

November 2017

# NEWSLETTER

*All the latest news from Age UK Cheshire East*



## All in a day's work!

### Home Help goes to the rescue of a vulnerable client

Our Help at Home service is not just about providing all important support around the house with everyday tasks that older people sometimes struggle with. Many of our clients and their families really value the extra mile we go to to support our clients and ensure their wellbeing. Below is an excellent example of how we do just that

One morning, our Home Help Jackie arrived at a client's home but could not get any answer from the door. She shouted through the letter box, looked through the windows and saw that the bedroom light was on. Jackie could not quite see into the window so asked some men working nearby for help. They looked in and saw the gentleman lying on the floor. He was awake and was smiling, but clearly was in need of help. After speaking further with the client, Jackie managed to make her way into the property and rushed to his assistance.

Her client was very dehydrated and asked for water. Jackie fed him glasses of water and when she asked how long he had been there, it emerged that he had been on the floor for three days. Jackie stayed with her client until the ambulance arrived and was able to help the paramedics as she was aware of his medical history and where he kept his medication. The client was taken to hospital and Jackie remained on site to help clear up and make the house clean and tidy for when the client returned home. The happy ending to this story is that after a few days recuperation in hospital, the client returned home and is once again able to live independently in his own home with the support of his family and our service.



This is just one example of the lengths our home helps go to each week to ensure the safety and wellbeing of their clients. When our home helps arrive at a client's house, they never leave until they are able to make contact with the client, or are confident that the client is somewhere safe.

If you know of anyone who could benefit from a weekly or more regular call from one of our Home Helps, please do get in contact. Our Help at Home manager will undertake a detailed assessment of the individual in their home and then allocate a home help according to their needs. Our service does not provide personal care, but a wide range of support such as cleaning, ironing, washing up, as well as helping with bills, taking clients out to the shops and assisting with other appointments. The service is available Monday to Friday 9am – 5pm.



For further details please call us on 01625 612958 or by email at [hah@ageukcheshireeast.org](mailto:hah@ageukcheshireeast.org)

# Painful Journeys

## Why getting to hospital appointments is a major issue for older people

Almost a fifth (18%) of over-65s who have attended a hospital appointment in the past year – over one million people – reported feeling worse afterwards because of the stress involved in the journey, according to new research for Age UK.

Of those surveyed, 18% reported that the journey to hospital makes them or a loved one feel stressed or anxious, with over a quarter (26%) spending the majority of the day travelling there and back. One in 10 – nearly 600,000 people – have been late for appointments and 6% – over 350,000 people – have had to cancel their appointment because of problems with the journey.

The findings in Age UK's new report highlights the difficulties facing millions of older people when travelling to hospital appointments, and the Charity's is now calling for an urgent government review of essential transport services. The report can be accessed [here](#)

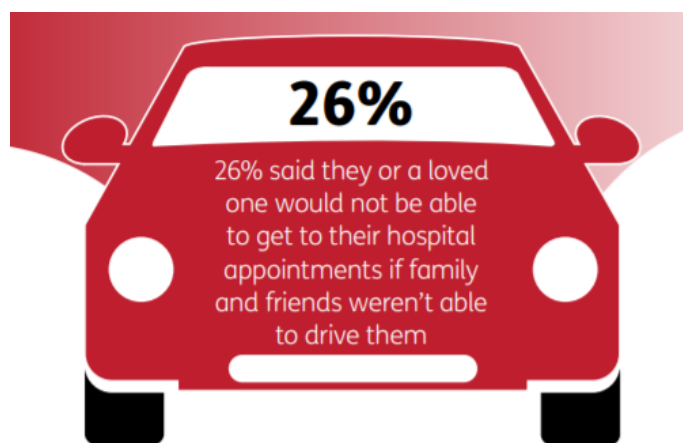
Age UK is warning that many older people – the main users of the NHS – face long and uncomfortable public transport journeys to and from hospital, poor or inaccessible patient transport services and extra costs to themselves and their families just to get them to and from routine appointments.



The Charity is worried that difficult hospital journeys are making older people feel more unwell and adding to NHS costs due to missed appointments and possible relapses, making the need for treatment at a point of crisis more likely. Age UK is calling on the Government to conduct an urgent review of transport services to ensure every hospital journey for an older person is comfortable, affordable, keeps stress and anxiety to an absolute minimum, and gets them to and from hospital in good time.

The report highlights the three key issues facing older people and their families when trying to get to and from their hospital appointments:

1. **Long and uncomfortable public transport journeys to and from hospital.** Many older people have no option but to rely on public transport to get to their hospital appointments, which can mean difficult and uncomfortable journeys, sometimes involving two or three changes of buses. Around 1 in 4 (25%) of all the bus journeys taken by people aged 65+ are for medical appointments, yet many struggle with inaccessible or irregular bus services.



## Painful Journeys (cont'd...)

Why getting to hospital appointments is a major issue for older people

2. **Hospital-provided patient transport is of patchy quality and a postcode lottery.**

Overstretched, poorly co-ordinated services in many areas mean that despite feeling very unwell, older people are picked up hours before their appointment and left waiting alone for hours until they are picked up for their return journey. Patients are often unable to travel with a companion which can be very distressing for them, particularly if they are in a wheelchair or have dementia.

3. **Significant extra costs for older people and their families.**

Many older people are reliant on family or friends to drive them to hospital, which can have a significant impact if people have to take time off work, and hospital car parking can be pricey. Alternatively some older people have to pay for private taxis, often with drivers who are not trained to deal with people with health or mobility issues. For patients in wheelchairs, specialist vehicles need to be hired for each journey, sometimes at high cost.

**Age UK is calling on the Government to conduct a review of transport services to ensure every hospital journey for an older person:**

- Is reasonably comfortable
- Is reasonably affordable
- Keeps stress and anxiety to an absolute minimum, and
- Gets them to and from hospital in good time, without long waits.



We would be interested in hearing from any older person who has a story they would like to tell about difficulties experienced in getting to hospital appointments. You can email us at [enquiries@ageukcheshireeast.org](mailto:enquiries@ageukcheshireeast.org) using the heading 'Painful Journeys'

## OUR MACCLESFIELD MEN IN SHEDS REOPENS ON MONDAY 18 DECEMBER AT 9.30AM

Come along and try a free taster session on either  
Monday 18 December or Tuesday 19 December and  
plan your activities for your woodworking sessions in the  
Shed in the New Year!

You can find us at Newbridge House Mill, Henderson  
Street, Macclesfield, SK11 6RA



# Joining Forces pops in for breakfast

## Project lead joins monthly get together of armed services veterans

Our Joining forces Project Wellbeing Co-Ordinator, Mike Askew, was delighted to be invited along to the Breakfast Club Remembrance Day event on Sunday 12 November. It was a wonderful get together of veterans, serving members, family and friends, and further emphasised how valuable services for ex-service personnel are, and how important the experience of serving and camaraderie still is to many.

This relatively new group has grown remarkably, and now regularly has over 60 veterans and serving members of all ages attending one Saturday each month. Mike, our Veteran Wellbeing Coordinator, has developed a good relationship with the organising group and we have been able to refer and escort individuals along to the club, as well as being able to help club members with information, advice and support.

Part of the national veterans breakfast club initiative, the club is a group of veterans and serving members of Her Majesty's Armed Forces, and like other Veterans' Breakfast Clubs around the country, and overseas, their ethos is mutual support; it works because everyone has a similar humour and outlook, and the social life they now enjoy is similar to their service days.

The Joining Forces project is now progressing well and Mike is busy continuing to raise awareness, develop relationships with other services, and we are now attracting referrals directly from individuals and also from Age UK services and external organisations. The project is particularly interested in hearing from anyone over the age of 55 who has served in the armed forces and who may need some support in helping them lead a more fulfilling and independent life.



If you feel the project could help you, get in touch with Mike on 01625 612958 or by email at [mike.askew@ageukcheshireeast.org](mailto:mike.askew@ageukcheshireeast.org)

## 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



01625 612958



[enquiries@ageukcheshireeast.org](mailto:enquiries@ageukcheshireeast.org)



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