

Spring 2018
Free



engage

Promising approaches to living well with dementia

The return of Ermington's lunch club

Find out about our new Feet First service





Cover Image
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Reg. Charity No. 1019018

Welcome from the Chief Executive

So, just as we thought Spring was almost upon us the great British weather produced ‘the beast from the East!’ and we had to endure severe cold weather during early March. This may have been a worry for some older people, who are particularly vulnerable to the impact of low temperatures. We worked with Radio Devon to spread the word about how we could prepare for the cold temperatures and snow, and keep warm and well.

In 2014 we achieved the Organisational Quality Standards for local Age UKs in England which recognised the high standard of our performance as an organisation. It certified that we are a well-governed and effective organisation committed to the wellbeing of older people, our staff and

Spring is a good time for us all to venture out and enjoy the wonderful Age UK Devon services and events across the county. We hear about the positive work that is being undertaken in our county and I would like to thank staff, volunteers and trustees for their hard work.

The trustees are assisting staff with achieving the second cycle

volunteers and to working in partnership with others. We are now looking to achieve the second cycle of standards known as Charity Quality Standards. To complete these standards we must demonstrate we are being a good organisation and being a good Age UK. In April customers, trustees, staff and volunteers will be asked to share their views to help us to identify hidden good practice, stimulate discussion and to get an accurate reflection of our organisation. If you would like to get involved, please contact us.

I hope that you enjoy reading this edition of *engage* which is packed full of information, including news on some new services and activities available in Devon.

Littlewood

A Message from the Chair of Trustees

of the Charity Quality Standards and have been undertaking training as part of this. We are a small, friendly group of trustees who are always looking for others to join our team so if you are interested please do not hesitate to contact us.

Best wishes for a warm and sunny Spring!

Liz Michaelson

Contents



Active in Later Life.....04
Find out about some of our community activities.



Living Well with Dementia...12
Read about Age UK’s latest report.



Other News.....20
Find out about McClure’s free will service.



Advice & Wellbeing in Later Life06
Information and advice on how to take care of your mental health.



Fundraising.....16
Discover how Okehampton Primary School are getting involved in the Big Knit



Our Services.....23
Explore the services we provide.



Enabling and Home Support.....10
Find out how we could help you if you are a carer.



Focus on Volunteers.....18
Could you be the Digital Champion we’re looking for?

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.

Please also contact us on the details above if you wish to no longer receive our magazine.

Active in Later Life

The return of Ermington's Lunch Club

Our volunteer Gill Hucker set up Ermington's lunch club in 2008 and with the help of three other regular volunteers she successfully brought the community together for nine years. Unfortunately due to circumstances affecting their venue the club came to an end last year, to the disappointment of many local residents.

In the meantime the First and Last Bistro has gained new owners, Andrew and Sue, who are keen on reviving a lunch club for the community. Gill quickly put forward her support to run the club with them and we were delighted when she got in touch with us asking for our support.

A coffee morning was held recently at the First and Last Bistro where the community came together to show their interest in the new club. Following this meeting, Andrew and Sue will be welcoming older residents to the Bistro by offering a delicious two course lunch at a reasonable price on a monthly basis. For those unable to attend the Lunch Club there will be an opportunity to buy a hot two course takeaway lunch on the day.

As well as helping to get the word out among the Ermington community, Gill will also be supporting the club by volunteering as a waitress. After lunch there will be a number of different activities such as bingo or talks from organisations.

The first lunch club is on Thursday 29th March from 12.30pm, when the bistro will be serving beef stew and dumplings with creamy mash and cabbage followed by a selection of dessert options. The monthly lunch club will run on the last Thursday of every month. Dates and menu information is available by telephoning us on 0333 241 2340. Anyone wanting to attend should call the bistro directly on 01548 830671.

Everyone here at Age UK Devon is wishing the lunch club the best of luck and is doing everything we can to support the successful running of the club. If you are in the Ermington area please keep an eye on our website for further details.



Seated Vitality Training

Seated Vitality is a form of chair-based exercise for people who have difficulty exercising while standing. The exercises can be adapted to suit the needs and requirements of each person. This is an ideal way to reintroduce some element of physical activity for people who may lead a sedentary lifestyle perhaps due to strokes, heart disease, obesity, raised blood pressure, depression or diabetes. It is also great for older people who lack confidence.

Exercise improves mobility, flexibility, balance and posture, which all help to prevent falls. Participants also notice a general improvement in their strength and energy.

Trish Warren, the Active in Later Life Manager and qualified trainer can deliver a one day interactive course in becoming a Seated Vitality Trainer. This course ensures you are competent in the practice of seated exercise.

After seeing first hand the benefits of Seated Vitality, our volunteer Winnie attended our Seated Vitality Training Course. She now delivers Seated Vitality sessions to a local group on a regular basis in her community.

'There are 10 ladies who attend my class every other Tuesday afternoon. The oldest member is 101 and still participates. The ladies love the laughter, the music and the singing, the games we bring, the gentle or not so gentle movements. Many of them would not be going out that day or sometimes that week if it was not for the exercise class and they all say it loosens them up and energises them. Some of them even do some of the movements daily at home now.'

More information about our course to become a Seated Vitality Trainer can be found on our website or you can contact Trish Warren on 0333 241 2340 or info@ageukdevon.co.uk.



Advice and Wellbeing

Your Mind Matters

Our mental health affects how we think and feel, and how we cope with life's ups and downs.

We've all heard how important it is to look after our physical health; to keep to a healthy weight, take regular exercise and eat well. But what about our mental health? Just as you can look after your physical health and reduce your risk of falling ill, you can take care of your mental health too.



Take care of yourself - Be kind to yourself and have a treat from time to time. It doesn't have to be expensive, for example treating yourself to your favourite magazine might raise your spirits.

Do the things that make you laugh and have fun - Make some time for the things you enjoy. Perhaps you enjoy cooking, or laughing at repeats of your favourite TV programmes.

Get enough sleep - It is recognised that sleep patterns change as we get older and lack of sleep can directly affect the way we feel. Try to make time to relax and unwind in the evening, and go to bed and get up at the same time to maintain a routine.

Eat well and drink sensibly - What we eat and drink affects how we feel. Try not to fill up on sugary and fatty foods, and make sure to eat plenty of fresh fruit and vegetables. Limit the alcohol you drink; remember that alcohol is a depressant and can affect your mood.

Structure your day and set goals - Making plans gives our lives meaning and purpose. Make sure your goals are realistic and start small. You might want to plan to go for a 20 minute walk three times a week.

Keep active - Regular exercise is a great way to improve your mood as it increases the production of brain chemicals that make you feel happy. Being active doesn't have to involve going to the gym. Housework or a brisk walk can count, if it raises your breathing rate. Build up gradually, aiming for at least an hour and a half of physical activity each week, along with some muscle strengthening and balance activities twice a week. If your health makes exercise difficult, consult your GP who should be able to make suggestions.

Get some fresh air - Simply getting outside for a few minutes every day can improve your mood.

Talk about your feelings - Speaking to family or friends about how you feel can be difficult if you haven't done it before, but it can help you see things from a different perspective. If you would rather speak to someone you are not close to, you may find it helpful to talk to a counsellor or support groups. The Samaritans has a helpline that is open 24 hours a day, 365 days a year, for anyone who needs to talk. Tel. 116 123

Want to read more? Get in touch with us for your free copy of our guide **Your Mind Matters**.

Feet First

We are delighted to announce a new service available in Teignbridge and South Hams, Feet First, offered in partnership with qualified foot care specialist Tracey Patrick.

Tracey says “I have returned to Devon after living in Surrey, something I always planned to do, it is such a beautiful part of the country. I have been a Community Nurse for the last 20 years and also trained as a Foot Health Practitioner more recently.

As a Foot Health Practitioner (FHP) I have a diploma in foot health, which means I am qualified to work in the private sector to undertake routine clinical work necessary to maintain the health of the foot. I am working with Age UK Devon to visit people in their own homes, something I feel very comfortable with having been a Community Nurse for many years.

Looking after our own feet becomes increasingly difficult as we get older. You might struggle to trim nails due to either poor sight or inability to reach your feet. This can lead to overgrown thickened nails. Foot Practitioners such as myself can take care of your nails as well as check your feet overall and can help you to be more comfortable and active. I believe making feet feel good is crucial to how you feel overall and has a huge impact on health and wellbeing.”

Tracey is qualified to help you look after your feet, and has undergone a DBS (disclosure and Barring Service) check.

To find out more, including charges, and to book your appointment, call us on 0333 241 2340.



Coming Soon

Plans are underway for a befriending and wellbeing service to run in Teignbridge. At Age UK Devon we are aware of how much feeling lonely can affect our mental and physical wellbeing. We have applied for funding to offer befriending to older people who are isolated, enabling them to reconnect with their communities and make new friends. If successful, we will shortly be recruiting for volunteers to support this service. If you live in Teignbridge and would like to be involved, get in touch!

How our Information and Advice team has helped recently



Gillian and Reg are a couple in their 70s. Reg has advanced dementia and Gillian is his main carer. They contacted Age UK Devon to find out about any benefits they could claim to help with funding Reg's care. As Reg has problems with managing daily tasks and gets confused and anxious if he is left alone, Gillian arranges for carers to keep an eye on him when she needs to go out. Reg also needs help during the night, meaning that Gillian is up with him several times.

When Gillian phoned Age UK Devon, our advisor identified that Reg should be eligible for the higher rate of Attendance Allowance and that they were likely to be entitled to a backdated 25% discount on their Council Tax.

We arranged for one of our experienced volunteers to visit Reg and Gillian to help them with the Attendance Allowance form, which Gillian had found long and daunting when she looked at it on her own. The volunteer was able to help them describe Reg's day-to-day problems in order to answer the questions.

When speaking to Gillian, our volunteer noticed that her caring role was putting her under a lot of pressure and having a negative impact on her health. He asked the office for advice, and we were able to offer her details of carers support organisations. Our advisor also suggested arranging a carer's health and wellbeing check for her.

A few weeks later Reg was awarded the higher rate of Attendance Allowance and the couple were also able to get their Council Tax discount. They use the extra money to pay for a few hours a week of extra care for Reg. This means that Gillian is able to have some time to herself, go out and see friends, and catch up on sleep.

Gillian says that the money has made a big difference to the quality of their lives and that their relationship is much better as a result. ‘The volunteer was so friendly and professional. As we've got so used to living our lives like this, it was a big help to have someone with an outsider's perspective to notice the things we were particularly struggling with. We're over £5,000 a year better off now which I would never have imagined – it's fantastic.’

Enabling and Home Support

Our New Enabling and Home Support Manager

Sue Moore has been in post as Enabling and Home Support Manager since the end of October 2017. During this time she has been talking to our staff and clients about what they value most about our service. This has given Sue many ideas about steps we can take going forward to improve the service we provide.



This year Sue is concentrating on developing and growing the service, particularly in Teignbridge and East Devon. She is really interested in hearing from anyone who would like to become an Enabler/Home Support Assistant in those areas. More information about our current vacancies can be found on our website.

Sue says, “I have spent many years working in services for older people, those living with dementia and with family carers. My experience, coupled with real life suggestions from local people, will help us grow our Enabling and Home Support Service even more in 2018.”

Direct Debit Payments

We are now able to offer our Enabling and Home Support clients the opportunity to pay for their service using direct debit. If you would like to change your method of payment please contact our Finance Manager, Debs McIver on 0333 241 2340 for more information.

Are you a carer?

Age UK Devon offers a range of Enabling and Home Support services to support people in their own homes such as cleaning, ironing, shopping and much more. We can also support carers with the chance to have a break.

If you care for someone, it’s important for you to have time to recharge your batteries by taking some time away from your loved one – maybe you want to have coffee with friends, shop or socialise, but need someone trusted and experienced to sit with your relative?

Our staff can offer companionship, conversation, a chance to share memories or play card or board games, for example. Companionship is available for a minimum of an hour and a half and can be arranged on its own or in addition to household tasks.

Find out more about the service and our current charges by taking a look at our website or contact our Enabling and Home Support Service on 0333 241 2340 or homesupport@ageukdevon.co.uk.



Living Well with Dementia

Age UK have launched a new report called 'Promising Approaches to Living Well with Dementia'.

What's it about?

The report outlines what 'living well' means to people with dementia and their carers, and services and approaches that can help them achieve this.

Taking a fully person-centred approach, Age UK's report is based on discussions they had with older people with dementia and their carers, as well as experts in the field.

Many of the services highlighted in their report centre around maintaining personal wellbeing, sustaining positive relationships with friends and family and carrying on with day-to-day activities – three factors older people with dementia and their carers told Age UK were crucial to 'living well.'

Partner Age UK services are also featured, including Age UK Norfolk's Dementia Wellbeing Coordination, Age UK Camden's Dementia Counselling, a day centre from Age UK South Staffordshire, and Cogs Clubs run by various local Age UKs.

It further highlights how the local environment must be built and organised to enable people with dementia to access these services, and how there must be support for people to navigate what's out there.



Who's it aimed at?

Age UK's report is a must-read for individuals in the voluntary sector, local authorities, care providers and NHS Trusts who support and want a better deal for people living with dementia and their carers. All of the interventions featured show real promise in impacting on quality of life outcomes, are cost-effective and scalable, and can be replicated elsewhere in the country.

Where to find the report

If you would like to read the report and find out more about why Age UK have launched it please visit <https://ageukblog.org.uk/tag/promising-approaches-to-living-well-with-dementia/>. If you are unable to access the internet but would still like to read the report please contact us on 0333 241 2340.



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for more information



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 2016/2017 for Age UK (registered charity no.1128267). Contact us for information.

Fundraising

Okehampton Primary School

Pupils from Okehampton Primary School are so excited to be a part of our Big Knit this year that they have started knitting ahead of the campaign officially beginning later this year.

A Knit and Natter club has been set up for the pupils where they will be learning new skills while creating the little hats and helping to raise funds for us. With the knowledge that every hat created means a donation of 25p is made to Age UK Devon the pupils will also be encouraging their local community to take part too.



Sophie Littlewood, Chief Executive of Age UK Devon, said, "The funds raised by the Big Knit help us to support older people to stay warm and well in winter, across the county. We are delighted to have the support of Okehampton Primary School and are looking forward to seeing their woolly creations!"

So if you would like to get a head start on this year's Big Knit also, have a look at www.thebigknit.co.uk where you will find handy tips and lots of inspiring patterns for beginners and experts alike. If you live in the Okehampton area any completed hats can be brought into the school and deposited in the collection box in Reception.

South West Water

A big thank you to South West Water for choosing to continue to support Age UK Devon as one of their official charity partners this year.

Alan Hyde, Head of Community Relations at South West Water, said, "We are delighted to continue our partnership with Age UK Devon to support the great work undertaken by its staff and volunteers in the communities we serve."

Their donation will enable us to continue to offer our benefit advice service across Devon.

Fundraise for Us

Our vision is that Devon is a county in which everyone loves later life. Our trustees, staff and volunteers are passionate about supporting older people to lead fulfilling lives and being able to actively engage within their local communities.

As a small local charity we rely heavily on donations and all funds raised locally are used locally to enable us to continue to provide our services.

Could you put your experience, knowledge and creativity to the test and get involved with fundraising for Age UK Devon? The ideas below capture just a snapshot of the panorama of possibilities!

Organise your own event

From an afternoon cream tea to a sponsored yo-yo, you can be as original and inventive as you like. We can help you to publicise your event and set up your own fundraising webpage.

Be Sponsored to take part in an event

Is there an event that you have always wanted to do but have needed a little motivation to take part? Maybe it is a local 10K or half marathon or maybe you have always wanted to raise money while jumping out of a plane. Getting sponsors and raising money for Age UK Devon may just be the motivation you need to achieve your next goal.

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.

Corporate fundraising

Working in partnership with us is an excellent way to motivate and inspire staff and customers alike. There are a number of ways you can get involved as a corporate supporter, from payroll giving to developing and sponsoring services for people in later life in Devon.

However you wish to fundraise we are willing to work with you to help make your fundraising plans a reality. For more information about fundraising please contact us on 0333 241 2340 or info@ageukdevon.co.uk.



Focus on Volunteers

Could you be our new Trustee?

As we grow older we all face new challenges but that doesn't stop us from wanting a fulfilling, independent life. At Age UK Devon, we are passionate that everyone should have the opportunity to be able to make the most of later life, whatever their circumstances, wants and needs. We offer specialised independent advice and quality services to help older people love later life.

If you want to help us make a difference, you may be the Trustee we are looking for. We are looking for new Trustees who are passionate about improving the lives of older people to join our dynamic Board. We are specifically interested in speaking to people who can offer us expertise and knowledge in the areas of marketing, fundraising and income generation. Being a Trustee can be very rewarding and enjoyable offering an opportunity to serve the community whilst learning new skills.

The Trustees' role is to focus on the strategic direction of Age UK Devon and to ensure effectiveness and accountability. Day-to-day operational decisions are delegated to the Chief Executive and the staff team.

The recruitment process involves potential Trustees completing an application form, having an interview with the Chief Executive and Chair, and attending a board meeting to observe proceedings. Appointments are made subject to us receiving two satisfactory references and a Disclosure and Barring Service check at enhanced level.

Trustees are expected to attend approximately 10 board meetings per year, plus our Annual General Meeting and other ad hoc meetings.

For more information, please contact Sophie Littlewood, Chief Executive on 0333 241 2340 or info@ageukdevon.co.uk

Digital Champions Needed

As we get older the use of technology can support us to make the most of later life and continue to remain independent. The internet is a brilliant resource for keeping in touch with family and friends, finding out about local community events and activities and of course completing the weekly shopping. However there are a number of older people across Devon who would like to build their confidence with IT but just don't know where to start.

This is where our new Digital Champions project comes in. Through one to one IT coaching our Digital Champions will introduce older people to computer basics, the internet, email, iPads and tablets in a safe and supportive way.

We will be launching this exciting new project initially in East Devon and we are looking for volunteers in the area. All of our Digital Champions will be provided with CPD accredited training and will be fully supported with the role.

If you are computer literate and wish to pass your skills on to older people in East Devon please contact Trish Warren on 0333 241 2340 or email info@ageukdevon.co.uk.



Other News

McClure Solicitors – Free Will Service



Making a will is one of the most important things that you can do to ensure that your family is taken care of when you are no longer here. With this in mind, Age UK Devon has partnered with McClure Solicitors to offer its supporters a free will preparation service. Just consider making a donation for Age UK Devon.

McClure will prepare your will free of charge – a service which usually costs £150 for a single client and £240 for a couple. All you need to do is consider making a donation to help support Age UK Devon.

Using the services of McClure Solicitors means that your wishes will be honoured in full without any confusion. It also means that your estate will be administered more quickly and with less expense.

You might also consider leaving a bequest to the charity but of course that is always up to you.

Age UK Devon relies on voluntary donations to allow it to continue its valuable work. It doesn't matter how much you donate. Each donation may be small but lots of people have already taken up McClure's Free Will offer raising very substantial sums for charity.

Age UK Devon would like to encourage all its supporters who don't already have a will to take up this very generous offer from McClure Solicitors. In doing so, you can plan for your and your family's future and at the same time you can support the valuable work of Age UK Devon.

Are you over 60?

Are you on low income?

Do you have a computer but lack the confidence or skills to use online financial tools and services?

Do you want to access your Personal Tax Account but could do with a bit of help?

View and manage your tax information online

Tax Help for Older People is offering support during 2018 to help people set up and view their Personal Tax Account on the HM Revenue and Customs (HMRC) website.

By 2020, HMRC is aiming to have moved to a fully online system where:

- Form filling is reduced as you will no longer have to tell HMRC information it already knows;
- Your tax information is up to date at all times, removing the risk of missed deadlines, unnecessary penalties, debts arising and errors in the system being carried forward; and
- The information HMRC needs is automatically uploaded, bringing an end to the tax return.

Your Personal Tax Account is already available and brings all of your tax details together in one place, where you can view, file, pay and update your tax information online, at any time.

If you are interested in accessing your Personal Tax Account and you have answered 'yes' to the questions above, please get in touch with us and we will arrange help for you either through a home visit or phone appointment with one of our advisers. We will ask a few simple questions before and after you have accessed your Personal Tax Account to see if our support has helped you.

Tax Help for Older People
Unit 10, Pineapple Business Park
Salway Ash
Bridport
Dorset
DT6 5DB

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TAX HELP
FOR OLDER PEOPLE

Phone: 0345 6013321
or: 01308 488066
E-mail: taxvol@taxvol.org.uk
Website: www.taxvol.org.uk

Volunteers Needed for 'Active in Nature' Project

If you are a keen, friendly, passionate person and you enjoy helping to get others in your community healthy and active, then becoming an 'active in nature' volunteer might be for you!

We know that volunteers are hugely important to help others in your communities have the confidence and motivation to get out and about and join local active groups. LED Leisure are looking for inspirational Volunteer's across East Devon to help promote, share and encourage others to be active in Devon's great outdoors.

You the ambassador will connect to, inspire and support people to take their first steps into activity. As well as this important role you will work with us to help shape the campaign, including input on messaging, content and delivery.

There are some great benefits in becoming an "Active in Nature" volunteer! Training will be provided with ongoing support, guidance and access to resources. Opportunity to learn and develop new skills, meet new people and discover more of your local area all while spending time outdoors and being active yourself.

Here are some of the great benefits of becoming a volunteer...

Training provided with ongoing support, guidance and access to resources
Opportunity to learn and develop new skills

Opportunity to meet new people, discover more of your local area and spend time outdoors and...

To be more active yourself!



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.

Computers, iPads and getting online

One to one support for people wanting to learn more about digital technology.

Exercise Classes

Gentle exercise to music classes, fitness with friends, walking basketball, walking football and many more.

Training

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

Social Groups

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

Lunch Clubs

Meals and company.

Benefit Home Visiting Service

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

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.

Feet First

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

Enabling and Home Support Service

One to one support with cleaning and housework, attending appointments, shopping, companionship, household management, meal planning and preparation.

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

Age UK Mid Devon.....01884 255369

Age UK Plymouth.....01752 256020

Age UK Torbay.....01803 555181

Leave a world less lonely with a gift in your will



For more information
please call **0333 241 2340**
email **info@ageukdevon.co.uk**
or visit **www.ageukdevon.co.uk**