Autumn 2018 Free



engage

Could you be paying less Council Tax?

Mary celebrates 25 years of service

The Big Knit is back!



Cover Image © Lynn Buckley

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Reg. Charity No. 1019018

Welcome from the Chief Executive

Since our spring edition of engage we have been busy securing income, recruiting new Trustees, staff and volunteers, delivering training, hosting events and developing our range of activities and services.

We delivered two Loving Later Life events which provided information and advice, and activity taster sessions to help people make the most out of laterer life and encourage active participation in local community and sporting activities that promote health and wellbeing.

Working in partnership with the Connecting Actively to Nature programme we have established two outdoor walking activities, one in partnership with East Devon District Council at Seaton Wetlands and, the other with Devon County Council at Stover Country Park in Newton Abbot.

A Message from the Chair of Trustees

It's great to be a part of the amazing work which the team at Age UK Devon have been involved in.

We always strive to deliver high quality services. We are currently preparing for our Age UK Charity Quality Standards audit which evidences the excellent standards that the charity is recognised for.

We have also launched two new short term support packages as part of our Enabling & Home Support service. Our Decluttering and Holiday Support packages can be purchased independently of our regular service, and each package is built to meet the individual's needs. If you know someone who could benefit from some support to declutter their home, or whilst their family members are away on holiday, please refer to page 10 for more information.

The last few months have seen some exciting developments which I hope will continue. I would like to thank our Trustees, staff and volunteers for their continued support and dedication to the charity this year, and I look forward to working with everyone in 2019.

Littlewood

The Big Knit is a great way for people to get involved with Age UK Devon. I am in awe of the talented knitters who have knitted such fantastic hats, some of which are pictured in this magazine.

On behalf of the Trustees, I would like to say thank you to staff and all our volunteers for their support.

L12 Michaelson

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If you would like to receive a copy of our *engage* magazine when new editions are released please contact us on 0333 241 2340 or info@ageukdevon.co.uk.

Active in Later Life

Health & wellbeing training packages

Our training packages have been designed to enable course participates to support their community and to encourage older people to be more active and lead more fulfilling lives. This may be through volunteering to deliver exercise classes, being a buddy to an older person, or setting up and running care home activities.

We offer the following training packages:

- Building Better Buddies
- Come to Tea
- EngAge
- Functional Fitness MOT
- Life & Soul
- Seated Vitality

Our training can be delivered to health and social care organisations, statutory agencies, care homes, community groups and organisations, volunteers and individuals. If you would like to find out more, please telephone us on 0333 241 2340 or email info@ageukdevon.co.uk



Partnership with the Forestry Commission

Age UK Devon is delighted to have received funding from the European Agricultural Fund for Rural Development to work in partnership with the Forestry Commission to develop a range of facilities for older people visiting Haldon Forest Park near Exeter.

Age UK Devon and the Forestry Commission share the goal of increasing the number of older people taking part in regular exercise. The organisations worked in partnership to successfully secure over £160,000 from the European Agricultural Fund for Rural Development to develop existing and new facilities to attract older visitors.

These include the addition of new shorter, fully accessible walking trails, nature hides and a new tent space where people can enjoy activities such as yoga. There will also be more seating areas and increased interpretation about the wildlife that lives in the forest. In addition a new parkrun will be set up.

Age UK Devon and the Forestry Commission have been working together for some time to create opportunities for older people to enjoy what Haldon Forest Park has to offer. This is an excellent fit for our 'Active in Later Life' programme which seeks to create opportunities for older people to get active in a way that includes a social opportunity. Sophie Littlewood, Chief Executive at Age UK Devon says:

"We are delighted to be working with the Forestry Commission to create these wonderful facilities and opportunities at Haldon Forest Park. We hope that more older people will be able to enjoy what Haldon has to offer and feel inspired to get active and stay active."

Louise Cornish, Recreation Business Officer for the Forestry Commission adds:

"We are so pleased to have this opportunity to work with Age UK Devon to deliver some excellent facilities that will appeal to an older audience."



All the new features should be in place by March 2019.







The European Agricultural Fund for Rural Development: Europe investing in rural areas

Age UK Devon and the Forestry Commission share the goal of increasing the number of older people taking part in regular exercise. The organisations worked in partnership to successfully secure funding from the European Agricultural Fund for Rural Development to develop new facilities, to attract older visitors who can enjoy a variety of outdoor exercise, at Haldon Forest Park.

Advice and Wellbeing

Better Later Lives

We are happy to announce the launch of our new home visiting service, in East Devon and Teignbridge!

The Better Later Lives project is for people over pension age who may have experienced a life change and need some support to think about what happens next. Perhaps you have lost a loved one and are wondering how life will be in the future; or you have had a diagnosis of a medical condition and would like to explore how you can live as well as possible. Our co-ordinators can visit you at home, or meet in a local place of your choosing, to help you explore what really matters to you and what steps you would like to take. Perhaps you'd like to find out about things to do locally, or you'd like help to apply for benefit entitlements. Our aim is to help you get more out of later life!

Some of the situations we have supported so far have included:

- bereavement
- relationship breakdown
- deterioration in health
- financial changes
- change of living arrangements

We can usually only arrange one home visit, but we will be able to provide follow up information and advice by telephone or letter.

We are not able to give regulated financial, debt, legal or immigration advice, but can usually put you in touch with a more appropriate organisation.

We are particularly interested in supporting people who are feeling lonely and are looking to get more out of life.



If you think our Better Later Lives service might be useful for you or someone you know, please get in touch with us to discuss further.

Telephone us on 0333 241 2340, or email us at info@ageukdevon.co.uk.

Could you be paying less Council Tax?

For most of us, Council Tax is a substantial payment each month. But some people may be paying more than they need to.

Disability Reduction Scheme

This may apply if your home has features that make it suitable for someone living in it who has a disability. This might be because you have either:

- an additional bathroom or kitchen for the use of a disabled person
- enough space for the disabled person to use a wheelchair indoors
- a room (other than a bathroom, kitchen or WC) which is mainly used by the disabled person this might be a treatment room, a room for special equipment such as for dialysis, or, in some cases, an additional bedroom

If your home qualifies for a disability reduction, your bill is reduced by one band. For example, if your home is valued in band C, you pay the amount for a band B property. If you live in a band A property that has one of the features described above, your bill is reduced by one sixth.

Discounts

The full Council Tax assumes there are two or more people living in each dwelling. A discount is given if fewer than two adults count as residents for Council Tax purposes. You can sometimes qualify for a Council Tax discount, even if several people are in your household, if enough of them are not counted for Council Tax. This is sometimes called being 'invisible' for Council Tax.

Who is 'invisible'?

- Anyone who has a severe mental impairment. To qualify, a doctor has to provide
 a certificate confirming they have a severe mental impairment. The cause of the
 impairment is not important it can be impairment from birth like a learning disability or
 a condition like Alzheimer's disease. They must be entitled to (although not necessarily
 receiving) a relevant disability benefit.
- Anyone whose sole or main residence is somewhere else.
- Anyone aged under the age of 18.
- Anyone for whom Child Benefit is payable and recent school/college leavers under the age of 20.
- Full-time students, student nurses, certain apprentices and trainees.
- A carer who, for at least 35 hours a week, looks after someone in the same household who receives a relevant disability benefit, and is not the partner of the person being cared for.

Council Tax Support

There is a standard Council Tax Support scheme across England for people over Pension Credit (PC) qualifying age.

If you receive the Guarantee Credit element of PC, your income and capital is disregarded completely and you may receive a full rebate on your council tax bill. If you do not receive PC, a benefit check will tell you if there is an entitlement.

Confused?

The benefits system can be complicated! Call our friendly, knowledgeable advisors to discuss your situation. Our benefit check is free and confidential.

Tel: 0333 241 2340 Email: infoandadvice@ageukdevon.co.uk

Enabling and Home Support

New packages available

We are now offering two short term support packages that are separate from our regular Enabling & Home Support Service.



Our **decluttering package** is aimed at people preparing to downsize or move into residential care, or who have found that things have gradually overwhelmed them.

We can help to sort through belongings, discussing what is to be kept. For items which are no longer needed, or used, we can make telephone calls to auctioneers, house clearance companies, removal firms, recycling centres, etc. We can take small agreed items to local charity shops. If required we can complete a thorough clean of the room/s after decluttering.

This package provides eight hours over two weeks (with a minimum of two hours per session).



Our **holiday support package** can offer peace of mind to main carers so they can enjoy their holiday knowing that their older family member is being visited.

We can assist with tasks in the home e.g. general cleaning, laundry, ironing and simple meal preparation. We can provide companionship, dog walking, or do the shopping. Our trained staff can also escort your family member to regular clubs and appointments, for shopping or other social activities.

Our standard package is one week, however two or three weeks are available. Packages can be delivered over three, four or five days per week (a minimum of two hours per day).

How we help...

Mrs J. looks after her husband who has dementia. Unable to leave him alone, she had to give up the keep fit classes that have been so important to her throughout her life and was feeling increasingly isolated.

Having had a couple of falls, Mrs J. realised that if she didn't start to look after herself she might not be able to look after her husband in the future.

When she spoke to Age UK Devon's Enabling & Home Support Service, Mrs J. was worried about how her husband would feel about having someone come in to 'keep an eye' on him. At the same time she was desperate to regain some time for herself.

We suggested that one of our support assistants could come and do some light housework, at the same time being a safe presence in the house and allowing Mr J. time to get to know her. However, Mrs J. need not have worried. She says "My husband took to the support assistant straight away, he really likes her".

We started visiting for three hours one morning a week and Mrs J. restarted her keep fit classes. She says she now feels so much better physically and mentally. She enjoys having time to chat with others in the class and even has time to do a bit of shopping. She is now considering increasing the service to a second morning.

Mrs J. says "She (the support assistant) does a great job and is careful with my husband. She goes in and has a chat and makes him cups of tea while doing jobs around the house". She adds "Age UK Devon does a great job; we're well looked after".

25 years' service

Many of our Enabling & Home Support Assistants have been with us for a long time, but only one has made it to her quarter century!

At the end of June 1993, Mary came to work for what was then Age Concern Devon as part of the Hospital Aftercare and Respite Service. She then took on a role with the Home Help Service.

Twenty five years on quite a few things have changed, including the name. Mary is now part of Age UK Devon's Enabling & Home Support Service. What hasn't changed is Mary's enthusiasm for supporting older people in her part of Devon. We may have lost count of the number of clients that Mary has helped to remain as independent as possible in their own homes, but we know that they and their families would want to join us in saying a big **"Thank you, Mary!"**





Loving Later Life eve

The two Loving Later Life events were part of the Prudential UK 'Later Life Links' programme which launched last year at Age UK Devon, which sees our trained staff provide older people with access to relevant and appropriate information, support, advice and links to services to tackle all sorts of issues.

Our first event took place in June at Honiton Over 55s Centre, and our second event took place in October at Newton Abbot Racecourse. Both focused on a range of areas, from loneliness and isolation to problems accessing good care, dealing with a bereavement or even help getting online.

Over 200 people aged 50 and over travelled from all over Devon to attend the event at Newton Abbot Racecourse where they were able to make the most of opportunities to try new activities and find out about support available to make more of later life. We worked in partnership with Active Devon to use our event as an opportunity to launch a new project, Connecting Actively to Nature (CAN) aimed at supporting people over 55 to be more active outdoors, with all the benefits that brings. Those who attended were able to try new activities such as yoga, walking basketball, golf, walking rugby, archery and cycling!

One lady in her 80s travelled from Seaton to our event at Newton Abbot Racecourse and made the most of the day by trying out most of the activities, including archery, netball, short mat bowls and even had a go at scoring a goal at the Torquay United inflatable 'Speed Goal' activity. Over 30 people got back on their bikes and had a refresher course from a British Cycling Coach and the same number of people had coaching to perfect their golf swing!



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"We planned our Loving Later Life events to encourage older people to come along and take advantage of a wide range of local information and advice, and try different activity taster sessions on offer. We were delighted to see so many people in their fifties and over who really wanted to embrace change in their lives by becoming more active."

> Sophie Littlewood Chief Executive Age UK Devon













Images © Lynn Buckley

Fundraising

The Big <mark>Knit</mark>

We're delighted to announce the Big Knit is back! So grab your needles and your brightest yarn and get knitting for Age UK Devon to help us be there for older people who have no one else to turn to.

Knitters of all ages can get involved in this exciting national campaign to make lots of tiny hats for the top of Innocent smoothie bottles. For every hat knitted to adorn the top of an Innocent smoothie drink Age UK Devon will receive 25 pence towards helping older people.

Last year our knitters around the county helped to knit 30,766 little hats which raised £7,691.50 for Age UK Devon. We were overwhelmed with some of the fantastic creations last year and look forward to seeing this year's efforts.

Once again we have a huge target of over 30,000 hats to knit, so we need lots of support! Can you, or someone you know, knit? If so maybe you could help us reach our target. You can get as creative as you like when knitting your woolly hats; as long as each one will fit on the top of an innocent bottle, anything goes!

An intermediate and expert pattern can be found on our website **www.ageuk.org.uk/devon/** activities-and-events/big-knit-2018/, or alternatively call us on 0333 241 2340 and we can send patterns to you by post or email.

All your knitted creations can be sent to us at Age UK Devon, 1 Manaton Court, Exeter, EX2 8PF by 31 July 2019.

All money raised locally will be spent locally.





























Fundraise for Us

Put your experience, knowledge and creativity to the test and get involved with fundraising for Age UK Devon.

You could organise your own event, from a coffee morning to a sponsored silence, you can be as original and inventive as you like. We will work with you to help make any fundraising plans (within reason!) a reality - so please do get in touch.

Leave a legacy

Leaving a gift, or legacy, in your Will is one way to ensure that we can continue to support people in later in life and their carers in Devon for years to come.

If you haven't made a Will, or your existing Will is out of date, you may want to consider booking an appointment at our one of our independent legal clinics, provided by McClure Solicitors. There is no charge for this service, however we ask that you consider making a donation to Age UK Devon.

Make a donation

We rely on donations to help fund our activities and services. Every donation we receive will help us to make a personal difference to the lives of older people, their families and carers throughout Devon.

If you would like to make a one-off, or a regular donation, to Age UK Devon there is a variety of ways you can do so - either online, through our Just Giving page on our website, by post or over the telephone.

For more information please telephone on **0333 241 2340** or email **info@ageukdevon.co.uk**.

Call in Time

A free weekly friendship call.

What is Call in Time?

Call in Time is a free telephone befriending service for people over 60 who would benefit from a weekly friendly chat with a volunteer.

Not having someone to talk to regularly can be lonely and isolating, particularly if you are used to sharing your home and time with others. A friendly, weekly, 30-minute chat on the telephone can make all the difference.

While a suitable volunteer is being found for you, you will receive short Good Day calls.

Why is it so great?

- You receive a free weekly call from a volunteer for up to 30 minutes.
- You will be matched with a friendly volunteer who shares similar interests and hobbbies, so that you can share experiences together.
- You are connected automatically with your telephone volunteer which means that no personal telephone numbers need to be exchanged, protecting your safety.

Want to sign up?

Telephone us on 0333 241 2340 and we will make a referral for you (or someone you know, with their permission) to Call in Time.

Please note that Call in Time may not be suitable for people with memory loss, dementia or mental health issues who require high levels of support. These conditions may affect the ability to build a telephone friendship with a volunteer.



The Call in Time information stand at Age UK Devon's **Loving Later Life** event at Newton Abbot Racecourse.

Focus on Volunteers

Age UK Devon relies on volunteers to help us offer vital services in Devon. Would you like to volunteer?

Benefit Advocate

Our benefit advocates play an integral role within our Information and Advice team and last year helped us to identify over £1.5 million for older people in the county.

We are looking for volunteers who are patient, sensitive and reliable to visit older people and their family or carers, to help complete benefit entitlement forms such as Attendance Allowance and Carers Allowance. (full training will be provided.)

IT Outreach Volunteer

Through one to one and group coaching our volunteers help older people to develop their information technology skills in a safe and supportive way.

We need volunteers to support our regular IT sessions in East Devon. Are you confident using a range of devices, and do you have excellent communication skills? If so, you might be the person we are looking for!

Trustee

The Board of Trustees are responsible for effective governance of the charity and determining its strategy.

Our Trustees use their specific knowledge and experience to help the board reach sound decisions. This involves scrutinising board papers, leading discussions, focusing on key issues, and providing advice and guidance.

Our Finance and Strategy Committees and Board of Trustee meetings are held quarterly.

Do you have skills that would add value to our Board of Trustees? Would you like to help shape and develop our charity? If the answer is yes, please contact us to discuss the Trustee role further.

For information on our other volunteering roles, and how to become an Age UK Devon volunteer visit **www.ageuk.org.uk/devon/getinvolved/volunteer/**.

Feedback

Age UK Devon is committed to providing high quality and accessible services to older people in Devon.

We welcome and value feedback from the people we interact with, so if you have any comments, compliments or suggestions about our organisation please let us know.

Your feedback will help us understand what is working well, to consider potential opportunities for change and improvements, and identify new services and activities needed by local older people.

We like to celebrate our compliments as they confirm what Age UK Devon, our Trustees, staff and volunteers are doing well.

You can share your comments and compliments in writing, by email or telephone to:

Age UK Devon

1 Manaton Court Matford Business Park Exeter EX2 8PF

Email: info@ageukdevon.co.uk

Telephone: 0333 241 2340

We hope that your experience of Age UK Devon is a positive one, and we look forward to hearing from you. Sadly, there are times when things go wrong or cause concern. If this happens we do want to hear from you so we can improve and prevent similar incidents from re-occuring.

If you want to raise a concern, objection or make a complaint about the services and responses you have received from Age UK Devon, we ask that you raise it directly with the manager of the service concerned.

More information on how to provide your comments, compliments and/or complaints can be found at https://www.ageuk.org.uk/ devon/about-us/comments-compliments-complaints/.



Other News

Please help RVS bring the library to the doorsteps of those who cannot get there.

Calling all book lovers! A popular home library service run by Royal Voluntary Service, the national volunteering organisation, is calling for more readers to use the free service across Devon.

Devon Home Library Service operates from the majority of Devon's 50 libraries and brings books to those people who can no longer get to a library due to mobility issues, ill health or caring responsibilities. Royal Voluntary Service volunteers choose and deliver books and share their love of reading with service users. Volunteers bringing books to readers' homes are a friendly face and are regular visitors to people whose mobility and social interaction are limited. They provide a useful check on the safety and wellbeing of the person too.

The provision can be long term or temporary and includes those who may suffer from a condition which means they can get out to the library for themselves on a good day but at other times, cannot. Readers may even be able to visit their local library to choose their own books or order them online but be unable to carry them home.

Books can be provided in normal print, large print, audio and, increasingly, electronic formats. Cathy Saunders, Service Manager for Devon Home Library Service says: "For people who enjoy reading or listening to an audio recording but find getting out of the house challenging, this service offers a vital link to the local library. We want as many people to use the free service as possible. It helps people to carry on doing something they've always enjoyed, assisting in alleviating feelings of isolation and loneliness. We want to reach the more rural areas of the county, to be able to link even more people to local libraries and enable them to benefit from the free service we offer".

Royal Voluntary Service has been inspiring and enabling people to give the gift of voluntary service to meet the needs of the day for 80 years. Today, that's supporting older people to stay healthy and happy, and helping the NHS. With an army of 20,000 volunteers, the charity provides support in the community, at home and in hospital.

To find out more about how you can get books brought to your doorstep by Devon Home Library Service or if you are interested in becoming a volunteer co-ordinator or volunteer, call Cathy Saunders on 07786 635163, email: Cathy. saunders@royalvoluntaryservice.org.uk or visit www.royalvoluntaryservice.org.uk or contact your local library.



Honiton Health Matters

Honiton Health Matters provides a network for organisations and groups to improve health and wellbeing outcomes for people living in Honiton and surrounding parishes.

Its role is to:

- Co-ordinate and promote the network meetings;
- Identify, celebrate and share what works and what can be done;
- Encourage collaborative working and wide engagement.

Membership is open to any organisation or group that delivers services and/or activities that improve health and wellbeing for people in Honiton and surrounding areas.

The Management Committe, which Age UK Devon is part of, plans regular forums for its members. The last forum in October included a presentation by Jessica Birks, the new Honiton/ Seaton Health and Wellbeing Coach for the Ways2Wellbeing social prescribing Scheme.

Social prescribing, sometimes referred to as community referral, is a means of enabling GPs, nurses and other primary care professionals to refer people to a range of local, non-clinical services. Recognising that people's health is determined primarily by a range of social, economic and environmental factors, social prescribing seeks to address people's needs in a holistic way. It also aims to support individuals to take greater control of their own health.

Social prescribing schemes can involve a variety of activities which are typically provided by voluntary and community sector organisations. Examples include volunteering, arts activities, group learning, gardening, befriending, cookery, healthy eating advice and a range of sports.

If you, or someone you know, feel you would benefit from working with a Health Coach, please contact Honiton Surgery on **01404 540074** for further details.



If you would like to know more about membership and forum meetings, email HonitonHealthMatters@gmail.com or visit www.honitonhealthmatters.org.uk

Our Services

Age UK Devon has many services and groups across Devon, and we support many more independent activities. Call us on **0333 241 2340** to see how we can help you.

Digital Support

Group sessions, and/or one to one support (including home visits) for older people wanting to learn more about **computers**, **iPads and getting online**.

Physical Activities

Gentle exercise to music classes, fitness with friends, walking basketball, walking football, guided walks and much more.

Lunch Clubs

Two-course meals and company.

Social Groups

Opportunities for older people to meet and make new friends, have a chat, share hobbies and enjoy social activities.

Training

Bespoke training packages available for care homes, domicilary care agencies, community groups and individuals.

If you live in Exeter, Mid Devon, Plymouth or Torbay, please contact your local Age UK in the first instance.

Age UK Exeter	01392 202092
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Age UK Mid Devon......01884 255369

Age UK Plymouth.....01752 256020

Age UK Torbay.....01803 555181

Benefit Home Visiting Service

Face to face support to assist with completing complex benefit forms.

Better Later Lives

Support for older people who may have experienced a significant life event.

Feet First

A foot care service to improve older people's foot health.

Information and Advice

Our core areas include: money and benefits, social care, housing and signposting to local resources.

Support for Victims of Crime

Advice and support to older people who find themselves victims of a crime.

Enabling and Home Support Service

One to one support with cleaning and housework, shopping (escorted and non-escorted), companionship, planning and preparation of light meals, support with attending appointments, organising household paperwork, and time off for carers.

Decluttering Package

Short term support to help clear out things that are no longer needed or used.

Holiday Support Package

Support at home whilst family members are away on holiday.



01395 517464 wild@eastdevon.gov Seaton Wetlands, Colyford Rd, See Parking through Seaton Cemetery, Neonest postcode: EX12 25P 005 Antivery to ageuk

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Honiton **IT Support**

Build your IT confidence and unlock your skills with the support of our digital champions.

Every Thursday From 1pm, 2pm & 3pm

Learn how to get online securely, access services and activities, and keep in touch with friends. Book four 45 minute sessions for a voluntary donation of £20.

To book please call 0333 241 2340 email info@ageukdevon.co.uk or visit www.ageukdevon.co.uk

Honiton 55+ Centre St Michaels Orchard Way Honiton, EX14 1HU

Sessions must be booked in advance





Chudleigh Knighton Friendship Group

2nd & 4th Wednesday of the month 2pm - 4pm Chudleigh Knighton Village Hall

Join us for social activities including:

- Quizzes
- Games
- Crafts .
- Presentations

For more information, call 0333 241 2340 or email info@ageukdevon.co.uk





email info@ageukdevon.co.uk

or visit www.ageukdevon.co.uk





Stay safe & independent in your home

Please Call Age UK Devonwide 0333 241 2340





Age UK Stairlifts are provided by Handicare Accessibility Ltd, in association with Age UK Trading CIC. Handicare will raise a minimum of £1.2 million during 2017/2018 for Age UK (registered charity no.1128267). Contact us for information.