for Sheffield.

If you'd like to come to our focus group sessions, keep updated on progress or share some feedback about your experience, please call us on **0114 250 2850** or email **enquiries@ageuksheffield.org.uk** and be sure to mention the new Young Onset Dementia Service.

MEET THE TEAM

Daniel Ketton

Daniel is one of our Independent Living Coordinators. We found out a little more about his role thanks to our chat with Rodger on Page 6, so we thought it would be great to introduce you to Daniel properly in this issue's meet the team feature.



Daniel Ketton

How long have you worked at Age UK Sheffield?

I have worked at Age UK for nearly two years now!

How would you describe your job role?

My role involves visiting people in the community and offering short term continued support and advice, I'm here to understand the difficulties that people face, and help to find ways to reduce these so they are more manageable. This includes helping with applying for benefits,

housing support, managing physical and mental health, and accessing support to feel less isolated. This hopefully helps those I support be able to focus on what is important in their lives and not feel they are alone.

What did you want to be when you were younger?

As a child I wanted to be an artist. I loved drawing and being creative, and this led to working as a Website Designer for a number of years prior to working at Age UK. I currently volunteer as a

Samaritan, and through being part of a charity and helping people, I felt joining Age UK is where I could make the most difference, and is why I feel privileged to be part of a fantastic team supporting those in need.

What are your favourite hobbies and interests?

I enjoy cycling, going to the gym, and running. I'm part of a running group which helps the community, and I have run several half marathons and a marathon. People say I'm pretty active! I also enjoy

volunteering, reading a good book, and going to gigs.

Has the impact of the pandemic taught you anything?

It has been amazing to see the community coming together to help those in need, knowing that we are a part of this has been rewarding to know we can make a positive difference in people's lives. Personally, being isolated from a normal routine has been difficult but I think of a quote often "The challenge of this time is to stay close to oneself", as a way to keep focused and keep going. Being connected and staying in touch with friends, family, and colleagues has been important, but learning to be in your own company has been a good lesson.

What was the hardest part for you about working to support people during lock down?

It has been tough not having the human connection of meeting people, it is a reminder of how important it is to be there for each other, especially those isolated and alone.

What is your favourite thing about the job?

We all face difficulties in our lives, and we also all have the ability to be there for someone else in times of need, whether that be for a loved one or a stranger. I am grateful to make even a small difference to people so that they are a less alone. Hearing a 'thank you' is enough to know I've been there and that it is all worthwhile. Meeting so many interesting people and hearing their life stories is an absolute joy.

Independent Living Coordination Service



Do you think that you could benefit from our independent living coordination service?

If so, please do feel free to get in touch and we will let you know if we are able to support you via our ILC service or any of our other services.

Either contact by phone or email on **0114 250 2850**,
Email: **enquiries@ageuksheffield.org.uk**

Membership offers

Similarly to the affect that Covid-19 and government restrictions have had on activities available across Sheffield, there are also a reduced number of membership offers available due to buildings and offices being closed at the moment.

John Lewis

Members are entitled to a £50 voucher for John Lewis. (Reimbursement of computer purchase, available once during membership - conditions apply) contact us to find out more.

If members would like to look at something weekly in the sports hall, badminton for example, please email Age UK Sheffield who can coordinate creating a new offer. Please email enquiries@ageuksheffield.org.uk

Discounts from solicitors

Keebles – 15% off fees relating to Wills or lasting Power of Attorney. **0114 276 5555.**

Best Solicitors – 20% off all services. **0114 358 3134.**

Howells LLP – 15% off on Wills and Lasting Power of Attorney cases. **0114 249 6666.** (Dementia Friendly Trained).

An update from Ponds Forge:

Due to restrictions and further cleaning requirements, the swim programme won't see the return of the dedicated Age UK Sheffield swimming session when Ponds Forge plans to re-open on 26 October. However, it is something we want to look to introduce in our next phase once things hopefully ease up.

Greensleeves Lawn Care

Get a free lawn consultation with Greensleeves Lawn Care, and get 20% discount on your first year.

To claim this offer, phone **(0114) 245 6539** or e-mail: southsheffield@greensleeves-uk.com

Offer available within post code areas: S7, S8, S9, S10, S11, S12, S13, S14, S17, S18.

Self-Guided Sheffield Heritage Walks

Explore Sheffield city centre with two self-guided heritage walks with a treasure hunt theme. Enter code **"Sheffield25"** at the checkout for a 25% discount. Visit curiousabout.co.uk/Sheffield



Being a telephone befriender

Lauren got in touch with us at the start of the pandemic to offer her help as a volunteer. We paired Lauren up as a telephone befriender with Rodger, as he was feeling quite isolated (see Rodger's story on page 6). Lauren explained that with the uncertainty caused by Covid-19, she knew she had time to spare over the summer and so wanted to help. We asked Lauren to tell us about her experience.

"I started phoning Rodger back in May, and we still keep in touch regularly. The funny thing is we both have terrible phone signal at times so we text each other to arrange our calls and work around it so that we can definitely have a catch up about once a week.

We talk about all sorts of things, from current affairs to football. He'll tell me stories about things he's done and I'll tell him about things going on in my world. He's got a brilliant sense of humour so we do have a good laugh together."

"I've definitely found a new friend, and it's great because Rodger is someone that I probably

wouldn't have normally met, as we live quite different lives. But, what's great is he's such a lovely person and we have things in common. There's something really nice about talking to someone you wouldn't have been able to otherwise. In my job, I'm on the phone to people every day, so it's really refreshing to talk to someone new and have conversations that don't revolve around work. A lot changes in life when you're on your own if you don't have family around you. It's made me realise that Age UK Sheffield's befriending service (and similar services) aren't only for people who are 80 or 90, social isolation or loneliness can affect people at any age."

"If there's anyone thinking about becoming a telephone befriender I'd absolutely recommend it. Just give it a go, you'll never know until you try. If you decide it's not for you, then that's fine. There's nothing to lose but you can gain a wonderful friend."

If you're interested in becoming a telephone befriender, or if you would like to find out more about being paired with a telephone befriender, please get in touch with us.

NEWS IN BRIEF

Our Annual General Meeting

For obvious reasons, we are having to hold this year's Annual General Meeting online. It takes place on Friday 11 December, at 11.30am. Friends of Age UK Sheffield are entitled to attend the meeting and ask questions.

The main business of the meeting will be the presentation of our 2019/20 annual accounts, by our Chair, David Campbell. If you would like to receive details of how to login to watch the meeting, or receive a copy of the accounts, please call us on **(0114) 250 2850** or e-mail: **enquiries@ageuksheffield.org.uk**. Contact us by Friday 27th November to confirm your place.



Charity shops

Our shops at Bradway and Abbeydale Road are still open and receiving donations, which support our work with older people in Sheffield. If you're looking for a hand-crafted Christmas gift, try the Makers section in our Bradway shop – it's full of creative products by independent local traders. If you're a local maker yourself and would like to sell your items in shop, please get in touch! **bradwayshop@ageuksheffield.org.uk**

Thank You

The Wellbeing Centre volunteers are a valuable part of our Wellbeing Team.

One of our wonderful volunteers, Janet, has hung up her wellbeing centre shoes after 14 years of volunteering with Age UK Sheffield – the wellbeing Team and Age UK Sheffield are so grateful for all she has done. We will all miss her company, her brilliant coffee making, her commitment and her caring ways!

Thank you Janet



Keeping warm this Winter



The winter months are a time when we all need the heating on at home. Nobody should be worried about the costs of turning on the heating, and there is some help available to people on low incomes.

Winter Fuel Payment

You should be eligible for the Winter Fuel Payment if:

- **You were born on or before 5th April 1954**
- **You were living in the UK from 16th to 22nd September 2019**

If you qualify, you should receive £200 if you're under 80 or £300 if you're over 80.

You need to claim for it the first time you receive it. If you've received it before, you should get it automatically.



To claim, call **0800 731 0160**. You'll need your National Insurance number and bank details.

The Warm Home Discount

Is a one-off £140 credit that may be applied to your electricity bill some time over the winter, particularly if you are living on a low income. There are different rules depending on who supplies your fuel. Many people on Pension Credit are eligible. If in doubt, or if you don't receive the credit, you should contact your supplier or call **0800 731 0214**.

Cold Weather Payment

This is paid automatically if you are receiving certain benefits, including Pension Credit, and the temperature has been below freezing for seven consecutive days.

Many benefits like these are targeted at older people who are on low incomes, which may be determined by whether you receive Pension Credit. But we believe that up to one-third of older people who are eligible for Pension Credit don't claim it.

If you need free advice on whether you should be claiming additional benefits, and help to complete the forms, you can contact us at Age UK Sheffield on **(0114) 250 2850**.

Apply for up to £500 to set up an activity!

Would you like to set up a new activity or group? Would you like the support of ourselves and up to £500 in grant funding to help you do so?

Age UK Sheffield provide the South West of Sheffield People Keeping Well Partnership, which means that we are able to support new groups and activities to get off the ground!

Whether you already have a small group or you have a brand new idea for a regular group or activity, this is the perfect opportunity for you to really establish your group and try something new. If successful, you'll be able to access up to £500 in funding per activity. You never know, it could be your new group featured in this magazine next time!

It could be something active such as table tennis, a walking group or

chess game. Or, it could be a group for people to share and enjoy a similar interests, just like the sporting chatter group that was set up in Dore and Totley thanks to this very same community grant fund.



The sporting chatter group is much loved and very successful with members organising events from sporting film night to visits to football stadiums

and quizzes. Whether it's a knit and natter group, a volunteering group or a quiz group, all ideas are welcome and all applications are considered. After all, the more activities and groups that are available in our community for people to get involved in, the better! They open up a great opportunity to meet new people, make friends, learn new skills and have fun!

Although we can only consider applications for our Age UK Sheffield PKW partnership are (Dore, Totley, Bradway, Edncliffe, Fulwood, Ranmoor, Greystones, Nether Edge, Bents Green, Brincliffe, Ecclesall, Whirlow, Abbeydale) you're welcome to get in touch with us and we



can put you in touch with the People Keeping Well provider for your area.

Funding is allocated for activities which support the overall aims of the PKW Community Partnership, including:

- Increased awareness of and involvement in community activities
- Increased range and uptake of volunteering opportunities
- Increased participation and awareness of the benefits of green space and physical activity
- Improved understanding of ways to live a healthy life

To apply, you can either contact us and we will send you the application form, or you can download and complete the form by visiting our People Keeping Well Page which is

ageuk.org.uk/sheffield/activities-and-events/pkw

Renewal time

As a member of Friends of Age UK Sheffield, your membership runs until 30 September 2020. So now is the time to renew for the next year.

As a reminder, members benefit from:

- This quarterly magazine and events calendar posted to your home
- A wide range of member discounts – including dedicated members only swimming sessions at Ponds Forge
- John Lewis £50 voucher (available once during membership)
- iPad loan
- Opportunities to be involved in consultations, focus groups and recruitment
- The right to attend and ask questions at Age UK Sheffield AGM
- One-to-one internet sessions

To renew your membership, simply do the following by 30 November 2020:

Donation

Please pay the £12 membership donation via bank transfer or by sending a cheque (please tick one):

- Make a bank transfer of £12 to Age UK Sheffield. Sort code 20-76-89. Account number 90103101. **Note: you must include your name in the reference line**
- Enclose a cheque for £12 made payable to Age UK Sheffield in an envelope with this form (once filled in and cut out). The address is at the bottom of this form.

Your details

Title: _____ First Name: _____ Surname: _____

Address: _____

E-mail address*: _____

Postcode: _____ Date of birth: _____ Gender: _____

Please cut off this form and return it to: **Age UK Sheffield, First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG. By 30 November 2020.**

*From time to time we are informed of local events and offers at short notice. Please tick this box if you would like us to email you when we hear about opportunities like these

