



Age UK Devon launches new Digital Champion Programme

The benefits of companionship

Celebrating 10 years of Friendship

Sign up today for our Santa Run 2022

Welcome

It's been a busy few months for us at Age UK Devon. Our Maintenance Cognitive Stimulation Therapy sessions for older people with mild to moderate dementia commenced in Exmouth and Newton Abbot. We delivered our first one-day Women's Walking Football tournament which you can read about on page 5. Our Swim to the Sea course returned to Teignmouth Beach, and we've planned our first Big Activity Week (10-18 September).

We respectfully cancelled our July sponsored swim at Roadford Lake, near Okehampton, following an accident which took place in early June when two adults lost their lives when a motorboat capsized. Our thoughts are with those affected by the tragic accident, their families and friends.

We secured grant funding to deliver a Digital Champion Programme which will address digital skills support and provide relevant technology and

connectivity through a tablet loan scheme. We will tackle digital exclusion by embedding Digital Champions into frontline services, to provide ongoing support to increase and improve digital skills. For those older people without access to equipment or internet, we have ten tablets and 60 Vodafone SIM cards which we can provide on loan.

As autumn approaches, we are getting closer to Christmas and already making plans for the festive period which includes a sponsored Santa Run along Exmouth seafront and the distribution of luxury Christmas hampers to older people who are alone at Christmas, and/or living on low incomes. The latter has been made possible for the third year, thanks to our fantastic partnership with SSAFA Devon who secured grant income to purchase the hampers.

Before leaving you to enjoy this edition, I'd like to thank our Information & Advice staff and volunteer team

who during 2021/22 helped older people identify and apply for £2,557,998.48 in unclaimed benefits! Our biggest achievement to date. This money improves quality of life, helps to maintain independence, and supports local services. With the current cost of living crisis our work is ever more important and our team remains busier than ever supporting older people concerned about making ends meet or managing with a disability or illness.



Sophie Littlewood
Chief Executive

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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.org.uk**.

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Active in Later Life

Celebrating 10 years of our Chudleigh Knighton Friendship Group



Ten years ago in 2012, Age UK Devon ran the first session of Chudleigh Knighton Friendship Group. A group with the aim of bringing together older people within this small rural community to build social connections and reduce social isolation.

From that date onwards the group have gone from strength to strength with the support of our dedicated social activities volunteers, who have worked tirelessly to organise activities getting everyone involved creating a fun, friendly environment where everyone leaves smiling. Many who attend the group have become very good friends who always look out for each other providing friendship and support when needed.

Together the Chudleigh Knighton Friendship group decided to hold a special afternoon tea to mark their 10th birthday together. They began with a general knowledge quiz, played games which tested their observational and listening skills, ran their regular raffle and ended with homemade cream tea, a slice of cake and a good natter.

The Friendship Group meet at Chudleigh Knighton Village Hall every 2nd & 4th Tuesday of the month 2pm-4pm for quizzes, games, crafts, presentations and socialising. New members are always welcome to join them. For more information please contact Nora Okuniek on **0333 241 2340** or **info@ageukdevon.org.uk**



Age UK Devon Hosts First Women's Walking Football Tournament

Following the successful launch earlier this year of the Age UK Devon Walking Football Programme, we hosted our first Women's Walking Football tournament for women over 50. This was an opportunity for local women's teams across Devon to come together to celebrate the sport and test their skills against each other in a safe and friendly environment.

The main sponsor for the tournament was The NIHR Clinical Research Network South West Peninsula (CRN SWP), who are collaborating with Age UK Devon to bring more health and care research opportunities to older people.

On Sunday 19 June 2022, seven teams of six women from across Devon and Somerset came together with grace and camaraderie and headed out on to the pitch. Both Age UK Devon's own teams did very well with Dawlish making it to the semi-finals and North Devon just pipped at the post in the finals by Taunton, who won the tournament.

Everyone who participated went home with a medal to commemorate the day while the winners and runners up also took home a specially designed trophy. Anne from Mid Devon was named player of the



tournament as she never gave up and always encouraged and supported her teammates throughout the course of the afternoon.

Elly French from NIHR Clinical Research Network South West Peninsula (CRN SWP) said; "It was a great afternoon and we managed to talk to lots of people who were interested in health and care research. It was also a great example for the CRN of how beneficial it is to go out and engage with the public in innovative ways, rather than rely on being in hospital and GP services."

To find out more about Age UK Devon's Walking Football sessions please visit **www.ageuk.org.uk/devon/activities-and-events/age-uk-walking-football/** or contact Pete Ferlie on **0333 241 2340** or **info@ageukdevon.org.uk**.



"A wonderful afternoon celebrating Women's Walking Football for those over 50 was had by all who attended. The spectators were treated to some great games of football, competed in great spirit by all teams."

Pete Ferlie
Age UK Devon Active in
Later Life Manager

Advice and Wellbeing

Change Your Space



Edith is in her new apartment with Jasmine from Change Your Space. They are celebrating her house move with a lovely cup of tea, in cups she previously only kept for best.

Edith employed Jasmine's services over a year ago when she began the process of downsizing from a larger family home to one more appropriate for her needs. As a professional organiser with expertise in change management, Jasmine was best placed to

share the ups and downs of this significant new chapter in Edith's life. Together they identified the furniture and belongings Edith wanted to bring with her and planned carefully where in her new home they would all be positioned.

Change Your Space, a professional decluttering and home organising service based in Devon, have supported hundreds of older people to move homes since they

began in 2013. Throughout the process they help their clients remain focussed on the reasons motivating their move and to hold on to the vision of them being in their new home. Jasmine helps her clients practically by measuring, auditing, and planning the rooms in their new homes to inform which items are moving with them and which can be let go. However, Jasmine also understands this is no easy task and can be emotionally overwhelming to say goodbye to personal belongings. She therefore approaches this sensitively ensuring each treasured item is let go with respect.

"Edith said to me early on she would not let go of any books. We spent 2 hours going through those stored in the attic with tales of where they came from. When we finished six boxes of books came with me to be donated to charity. There is no reason why the process should be forced and painful, and it cheered me that she could give the books the right send off."

Jasmine,
Change Your Space

Change Your Space's top tips for sorting out your home either ahead of a move or to create more space for your current needs:

1. Find the easy wins first

Go room by room making a physical list of furniture and belongings to stay, what is clear to go, and what needs further thought. Studies show that about 30% of us have enough unused and unwanted items in our homes to fill an entire room. Start with areas where there is little dispute. It prompts you to be in the frame of mind then for decluttering and creates much needed space for sorting other items.



2. Allocate a day a week to keep momentum

Decluttering is not a one-off task, and you may need to revisit some spaces. The decision making, the physicality of the task, and then packing up items to give to family, donate or recycle all takes time and so pacing yourself is important. We have about two million individual redundant items residing in our homes across the UK with an estimated reuse value of £32 billion. When we have a clear out, we not only create much more space and order, but charities benefit enormously from quality donations of what we do not want in our homes anymore.



3. Keep your eye on the prize

Moving can be stressful, but any change can be uncomfortable at first. Keep in mind the reasons for the move, the benefits and the way life will be easier, simpler, and sustainable. It will keep you going when the move has its pressure points. By staying focused on that future point, it also makes letting items go a little easier as we can see what is important for us in the next chapter and what can be released from our care to be reused and recycled.



If you are interested to find out more about the services Change Your Space can provide visit www.changeyourspace.co.uk or Jasmine can be contacted on **07739 455310**.

Enabling and Home Support

The Benefits of Companionship



Age UK Devon's Enabling and Home Support Service aims to meet the needs of older people to enable them to get the most out of later life and remain independent in their own homes. While many clients look to our service for support with their cleaning and household chores the number who are looking for companionship is increasing. But what is companionship?

The Cambridge Dictionary defines companionship as the enjoyment of spending time with other people. As we get older the social world around us can get smaller. Retiring

from work greatly reduces the number of people we see each day, developing an illness or a mobility issue can create a fear of leaving the home or perhaps family live away and the opportunity to see them is greatly reduced. Whatever the reason a lack of spending time with other people is detrimental to an older person's mental and physical wellbeing, leading to a feeling of loneliness and social isolation.

Here is where our Enabling and Home Support Assistants can step in through our chargeable service in East and Mid Devon and Teignbridge. Each week

they can be the friendly face who regularly visits and provides the social connection you are missing.

Their presence can give you the confidence to go out to visit your favourite local coffee shop or complete a gentle walk knowing you have support should something happen. They can help you get to local groups or activities allowing you to meet other people or simply sit with you for a chat and cup of tea.

If you are a carer, our enabling and home support assistants can give you the confidence to



have some time to yourself or run those errands you've just not been able to get to while knowing the person you care for at home is safe.

Through our companionship visits we are building relationships, making social connections, and enjoying time with others. All of which reduces those feelings of loneliness and isolation, maintains social skills, provides mental stimulation, gives a sense of purpose and routine, and increases feelings of positivity. If helped to get out and about there are also the physical benefits of

increasing your mobility and fitness through movement.

If you would like to know more about the services our Enabling and Home Support Team can provide please visit www.ageuk.org.uk/devon/our-services/home-support-service/, call us on **0333 241 2340** or email info@ageukdevon.org.uk.

"It's fantastic!
Each week I look forward to my visit knowing I will be able to see a friendly face and have someone to talk to while we stroll along the sea front or visit the local garden centre. That one visit boosts me for the rest of the week."

Enabling and Home Support Client



Our New Learning from Living with Dementia Training Course

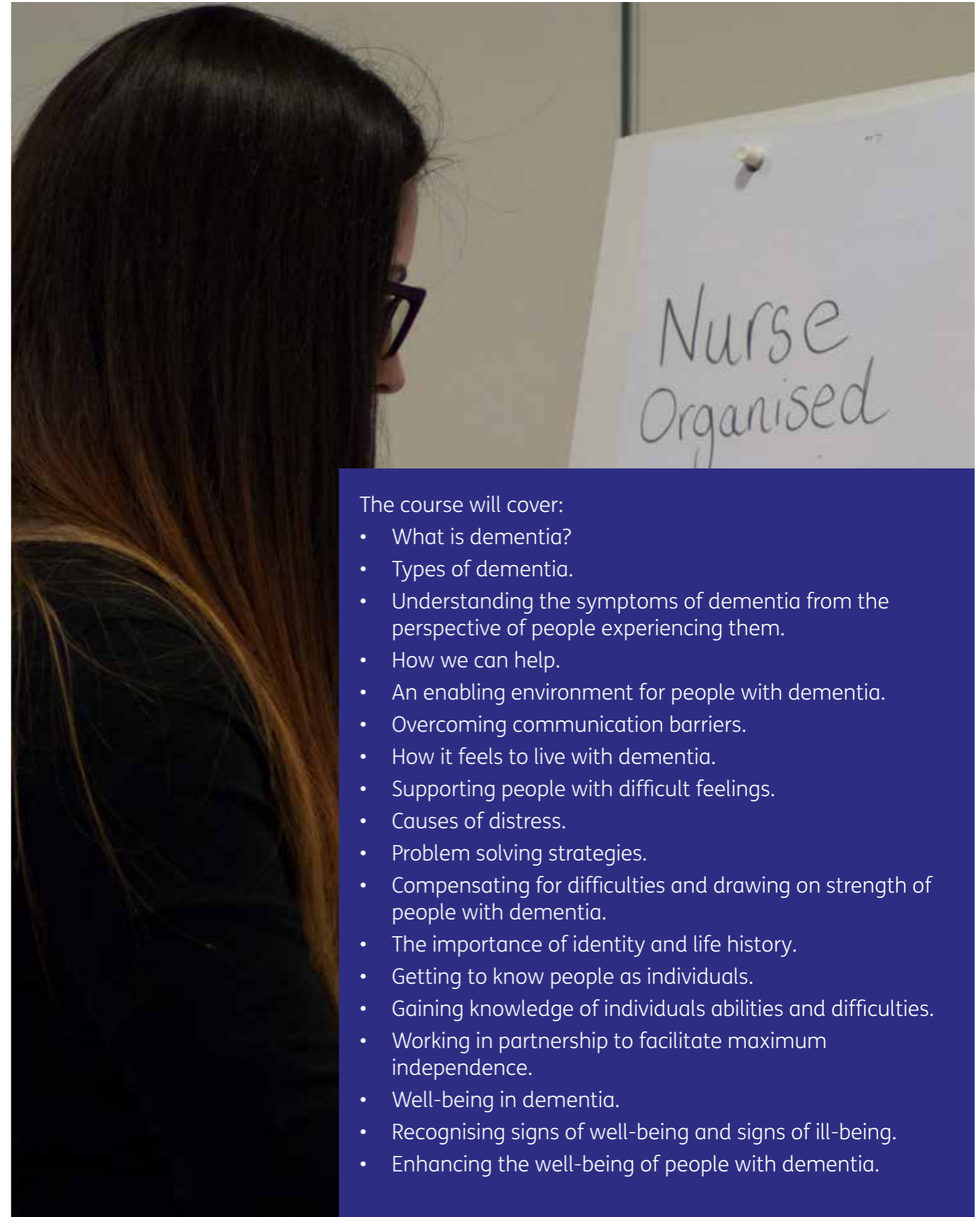
Learning from Living with Dementia was winner of the National Dementia Care Award for Best Dementia Training Initiative in 2019. The course has been specially designed by Dementia Trainers and co-produced with EDUCATE, a Stockport based group of people living with dementia, who raise awareness about the syndrome.

Age UK Devon is delighted to confirm two employees have completed the Train the Trainer course, qualifying and permitting them to deliver the Learning from Living with Dementia course to external organisations and individuals.

Learning from Living with Dementia can be delivered face to face, or virtually, either as a full day or as two sessions of approximately the same length.

This thought-provoking course includes, powerful videos from members of EDUCATE talking about their lived experience of dementia, opportunities for group discussion and personal reflection alongside interactive activities and exercises. All participants will receive a certificate of attendance.

For more information on our Learning from Living with Dementia course, including training dates and charges, contact Age UK Devon on **0333 241 2340** or **info@ageukdevon.org.uk**



The course will cover:

- What is dementia?
- Types of dementia.
- Understanding the symptoms of dementia from the perspective of people experiencing them.
- How we can help.
- An enabling environment for people with dementia.
- Overcoming communication barriers.
- How it feels to live with dementia.
- Supporting people with difficult feelings.
- Causes of distress.
- Problem solving strategies.
- Compensating for difficulties and drawing on strength of people with dementia.
- The importance of identity and life history.
- Getting to know people as individuals.
- Gaining knowledge of individuals abilities and difficulties.
- Working in partnership to facilitate maximum independence.
- Well-being in dementia.
- Recognising signs of well-being and signs of ill-being.
- Enhancing the well-being of people with dementia.

Age UK Devon launches programme to help older people get online

Age UK Devon has launched a new Digital Champion Programme to help older people who want to get online and learn how to use digital devices.

Vital services such as banking, shopping and health services have become increasingly 'digital first' since the COVID-19 pandemic. But there are more than 3 million people aged 65 and over in the UK who do not use the internet, meaning there is a huge risk of older people being left behind.

The scheme, which is part of a wider Age UK Digital Champion Programme being run through local Age UKs across England and Wales, will provide digital training sessions to help those older people who want to learn how to get online. The sessions will be delivered by volunteer Digital Champions who will be trained to provide digital support to others. Those who take part in the programme will also be given access to loaned technology, allowing them to build their knowledge and practice their skills.

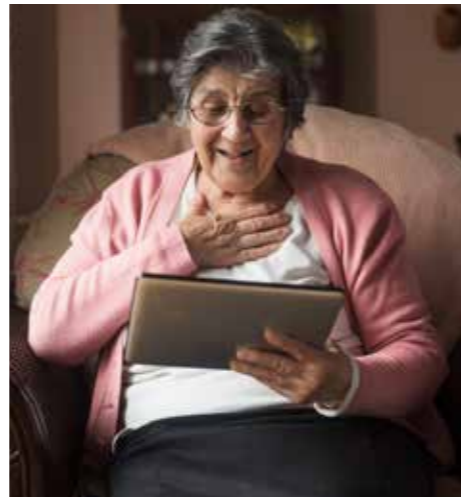
Sophie Littlewood, Chief Executive at Age UK Devon said:

"We're very excited to have launched the Age UK Digital



Champion Programme here at Age UK Devon. A lack of digital skills and access to technology means many older people in our area are missing out on essential services and the opportunity to connect with loved ones. The programme will help ensure that those who want to get online are given the skills and training to do so.

We'd encourage any older person in Devon who would like to get online to contact us to find out what digital support is available to them. We're also looking for Digital Champion volunteers to deliver skills sessions to older people in their area, if you think you can help then please do get in touch."



To find out more about Age UK Devon's Digital Champion Programme, and to sign up as a volunteer Digital Champion, please contact Age UK Devon on **0333 241 2340** or **info@ageukdevon.org.uk**.

Improve your digital skills!

Do you want to...

- Stay in touch with loved ones?
- Shop from the comfort of your own home?
- Access the services you need in a quick and easy way?

Here at Age UK Devon we offer FREE support so that you can make the most of the internet!

Whether you're a complete beginner or looking to brush up your skills, our Digital Champions are here to help!

They can support you to use your gadget (tablet, smartphone or laptop) and help you to learn new skills in a safe and secure way.

Why not get involved today?

0333 241 2340

info@ageukdevon.org.uk



Fundraising



Age UK Devon's Santa Run

We're bringing the festive spirit to Exmouth this December with our family friendly Santa Run.

On Sunday 11th December 2022 a stream of runners dressed as Santa will be seen running along Exmouth Sea Front helping to raise vital funds for older people across Devon. This fun run is open to everyone from experienced runners to complete beginners and is a jolly way to kick off the season of goodwill.

There will be two distances on offer, the 5K fun run will start first at 10.00am with the 2.5K family fun run following behind 40 minutes later. Both routes will start and finish at Beech Gardens on Queens Drive, will travel along the shared pavements and will be fully marshalled.

As part of the entry fee all participants will be provided with a Santa suit or hat which they are encouraged to wear to transform themselves into the most famous gift giver of all. All finishers will receive a Santa inspired finishers medal, water bottle and celebratory mince pie.

Book your place on the Santa Run by visiting www.ageuk.org.uk/devon/get-involved/fundraise-for-us/ Please note entries will close at 6.00pm on Wednesday 30 November 2022.

Entry Fee

5k

Adult -£15.00 (16yrs+)
includes suit &
finishers medal
10-16 yrs - £12.50
includes suit &
finishers medal

Participants must be 10
years and over to take part
in this distance.

2.5k

Adult -£15.00 (16yrs+)
includes suit &
finishers medal
10-16 yrs - £12.50
includes suit &
finishers medal

Up to 10 yrs (must be
accompanied by an adult)
- £10.00 includes suit &
finishers medal

Enter either distance for
£6.00 per entry however
only includes a Santa hat &
finishers medal.



Image by Brian Bracher from pixabay.com

Focus on Volunteers

Introducing our Benefit Advocate Volunteer



A popular service we offer is our free and confidential benefit entitlement check for those over state pension age. Often when an entitlement is identified many older people and their carers can find the prospect of completing the forms to claim daunting.

This is where our amazing team of Benefit Advocate Volunteers come in, as with their support we can provide the practical help aiding older people and their families with filling in the forms either through home visits or over the telephone.

Age UK Devon's Benefit Advocate volunteers are a vital part of our Information and Advice Team. Together they helped older people across Devon successfully apply for £2,557,998.48 in unclaimed benefit entitlement from April 2021 – March 2022.

Here, our Benefit Advocate, who would prefer to remain anonymous, explains what the role means to them.

Why did you become a Benefit Advocate?

I started volunteering for Age UK Devon several years ago when I took early retirement. I liked that the role is specific and defined, which suits me, and the results are tangible (they were awarded benefit), unlike my working life which was very strategic and woolly.

As a Benefit Advocate how do you support older people?

I travel around parts of West and South Devon, meeting people face to face in their homes to complete Attendance Allowance forms with them. I go to places I didn't know existed and to all kinds of accommodation. Since July 2020, I have also been providing the same support via telephone; this took some getting used to, but I now prefer it as it saves on journey time making the process more efficient.

How much time do you volunteer to Age UK Devon?

I currently do about one form a week, which including administration takes between 1.5 and 2 hours.

What do you love about being a Benefit Advocate?

I love meeting so many great people (in person or on the telephone) who have led interesting lives.

I also love knowing I am providing practical help at a time when people may be struggling, and it usually feels like you have done something positive

What training and support have you been provided?

The team at Age UK Devon are fantastic and provide the best support. When I started, I was given full training on how to complete the forms correctly with the evidence provided by the older person.

Age UK Devon hold regular volunteer meetings keeping us up to date.

If I ever do have a query or concern, I know a member of the Age UK Devon team will be available to help. I have volunteered for many organisations over the years, and the Age UK Devon team are the most supportive by far!

Our Information and Advice Team are always open to enquiries from individuals who are interested in volunteering their time as a benefit advocate. For more information about the role please visit www.ageuk.org.uk/devon/get-involved/volunteer/benefit-advocate/ or contact us on 0333 241 2340 or email info@ageukdevon.org.uk



Other News



Heating your home safely



With energy prices rising, the fire service knows you may need some help staying warm.

If you need to heat only a small area of your home, a portable heater is more efficient and cost-effective. The fire service recommends an electric oil-filled radiator (pictured) rather than any other type of heater.

Heaters can be a serious fire hazard, they should always be placed (at least one metre)

away from curtains, bedding and upholstery and switched off and unplugged before you go out or go to bed.

Candles are not a safe or efficient way to heat your home.

Open fires and wood burners
Have your chimney swept before the first fire, and then sweep it at least once a year (and every three months if you're burning wood).

Only burn seasoned wood. Other wood may have moisture which can create tar in the chimney. This is highly flammable and can lead to chimney fires.

Other ways to keep warm

Electric blankets are a great way to keep warm, but they need to be used with care. Check electric blankets for wear and tear, and always replace after 10 years.

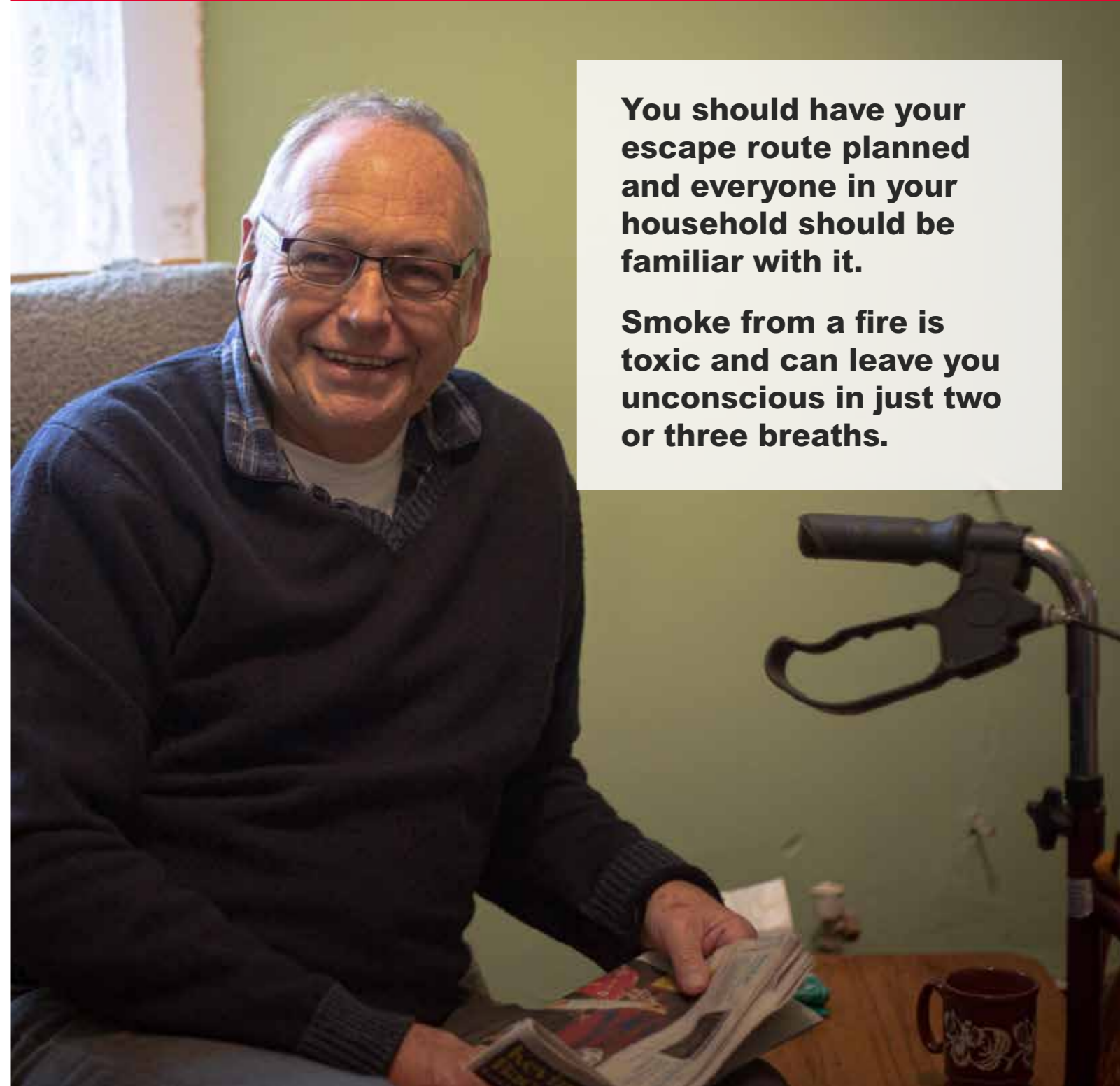
Never use wheat bags in a bed.

Book in for a free home fire safety visit

A friendly home fire safety adviser can give you fire safety advice. They'll also provide fire safety equipment (free of charge).

To request a visit, call **0800 05 02 999** or visit **dsfire.gov.uk/homesafety**. Please quote the code for Age UK Devon - 433

How would you and your family escape your home in a fire?



You should have your escape route planned and everyone in your household should be familiar with it.

Smoke from a fire is toxic and can leave you unconscious in just two or three breaths.

The fire service can help you plan your escape route. Book a free home fire safety visit today to get tailored advice. Call **0800 05 02 999** or visit **dsfire.gov.uk/homesafety**



Our Community Activities

Teignbridge

Outdoor Activity Club

Every 2nd & 4th Monday
of the month

10.00am - 12.00pm

Stover Country Park
Newton Abbot
TQ12 6QG

£3 per session

Dawlish Social Cafe

Every Tuesday
10.00am - 12.00pm

The Strand Centre
32 The Strand
Dawlish
EX7 9PT

An Introduction to Walking Football

Every Tuesday
10.30am - 12.00pm

Devon FA Club House
Newton Abbot
TQ12 1EJ

£4 per session

Women's Walking Football

Every Wednesday
4.30pm - 5.30pm

Dawlish Leisure Centre
Sandy Lane
Dawlish
EX7 0AF

First session free then
£4 per session

Swim to the Sea

For anyone aged 55
and over to learn how to
safely swim in open water
at Teignmouth Beach,
with qualified trainers
and lifeguards.

Each wave is £40
including refreshments

Exploring Memories

Every Wednesday
11.00am - 12.00pm

Newton Abbot Library
Passmore Edwards Centre
Market Street
Newton Abbot
TQ12 2RJ

East Devon

Body Moves

Every Tuesday
11.30am - 12.30pm

Seaton Methodist Church
3 valley View
Seaton
EX12 2JN

£3 per session with the first
session free

Drop In Coffee Morning

Every Wednesday
10.00am - 12.00pm

Number One
1 Harepath Road
Seaton
EX12 3JQ

Knit and Natter

Every Thursday
1.30pm - 3.30pm

Number One
1 Harepath Road
Seaton
EX12 3JQ

Honiton Social Cafe

Every Thursday
10.30am - 12.00pm

Zest Cafe
9 Black Lion Yard
Honiton
EX14 1ES

Knit and Chat

Every Thursday
10.00am - 12.00pm

Wings Bar
33 -35 Imperial Road
Exmouth
EX8 1DB

£1 per session

Axminster Social Cafe

Every Wednesday
10.00am - 12.00pm

Waffle House
1st Floor Trinity House
EX13 5A

Exploring Memories

Every Tuesday
10.30am - 12.30pm

Exmouth Rugby Club
Exmouth
EX8 1DG

North Devon

Tea and IT

Every Thursday
2.00pm - 4.00pm

Bideford Library
New Road
Bideford
EX39 2HR

£3 per group session



For more information about any of our **community activities**
and to book a place, please call us on **0333 241 2340** or email
info@ageukdevon.org.uk

Our Services

Age UK Devon has many services and activities 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.

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, domiciliary care agencies, community groups and individuals.

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.

Benefit Help Service

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

Better Later Lives

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

Foot Care

A home visiting service to improve older people's foot health operating in parts of East Devon.

Information and Advice

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

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

Age UK Exeter..... 01392 202092

Age UK Plymouth..... 01752 256020

Age UK Torbay..... 01803 555181



Outdoor Activity Club

Become more active in a natural environment while connecting with others.

**Every 2nd & 4th Monday each month
10.00am –12.00pm**

**Stover Country Park
Newton Abbot
Devon
TQ12 6QG**

Our social club is for people over 55 to enjoy a range of outdoor activities, from gentle walks to forest crafts and mindfulness.

£3 per session.

To book a place please call


0333 241 2340

email info@ageukdevon.org.uk

or visit www.ageuk.org.uk/devon

Age UK Devon is a charitable company limited by guarantee and registered in England and Wales
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Company Number: 2773453
Registered office is 1 Manaton Court, Exeter Devon EX2 8PF





Become a volunteer Digital Champion and improve older people's digital skills

We need your help! While many older people have embraced digital technology, there are many others who are less confident and are at risk of missing out.

A volunteer Digital Champion is someone who is trained and supported to inspire others to get online and can spend some time showing them how.

You don't need to be a technology whizz! Instead, all you need is:

- A love for meeting new people
- A willingness to help others
- Enjoying being online
- Confidence with basic technology use, for example tablets and smartphones

Why not join today? Simply give us a call or email us to register your interest.

0333 241 2340

info@ageukdevon.org.uk

