

Welcome!

We've received over
1,250 requests for
practical and
emotional support

Hello,

I hope you are all staying safe and well during these challenging and uncertain times. It's been a very busy time for us at Age UK Barnet as we have been one of the key partners in the local authority's community response to the coronavirus. Huge thanks are due to our amazing staff team and our volunteers, I am very proud of the way they have supported older people in our community over the last few months. Here's an idea of what they have been doing:

- We received over 1250 requests for help
- We recruited 150 brand new volunteers
- Our volunteers have been shopping over 3000 times
- We've delivered meals to those who struggle to cook a hot meal at home
- We've provided emergency food parcels all over the borough
- We've collected prescriptions
- Our befriending service has continued over the phone and using digital technology
- Our Later Life Planning team has provided crucial information and advice over the phone
- Our handypersons have been out in PPE changing lightbulbs and moving furniture
- We've made over 3000 phone calls to people to check in and chat
- We've set up online sessions for cooking, craft and other activities.
- We've helped people get online so they can take part – and do their shopping themselves
- We've visited people on their doorstep to do exercises and keep them moving

And much more besides!

As the crisis subsides, we are looking at how we can resume our services more widely and we'd really like to know what older people would like to see as part of our new programme. Look out for our survey – coming soon – or get in touch if you've got some ideas. We'd love to hear from you.

Please continue to take care and please remember that Age UK Barnet is here for all older people in our community. Do get in touch if there's something we might be able to help with.

Stay safe

Helen

Helen Newman, Chief Executive
Age UK Barnet

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Register to support us today at no cost to you!

Shop with retailers including Amazon, M&S, Vodafone, eBay and Tesco via the easyfundraising website and a percentage of what you spend is passed to Age UK Barnet at no additional cost to you. Visit www.easyfundraising.org.uk

Thanks to our wonderful volunteers!

It was Volunteers Week in early June, and normally we'd hold a big party to thank all our volunteers for their incredible work.

Our usual celebration party was not possible, of course –but the Age UK Barnet team made a heart-felt 'thank you' video and we hope to give our brilliant volunteers a proper pat on the back at a later date.

It has been particularly challenging during the Covid-19 crisis, adapting all our services to meet the needs of our older clients, many of whom have not been able to leave their homes.

'We've been supported by over **200 volunteers** (150 brand new!) to support our response and a very significant number of our existing volunteers have adapted their involvement to help as well,' says volunteer manager Lisa Robbins. 'Many of you have been involved in our shopping and befriending service which has been a real lifeline to a huge number of older people in Barnet.'

'Some of our existing Age UK Barnet volunteers have not been in a position to help but have kept in touch and supported in other brilliant and important ways. As well as shopping and phone befriending, we also have a number of volunteers who are helping support older people to access technology such as Zoom, online shopping and online banking.'

Thank you again – you've been tremendous!

Our staff and volunteers have made over 3,000 calls to older people in Barnet since lockdown began

A few words from some of our volunteers



The lovely man Shenalee was befriending sadly died from Covid-19 but she was able to support his sons who live abroad. So touched were they by her kindness, she was invited to a family video call to share stories and celebrate their father's life together.

Volunteer stories

'Age UK Barnet's response to the Covid crisis has made such a difference to so many people across our borough. Their volunteers have not only given practical support with food shopping but have also crucially provided a sense of care and community connection at such a difficult and isolating time,' says councillor **Sara Conway**, who has been volunteering for us during covid-19, shopping for those who cannot get out.



'The man I support is alone and can't visit his wife in her care home - he relies on my phone calls!'

Ruth, phone befriender and shopping volunteer



Ruth started volunteering for us after a period of loneliness and depression; she felt that she could use what she'd learnt to help others. She is a shopping support and phone befriender to two older people. Ruth believes in really listening. 'Just to listen sounds like nothing but people really gain so much from it.'



'A highlight? When my client dedicated her Thursday clap to people like me!'

- Rikhil, Phone Befriender and Shopping Volunteer



Rikhil came to us to reach out and help older people who, like his grandparents, were self-isolating and were struggling without their usual routines and social interactions.



'An elderly couple I shop for feel very locked away and it's reassuring for them that there's someone on the outside helping them.'

Sally, phone befriender and shopping volunteer



Sally, a former social worker, normally volunteers on our cookery programme but since the Covid-19 crisis and lockdown, she has been phone befriending and shopping for those who cannot leave their homes 'One woman I speak to twice a week just talks to me for an hour – without pausing! She definitely feels so much better at the end of it and I am glad I can do this for her.'

Volunteer stories



‘We will definitely keep in touch with him when this is all over!’

Meet mother and daughter team Janet, Georgia and Claudia who decided to volunteer together and now have eight shopping clients between them! Super organised, they’re doing just one big shop a week! ‘We’ve got it down to a tee now!’ they say.

Georgia, in particular, has grown very fond of one of her clients.

‘He’s so sweet – we’re on the phone for an hour each time,’ she says. ‘He struggles to read and I found a large print book for him as he was bored of watching TV. He was delighted – it normally takes him weeks to read a book and he read this one in 4 days!’

We will definitely keep in touch when this is all over – and he’s even invited us all to his birthday BBQ at the end of August!’

Linda’s lockdown diary!

Volunteer Linda and husband Keith have been in lockdown since the end of March. Linda has been writing a diary for our website and here are a few highlights from her last entry

Things have changed so much since lockdown. We are facing another with an uncertain future. One senses that although the population as a whole is seeing the sense of and support the lockdown, people are feeling more anxious and restless. What is reassuring, though, is the support, kindness and generosity of people towards their neighbours, and the courage of essential workers, especially the NHS,

Food Diet has improved. No more frivolous items. We rely on our lovely Age UK Barnet volunteer and the kindness of neighbours, and try and keep their exposure to the minimum. Have had some hit and miss meals, but not starving. Husband doesn’t see the need to show an interest in cooking, although he will peel a potato.

Contact Time After plenty of stress and a few swear words, can now download apps (free ones), an on-line newspaper for news, comment and mind games, FaceTime and Zoom. Even help husband with his Zoom meetings. The reward, of course, is “seeing” family and friends, even my brother in Australia. Still haven’t been able to get a grocery delivery slot, though.

Spare time Mental exercise. Husband loves Sudokus, I do crosswords and quizzes. Would love to do virtual tours of museums and art galleries. Next online challenge. Embroidery. Now remember why I put it aside for so long - I kept going wrong. But it will get finished. I like to have a challenge!



Run for us!

We have two exciting challenges for anyone who wants to get fit and raise money to help us support older adults in Barnet.

Four marathons in four weeks!

We will soon be launching a joint Team Age UK Barnet marathon challenge on the running app Strava where every run counts towards our 104 mile total – the equivalent of four marathons! All you need to do is to download the app onto your phone and track your activity.

Royal parks half marathon

We also have a few spaces left this year's Royal Parks Half Marathon due to take place on Sunday 11 October 2020.

If you are ready to run for us, please get in touch on 020 8203 5040 or email info@ageukbarnet.org.uk.

Every penny raised from these challenges will go towards the essential work we do for older people in Barnet.

Virtual Quiz fundraiser!

We had our first fun 30 minute online live Big Night In quiz in April kindly hosted by the team at Cube-i. Quizzers enjoyed some fab questions and the extra excitement of a bit of time pressure. We raised £930 and hope to run another one soon.

Calling all knitters!

Help us knit little hats for The Big Knit campaign – great stress relief and you'll also raise money to help us support older people in Barnet. (We receive 25p on every hat sold on an innocent smoothie bottle.) Drop off your hats to The Ann Owens Centre, Oak Lane N2 8LT or give us a ring and we'll come and pick them up. For more details and patterns, check out our website: <https://www.ageuk.org.uk/barnet/about-us/news/the-big-knit-2020/>



'From me to you' – lockdown letter competition

Our letter writing competition – From me to you- is well under way now and we are receiving some heart-warming entries. The idea is to encourage children to write or draw something that we can give to some of Barnet's older people.

We want to help our older friends feel more connected and less socially isolated. We hope children can share their experiences of lockdown and open up the world to an older person who may have been cut off from life outside.

We have two categories for entries: **school years 4-6** and **school years 7-8**, and **the winner in each category will receive a £20 voucher!**

These letters and pictures will be shared with Barnet's older community and we will select the best ones for a book that will be available to buy - this book will be a snapshot of these unprecedented times.

Ideas for children! What to write or draw



What has lockdown been like?
What new things have you learnt? Has it been odd not going to school?
What is your favourite song? Do you have a funny memory?
Write a short story or poem maybe or do a drawing of something you love or a nice holiday you've been on.

Please drop off entries or send them to us at: The Ann Owens Centre, Oak Lane N2 8LT. We would prefer originals but you may also email scanned copies to wendy.nutman@ageukbarnet.org.uk. Any questions, just email Wendy.

Deadline for entries is Tuesday 14 July.

Competition rules: Entry is free. All children should attend school in Barnet and the judges' decision is final.



Children from various schools in Barnet are busy drawing and writing for our older friends – here's our first batch of entries

Online activities and events

At the moment we are still unable to run our usual activities and events due to social distancing rules and the fact that many of our regulars are still self-isolating.

We know that a lot of you have been missing our social groups, craft sessions, cookery and exercise so we decided to bring a few of our activities to you and set them up on line - either through Zoom or live events on our [YouTube channel](#).

We've been so impressed by the number of you who have taken up this technical challenge - and hope to encourage more of you to do so! And if you need help getting set up on Zoom, please get in touch as we have lots of friendly volunteers to guide you through the process.

So until we resume our face to face activities as restrictions begin to ease, why not join us online for one of the activities you enjoy?

Monday	11am- 1.30pm - Indian Cookery. Cook along with Saj on Zoom or just observe. You will be sent a list of ingredients a few days before the session to give you time to buy them. To join, please email karen.williamson@ageukbarnet.org.uk , or phone <u>07789 994298</u>
Tuesday	11am-12noon - Seniors Choir. Choir master Jenny La Touche leads a weekly online choir session on Zoom. For details on how to join in and receive song sheets, email howard.chapman@ageukbarnet.org.uk , or phone <u>07798 622832</u>
Wednesday	10am-11.30am – 4-week beginners ‘taster’ Watercolour Course on Zoom. Materials supplied, cost £5 a session. Course started but to find out about future courses, email barnetconnect@ageukbarnet.org.uk .
Thursday	11.30am - Men's Newspaper Discussion Group. Our men's cookery club has formed a Zoom discussion group which meets weekly. Email to join, karen.williamson@ageukbarnet.org.uk . 5pm - Wooden Spoon Cookery Club. Cook along with one of our cookery team - cuisine from around the world. You will be sent a list of ingredients a few days before the session to give you time to buy them. Email karen.williamson@ageukbarnet.org.uk .
Friday	10.30am - Crafty Fridays - our regular Friday craft-making and knit and natter group has gone online. For more information on joining please email barnetconnect@ageukbarnet.org.uk , or phone <u>020 8203 5040</u>

The regulars on our virtual Indian cook-along sessions on Zoom are growing in confidence – and now demonstrate the odd dish themselves as well as our volunteer chefs .

Online activities and events



The bear essentials!

A gorgeous little bear made by a participant in our Crafty Fridays group which now gets together on Zoom.

You or anyone you know love knitting or crafts? We'll put you in touch with other crafty people.

Phone 07502 989 403 or email barnetconnect@ageukbarnet.org.uk

Newspaper discussion group

The men's cookery group missed their weekly banter and conversation so decided to get together on Zoom each week and talk about the news. They've been cooking together weekly for years under volunteer Nancy's expert guidance and she joins them online every now and again.

'We talk about how we are getting on, what we've been doing and, especially if Nancy joins us, bragging about what we have been cooking!' says Des, who organises the Zoom sessions.

Victor, another participant, says: 'This week we talked about slavery, statues, racism and the good news about finding a steroid that reduces deaths on the ventilating machines.'

The hour seems to go by very quickly,' says Des. 'Several times we have followed straight on with a second Zoom meeting for those who would like to continue for longer. When we finish I already look forward to next week's.'

Events

Thursday 9 July: 2pm. Pianist Adam Parrish will be playing some old favourites for us on our YouTube channel.

Thursday 23 July: 1.30pm. The Rah Rah Theatre Company will perform an online show via Zoom. Called Online Antics, it's a fun interactive online variety show with a 50s theme and includes a selection of songs, poems, short quizzes and a reminiscence activity.

Thursday 13 August: 2pm. Talented young musician Joe Loveday performs some of your favourite Beatles tunes.

For more information about events, phone [07798 622832](tel:07798622832), or email howard.chapman@ageukbarnet.org.uk

Doorstep Moves – our video goes viral!

Our lovely regulars can't come to us to exercise so our Deborah, Wendy and Linda have been taking our class to them! A little chat and some great doorstep moves have been giving everyone a well-needed lift! In fact our workout gave one woman the confidence to walk to the end of her road and back for the first time in over 2 months.



And to top it all the video of some of the clients exercising on their doorsteps got over 3,000 views when we put it on our Facebook page, and BBC Radio London gave it a big thumbs up on their afternoon show.

Our wonderful exercise team has been busy making videos for all our lovely regulars who cannot attend classes at the moment. Take a look at our website for their simple 5 minute workouts that you can do around the house or in your garden.

Scam alert

A few new scams have emerged during the Covid-19 crisis...please remember to report anything suspicious to Action Fraud on 0300 123 2040.

- * Track and trace scammers have been targeting older residents, asking them to hand over bank details. Genuine NHS test and trace workers will never ask for money. This service is free.
- * A scam email from someone claiming to have the coronavirus asking people to email back. This is a request for money
- * Door to door scammers claiming to be carrying out coronavirus testing at your home for you on behalf of the NHS or your GP. NHS teams are not conducting door-to-door testing for the coronavirus – these are thieves trying to get into your home.



Healthwatch Barnet aims to help local people to get the best of their health and social care services. Check www.healthwatchbarnet.co.uk or our website www.ageukbarnet.org.uk to find out the latest ways you can give your feedback. Healthwatch Barnet gathers this evidence to present to those making decisions about our health and social care services.

Professor Catherine Loveday: supporting loved ones with dementia



Anxiety about the pandemic has taken an emotional toll on most of us but is particularly stressful for people with dementia and their carers – even as restrictions begin to ease.

Our brilliant trustee, neuroscientist Catherine Loveday, a professor at the University of Westminster made a video for us about how we can help our loved ones with dementia. You can see the video on our website, as well as her take-home tips about how to instil routine, keep up social connections, the best way to talk about Covid-19, reminiscing and accessing the safe parts of people's past plus other practical and psychological tips.

There is more anxiety and uncertainty at the moment – regular predictable routines can provide comfort.

* Mark the week with one or more regular distinctive activities if possible – for

instance, replace church with an online service or prayer time; or a regular tea & cakes meet-up with tea and cakes and a phone call.

* Let your loved one lead conversations and make an effort to listen, respond and engage meaningfully.

* Don't correct people on their memory unless it really matters; if you find it difficult or irritating it is often easier to move to a new topic.

* Talking about Covid-19... keep things simple and stick to the facts – it may be tempting to rant about your views on how things are being handled but this just introduces anxiety and uncertainty.

Meet Stacey

We are pleased to welcome Stacey Mitchell who joins us as the new dementia CST and volunteer coordinator.

'I have worked in social care for over ten years, I am also a qualified Integrative counsellor and trained to deliver CST (cognitive stimulation therapy).

'I am passionate about working with clients who are living with Alzheimer's and dementia and am looking forward to developing this role.

'I believe it's important to provide activities that are not only engaging, but also bring pleasure to those taking part.'



Meet Louise

A big welcome to Louise Kelly who has just joined us as a social prescribing link worker.

'I have worked in the social care sector for nearly ten years. I was previously a manager in a residential home and I have cared for those living with dementia and dual diagnosis. I have also spent time supporting women with mental health issues.

'I am looking forward to working with the surgeries in PCN 2 (East Barnet) with the support of the team here at Age UK Barnet.

'I want to provide the best advice and guidance I can to those who need help socially rather than medically.'



Free Beer Friday – raised £1250!

Thanks to The Bohemia in North Finchley choosing us for their last Free Beer Friday event when the pub gave away free craft beer from their own brewery in return for a cash donation to Age UK Barnet. A great turnout despite the rain - and an amazing £1250 was collected. Thanks to everyone who came along and supported us!

Cheers! Our chief executive Helen, her husband Ed and our office manager Loraine brave the rain for a keg of craft brew



A few useful links and contact numbers

We are in unprecedented times, and we are doing everything we can to reach out to people, some of whom may have only recently left their homes for the first time in months and others still not able to leave. As lockdown is easing, we now begin the slow process of adapting to a new way of living.

Our links page on our website brings together useful links and trusted advice – and many of you found them useful, particularly when it came to finding food delivery options.

Check out [our website](#) to help you stay connected, find ways to keep fit and healthy plus how to get support if you run into difficulties. We have found that many people are struggling with their mental health and the following contacts, also on our website, may help.

***Barnet Covid-19 Bereavement and Counselling Service** –as well as bereavement counselling for 6 months, you will be signposted to services that assist with arranging death certificates, accessing funeral services, legal advice, financial support or housing where appropriate. For Barnet residents only. Tel 020 8016 0016.

*For a friendly chat, day or night, call **Silver Line** on **0800 470 80 90**

*If you are in a serious mental health crisis, please call the **Barnet Wellbeing Service** on **03333 449 088** or **The Samaritans** on **116 123**

*Barnet's free **Working Well Service** can support on issues such as isolation, anxiety and possible bereavements. Contact Sonal Doshi on 0738 454 3020 or sonal@getsetuk.co.uk

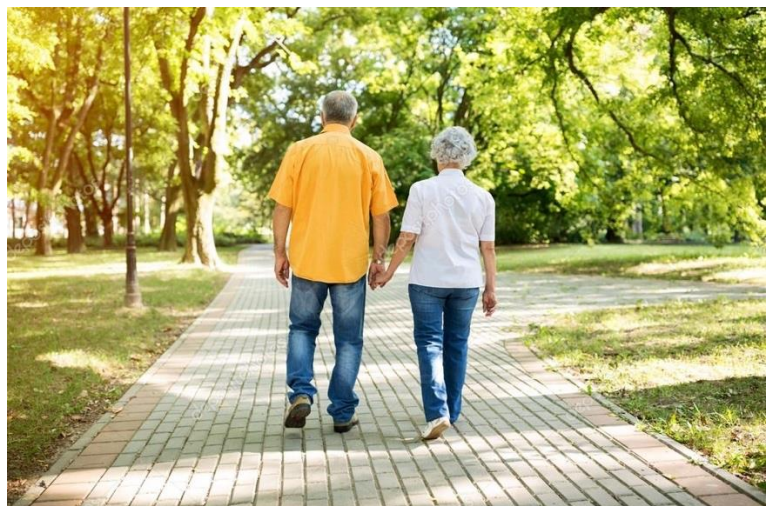
Our walking groups are back!

Join us at 9.30am on Mondays in Friary Park N12 or 2pm Fridays in Oakhill Park EN4 for our free over 55s social distancing walks - a great way to raise morale and keep fit during this period.

We walk in groups of 6 and booking is essential.

All walking levels welcome!

For more info and to enquire about becoming a volunteer walk leader, call Wendy on 020 8432 1421 or email wendy.nutman@ageukbarnet.org.uk



Join us for a stroll in the park!

Making a difference

Lovely comments from people we've helped... It's great to get recognition for some of the fabulous work that we and all our amazing supporters have done to help Barnet's older people

"All your help is giving my mum something to get out of bed for, which is fantastic."

"I'm donating on behalf of my dear mum who would have been upset to know that older people are going without."

'This microwave has made a *massive difference* to my life. I've just had my first hot meal in 2 weeks!'

'You helped 6 of my neighbours with food, shopping and meals today. Great work Age UK Barnet'



'Just as I was feeling lonely and down I got a call from Age UK Barnet. You really brightened my day'

'Thanks to my befriender Kate who is the most immense human being. She listens to me, understands me, doesn't judge me'

A huge thanks to.....

We are hugely proud of all our staff, volunteers and partners, who have stepped up to provide practical help and advice, emotional support, meals, emergency food parcels, shopping and friendly chats over the phone so many struggling older people in Barnet.

Along the way, we've made a few new friends with community groups and local businesses and just want to say a few thank yous. We are so grateful for your support and couldn't have done it without you.

Thanks to..

Everyone who donated so generously to our foodbank so generously, particularly Barnet Bods, the Facebook community group



Our Adam (left) and Martin collecting donations

Cook in Muswell Hill for donating meals every week for eight weeks which we deliver to those who struggle to make a meal for themselves.

The Flower Bank – for donating flowers so that we could surprise a few of our lucky older clients

The Wren Academy technicians – for making us 40 state of the art visors.

Cook for Good and **Kitchen Theory** for making some delicious soups for our clients.

Cube-i Events – for hosting our online quiz free of charge.

JCW Fitness and **The Queens Arms** in Barnet for donating prizes in our online quiz.



A huge thanks to.....

Innocent for donating their delicious smoothies

Volunteer Lydia Burns and her company **BDO** for raising £710 to buy us a much-needed new freezer.

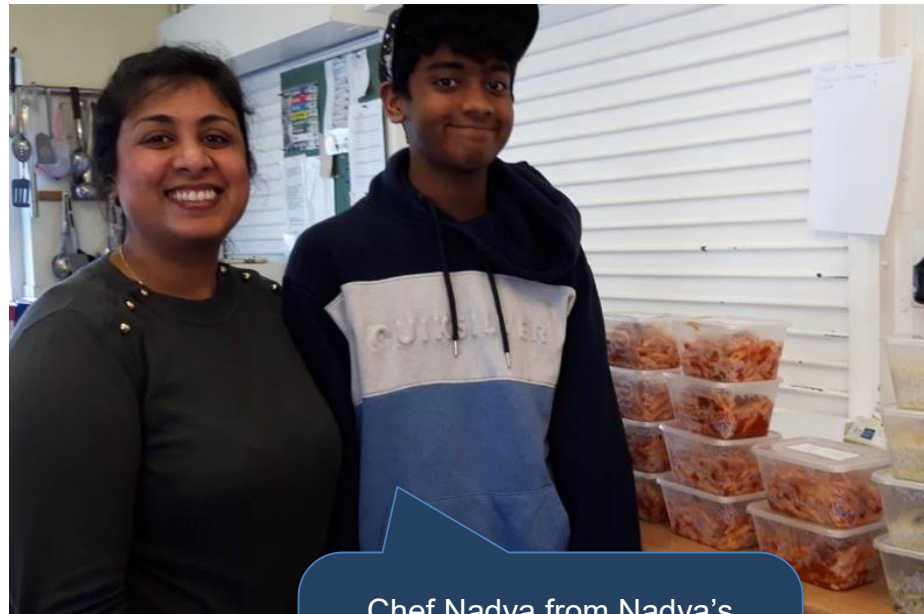
Chefs Pete Tiley and his partner Gerri for making some wonderful cakes and puddings for our clients

Daily Dairy Delivery who gave a discount to our clients and supporters.

The Beauty Bank for their generous donations of toiletries and beauty products



Chef Neerali from supper club Neerali's Kitchen for making our clients delicious muffins



Chef Nadya from Nadya's Dinner Club and her son Akhil for cooking tasty meals that we delivered to our older clients

A Lasting Legacy

A gift to Age UK Barnet in your will can help us support and reassure older people that they are secure and will always have someone to turn to.

For more information or to discuss this in more detail please call us on

020 8203 5040 or email info@ageukbarnet.org.uk

About Age UK Barnet



Age UK Barnet provides many essential activities, services and information about issues of interest to older people through its centres and in the community.

Age UK Barnet and its predecessor charitable organisations have provided services in the London Borough of Barnet for almost 50 years. It is an independent charity, affiliated to the national Age UK charity and registered with The Charities Commission.

Age UK Barnet is responsible for raising its own funds and is governed by a Board of Trustees, who are responsible for its effective running and direction.

Activities and services include:

- Later Life Planning Service
- Fitness and exercise classes
- Befriending Service
- Handyperson Service
- Computer and digital technology training and access
- Neighbourhood services such as lunch, social and interest groups

Useful contacts

Activities, Computers and Technology	Howard	07798 622832	howard.chapman@ageukbarnet.org.uk
Befriending	Sian	020 8432 1416	befriending@ageukbarnet.org.uk
Crafts and knitting	Teresa	020 8432 1418	teresa.gallagher@ageukbarnet.org.uk
Cookery classes, PR, media enquiries	Karen	020 8150 0967, 07789 994298	karen.williamson@ageukbarnet.org.uk
Dementia activities	Stacey	07818 564191	stacey.mitchell@ageukbarnet.org.uk
Exercise/ walking groups	Fiona	020 8629 0629	fiona.cronin@ageukbarnet.org.uk
Foot care	Loraine	020 8203 5040	loraine.simmons@ageukbarnet.org.uk
Handyperson Service	Becky	020 8150 0963	handyperson@ageukbarnet.org.uk
Later Life Planning/ benefits advice	Andrew/Zenda	020 8432 1417	laterlifeplanners@ageukbarnet.org.uk
Nail cutting	Linda	020 8203 5040	info@ageukbarnet.org.uk
Social prescribing link worker (East Barnet)	Louise	07833 045303	louise.kelly@ageukbarnet.org.uk
Volunteers	Lisa	020 8432 1422	lisa.robbs@ageukbarnet.org.uk
Wellbeing Manager	Fiona	020 8432 1421	fiona.cronin@ageukbarnet.org.uk

Age UK Barnet, Ann Owens Centre, Oak Lane, East Finchley N2 8LT
Email: info@ageukbarnet.org.uk Call: **020 8203 5040**

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