

April 2017

NEWSLETTER



All the latest news from Age UK Cheshire East

A day in the life of Age UK Cheshire East

Giving you a flavour of the wide range of support we offer each day

Each day, Age UK Cheshire East provides a wide range of services to older people & their families across the local area. As well as providing services, we also have a number of retail outlets raising vital funds for our charity. Set out on the following pages is a typical day in the life of our charity.

8.00am – 9.00am Staff arrive for the day. Shop managers deal with a number of bags of donations left on the doorstep overnight. Most of it is good quality and sellable, but unfortunately, someone appears to have rifled through the bags overnight and some stuff has been taken. The minibus heads out to pick up clients visiting our Dementia Day Support Service (DDSS). It calls in Alderley Edge, Mobberley and Wilmslow, before heading back to Macclesfield.

9.30am – Our shops in Macclesfield, Poynton, Knutsford, Congleton and Alderley Edge open their doors for the day. Volunteers arrive at our DDSS and line up activities for the morning's session. The first clients arrive with their carers, and the manager speaks to them about anything they need to know about before they leave for the day.

9.35am – the van from the furniture showroom is out on its rounds and making a number of collections in the Knutsford and Wilmslow area before heading back to Macclesfield to unload ready for a number of deliveries in the local area later in the day.

10.00am – CEO attends a partnership meeting to talk about the development of a new project for older people in Cheshire East. Whilst there, he takes the opportunity to raise the issue of loneliness and older people and the work the charity is doing to support the Jo Cox Commission on loneliness.

10.30am – Our Information and Advice Team take a call from an elderly gentleman who is concerned about what he is going to do following the death of his wife. The Team put together a list of actions that will assist the gentlemen find the way forward at a very difficult time

10.45am – today is the day that the Craft Group come to the Head Office and the volunteers and those attending sit down together over a cup of tea and biscuits to decide what crafts they are going to work on this morning.

11.15am – One of our Home Helps has arrived at a client's house, but cannot get an answer from them. After ringing Head Office, the Manager begins the process of ringing round known contacts to ensure the client is safe. After numerous calls, the client has been located – her son had unexpectedly visited and taken his mum out for the day! All's well in the end!



Service users & volunteers in our Congleton shed

11.40am – A new service user has arrived at the Men in Sheds project in Congleton and is about to be shown around the workshop and what projects he may wish to consider. But before all that, he sits down and enjoys a cuppa and gets to know the other fellas in the shed.

11.50am – an exciting donation has just arrived at our shop in Alderley Edge. An expert eye is cast over the donation which turns out to be a Louis Vuitton bag! That's going to raise a few extra pounds for the charity. Thanks very much for the kind donation!

12.00 noon – the service users in the DDSS are quite tired after a morning of activities, which have included a memory quiz, some singing and reminiscing about the old days. They have chosen their lunch today and it's either sausage and mash followed by spotted dick, or a pasta bake and apple crumble.



Our shop in King Street, Knutsford

A day in the life...continued

12.30pm – One of our home helps arrives at an address in Congleton and after saying 'hello' and a quick chat with the client, she sets about preparing a light lunch for the client, followed by a nip to the shops to pick up some supplies and a prescription for the client. Before leaving at 1.30pm, she checks everything is OK and then heads off to her next client in Gawsorth.

12.50pm – it's rush hour in our shops now, as people grab a chance to have a look around during their break from work. One chap in Poynton is looking for a fancy dress costume for the weekend, whilst a lady in Congleton has just bought a new outfit for her summer holidays.

1.30pm – staff in head office sit down to plan an event to coincide with Volunteers Week in June to celebrate the wonderful volunteers who give so much of their time to help the charity and older people

2.00pm – the first session in the Macclesfield Men in Sheds opens and five clients have turned up. The kettle's on and there's already a heated debate about last night's football raging! Fortunately, things are calmer in the shed as service users pick up their wood projects from their last visit.

2.10pm – A client calls into our Macclesfield shop to speak to Mike, our Insurance Supervisor, about some holiday insurance for his forthcoming travels. Whilst there, he also takes away a leaflet about the Age UK Lottery, which raises 56p for our local charity for every £1 spent.

2.20pm – Julia in our Hospital Discharge team based at the hospital receives an urgent call that a bed in a local care home has come free, so is desperately ringing round the people she is working with to find someone who may be suitable for the place.

2.45pm – A client pops in to the office to hand over a big bunch of flowers as thanks for the wonderful help provided on a tricky attendance allowance query. As a result, the client has now been awarded the benefit and is able to put more desperately needed support in place.

3.00pm – A local cappella men's group has come in to sing to the clients at the DDSS. They're all having a great time and singing along to a number of old favourites!

3.10pm – An email is received from someone wanting to become a volunteer with us. A reply is quickly despatched with a simple form to complete so that the person can be invited along to a taster session in an activity of their choice.

3.15pm – A Home Help has just called in on a client in Poynton for an hour's cleaning call. This week, our home help has been asked to concentrate on upstairs, so gives each of the bedrooms and bathroom a thorough clean and hoover, and tackles those cobwebs in the corner that are so hard to reach for the homeowner!



A service user in one of our IT drop in sessions

3.20pm – A number of clients have popped into our drop in IT session. One lady wants help with using the new iPad that her daughter bought for her birthday. Our volunteer running the session has her up and running in no time.

3.50pm – it's coats on in the DDSS as a number of clients get ready to leave for the day and get back onto the minibus for their journey home. Amanda and colleague head out into the rush hour traffic with some very tired clients!

4.00pm – There's a late rush across our shops as people pop in before they close at 4.30pm. The furniture showroom has just taken delivery of a load of ex-catalogue sofas and chairs and are working out where to put everything. For those in our DDSS who do not go home on our minibus,

their carers are now arriving to drive home their loved ones. This is a good opportunity for us to tell them about all the great activities they have been doing for the day and let them know about any issues that occurred during the day.

4.30pm – The shops are closed now and all the money taken for the day safely banked. Chance now to quickly sort any donations which have been made during the day before heading home for the day.

5.00pm – After battling its way through the Macclesfield traffic, the DDSS minibus returns and is locked away for the night. The team has finished preparing the room up for the next day and they head home, tired but knowing they have done a great job for those living with dementia and their families.

This is just a brief insight into the sorts of activities that we undertake on a daily basis for the older people of Cheshire East. Our services and activities provide direct support to over 100 local older people and their families every day, ensuring that they can continue to live fulfilling and independent lives.

'Be Steady Be Safe' - Falls prevention programme

Free 24 week programme provided by Everybody Leisure

Be Steady Be Safe is a FREE 24 week Otago exercise programme, consisting of 15 strength and balance exercise classes, prescribed home exercises and education on reducing falls risk factors.

The exercise programme consists of a set of leg muscle strengthening & balance retraining exercises, progressing in difficulty and a walking plan. You will receive a booklet with instructions for each exercise prescribed & issued ankle cuff weights in the class to provide resistance for the strengthening exercises.



Classes are held across Cheshire East, at various venues, days and times, delivered by Otago Leaders. **To access the programme you must be** a Cheshire East resident; aged 65 years and over and **have one or more of the following:** Fallen in the past 12 months; Poor balance and mobility; Osteoporosis

In order to monitor and evaluate your progress, we will complete a falls assessment with you at week one, mid way at 3 months and at the end of the 24 week programme. At 24 weeks, your support does not stop there, you can then transfer into a maintenance stage, which will include paid moving-on classes in order to aid progression.

For further information or to self refer please contact Everybody Healthy:

Email: ebhealthy@everybody.org.uk phone: 01625 383943 or visit their website: www.everybody.org.uk

A warming story from our I&A Team

How our free information & advice brought much needed help to one of our clients

Mrs H initially contacted Age UK Cheshire East's Information and Advice department in November 2016 in relation to the exceptionally high utility bills she had received over the prior 12 months. Already in poor health, she was extremely anxious and distressed regarding her ability to continue paying the bills having already depleted her limited savings. The high usage shown on the bills did not match with the already limited usage, and Mrs H had resorted to turning power and heating off.

Further investigations by Age UK Cheshire East and monitoring readings over a number of weeks demonstrated a fault and issues arising from the meter. This was rectified and has resulted in much smaller bills. Age UK Cheshire East, at Mrs H's request, continue to monitor the utility bills.

During this period a full benefit entitlement check was undertaken and Mrs H was assisted to apply for Attendance Allowance, which was subsequently awarded at the higher rate of £83.10 and additional Pension Credit of £62.45 (total additional annual income of £7568.60). Now in receipt of Pension Credit Guarantee Credit, Mrs H qualified for an Affordable Warmth grant to replace/upgrade Mrs H's heating system. Age UK Cheshire East is currently supporting Mrs H with the application.



Mrs H is thrilled with the intervention and support of Age UK Cheshire East.



To contact our Information & Advice team, call us on 01625 612958

In brief...

Issues of interest across our Charity this month

NEWS IN BRIEF

Swimathon success—in our March Newsletter we told you about our team of 'Dolphins' who swam in the Macclesfield Castle Rotary Club Swimathon in March. We are pleased to announce that the team raised £420 at the event, with the proceeds being evenly split between ourselves and the Rotary Club.

Volunteers needed in our Congleton shop— We are currently running a volunteer recruitment campaign for our new shop in Congleton. Interested? Then if so, please pop into the shop on Bridge Street or give them a call on 01260 281288 to find out more!

#happytochat campaign update— In last month's Newsletter, we told you about how we are supporting the Jo Cox Commission on loneliness when its focus was on elderly people and loneliness during March and April. Many thanks to all of you who have given your comments about how we can help tackle this issue. We are currently collating the comments and will feedback in the next issue of this Newsletter.

The Great Get Together—This event will be taking place this year on 17 and 18 June and people across the whole of the country will be getting together to remember Jo Cox. Cheshire East Council is inviting communities in Cheshire East to come together with friends, neighbours and others they don't yet know for street parties, picnics, barbecues, bake-off competitions, sports competitions and other imaginative ways of uniting us all. As Jo Cox said: "*We are far more united and have far more in common than that which divides us*".



It is anticipated that The Great Get Together will be a really big event and the Council are urging people to join in. Previous such events have led to people meeting neighbours they never knew before, brought people into communities that were previously lonely or didn't feel connected with and bonded communities to make them stronger and The Great Get Together can continue to build on this.

If you are interested in holding an event as part of The Great Get Together please let the Council know and also [register your event on The Great Get Together website](#), where you can also request a resource pack to help your event take shape.

About us...



We are a local charity, providing a wide range of services to older people in Cheshire East. All the funds we generate are spent on delivering services locally. Our aim is to improve the later life of the people of Cheshire East. The main focus of our work is:-

- Support for people living with dementia
- Tackling loneliness
- Free Information & Advice
- Lifestyle support
- Men in Sheds
- Help in the Home



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www.ageukce.org



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