

Winter 2023 Client Newsletter

A Note From Our Chief Officer



Welcome to the festive edition of the Age UK Bournemouth, Poole & East Dorset newsletter.

As you will see, we have had a busy year continuing to provide our much-loved services to older people. We have some exciting new services coming in 2024 to continue with our aim that is the promotion of the wellbeing of older people, and we continue to be driven by that one simple goal.

The strength of any organisation is the people who work within it and the staff and volunteers at Age UK Bournemouth, Poole and East Dorset help to ensure that our services are provided 5 days a week, week in week out. I am immensely proud of the hard work and dedication and above all care, that they provide our clients and their further networks. We hear and receive many words of praise for our staff and volunteers in all parts of our charity reflecting the high standards of their work.

The many activities and services we provide can be found in our guide to services booklet and on our website

www.ageuk.org.uk/bournemouthpooleeastdorset/ or information can also be obtained by calling our office number: 01202 530530.

Now more than ever we need to be aware of the financial crisis that is happening around the country and how that impacts particularly on our client group. I would encourage you all to find out whether you are entitled to the Household Support Fund provided by BCP & Dorset councils, the next round of applications opens on Monday 15th January to 9th February 2024. In addition, call our offices to ask for a benefit check; so many welfare benefits go unclaimed every year. We also provide much needed support through various

services for those that have become isolated. Please do not suffer in silence, help is out there.

I hope whatever you do, you have a happy Christmas & a healthy 2024.

Help Santa Find Rudolph!

Rudolph has gone missing while doing his Christmas shopping and Santa needs your help to find him! He's hidden somewhere in the newsletter, so keep your eyes peeled!

Christmas Opening Hours

During the Christmas period, the office and shops will close on 22nd December from 1pm and will reopen on 2nd January at 10am.

Some Help at Home staff will be supporting clients throughout the Christmas period. If you use our Help at Home service, your member of staff will be able to advise you on this.



1

Helping local people love later life.

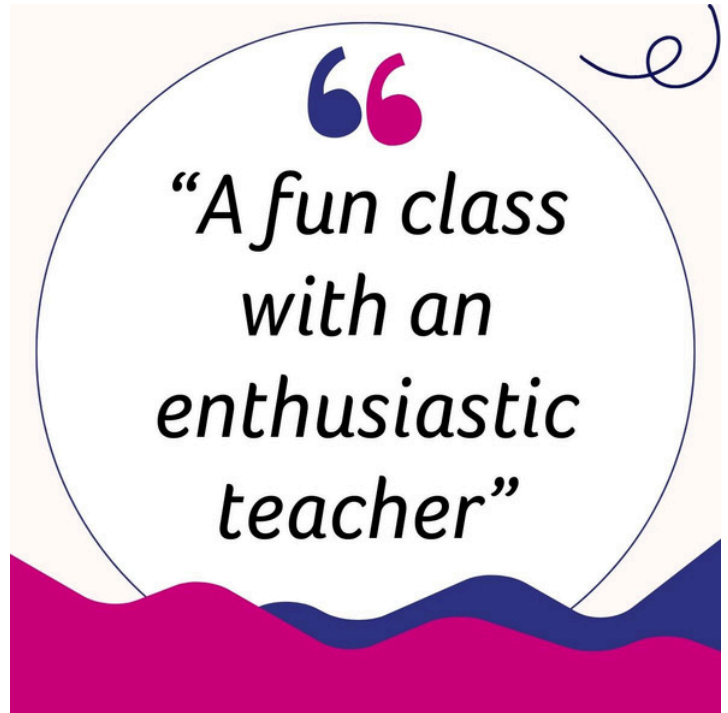


2023 Round Up

We've had a very busy year, with our Let's Connect Day Centre and Dementia Day Centre being more popular than ever, with bingo, bowls, quizzes and, most importantly, delicious hot lunches. Pictured below are the celebrations from the King's Coronation.



Our Meet and Eat Clubs have also been a highlight for our clients, with lots of singing, laughter, good food and good company. Pictured below are our Meet and Eat Club attendees enjoying a game of 'Pass the Pigs'!



Our exercise classes tailored specifically for over 55s have also proven popular in 2023. Participants enjoyed a workout dictated by their own abilities, with easier and more challenging variations that could be chosen. Our instructor, Maisie (pictured below) leads the Feel the Rhythm and Sit, Move and Be Fit classes and always receives positive feedback from the people who attend her classes.



Remembrance Day

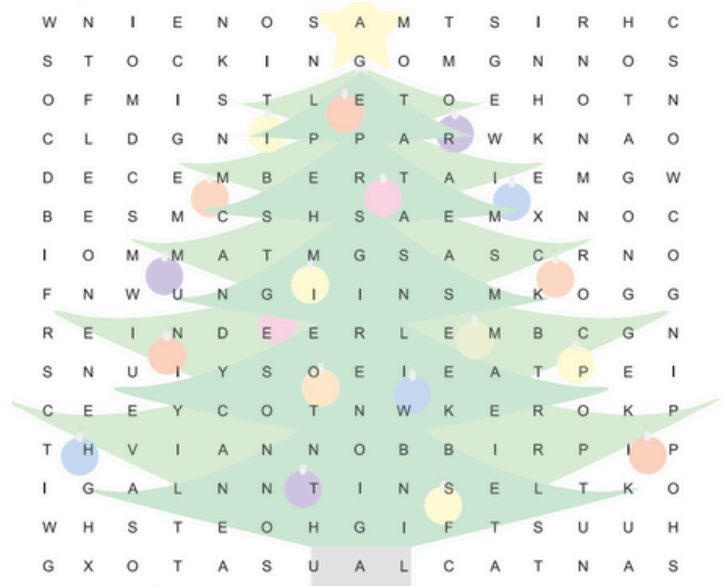
In November, attendees of the Meet and Eat Clubs and Day Centres made personalised poppy wreaths to commemorate Remembrance Day. Every poppy had a personal message from each client remembering the service of someone close to them. This led to a natural discussion about their personal memories of war and their experiences of being evacuees, bomb shelters and, for some members, their own personal experiences fighting in WW2. Our clients also discussed the ongoing conflicts in the world today and their support and sympathy for everyone still suffering around the world.

These valuable sessions were led by our Activities Coordinator with skill and compassion.

The session was followed by a 2 minute silence.



Christmas Wordsearch



- | | | | |
|------------|-----------|-------------|----------|
| Bow | Eggnog | Popcorn | Snow |
| Candy Cane | Elves | Reindeer | Stocking |
| Christmas | Gifts | Ribbon | Tinsel |
| Cookies | Mistletoe | Santa Claus | Tree |
| December | Ornaments | Shopping | Wrapping |

Ferndown Hub

While our Head Office is located in Moordown, we also have our Ferndown Hub which houses our Information and Advice service and Advanced Footcare. The Hub address and opening hours are:

22-24 Victoria Road, Ferndown, BH22 9HZ

Tuesday 10am-4pm
Wednesday 10am-4pm
Thursday 10am-4pm



Activities Timetable

Please note: all classes and Health and Wellbeing activities need to be booked in advance by calling 01202 530530. Bookings are accepted at our discretion and subject to a medical questionnaire. Please visit our website for more details:

<https://www.ageuk.org.uk/bournemouthpooleeastdorset/our-services/health--wellbeing/>

Fitness Classes					
Day	Class	Location	Time	Cost	Further Information
Monday	Yoga	Please see website for the most up to date info on our class locations	1:30pm - 3pm	Fees payable. Please see our website for the most up to date information.	Please bring your own mat. Leader: Debbie Newman
Tuesday	Coming Soon				
Wednesday	Chair Yoga	Please see website for the most up to date info on our class locations	1:15pm - 2:15pm	Fees payable. Please see our website for the most up to date information.	Instructor: Paula Gardiner
	Chair Yoga	Please see website for the most up to date info on our class locations	2:45pm - 3:45pm	Fees payable. Please see our website for the most up to date information.	Instructor: Paula Gardiner
Thursday	Sit, Move and Be Fit	Please see website for the most up to date info on our class locations	2:45pm - 3:45pm	Fees payable. Please see our website for the most up to date information.	Instructor: Maisie Cowan
	Coming Soon				
Friday	Yoga	Please see website for the most up to date info on our class locations	10am - 11:30am	Fees payable. Please see our website for the most up to date information.	Please bring your own mat. Leader: Debbie Newman
	Feel the Rhythm	Please see website for the most up to date info on our class locations	1:30pm - 2:30pm	Fees payable. Please see our website for the most up to date information.	Instructor: Maisie Cowan

CST - Cognitive Stimulation Therapy

Various Days	Various locations	Please call for further information
--------------	-------------------	-------------------------------------

4

Helping local people love later life.

MCST - Maintenance Cognitive Stimulation Therapy

Various Days	Various locations	Please call for further information. Fees apply.
---------------------	-------------------	--

Meet & Eat Club

Day	Location	Time	Further Information
Tuesday	St Leonards and St Ives	10am - 2:30pm	Fees payable. Please see our website for the most up to date information.

Pub Clubs

Day	Location	Cost	Further Information
Tuesdays	Various locations - timetable sent upon booking	Fees payable. Please see our website for the most up to date information.	Please call for information and our latest Pub Club timetable.
Thursdays	Various locations - timetable sent upon booking	Fees payable. Please see our website for the most up to date information.	Please call for information and our latest Pub Club timetable.

Walking Groups

Day	Class	Location	Time	Cost	Further Information
Tuesday	Energetic Walking Group	Various locations - timetable sent upon booking	Various start times	Fees payable. Please see our website for the most up to date information.	Please wear comfortable, weather appropriate clothes and bring a drink
Monday/Thursday Alternating every 2/3 weeks	Gentle Walking Group	TBC	TBC	Fees payable. Please see our website for the most up to date information.	Please wear comfortable, weather appropriate clothes and bring a drink

Day Centre

Day	Location	Activity	Further Information
Monday	Charminster	Dementia Day Centre 10am - 2:30pm	Fees payable. Please see our website for the most up to date information.
Wednesday	Charminster	Let's Connect 10am - 3pm	Fees payable. Please see our website for the most up to date information.

5

Helping local people love later life.

Yearly Stats

Our Information and Advice and Welfare Benefits Assistants have been busy with enquiries from older people, their families and friends. These enquiries can be wide ranging and cover topics such as money and benefits, care and support, housing, and health and wellbeing as well as more specific questions about how they can lead an independent and more fulfilling later life.



We assist with benefit form completion (these appointments are bookable and at a small administration cost). This year we have received over 6000 enquiries into our office and helped most clients claim over £100 per week - the majority being for Attendance Allowance (a non means tested benefit for those over pension age and who have a disability severe enough that they may need someone to help look after them). Overall we have identified approximately £770,000 in what would otherwise be unclaimed eligible benefits.

This year the Information & Advice team:

- *Received over 6000 enquiries*
- *Helped clients claim over £100 per week*
- *Identified approximately £770,000 in what would otherwise have been unclaimed eligible benefits*

Lyn's Christmas Casserole



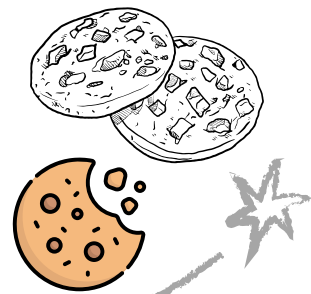
If at Christmas you're tired of turkey sandwich leftovers for the third day in a row, our Day Centre cook, Lyn Buckell-May has the perfect recipe to use up any leftovers.

- 2 onions, finely chopped
- 1 eating apple, cored and chopped
- 2 tbsp olive oil
- 1 tsp dried sage, or 5 sage leaves, chopped
- 2 tbsp plain flour
- 300ml vegetable or chicken stock
- 2 tbsp wholegrain mustard
- 2 tbsp runny honey
- 400g-500g leftover turkey, shredded
- about 350g leftover roasted vegetables like roast potatoes, parsnips, celeriacs and carrots, chunkily diced

1. In a large pan, add oil and fry the onion and apple until it has softened
2. Stir in the sage, followed by the flour
3. Add the stock gradually, followed by the mustard and honey
4. Allow it to simmer, then stir in the turkey and vegetables
5. Cover and continue to let it simmer for 15 minutes
6. Season well and eat either on its own, or with mashed potatoes

Cinnamon, Walnut and Cranberry Cookies

At Christmas, Lyn also enjoys making her Cinnamon, Walnut and Cranberry Christmas Cookies. It's an easy recipe which is perfect to make with the grandchildren.



200g Butter
100g Golden Caster Sugar
280g Plain Flour
1 1/2 tsp Ground Cinnamon
60g Chopped Walnuts
50g Cranberries

1. Preheat your oven to 180°C/Fan 170°C
2. Cream together the butter and caster sugar until it's light and fluffy
3. Sift the flour and cinnamon into the mixture and fold gently until a dough forms
4. Add the walnuts and cranberries then gently mix until they are distributed throughout the dough
5. Roll out the dough with a rolling pin and use a cookie cutter (or a drinking glass if you don't have cookie cutters) to shape the dough.
6. Line a baking tray with greaseproof paper, add the cookies, then bake for 12-14 minutes.

The Pleasure of Gardening

by Babita Sharma

'The garden is coming alive again' said Doris. I had just pulled the membrane off the old vegetable patch. It had not been touched since Doris's husband had passed away. After spending summer and autumn pruning shrubs, trimming hedges and cutting the lawns, the covered veg patch seemed the next area to tackle. Doris's husband had maintained this area and when he passed away that part of the garden was covered over and left. Now its rich soil was being rediscovered, along with lots of lovely memories of how the garden used to look. She told me about the delphiniums they'd planted together that grew to 6ft and waved over their heads. 'Seeing the garden looking lovely makes me happy' she said.



Pam wanted to be proactive and so had a large part of her garden hard landscaped so she could access it with her wheeled walker. However, the remaining borders were continually troubled with weeds. So, we agreed a preventative approach – to use landscape bark to mulch the beds. She has received no end of compliments, from neighbours, to friends on the lunch club bus. She's very proud of her garden and has thanked us for our efforts.

The service that we provide has an amazingly positive impact on our clients. As the seasons change, so do the gardens, carrying hope for a new day – something new to see from the kitchen window. Sadly, many of clients' gardens have become neglected, as their ability to care for them has declined. Working together, we revive these special places, that often hold such significance in their lives and are imbued with so many memories. The essence of our approach is an individual and tailored service, as each garden is as unique as its owner.

Coming in the New Year

At Age UK BPED our aim has always, and will always be, to improve the lives of over 55s in the local community.

In 2024 we are continuing to do this by expanding both our Health and Wellbeing and our Dementia Services. Keep an eye on our website and social media for updates in the New Year.

Legacies, Donations and Fundraising

Age UK Bournemouth, Poole & East Dorset is committed to being there for older people who need us, and we are only able to do this with the ongoing support of our local community.

Please bear in mind that, while we operate under the Age UK name, there is an important distinction to be made between ourselves and the national charity; we are in fact a local independent charity and therefore rely on legacies, donations and grants to support our operations and service delivery.

Whilst financial support is always needed, we know that it is not always possible for everyone to provide this and we are extremely grateful to anyone who is able to give either their time or money to support our mission.

There are many ways you can donate to Age UK BPED, including:

- Making a payment in cash, by cheque, or bank transfer. You can donate as a one-off, or through a regular contribution
- Online through our Just Giving page
- By playing the BH Coastal Lottery
- Donating equipment or professional services
- Gifting items or services as a raffle prize

If you would like to leave a legacy in your will, please

contact sarah.lloyd@ageukbped.org.uk for more information on how you can do this.

We also raise funds through a range of activities and events, so if you or someone you know would like to do a sponsored event to raise funds, we would love to hear from you!

Shops

We have two shops located in Wimborne and Parkstone. Their non Christmas opening hours are:

Monday-Saturday 9:30am-4pm

And the shop addresses and phone numbers are:

**2 Jessop House, Mill Lane, Wimborne, BH21 1HG
01202 076959**

**247 Ashley Road, Poole, BH14 9DS
01202 744997**



If you're having a Christmas clear out, please consider donating some of your pre-loved items to one of our charity shops. We accept most items, with the exception of used bedding and any furniture which doesn't fit comfortably inside our shops.

Collections can be arranged if you live in Wimborne, but we have a limited number of staff and volunteers, so we ask if you would kindly bring your donations to our shops if you live in another area.

Our Services

Health & Wellbeing

We run a variety of activities for the over 55s across Bournemouth, Poole, Christchurch & East Dorset. Our Health & Wellbeing service provides activities that promote physical and mental health, and give you the opportunity to have fun and meet new people!

Day Centre

Our day centres make an important contribution to the lives of older people by acting as a preventative measure for problems caused by a lack of social interaction and stimulation. They also play a vital role in supporting individuals and help to maintain their contact with the community. We hope that our day services are a focal point of the week, and something that gives structure and purpose.

Help at Home

This service enables clients to remain as independent as possible, for as long as possible, in their own home. We cater for over 60s living in the Bournemouth, Christchurch, Poole & East Dorset areas.

Information & Advice

Age UK Bournemouth, Poole & East Dorset offers a free and confidential information and advice service for older people, their families, and carers. We can also help with attendance allowance & blue badge forms for a small fee.

Footcare

Our footcare service helps you to stay comfortable on your feet. We operate three footcare clinics across the local area, and we also do home visits for those who are unable to get to a clinic. The service is for anyone aged 55+.

Community Connections

Loneliness and isolation can have big impact on the health and wellbeing of older people. We provide a Community Connections Service to help tackle the causes of isolation and loneliness.

Dementia Services

We provide a variety of dementia services aimed at supporting those with dementia, their family, and their carers.

- Yoga
- Chair Yoga
- Better Balance
- Feel the Rhythm
- Walking Groups
- Over 60s in Bournemouth, Christchurch & Poole
- Nutritious, tasty 2 course meal
- Stimulating activities
- Domestic support
- Light garden maintenance
- 1:1 IT support
- Attendance Allowance form completion
- Signposting to other organisations
- Ferndown Hub (22 Victoria Road). We can perform advanced footcare at this clinic
- Over 60s in the local area
- For those who have become isolated or detached from community life
- Cognitive Stimulation Therapy, fully funded by the NHS
- Dementia Day Centre
- Sit, Move & Be Fit
- Meet & Eat Lunch Club
- Pub Clubs & Day Trips
- Transport available
- Trained staff & volunteers to ensure a great day out
- Companionship
- Shopping
- Money and benefits
- Housing
- Tradespeople
- Toenail cutting in your own home, or at our clinic
- Maintenance Cognitive Stimulation Therapy