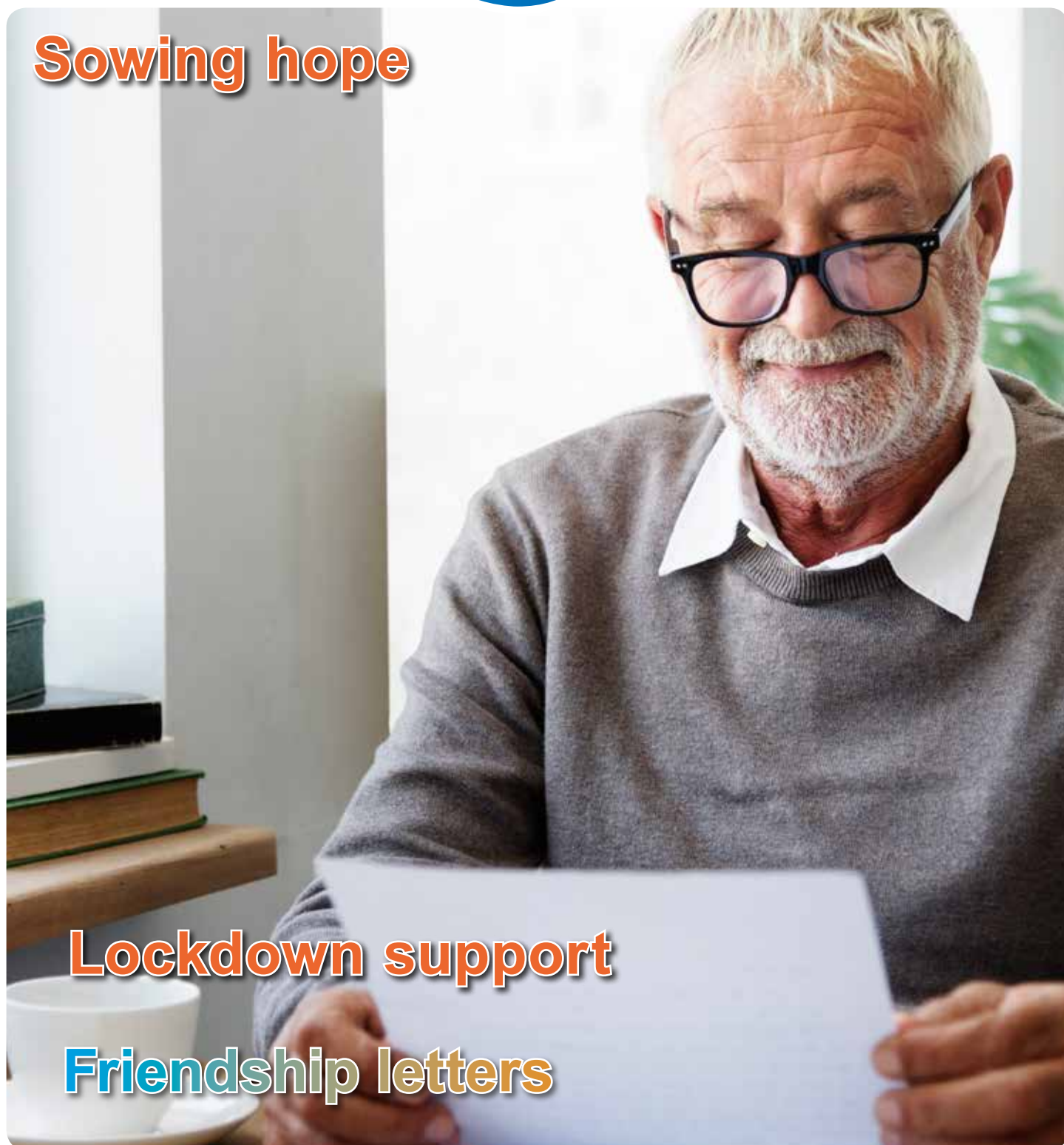


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SUMMER 2020 EngAGE

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Contents SUMMER 2020

| | | |
|--|--|--|
| Chaddesden Park Centre 7 | 5 year old superstar fundraiser 12 | Postcards of kindness 17 |
| Since the lockdown began, the Chaddesden Park Centre has become a hive of socially distant activity and became a lifeline to its members | Read about the amazing achievement of a 5 year old who ran 100 miles during lockdown and raised £1,000 for us | Information about a scheme where cards can be written to those living in care homes |
| Big Sing 7 | Our shops are open again 13 | Summary of services 17 |
| Plans for a big VE Day celebration with Gatepost Theatre Company had to change and an online medley of WW2 songs was launched instead | We were excited to open our shops again after being closed for a couple of months. Visit your local shop for some bargains | Quick breakdown of some of the other busy work that our services have been involved in during lockdown |
| Thanks 8 | Sowing hope 14 | Services 17 |
| So many people and companies have been really generous in their support during lockdown and we list a few of the companies who have supported us | Another new service providing home growing kits for isolated older people to grow their own flowers at home | Connecting you with traders you can trust |
| Friendship letters 9 | Queens Award for Voluntary Service 15 | |
| Hundreds of letters have been written anonymously and distributed to older people in Derbyshire/Derby to help them feel valued while staying at home | One of the Strictly No Falling groups in Derbyshire has been award a prestigious award | |
| Money Support Service 10 | Strictly no Falling 16 | |
| We set up a service during lockdown to provide a solution for people who struggled to pay for shopping that had to be done by other people | Find out how our Strictly No Falling team kept people exercising when the classes were closed and everyone was at home | |
| Photographer 11 | Back to Age UK 16 | |
| Photographer looking for those over 80 with unusual lives or pursuits to photograph | A lovely poem written by a Bakewell volunteer for the members and put to music by a First taste Tutor | |



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 Summer edition of our EngAGE magazine.



When the national lockdown for Covid-19 (Coronavirus) was announced in March, all of our services had to adapt and change very quickly to continue to offer help and support, but in different ways. Some services had to close temporarily.

Many of our staff and volunteers have been unable to help, either because their shop/service had to close, or due to their own age, health or that of family members. We have missed them all but look forward to welcoming them back at the right time.

All of our staff who have been able to work have been amazing and have given so much time to help where they can and adapting to new ways of working. We are so proud of all of our staff and the way that they have worked so well, and for their willingness to try new things so that we can do all we can support local older people in a time of great need for them. We have welcomed some new volunteers who have been able to join in some of the community work that has been taking place or some who have been helping to sort stock for the shops.

We are aware of at least 5 service users who have passed away due to Covid-19 and we remember their families at this difficult time.

This edition of our magazine gives you a glimpse of some of the activities and services that we provided during the lockdown. There was not enough space in this magazine to highlight everything that has happened! Some services are mentioned in a bigger article and some have an article all to themselves. Thank you to all of our staff and volunteers who have worked through their own anxieties, issues and problems to provide an amazing service in unprecedented times. It has been such a privilege to work in such a dedicated team with some amazing people.

Thank you also to all the people who have helped us in any way, whether by donating money, stock for our shops, or by providing practical help. Without you we would not have been there to support our local older people.

Phil

Phil Brown Editor



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Chaddesden Park Centre

Di Cliff runs our Centre in Chaddesden Park and it has been a hive of activity since the lockdown started. Di leads a great team of volunteers who are giving their all to make sure isolated older people in Chaddesden survive the coronavirus lockdown.

The group have been working tirelessly to cook and provide meals and shopping to those who need to stay indoors as well as providing 'crisis bags' filled with essentials.

There is also a WhatsApp group keeping members in touch with each other.

Home-cooked dinners are cooked each week by Matt Taylor from the YMCA and volunteers, Pat and Maureen. Thank you to Morrison's Derby and Debbie at Asda Spondon, who both donated food and toiletries which have been distributed and used to make up some care packages to deliver with the lunches. Thank you so much to Cllrs Rob Cooper and Jerry Pearce for getting it to us at Chaddesden Park.

Members of the Gatepost Theatre Company have been helping to deliver the dinners and spreading good cheer each week.

We received a message on Facebook from someone in Dorset who was worried about an isolated older person in Chaddesden. Within 24 hours, our Chaddesden team had delivered food and shopping and we had a message back to say "many many thanks all sorted and I hope she will now interact with people and ask for help."

Wendy Lambert, from a Stitch from Me to you in Derby, provided scrubs for our staff that will need them and some face masks too, which will be distributed to our services. **Thank you.**



Big Sing



On the 8th May, **THE BIG SING** from Gatepost Theatre Company with Age UK Derby & Derbyshire was launched commemorating the 75th anniversary of VE DAY. The concert was due to happen in Chaddesden on the day but due to restrictions in place, this event had to be postponed. **WE WILL** have the full concert when we can; **WE WILL MEET AGAIN.**

Thanks also to our flag wavers from the Chaddesden Centre community; our volunteers; local councillors; Matt Taylor from the YMCA Derby; Friends of Chaddesden Park and Memory Lane AUKDD.

Gatepost said: "We have been really proud to be able to continue to give something to the community to mark this historic date and vow to return once we are allowed to give a concert in full! It has been wonderful to gather (remotely) the footage of local Councillors, volunteers and members of the Chaddesden Age UK DD community to feature and we hope to see them in person soon to say thank you!"

See the Big Sing: https://youtu.be/u5x_W6YuLHU



Thanks

to companies who have supported us



There are some companies who have made some very generous donations/grants showing their support for our work.

We would like to mention some of them here.

Severn Trent

Severn Trent Water set up a £1million community fund to help charities at this difficult time and have donated £5,000 to our work. Severn Trent Community Fund had a successful Water Saving Campaign in June, which resulted in another £1million donated to local charities, including another £20,000 for us.



Police and Crime Commissioner

Derbyshire's Police and Crime Commissioner, Hardyal Dhindsa, was concerned about the way that older people may become victims of abuse when they were told to stay at home for such a long time. Doing basic tasks like shopping, and paying for it then become a huge barrier and can open up ways for people to take advantage and be financially abused.

Through discussion with our Chief Executive, Katy Pugh, the Police and Crime Commissioner made a donation of £5,000 which was used to set up our Money Support Service, which is also mentioned in this magazine.



East Midlands Airport

East Midlands Airport have a fund for offering grants to local charities. It was heavily oversubscribed but prioritised a donation of £2,000 to Age UK DD because of the work we do with older people



Foundation Derbyshire

Foundation Derbyshire administers grants and funds for local community groups, voluntary sector organisations and charities using its local connections and team of support staff to ensure money reaches into the heart of local communities. It has been administering grants to support local activity during lockdown and now is managing funds provided by the Government's Department for Culture, Media and Sport (DCMS) to support current work and re-starting work after lockdown. AUKDD were lucky to receive a substantial grant supporting several aspects of our frontline services and to enable us to re-start delivery of our normal services and Foundation Derbyshire's great team and grants panel enabled the whole process of application and getting the grant to us to happen in record time.



Liniar

Based in Denby, Innovative PVCu systems company Liniar has developed a new supply chain whilst its extrusion facility is temporarily closed – producing protective face visors for front line workers during the COVID19 crisis. The final design chosen was ergonomic, comfortable for the user to wear, and would allow a full range of movement whilst fitting over the top of masks and glasses. Initially, Liniar pledged to provide 30,000 visors free of charge to NHS front line staff and key support workers.

Liniar PVCu made a very generous donation of £1,000 and donated 175 visors for our staff and volunteers who need protective equipment. The photo shows Sue Davenport from Liniar donating a box of visors to Age UK DD.

You can find out more of their story on their website: <https://www.liniar.co.uk/news/liniar-moves-swiftly-to-help-front-line-workers/>



Other Companies

The following companies have also made a donation or showed their support:

- ISL, Heanor,
- Cromford Post Office,
- Manthorpe Engineering, Ripley.

Age UK Derby & Derbyshire would like to say a massive thank you for all the companies who have shown their support to us at this difficult time. Thank you especially to those companies who have donated money or items which will make a huge difference to the work we can do with local older people.



Friendship letters

People who needed to shield themselves from the coronavirus COVID19 have found the lockdown period a struggle as they were unable to meet friends and family or leave their home. Age UK Derby and Derbyshire worked hard to find new ways of making sure older people felt valued and in contact with the outside world. We set up our anonymous friendships letters scheme where members of the public can write a letter to an older person who can't get out.

We are in contact with many older people who normally attend our services and places like our Chaddesden Park Centre or Day Centres for activities and social contact. We are working hard to ensure they get regular telephone contact from a familiar voice but a letter has given them a real boost too

Letters have been written anonymously and have flooded in to our offices. These letters have then been distributed to our service users, volunteers, clients, members as well as others who have needed help at this difficult time.

The granddaughter of one recipient sent us a message to say:

“Just to say a big thank you.

A lady sent my Grandad who is 94 a lovely letter.

He was delighted with it.

Thank you! ”



The Derby Telegraph ran a story about our letter writing initiative, and we are grateful for all the people who responded after this publicity: <https://www.derbytelegraph.co.uk/news/selfless-volunteers-writing-letters-perk-4024921>

If you are still wanting to write a letter, please check out the guidance on our website before you write: <https://www.ageuk.org.uk/derbyandderbyshire/about-us/news/articles/2020/letters/>

Careline

We operate a telephone befriending service, called Careline, for isolated older people in the Erewash area. Volunteers have continued to ring each member during the lockdown. All the members of this group have received cards written and donated by Flamingo Paperie. They have also been sent other activity packs and letters



Money Support Service

Thanks to the timely, generous support of the Derbyshire Police and Crime Commissioner we have been able to provide specialist support for older people who needed practical support to pay for shopping during the social distancing and shielding restrictions.

For many older people the current restrictions presented challenges to their normal money management for shopping. Whilst there has been a wonderful community response with support to fetch shopping and prescriptions all the offers of help relied on a safe way of paying a volunteer for the shopping. The restrictions meant older people were even more vulnerable to financial abuse or they have avoided using available help because they could not pay.

We have seen a growing problem whereby stocks of cash held at home dwindled, or larders and freezer stocks were depleted and older people reached crisis point.

Alongside this was a silent crisis of older people being financially abused by sharing pin numbers or credit/debit cards and this abuse may extend long after the current restrictions are lifted.

AUKDD has been able to offer our expertise, carefully recruited and checked staff and volunteers, our resources and reach to provide a money support service to complement local shopping services.



We have been able to offer:

- A bespoke service designed to meet individual needs and resources.
- Income maximisation checks and follow-up information and advice to build resilience.
- A complementary service working with local shopping and befriending services.
- Support in Derbyshire and Derby.

The Money Support Service has identified the needs of the older person and then created a solution for that individual person. Solutions have included reimbursing a shopper on submission of a claim form and then invoice a client for payment; providing pre-loaded supermarket gift cards for a shopper to use; or looking at the Post Office Payout Now scheme. We could also do a contactless card payment at someone's door if needed.

We will work with each client to create a solution which works for them, reducing the risk of financial abuse and building long-term resilience.

To ensure we complemented local community support and had the capacity to support the most vulnerable older people, we wanted to provide support to set up money management systems rather than a regular shopping service. We hope our service can enable local community volunteering and the development of long-term relationships.

If you still need to access the service please:

- Check with the older person they would like to use the service.
- Call: **01773 766922** and leave a message with your details and the client's contact details.
- Email: **administration@ageukdd.org.uk** with your details and the client's contact details.

Messages are regularly checked and responded to Monday to Friday 9.30-2.30pm. Please give us as much information as you can to help us prioritise our response. Your referral information will be recorded on CharityLog a digital client data system.

We are grateful to all the people who made themselves available for this service and especially thankful to those who donated their time, expertise or expenses to enable older people to feel safer with paying for their shopping.



Photographer



seeks 'extraordinary' over-80s

The article below was spotted on the BBC website on 13 May 2020 and we thought there may be some of our readers who would be interested:
(<https://www.bbc.co.uk/news/in-pictures-52638587>)

Photographer Laura Page has been named winner of the fourth annual Rebecca Vassie Memorial Award for her proposal to show "extraordinary lives" of Britons over 80.

Ms Page aims to challenge ageism in the UK and to show older people in a fresh light, particularly after the coronavirus pandemic has focused many people's attention on their vulnerability.

The Rebecca Vassie Memorial Award will fund the freelance photojournalist with a £2,000 bursary and £1,000 worth of printing for a subsequent exhibition.

Her project, entitled The Hidden Depths, will be a series of portraits of people aged over 80, with the aim of capturing "the daily lives of a diverse and surprising range of people".

Ms Page will have to wait until after lockdown restrictions lift before she can undertake the project in a safe manner.

Ms Page has already been in contact with an 81-year-old ballet dancer and an 80-year-old DJ.

"[Winning this award] means a lot to me both in terms of professional support and also being given the chance to represent older people in a positive and empowered way," Ms Page said.

"Particularly during these current times when many stories we are hearing relating to older people are unhappy ones."

Ms Page has already been in contact with an 81-year-old ballet dancer and an 80-year-old DJ.

Ms Page is currently searching for subjects to photograph; she would like to hear from people who are over 80 who have unusual lives or pursuits.

Laura can be contacted via email **laura@laurapage.co.uk** or on her mobile **07886 245477**



5 year old superstar fundraiser

Willow Johnson, aged 5 years old, wanted to help contribute to the fight against Coronavirus by raising money for Age UK Derby & Derbyshire, by running as many miles as often as she can during lockdown. She misses seeing her Granny, Nanna, Val and Uncle Dick and can't wait to get back to normal.

Willow is a keen runner who very much misses her weekly parkrun so thought that she could help by running and it's also a nice way to visit granny for a wave from the doorstep.

Proud mum Lisa Putter, 45, said to the Derby Telegraph: "Before lockdown she was told a bit at school about coronavirus, so she knew something was going on and there was a problem. When we started clapping for carers she wanted to know what she could do to help. She was already using her daily exercise to go on a run and visit her gran. It's the only way she can get out of the house and she has been missing the rest of the family. Willow would run to the door, knock on it and then come out of the garden, give her granny a wave and say hello and motivated even when the challenge has been gruelling."

You can find out more about Willow's epic challenge and see the local press articles on our website: <https://www.ageuk.org.uk/derbyandderbyshire/about-us/news/articles/2020/5yr-old-willow-run/>

Any donations, however small are very welcome and will encourage her to keep going. "Run Forest, Run". She has run 100 miles in total with an outstanding total amount raised of £1,149. To show your support and donate, please visit: www.justgiving.com/fundraising/lisa-putter2

From everyone at Age UK Derby & Derbyshire, we want to say a huge thank you to Willow for such an amazing fundraising challenge. You have done so well.

Other Fundraising efforts

We set up a fundraising appeal page at the start of the lockdown and so far we have raised over £4,100.

www.virginmoneygiving.com/fund/aukdd-covid19

Other people have been raising money for us to help support our work at this time, including

- Ray Gumbley, former member of staff, asked for donations online instead of birthday gifts
- Dronfield Henry Fanshawe School walked or ran 26 laps of their school astro because it's a charity close to the students hearts
- Ryan Wilson set up a fundraising page for us too

Thank you to all who have donated money. All money raised will be used to help and support local older people.



Our shops are again!



Littleover, Derby



Sorting stock in Chaddesden

Thank you to everyone who has donated stock following your lockdown clearouts! Thank you to Coop Oakwood and the Whitworth Centre, Darley Dale for allowing us to use their car parks as one-off donation points. Our shops are taking limited donations and at certain times, so please call first to find out when you can donate. While the shops have been closed, Angie Lane, Retail Manager has been very busy getting them ready to open, sorting stock with a team of volunteers, and cleaning. She has also been delivering jigsaws and books to older members of the community who have been at a loose end during isolation, and doing some collections of donations following social distance rules. The shop managers have also been busy keeping in touch with their volunteers who have not been able to be in the shop, and have created some beautiful displays ready for re-opening, such as the one from Littleover, Derby.

In order to open the shops in safe and hygienic way, we have had to make some changes which are for the safety of all customers, staff and volunteers. We have had to limit the number of customers in the shop and may have to monitor the time spend in the shop during busy periods. We are asking customers to remain 2m apart in the shop, and when queueing outside. The changing rooms are closed, but you can still get refunds. There

are sanitiser stations in the shops so that everyone can keep their hands clean. The shop teams will be doing regular cleaning, steaming of clothes and sanitising.

If you have had a big clearout during the lockdown, we welcome any donations of stock. All donated items will be kept separate for at least 72 hours and sorted before going on sale in order to prevent any virus spread through where present on items.

The shops will be open at different times to normal because many of our volunteers are shielding at home or in the vulnerable category and not able to leave their home. You might consider becoming a volunteer in one of our shops as we do need volunteers to help. We have shops in Clay Cross, Derby (Morledge), Duffield, Heanor, Littleover, Matlock Bath, Micklegate, Wirksworth.

You can always ring the shop direct, or call 01773 766922, or email angie.lane@ageukdd.org.uk to check on the latest opening times or to find out about volunteering in our shops.

We have missed not seeing you in our shops and hope to see you again soon.



Sowing Hope

for life after lockdown

Age UK Derby and Derbyshire have been working with local businesses and organisations to bring home-horticulture packs to older people across the city and county.

As a result of the current advice that people over 70 should shield at home for 12 weeks, many of our older people are facing an extended period of isolation and uncertainty. Along with the loneliness, worry and practical difficulties this brings, many people are also finding that boredom and a loss of meaningful occupation through volunteering, socialising or getting out and about is having a detrimental impact upon mental health.

Growing kits

In response to this hidden crisis, Age UK Derby and Derbyshire are working to deliver home-horticulture kits to older people living alone and in care homes. The kits will include a booklet of activities, seeds and planting instructions, and in the case of individuals with no garden, a pot and enough compost to grow their seedling. They have been developed with the help of Horticultural Therapist Caroline Cook, who has a background in working in the NHS and in care homes. Thank you to all the Bakewell day Centre staff who helped to put the kits together.



Therapeutic effects

The therapeutic effects of growing and gardening are well documented. In times of stress, the tactile process of planting and simple act of caring for a seedling can be calming and grounding. Recipients won't need a propagator, seed dibber or any fancy equipment, and don't need to have any experience of gardening. The first packs will allow recipients to grow a Pot Marigold, or Calendula, which carries the meaning of courage, and are being delivered this week by volunteers from LifeCycle Derby. Delivery by bicycle where possible and use of recycled, biodegradable and paper packaging means that this project is able to have minimal environmental impact, in keeping with the green-fingered spirit it is driven by!

Chive Jive

The Chive Jive is a fantastic song that has been written for our Sowing Hope project. With thanks to Lindsey Coombs (staff member of the Falls Prevention Service team) who wrote the poem who has teamed up with Tom Pilkington (a First Taste tutor) to put her poem to music. <https://www.ageuk.org.uk/derbyand-derbyshire/about-us/news/articles/2020/sowing-hope/>



Further information

Further kits are planned for flowers to be planted later in Summer. If you or somebody you know would like to receive one, please get in touch via email:- lindsey.coombs@ageukdd.org.uk or call 01773 766922



Fibro Active receives the Queen's Award for Voluntary Service



Fibro Active in Long Eaton, has been honoured with the Queen's Award for Voluntary Service, the highest award a voluntary group can receive in the UK. Fibro Active is a support group for people with Fibromyalgia (FM) and Chronic Fatigue Syndrome (CFS) and their carers. It is part of Strictly No Falling in Derbyshire, and uses their own 'Small Steps to Health', Tai Chi programme. It is open to the community and especially to those at risk of trips and falls.

It is a positive and inclusive group that focuses on healthy lifestyle, light exercise, emotional support and the sharing of information. Members are educated about their condition offering help to move forward with their acceptance and management of the illness.

Fibro Active is one of 230 diverse charities, social enterprises and voluntary groups to receive the prestigious award this year. The number of nominations remains high year on year, showing that the voluntary sector is thriving and full of innovative ideas to make life better for those around them.

The Queen's Award for Voluntary Service was created in 2002 to celebrate the Queen's Golden Jubilee. The Award recognises outstanding work by volunteer groups to benefit their local communities. Recipients are announced each year on 2nd June, the anniversary of the Queen's Coronation.

Representatives of Fibro Active will receive the award from Mr. William Tucker, Lord Lieutenant of Derbyshire later this summer.

Furthermore, two volunteers from Fibro Active will attend a garden party at Buckingham Palace in May 2021, along with other recipients of this year's Award.

Fibro Active's Chairperson, Julie Barker says 'I am delighted that Fibro Active has been recognised for the bespoke support we give to our members and the additional service we give to the community. I'd like to pay tribute to our volunteer committee members and professionals who grasped the concept of the group. They have gifted their time and expertise to enable sufferers to move forward with their lives with Fibro/CFS/ME. I would also like to acknowledge our members who come through the door on their darkest days and over time are empowered to give back to the group taking on a variety of volunteer opportunities.'

Jo Briggs, Falls Prevention Service Manager for Age UK DD, started working with Julie about 4 years ago when she first started the support groups for people with fibro and ME. She commented: "It has grown and even though she suffers from fibro herself it never stands in her way. She qualified and continues to train to teach Tai Chi and delivers 4 sessions for SNF in Long Eaton with Jayne. Between them during the lockdown they have continued to offer their Tai Chi sessions via Zoom."

More information on the recipients and the Award can be found at <https://www.gov.uk/queens-award-for-voluntary-service>





No Falling

Whilst all the Strictly No Falling classes were closed and access to the care homes has stopped during lockdown, our team continued to work hard and have been contacting the class instructors and care homes on a regular basis. The team still support instructors who are providing support ringing their members with some also offering classes online via video calls. We also sent out First Taste 'music to move' CDs to care homes to help main their resident's physical activity.

Radio

Jo Briggs, Falls Prevention Service Manager, has been on the BBC Radio Derby and Erewash Sound radio every week doing some simple exercises for older people to do at home.

Exercise videos

To help keep everyone active while in isolation, the team produced a series of short videos with simple exercises to help improve mobility, cardiovascular fitness, balance, strength and flexibility. These are available on our website www.ageuk.org.uk/derbyandderbyshire/activities-and-events/snf-classes/

Exercise to 'Any Dream Will Do'

Gatepost Theatre Company are a Derby-based group, many of who have been performing together since they were in school! They put on numerous performances throughout the year as well as working on smaller concerts to take out in to the community. It is from these concerts that Gatepost have formed a strong bond with Age UK Derby and Derbyshire.

Gatepost Theatre Company said:

“ In light of Covid-19 and social distancing measures we have had to postpone one major performance (Bad Girls, The Musical) and a number of smaller events such as our VE Day commemoration. As a company we find it very hard to rest on our proverbial laurels and feel compelled to use our skills to put some good out into the world (from an appropriate, virtual distance) at this time.

Age UK Derby & Derbyshire have always supported Gatepost, and provide some of our most enthusiastic audiences. We know that many members of the community are unable to take part in their regular activities at this time. With this in mind Gatepost Theatre Company have taken a musical number from their upcoming, September production of Joseph and the Amazing Technicolour Dreamcoat, worked with the Strictly No Falling team and recorded a chair based exercise routine with which we hope people can continue to remain fit at home. ”

This has been spotted by Andrew Lloyd Webber's company and sent round in their weekly email.

See the routine on our website:

<https://www.ageuk.org.uk/derbyandderbyshire/about-us/news/articles/2020/joseph/>

Back to Age UK song

We know how much Day Centre members enjoy singing and whilst we couldn't be together as much as we'd like, a good sing helped to keep our spirits up.



Jane White (a volunteer in Bakewell Day Centre) has teamed up with Tom Pilkington (a First Taste tutor) to put her poem to music.

The song goes to the well-known tune of 'My Bonnie Lies Over the Ocean' so have a go and sing along.
<https://www.ageuk.org.uk/derbyandderbyshire/about-us/news/articles/2020/back-to-ageuk/>

Postcards of Kindness



Postcards of Kindness was established in 2018 by Your Health Limited, after the Managing Director sent holiday postcards to 10 care homes and then encouraged friends and relatives to do the same. Their hope was that it would raise a few smiles combatting any feelings of isolation or loneliness residents might feel, as well as inspiring conversations, or enabling residents to reminisce with their own holiday memories. Following on from social media requests, they received postcards from all around the world.

In order to include other care homes, they established a Facebook group, which would become a community to connect senders and care homes with one another. Care homes can request cards, and senders can identify where to send them. The page also provides advice on sending that first card, and answer any questions. There are now almost 1,800 homes registered, and 40,100 members. People can participate by looking up Postcards of Kindness - The Group on Facebook, and requesting to join.

As news of the coronavirus spread, and more homes closed their doors to non-urgent visitors Postcards of Kindness became an opportunity to keep residents connected to the outside world. It is so important that those in isolation, including care homes, are kept in touch with their friends, relatives and even those who don't know them to ensure health and wellbeing.

Louise Baker from Your Health limited states:

“ Since the start of the lockdown, we've noticed a marked increase in numbers of members and homes registering with us, and after clarifying with Royal Mail that we're safe to do so, we are encouraging senders and care homes to stay in touch. Mental wellbeing is as important as physical health, and these cards are making such a difference to those living behind closed doors in care homes. Senders too are being kept busy while under lockdown, and many have reported better mental health for having something positive to do. ”

Summary of some of our services



Information and Advice

The staff and volunteers in the Information and Advice team are used to working on the phone with some face-to-face contact, but over the last few weeks, everything has been done over the phone. They have coped well in finding a successful way to work as a team whilst all working from home. They have been inundated with calls from local older people or their families/ carers to try and identify what support was available or for general advice on how to cope with lockdown. The team have been busy collating and sharing information, trying to solve problems and generally going the extra mile to help. Katharine Wilson (Roadshow Officer), has even been using her own time to sew scrubs bags for use in the hospitals.

Housing Options Team

As with all our teams, the Derbyshire Dales Housing Options team have been busy keeping in touch with all their clients. They are limited in what they can offer their clients due to social distancing rules, but they have found practical solutions to issues faced by their clients, including extending tenancy on property; doing benefits checks; advising on funeral arrangements and general reassuring of their clients.

Befriending and Day Care

Our befriending and day care services have been in regular contact with all the people they support with regular phone calls, helping out where possible with shopping and delivering activity packs. They have also been supporting the team of volunteer befrienders some of whom found themselves having to stay at home and not able to help in the way they had wanted to. As well as all this, a new member of staff started during lockdown!

Footcare

As the lockdown began, it became clear that we would not be able to continue offering the footcare service due to social distancing rules. The footcare team and Tracey Wood, in Head Office, spent many hours on the phone cancelling appointments. The footcare team have kept in touch with some of their more vulnerable clients and trying to find the right levels of support for them. They have been training on how to use the client software, so when footcare resumes, they will be recording client information and booking appointments in a new way.



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