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# Autumn 2020 **EngAGE**

**New Shops**

**Getting  
Connected**



**Socially Distanced Concerts**



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# NHS HEROES

Thank you

Age UK Derby & Derbyshire and the publishers, Lance Print limited, would like to thank The NHS and all Key Workers and volunteers.





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# from the Editor ...

## Welcome to the Autumn edition of our EngAGE magazine.



As we move through this year, each day brings a new level of uncertainty or anxiety for some as to what will happen next. Things have happened this year that only 12 months ago would have seemed like a film plot rather than real life. We all need to do our bit though, to help keep others safe. As our services started to open up again, we have been following Government guidance in order to ensure that everything we do is safe and Covid-secure.

Our shops opened as soon as they were allowed to with protection and guidelines in place. They have received hundreds of donations through the door and we are having to limit when donations can be brought into the shops due to storage and quarantine reasons. The shops are starting to be open longer hours as we welcome back more of our volunteers. We are increasing the number of shops that we have, at a time when many retail premises are becoming vacant. You can find out more about our new shops in this edition.

Also you can learn about some key staff and volunteers from our Day Centre who have just retired – we were not able to do the send-off that we would have liked due to social distancing and restrictions, so there are some articles for them to say thank you for all they did.

We have had two socially distanced outdoor concerts, which were a huge success and enjoyed by all. There is an extract from a poem written for/by a falls prevention instructor which was designed to lift spirits of those locked-down.

Stay safe



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Phil

Phil Brown .... Editor



## Happy Retirement at Last



**Andrea Eley**

**A**fter a slight delay (Covid 19 is certainly no respecter of party planning) when she stayed on to support our pandemic response we can wish Andrea Eley, our Hulland Ward Day Centre Manager a very happy retirement!

Andrea has been with our charity for 20 years in a number of capacities but always as an advocate for the older people she worked with.

As an Advocate in the Advocacy Service she supported older people to address issues in their lives or barriers to achieving their goals. The work was often complex and she became an expert in various social and health care systems helping to navigate families through the minefields of funding care, discharge from hospital and accessing the care and support they needed. She was with them through decisive meetings and processes giving that comfort of having someone on their side through challenging times. They say a great Advocate is one part counsellor, one part detective and one part Jack Russell terrier and Andrea could certainly be a Jack Russell when she got her teeth into a complex problem!

Most recently Andrea has been our Hulland Ward Day Centre Manager bringing her extensive experience in social care to the service. She worked with the older people and their families who used the Centre to achieve what was important to them. When an activity led to a discussion about holidays and Member's regretfully noted they could no longer take a holiday Andrea's advocacy training kicked in and a few months later the group (accompanied by all the day centre team) were dancing the night away to Abba at a seaside hotel! Her stories from that holiday include when they all got stuck in the lift.....It is an example of her approach to care, she wanted to enable, support and empower older people and most of all she wanted them to have fun.

Andrea fought a few health battles in recent years and against the odds survived and thrived. She faced it all with a great sense of humour and was back at work planning a trip for Members to the Nag's Head before we knew it.

We will miss Andrea. For her colleagues, the Members at Hull and Ward Day Centre and for our charity she is irreplaceable. We wish her a happy retirement watching her grandchildren grow and being a great advocate for them having lots of fun.



**We couldn't do what we do without you**



**Ken Underhill**

**O**ur volunteers are vital to our work: every aspect of our income generation, fundraising, services and governance just don't happen without our volunteers and many of our volunteers stay with us giving their time regularly over many years.

Ken Underhill has supported our Hulland Ward Day Centre for over 10 years. He has helped our Members to enjoy a wide range of activities, lending a hand with whatever was needed. Ken was always reliable which in such a small team working in a remote location was so important and his friendly approach made him a valued member of the staff team.

The pandemic and lockdown has meant many of our long-standing volunteers have had to re-think their plans and reluctantly end their volunteering. Thank you doesn't seem to cover 10 years of reliable, practical support for Hulland Ward that made such a difference to every session and our fundraising. The Members and his colleagues will certainly miss him and all of us wish him a happy retirement.

**If you have a little time to give regularly or occasionally we'd love to hear from you. We have a variety of volunteer roles which could use your skills and experience or give you an opportunity to learn and develop. All of them offer an opportunity to make a difference.**

**For more information give us a call on:  
01773 766922 or look on our website  
[www.ageuk.org.uk/derbyandderbyshire/volunteer](http://www.ageuk.org.uk/derbyandderbyshire/volunteer)**



# RETIREMENT

**Saying goodbye** - from Katy Pugh, Chief Executive

## Mary Ward

**2020** has been a year of goodbyes. Goodbye to a sense of normality, goodbye to planning and goodbye to many of the activities and contact with people which mean so much to us.

We had planned on a series of events to say a very big goodbye and happy retirement to Mary Ward our Bakewell Day Centre Manager all scheduled for the week lockdown was announced..... So, in the spirit of 2020 we have had to find another way of saying goodbye.

Mary Ward joined our charity a little over 20 years ago to start up a new service called 'day care'. Supported by Derbyshire County Council and working closely with health and social care services in the area Mary worked to create a day service to support older people experiencing feelings of loneliness and social isolation. In many cases they lived with long-term conditions limiting their mobility or giving them pain and for many too they lived with life-limiting conditions such as dementia. But Mary concentrated on her first group of older people as people first and foremost. Each day in the Centre became a 'club' and attendees were 'members' and this term continues to be used in our day services reminding everyone that older people are in charge!

Members directed what their 'club' was like so each day became quite individual reflecting the interests and strengths of its members. Members contributed to their club helping with tasks, welcoming new members and sharing their gifts – many members could recite and sing, paint and make and the day service drew on all their talents.

Starting in a village hall the day centre soon moved to its home of 20 years in Bakewell where Mary created a warm and inviting space, well equipped to reduce the impact of disability and poor health. Mary recruited volunteers and with their extra help offered members the opportunity to maintain their independence with short shopping trips and visits to local amenities.

She built a team of staff who shared her values. Some members of that team are still with us because she made a very good place to work. She trained staff well and both staff and volunteers felt well supported by a kind but firm management style. She was a 'hands-on' manager, like all our managers she never had the luxury of sitting in an office much, but this gave her a personal insight into their work and a wonderful relationship with members and their families.

As the years went by Mary never rested on her laurels. You name it and Bakewell Day Centre did it! Mary worked with local teachers, artists, historians, researchers and specialists on projects, research and development. As



examples members had their portraits painted and exhibited, stitched their memories of world wars into quilts, and helped decorate Bakewell Christmas Markets. Mary supported the development of new day centres in Hartington, Hulland Ward and most recently in Hope. She took on the responsibilities of Day Services Manager overseeing the day centres and helping to develop a consistency of approach and shared values in them all whilst encouraging each Centre Manager to develop each Centre's individuality.

In my first week, 16 years ago when I became Chief Executive, I visited Bakewell Day Centre fearing the image of a day centre smelling of boiled cabbage and worse with bored users sitting around a blaring TV. Instead I arrived to find a sweet smelling room, no TV and a busy hubbub of activity as members made beautiful copper fish for a display.

Mary welcomed me with her habitual smile and I found my happy place in the organisation. Whenever things were difficult I could arrive at Bakewell and receive a warm welcome and a 'no problems' attitude. As we worked together I valued Mary's practical and kindly approach to anything we faced. I trusted her judgement, her discretion and her values implicitly.

She takes a well-earned retirement with her beloved husband, sons and grandchildren to travel the country in their new camper van indulging her love of photography and walking. It would always have been hard to say goodbye to someone who has helped Age UK Derby and Derbyshire become the charity it is today, but I think what matters most to Mary are the words of the people she cared for. Families and carers for whom the day centre became a lifeline: "My wife is looked after in the most caring way and the staff are so welcoming when we arrive, I never worry about her when she is at the Bakewell centre as the care and consideration she receives is wonderful. She benefits so much and so do I!" And the words members chose to express in one word what the Bakewell Day Centre meant to them: 'Love, laughter, friendship, companionship, happiness, caring, patience, understanding, kindness'

Mary Ward, Bakewell Day Centre Manager, gave all of these things and more for 20 years. We wish her the very best of retirements and hope to see her again soon.



# Getting connected

## Lockdown has changed lots of people's attitudes to many things.

People have recognised big things like the value of good neighbours, how important essential workers are to our everyday lives, and the benefits of a good hug but also how some little things can really help.

Many people found access to the outside world through a digital device like a mobile phone, tablet or computer meant they could continue to communicate, meet people and get the things they needed. Church services have been shared on 'Zoom', people have had family quiz nights on Skype and lots of people have been shopping online to get their food and activities to keep them busy during lockdown.

Almost everyone has needed a little help with technology that is new or unfamiliar. For many people the lockdown rules meant having to learn, or help someone else learn, a new skill without being able to sit beside them.

If you are considering helping someone do what they want to do using a digital device start by helping them do what they want to do! Research shows that many older people get lots of encouragement to do things digitally such as their shopping or banking while they really want someone to help them 'facetime' with their grandchildren. Start with learning to do something digital that makes a difference, gets them connected and feels positive. Maybe they look forward to someone taking them shopping and don't want to give up that sense of independence but they'd be thrilled to talk to their sister in Australia using the internet so that can see and hear them.

Experience from family and friends during lockdown and by organisations delivering digital support services gives some great tips.

You may need to talk someone through things over the phone:

- ⇒ **Listen** and make a time when you are happy to help.
- ⇒ **Don't underestimate the telephone**, the majority of digital support is given this way.
- ⇒ **Take....It..... Slowly.....** Remember it can take longer to learn virtually compared with face to face and digital is a new skill.

Whether you are working face to face or over the phone:

- ⇒ **Talk their language.** If it's a 'pointer' rather than a Cursor or a 'button' rather than a Computer Key, let it be so.
- ⇒ Break the task down into **distinct steps**, however simple. It will help you and your learner feel like you're making progress.
- ⇒ Taking notes aids memory and understanding. **Give your learner time to write stuff down.**
- ⇒ It's about **small steps, not giant leaps**. Teaching online shopping? Start with browsing a supermarket website and writing a shopping list a neighbour could use. Leave the online transaction for another time.
- ⇒ **Don't try to do too much in one go.** The average adult attention span is 15-20 minutes.

Learning new things can be scary, and the internet is often described as a dangerous place with lots of risks. Remember:

- ⇒ Not every detail is important when describing an online 'thingymejig'. So leave some stuff out. **You just need to get the main point across.**
- ⇒ Go easy on yourself, **this is hard.**







⇒ Pause a little and **listen to their fears**. What aspects of digital technology can help ease their personal concerns?

⇒ **Talk about scams**. You can report suspicious activity to the National Cyber Security Centre via [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

And as a digital friend or a learner you don't have to have all the answers. Use the internet to find 'how to guides', learn how to use the 'support' or 'help' functions on your computer or try a digital helpline like AbilityNet that's manned by expert tutors.

**Call: 0800 048 7642.**

Many people learn well from a written guide, and step-by-step instructions can give confidence. Organisations like Digital Unite <https://www.digitalunite.com> have hundreds of guides you can print off and use to tackle a new task or just to be a bit of a security blanket in case things go wrong.

Locally there are services offering a 'digital buddy' a volunteer to help someone get connected online.

**For more information**

call our Information Helpline on **01773 766922**.

The Covid19 pandemic looks likely to continue to change our lives for some time to come and of course as well as local lockdowns there is that good old-fashioned thing called Winter which has a habit of making going out difficult so there are lots of good reasons to help someone, or help yourself, get connected online.

**Thanks to Digital Unite.**







On a windy Saturday in August, we held the first of two socially distanced concerts at the beautiful Whitworth Centre park in Darley Dale.

The second concert was held a week later in the car park at our own Chaddesden Park Community Centre, nicknamed CHADSTENBURY!! Gatepost Theatre again sang some lovely foot tappers as we couldn't sing or dance as we would do usually. Everyone was provided with a lovely picnic lunch made by our very own talented volunteers. The organiser of the events was Di Cliff from the Chaddesden Centre and she said

“ It was lovely to see smiley faces and everyone waving at each other. The last two Saturdays have been amazing! ”

KEEP SA

# Socially Distanced







All safety precautions and guidelines were adhered to ensuring we offered a Covid secure event. Lockdown has been particularly hard for the older members of our communities and it was so good to be able to do something special for them.

We would like to thank so many people who helped in different ways in order to make these events such a huge success:

- Di Cliff, who had the vision to do the events, and for all the work she did in Chaddesden during lockdown
- Gatepost Theatre not only have you sung your hearts out, but we are so grateful for your help during the lockdown delivering lunches around our Chaddesden Community
- The caretakers at the Whitworth Centre for their support
- Mel from the Whitworth Centre for all the food
- Tony & Debbie Waldron for the sound and technical support
- Linda Fearn, Racheal Taylor and Steve Crowder for all their support on the day at the Whitworth Centre
- Our three local Chaddesden Ward Councillors who always support our Centre
- We are lucky to have an amazing team of volunteers at Chaddesden Park and could not have got through the last few months without them
- Thankyou Wendy Lambert and a team of very special ladies making masks throughout Derby and Derbyshire

SAFE DISTANCE

# Outdoor Concerts





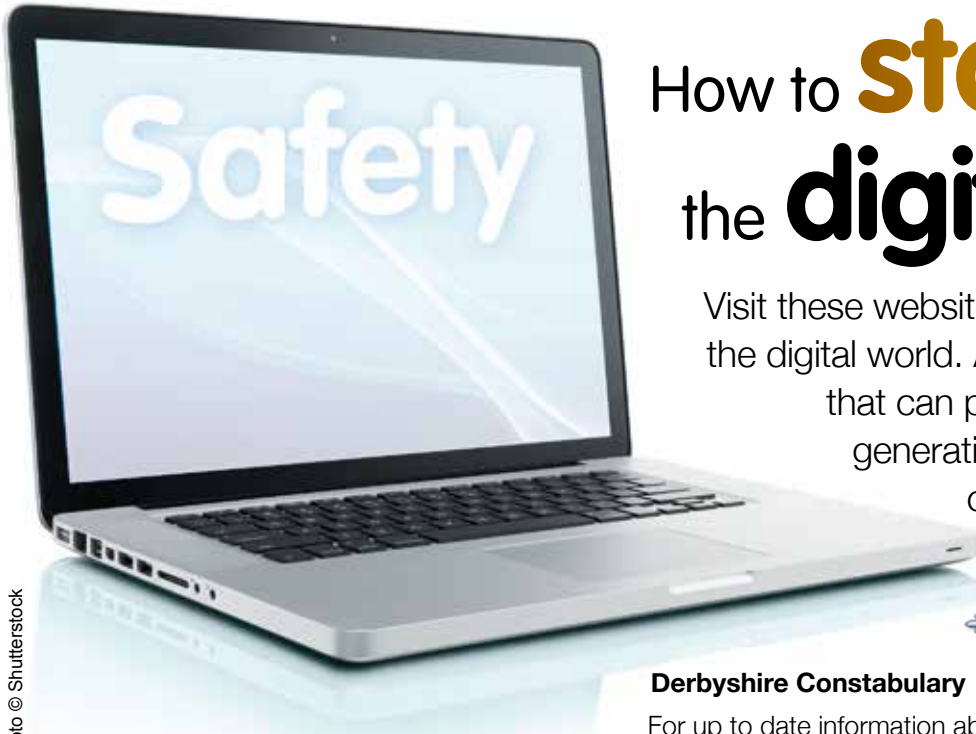


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# How to **stay safe** in the **digital world**

Visit these websites to learn how to stay safe in the digital world. A useful summary of websites that can provide online safety tips for all generations whether for yourself, your children or your grandchildren.



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### Derbyshire Constabulary

For up to date information about current concerns, safety advice and reporting of crimes <https://www.derbyshire.police.uk/cybercrime>



### Safer Derbyshire

Safety information advice for residents in Derbyshire, including cyber crime  
[www.saferderbyshire.gov.uk](http://www.saferderbyshire.gov.uk)



### Cyber Aware

The Government's website for personal and business cyber safety – including advice on passwords  
[www.cyberaware.gov.uk](http://www.cyberaware.gov.uk)



### Get Safe Online

Vast resource of information about online safety – including chat function for live questions  
[www.getsafeonline.org](http://www.getsafeonline.org)



### Action Fraud

The UK's national fraud and cybercrime reporting centre  
[www.actionfraud.police.uk](http://www.actionfraud.police.uk)



### NSPCC

Digital safety advice for parents and guardians across social media, games and many other topics.  
[www.nspcc.org.uk](http://www.nspcc.org.uk)



WORKING WITH YOU FOR A SAFER CITY

### Safer Derby

Advice for young people and parents about how to protect themselves online  
[www.saferderbycity.org](http://www.saferderbycity.org)



### Internet Watch Foundation

Report illegal content quickly and anonymously and learn more about how to stay safe online  
[www.iwf.org.uk](http://www.iwf.org.uk)



### Age UK

Guide called "Avoiding Scams"  
[www.ageuk.org.uk/services/information-advice/guides-and-factsheets](http://www.ageuk.org.uk/services/information-advice/guides-and-factsheets)  
Tips and information about staying safe online  
[www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security](http://www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security)







Belper



Bakewell

Our new shops will be in Alfreton, Alvaston, Bakewell (Portland Square), Belper and Matlock. We are currently in the process of getting these ready to open and so by the time this magazine is printed we should have some of the shops open.

The new shops are in addition to the shops that we already had in Clay Cross, Duffield, Heanor, Littleover, Matlock Bath, Mickleover and Wirksworth.

Our shop in Derby on the Morledge has closed down as we are no longer going to be leasing the building. There will be more about the Morledge in the next edition.

All donated stock has to be quarantined and sorted before going on sale and this takes up a lot of space. If you are wanting to donate any items, please contact the shop to find out when donations are being accepted and how much you can donate. Our shops are open for you to pick up a bargain, or if you would like to volunteer, then please get in touch with the shop.

**T**hey say that in every grey cloud there is a silver lining. In these very dark clouds of the pandemic that has been hard to see sometimes but we have had an unexpected opportunity to exceed our retail strategy to grow our chain of charity shops. When lockdown restrictions were set out it was difficult to see when we could reopen our existing shops let alone achieve our ambition for 2020 to open a new shop. But we look set to open 5 shops!

Age UK nationally is working with us so that we can reopen some of their shops that have recently closed, to help us make money for Derbyshire. We are delighted to be able to reopen these local shops which are so important for the local community and now they will also help generate funds for local people.

To find out the latest opening times or contact details, please visit our website  
**[www.ageuk.org.uk/derbyandderbyshire/shops](http://www.ageuk.org.uk/derbyandderbyshire/shops)**  
or call **01773 766922**





During lockdown, all of the Strictly No Falling exercise classes had to stop as the groups were not allowed to meet.

This did not stop the instructors who showed great tenacity, creativity and flexibility, as they all continued to support their members in different ways.

Some instructors used the weekly session time to ring their members and have a chat, whilst checking on their physical and emotional wellbeing. Some of them were able to do some shopping and other errands for some of their members. There were even a few instructors who offered classes online via zoom.

Lisa Dengate is one of the Strictly No Falling class teachers who runs various classes in South Derbyshire. As well as keeping in touch with her class members, she has also written this brilliant poem below for her class during their time apart in lockdown.

# A Poem

## for my friends

This year is like no other  
We've not seen this before  
A microscopic virus  
Has sent the world to war.

To stop its spread, the boffins say  
We must all stay at home  
Don't socialise with anyone  
No more can we roam.

Work from home if possible  
And home-school all the kids  
Go outside for just one hour  
Any more the State forbids.

The Earth is quiet and Nature breathes  
A huge sigh of relief  
She starts the healing process  
She must hurry, it will be brief.

The plane noise drowned the birdsong  
Which can now fill up the skies  
Cars have stopped, the air has cleared  
What a wonderful surprise.

Our walks outside are precious  
Take time with Nature's glories,  
Gardens bloom with flowers  
Enriching all our stories.

The weather has been so kind to us  
The sun has warmed our faces  
As we take stock and slow right down  
Appreciate Nature's graces.

It isn't all plain sailing  
Shopping's been a chore  
Not finding any loo roll  
That really was a bore!

The solitude is hard to bear  
For those who live alone  
But friends and family rally round  
At the end of every phone.

We clapped for carers Thursday nights  
To show appreciation  
Of NHS heroes saving lives:  
The heartbeat of our nation.

The full version was personalised to include something about each one of her members and you can read it in full on our website:

<https://www.ageuk.org.uk/derbyandderbyshire/poem/>



# Otago Course

Just before lockdown started, Jo Briggs (Falls Prevention Service Co-ordinator) did an Otago training session with an informal assessment for three members of staff from Derbyshire Dales District Council. They all passed and were ready to go but then were unable to put into practise what they had learnt due to lockdown.

They are all part of the Sports Development team in the Community Development department at the Derbyshire Dales District Council. See below for job titles.



**Janet Chadfield:** DDDC Community Activator (part of the Sports Development Team) (*centre*)

**Ross Jillings:** Sports Development and Coaching Apprentice (*right*)

**Helen Milton:** DDDC Walking for Health Coordinator (*left*)

They will incorporate the training into their roles which include chair-based exercise sessions and their Walking for Health programmes.

Otago classes include mainly standing strength and balance exercises using light ankle weights to improve lower body strength and balance with the possibility of some seated strength work. If you are steady on your feet or have completed a falls prevention session within your local falls clinic then these would be the sessions to choose.

To find out more about the Falls Prevention Classes normally available, please visit <https://www.ageuk.org.uk/derbyandderbyshire/snfclasses/>

[//www.ageuk.org.uk/derbyandderbyshire/snfclasses/](https://www.ageuk.org.uk/derbyandderbyshire/snfclasses/)



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Strictly  No  
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