

The H&W

AGE UK HEREFORDSHIRE & WORCESTERSHIRE'S NEWSLETTER



Autumn leaves on The Malvern Hills from Evie - daughter of our Help at Home Support Officer Heather Bullock.

Hello and welcome!

We would like to welcome you to our Autumn-Winter 2020 Newsletter. Inside you will find the latest updates about Age UK Herefordshire & Worcestershire, how you can get involved and even a chance to test your brain power! We know the news of a second lockdown may be very worrying for a lot of people across England, we are here to support you, your loved ones and carers. Please see our [website](#) for regular updates on our services. We are sorry that we aren't yet able to welcome drop in appointments at any of our offices, however we are committed to supporting people across the two counties by phone and email.

Our Help at Home, Independence at Home, Home from hospital and Footcare service will continue to run in Worcestershire following government guidelines. Our Dementia Wellbeing Service, Veterans Service and Information and Advice service are running as a telephone-based services. Please see our services update page (4) for more information on our services and the support we are providing in Herefordshire. To find out how we can support you [contact us](#). **Our phone lines are now open 8am-6pm Monday – Friday.**

We are pleased to say that from June to September we supported 1,300 clients per month. From June to September we had 2,078 information and advice queries and we delivered food/essential items to 1,293 people.

We hope you enjoy this issue of our newsletter and remember you can change your mind about receiving our newsletter at anytime by [contacting us](#). From everyone at Age UK H&W thank you for your continued support. Now sit back, grab yourself a cuppa and read our latest news. Thank you!

Magda Praill – COO – Age UK Herefordshire & Worcestershire.



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How to get in touch with us:

T: 0800 008 6077

Monday - Friday 8am-6pm

E: admin@ageukhw.org.uk

[Age UK Herefordshire & Worcestershire](#)
[Malvern Gate](#)
[Bromwich Road](#)
[Worcester](#)
[WR2 4BN](#)



Age UK H&W internal restructure

Throughout the last couple of months we have been busy not only supporting people across the two counties but forming the new structure that forms Age UK Herefordshire & Worcestershire. We want to make it as easy and least stressful as possible for people to get the support they need. This means all of our current services will be realigned within 3 service areas, each with a dedicated Service Manager reporting to the Head of Services. These service areas are; Living Well; Home Support; Social Inclusion & Wellbeing.

Living Well: Dementia Wellbeing Service Veterans and Carers Wellcheck Information & Advice Independence at Home	Social Inclusion & Wellbeing: The Companion Line Droitwich Spa Meeting Centre Drybridge House Day Centre Volunteering Wellbeing Activities (Inc: Allotment, Computer Cafes, Walking Group and Scrabble group)	  
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When you contact Age UK Herefordshire & Worcestershire whether that is via phone, email, social media or any other contact you will be supported by our trained referral hub team. They will assess the type of support you may benefit from and pass you through to the right team. So whether you are contacting us for yourself or on behalf of someone else be assured that we will do everything we can to support you in the most effective way.

To find out more about Age UK Herefordshire & Worcestershire and how we support people visit our [website](#) or [contact us](#).

News and events

A treat for the ears!
Silver Sunday was a bit different this year, normally we see lots of fantastic face to face events being held for older people on the first Sunday in October. Due to the Coronavirus outbreak we saw lots of events being taken online.

On the 4th October 2020 we were delighted to be able to share beautiful performances recorded by the [English Symphony Orchestra](#) online for everyone to be able to enjoy from home. You can still view the performances [here](#) and listen to them as many times as you like!



A welcomed donation
We were very grateful to recently receive a donation of £100 from Droitwich Lions club from their annual Easter egg raffles held in pubs and shops around Droitwich! A big thank you to The Doverdale Arms who topped up their donation!

This donation is for our Droitwich Spa Meeting Centre and will go along way for us to support our members and carers. To find out more about the centre [contact us](#) or visit our [website](#).

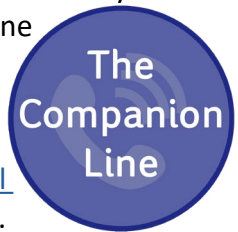


Services Update

The Companion Line:

At the beginning of September we were pleased to launch our new service – The Companion Line. This service is here to support people who may benefit from a regular call from one of our volunteers. Not having someone to talk to regularly can be lonely, particularly if you are used to sharing your home and time with others. This service is for anyone over the age of 18, living in Herefordshire or Worcestershire.

Our companion line offers you a regular chat with a friendly volunteer. Whether you want to discuss any issues which are concerning you or simply talk about what you've been doing, we have someone who can listen. We'll match you up with a likeminded person who has similar interests or hobbies to you or the person you are referring and they will offer a regular phone call. This service is free of charge and can be accessed for as long or as little time as you need. To find out more about The Companion Line visit our [website](#) or [contact us](#). Thank you to the [National Lottery Community Fund](#) who have supported us with funding to be able to set up this service.



Droitwich Spa Meeting Centre and Drybridge House Day Centre:

We are pleased to say our Droitwich Spa Meeting Centre and Drybridge House Day Centre in Hereford have now re-opened after the Coronavirus outbreak. Both meeting centres are following current Government guidelines to ensure we keep all members and their carers safe. We are continuing to open both centres through the second lockdown to ensure we are supporting our members and carers in the best way possible. If you would like to know more about either meeting centre and how you may be able to attend visit our [website](#) or [contact us](#).

Social Activities:

Unfortunately our Walking Group is temporarily suspended until December 2020, please keep checking our [website](#) for more information. Our allotment in Pershore is continuing to stay open to our volunteers on a limited basis with two people visiting at one time, they will be following Government guidelines. If you are interested in joining either group visit our [website](#) or [contact us](#). Unfortunately our computer café and scrabble group are unable to open at the moment but keep an eye out on our [website](#) for updates.

Ross-on-Wye Office:

The staff and volunteers at our Ross-on-Wye office are committed to supporting people in Ross-on-Wye and the surrounding area. They are currently supporting older people with information and advice via phone and emails. They can support you on a wide variety of queries including blue badge applications, attendance allowance advice, wellbeing advice, footcare, companionship and much more. Our footcare appointments from our Ross office are continuing to run following Government guidelines. 1-2-1 digital support sessions are currently suspended until further notice. If you or someone you know needs support please do get in touch with the team. See our [website](#) for more info.



Contact the Ross-on-Wyeeoffice:

Monday 10am – 3pm 01989 567 165

Tuesday 9am – 2pm 01989 567 165

Weds/Thurs/Friday 9am - 4pm

01989 763 887/567 165

Email: ross@ageukhw.org.uk

Do you know about Ross-on-Wye's Safer Neighbourhood Team?

We are a dedicated group of police officers and police community support officers (PCSOs) who work with local communities and partner organisations.

Working together to keep our residents, businesses and visitors safe, to prevent crime and tackle anti-social behaviour at a local community level.

Officers can be contacted on the below numbers concerning community issues. To report a crime in progress call 999 and for non emergencies, report online at www.westmercia.police.uk/report or call 101.

PC Shirley Peters - 07773 053400

PCSO Kirsten Bowkett - 07773 034152

PCSO Claire Denton - 07866 215011

PCSO Simon Hall 07967 302401

rossonwye.snt@westmercia.pnn.police.uk



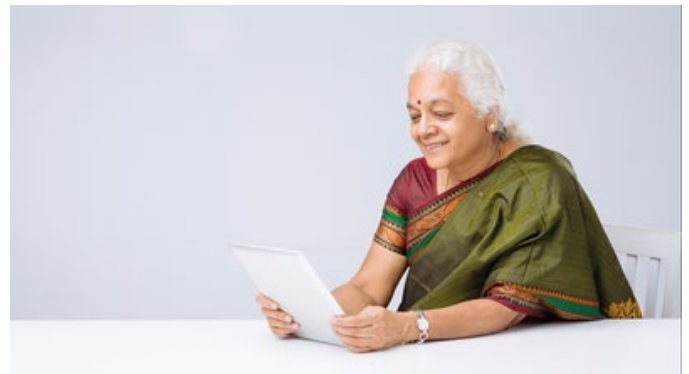
Our new Useful information page:

The marketing team at Age UK H&W have been busy putting together a useful information page on our website where you can find all sorts of information on an array of different subjects.

We hope that you find this information page useful and something you can continue to refer back to. You can access the useful information page [here](#). If you think there are other things we could include please get in touch with the marketing team – E: marketing@ageukhw.org.uk T: 0800 008 6077

In our useful information page we have included information on things like:

- Coronavirus advice
- Clubs and activities
- Wellbeing
- Keeping healthy and active
- Advice to get online
- Transport
- and much more all covering both countries!



Information & Advice:

Your local Age UK can provide free and confidential information and advice on a number of things like, benefits, social care, tax, winter advice and much more. We are here to help and support, you and your loved ones. We are currently providing support over the phone and via email.

Get in touch with your local Age UK for more information.

Age UK Herefordshire and Worcestershire – 0800 008 6077 www.ageukhw.org.uk



How you can get involved!

Creativity Parcels:

Together with Wychavon District Council and Spare Room Arts, Age UK Herefordshire & Worcestershire are pleased to tell you about your opportunity to get crafty at home with Creativity Parcels. If you are 65 or over and live in the Wychavon District area Spare Room Arts can send you out regular creativity parcels for you to get crafty from the comfort of your own home.

The parcels will contain crafts all with instructions from Sarah at Spare Room Arts about how to complete your crafts at home. You will be completing them alongside others also getting crafty in their own homes. **All parcels are sterilised and risk assessed to ensure they are Covid-19 safe.**

Your first creativity parcel is free for you to try, all you have to do is register your interest with Sarah from Spare Room Arts by 30th November for a Winter themed Creativity Parcel. **To register your interest or find out more contact Sarah: T: 07894 715680 E: hello@spareroomarts.co.uk**



Big Knit 2021!

If you haven't heard of The Big Knit yet where have you been! This is a campaign ran every two years in partnership with Age UK national and Age UK local branch partners. Last year we sent off an incredible 5,800 little hats. So a HUGE thank you to everyone who sent in hats!

We want to do even better next year so whether you are an expert knitter or have never picked up knitting needles we need you! There is lots of information on our website about the campaign including patterns and a 'how to' video if you are new to knitting! [Read more here.](#)



Easy Fundraising!

With Christmas fast approaching we know that lots of you may be shopping online more this year. Easy Fundraising is a really quick and effective way of donating to Age UK H&W.

If you shop online your favourite shops will give us a percentage of the sale at no extra cost to you or us. There are over 2,000 well known stores to choose from and each will donate up to 15% of what you spend. It's quick and easy to register and if you download the [donation reminder](#) you don't need to remember to shop through easy fundraising it will remind you everytime! [Find out more here.](#)



Get online week

This year Get Online Week ran from 19th-25th October, this campaign is ran by [The Good Things Foundation](#) and normally sees large face to face events being held across the UK and Australia to help more people to get online. This year was different due to the Coronavirus outbreak, they are encouraging people to offer 1-2-1 support following government guidelines and where it is safe to do so.

We want to help more people to get online across Herefordshire & Worcestershire so we need your help, could you spare 5 minutes to complete our Get Online Week survey? We want to know how we can best help people to get online in the safest and most effective way. **To fill out the survey [click here.](#)**



Winter Warmth



This winter may be different from anything you have experienced before but it is more important than ever to continue to look after yourself and your loved ones.

Our bodies change as we get older which might mean cold weather and winter bugs affect us more than they used to. There are lots of simple things you can be doing to ensure you are living as healthily as you can especially throughout the autumn and winter months.

Top tips for staying well this winter:

- Get your free flu jab
- Keep moving
- Wash your hands regularly
- Eat regularly and healthily
- Dress for winter
- Keep your home warm

How we can help

At Age UK Herefordshire & Worcestershire we have services to help you through the winter months.

Information and Advice – FREE

Our trained information and advice team can support you and your loved ones with free and confidential information and advice via phone and email.

Help at Home

Our Help at Home assistants can provide regular, reliable support to assist you with tasks in and around the home. This service is available to anyone over the age of 50.

The Companion Line

Are you or someone you know feeling lonely or isolated? The Companion Line is here to support people who may benefit from a regular call from our volunteers.

Heat 4 Health

We are working with the Heat 4 Health project throughout Worcestershire who have a specialist helpline offering support and advice on keeping warm at home and ways to help reduce your energy bills.

They can support with reading and understanding fuel bills and switching energy supplier. Additionally they can offer support for accessing funding for emergency heating replacements.

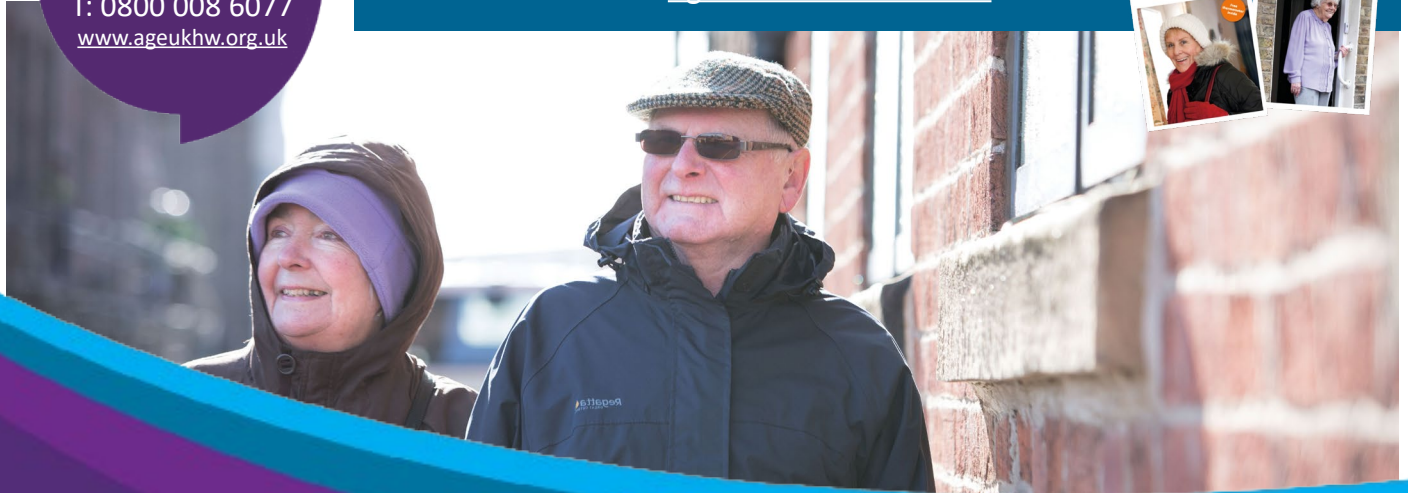
To find out more [contact us](#).



To find out how we can support you, contact us:
T: 0800 008 6077
www.ageukhw.org.uk

Information guides

Age UK national produces free information guides and factsheets on a wide range of topics, including Winter advice, home adaptations, dementia, and advice for carers. You can find a complete list of guides and factsheets on the [Age UK national website](#).



Volunteer with us

Due to the Coronavirus outbreak we have had to temporarily suspend some of our volunteer lead services. We are however still on the lookout for volunteers for various services. We will always work with volunteers to ensure they are comfortable with their volunteering tasks.

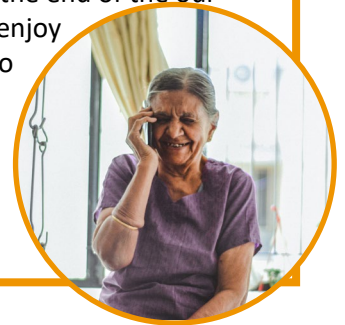
Volunteering can have a big positive effect on your life. It can make you feel valued and part of a team, gain confidence and self-esteem, all whilst giving something back to your local, independent charity. Some of our volunteer vacancies are listed below, if you would like to volunteer with us or would like more information visit our [website](#) or [contact us](#): E: volunteering@ageukhw.org.uk or T: 0800 008 6077

Volunteer Profile

Role: Jackie is one of our Companion Line volunteers, she has been volunteering with us since The Companion Line service launched in September 2020. She offers a friendly regular phone call to clients across Herefordshire & Worcestershire, helping us as an organisation to reduce the feeling of loneliness across the two counties.

Interests: Jackie is a teacher and mosaic artist who works from her studio in Bromsgrove. She runs mosaic workshops and really enjoys meeting the people who attend these and hearing about their lives, work and interests. She enjoys running, baking cakes and reading as well as volunteering for our Companion Line!

Making a difference: Jackie said: "I wanted to get involved with the Companion Line as I enjoy talking to people, I'm a good listener, I'm quite a positive person and felt if someone was feeling a little isolated at home I might be able to help them. I have really enjoyed talking to my Age UK contact mainly because by the end of the our conversation I hear the other person sounding more positive. From my perspective, I really enjoy hearing about them, their interests and allowing them to lead the conversation as there is so much we can all learn from others. As humans even if we are not the type of person who engages with every social activity we all still need to talk to others and be heard. I think it's important to give people who may not be able to leave their homes at the moment the opportunity to talk to someone who is interested in them as a person and allows them to still feel connected and heard."



Current vacancies

Independence at Home

Could you spare an hour or two to offer some health, wellbeing and practical support? The Independence at Home service provides practical support for adults in Worcestershire to improve their independence, health and wellbeing at home, while reducing the need for non medical health and care support. Support is practical, no personal care is required.



Companion Line

The Companion Line supports older people who may benefit from a regular call from one of our volunteers. Volunteers would be expected to make a regular phone call to chat with a client who has been matched with you. This volunteering opportunity is ideal if you are staying at home more or your other volunteering duties have been put on hold.

[Contact us](#) to find out more about volunteering.



Befriending week

The first week of November (1st-7th) marks Befriending week, so we would like to take this opportunity to thank all the volunteers who have given up their time to volunteer for our new Companion Line.

Did you know 225,000 older people often go a whole week without speaking to anyone at all?

(Age UK National 2020) We want to support as many people as we can through our Companion Line with the aim to try and reduce the feeling of loneliness throughout Herefordshire & Worcestershire. If you think you could volunteer for our Companion Line get in touch today.

Could you be our next Trustee?

We are looking for a Trustee Treasurer to join our board of trustees. If you have an accountant qualification and are passionate about helping people across Herefordshire & Worcestershire apply today. Read more about the role and how to apply [here](#) or contact us: E: volunteer@ageukhw.org.uk T: 0800 008 6077



Training Solutions

Delivering Excellence in Health and Social Care Training

Our training solutions team provides practical skills training tailored to suit your individual needs. We specialise in training such as dementia care and manual handling, and also offer mandatory and recommended health and social care courses.

We are currently delivering as many sessions as we can virtually via a zoom link. Our manual handling training are now running with a zoom webinar for the theory side of the training and Covid-Secure Face-2-Face training for the practical elements.

All of our face-2-face courses are carried out with the most stringent of risk-assessed procedures to keep your staff safe whilst allowing them to update their mandatory skills!

Contact us to book onto a course or find out more [here](#).

T: 0800 008 6077

E: training@ageukhw.org.uk

"Very informative and fantastic instructor. Straight to the point, honest, relatable and very inclusive to everyone."

"Good presentation and well-articulated course. Lovely and interactive Trainer."

"Thank you. I have attended other dementia courses before, but today I really understand."

Upcoming training:

We have available dates for the following courses.

Zoom & Face to Face training:

Moving & Handling
First Aid

Zoom Training:

Dementia Awareness
Food Hygiene Level 1
Medication Management

Please note we are able to carry on our training sessions through the second lockdown as we are classed as an education service



Health Education West Midlands



@AgeUKHW

Partnerships

As a charity that works across Herefordshire and Worcestershire as well as being a brand partner with Age UK National we are proud to say we work with many organisations both regionally and nationally. To read more about who we work with visit [Our Partners page](#) on our [Useful Information page](#).

Cadbury's are back!

We are excited to see Age UK working with Cadbury again!



We're encouraging you to #DonateYourWords and discover the stories older people have to tell. When you donate your words, who knows what you'll get back!

For 1.4 million older people in the UK, loneliness is a daily reality. So Age UK have partnered with Cadbury to encourage everyone to have a conversation with an older person and to celebrate the story of an older person you know. A great way of donating your words is by volunteering for our Companion Line. To find out more about volunteering [contact us](#) or [click here](#).

Test your knowledge!

Test those brain cells with our quiz – the theme this time round is Worcestershire knowledge! Remember no cheating! Find the answers on page 14.

1. The world's smallest commercial theatre is set up in what was once a urinal for Victorian men, in which Worcestershire town is this theatre?
2. What is the name of the 15th Century Pub, that is one of only two on consecrated ground to be found in Claines?
3. Redditch made a motorbike in the Second World War which could be dropped by parachute, what was the name of this motorbike?
4. Who, in 1227, granted a royal charter to build a wooden structure for the Guild of Merchants in Worcester?
5. In which Worcestershire village is the home to the National Telephone Kiosk Collection?

Add your voice to the 9.2 million over who filled in the 2011 Census

Households across England and Wales will soon be asked to take part in Census 2021. The census, run by the Office for National Statistics, is a once-in-a-decade survey that gives the most accurate estimate of all the people and households.

It will be the first run predominantly online, with households receiving a letter with a unique access code, allowing them to complete the questionnaire on their computers, phones or tablets. However, paper questionnaires will also be available for those who need them.

Age UK H&W, together with your local census engagement team, are working together to make sure you can fill in your census questionnaire in the way that suits you best. If you don't feel confident online or you don't have access to the internet there will be local support centres that can help you get online to complete your questionnaire. And don't worry if you would like a traditional paper forms, they will be available.

Census day will be on March 21, but households across the country will receive letters inviting them to take part from early March. We will be bringing you more information and advice about the census over the coming months so keep an eye out on our social media and [website](#).

For more information about all the help available, visit www.census.gov.uk or phone from March, on 0800 141 2021 or [contact Age UK H&W](#).

census 2021



Let's get cooking!

Do you enjoy experimenting with new recipes? We are bringing you the perfect soup recipe to warm you up on those cold evenings! This issue's recipe comes from [Wish Herefordshire](#).

Vegetable soup

You will need:

- 1 carrot
- 1 stick of celery
- 1 onion
- Vegetables of your choice
- Vegetable stock cubes
- Oil

Flavour suggestions:

- Leek and potato
- Sweet potato and chilli flakes
- Broccoli, courgette and spinach
- Parsnip, apple and curry powder
- Carrot and orange
- Cauliflower and cheese



You can use a mixture of any vegetables, so experiment with your favourite colours and flavours. You can also make the soup more substantial by adding pasta or rice, once it's been blended. In order to make a smooth soup, you'll need a hand blender, but if you don't have one, either leave it as it is or use a potato masher! Don't forget to try our easy homemade [savoury bread recipe](#) too, as they taste great together!

Method:

1. Finely chop the onion, carrot and celery and add to a pan with a little bit of oil
2. Allow to cook gently, until it's all softened
3. Meanwhile, prepare your chosen vegetables and make your stock (you'll need approximately 1 litre)
4. Once the onion, carrot and celery are soft, add the other vegetables and cover with the stock. If you want to add any spices or additional flavours, you can do so at this point.
5. Bring to the boil and then allow to simmer, until the vegetables have all softened. If you're combining different vegetables (such as broccoli and spinach), you may want to add the quick cook vegetable towards the end.
6. When your soup is ready, carefully use a hand blender to fully or part blend the soup, until it reaches your desired consistency (if it's too thick, you can add more liquid)
7. If you don't want to serve immediately, allow to cool, then portion into freezer bags / containers and store for up to three months. When you're ready to use it, simply defrost and reheat! For more recipes, [visit www.wisherefordshire.org/cooking](http://www.wisherefordshire.org/cooking)

Top tips!

- If your soup is too thick, add more stock or water at the end
- Vegetables can be fresh, frozen or precooked
- Chop your vegetables small, as it speeds up the cooking time
- If you want a creamier soup, replace some of the stock with milk
- Swirl with cream for decoration

Allergens:

- Check the stock cubes

If you would like to send in a recipe for our next newsletter email: marketing@ageukhw.org.uk or call us!

Would you like to make a donation?

If you would like to help Age UK Herefordshire & Worcestershire by making a donation – please choose one of the methods below. All donations gratefully received - **Thank you**

Donate by Cheque

Make your cheque payable to: "Age UK Herefordshire & Worcestershire" and post to the address on the following page.

Bank Transfer

For information on how to transfer your donation please email fundraising@ageukhw.org.uk or call 0800 008 6077

Donate Online

Donating online is really quick and easy through our Just Giving page, simply click on this link and click donate at the top of the page. www.justgiving.com/achw

Gift Aid

Your donation can be worth more at no extra cost to you. Using Gift Aid means that for every pound you give, Age UK Herefordshire & Worcestershire gets an extra 25p in tax relief from the Inland Revenue, helping your donation to go further. Providing you pay enough tax, it won't cost you a penny. To find out how you can use gift aid on a donation either by cheque or bank transfer please contact us.

Standing Order

If you would like to support Age UK Herefordshire & Worcestershire more regularly you could make monthly, quarterly or yearly donations by standing order. If you would like to set up a standing order payment please contact our finance team either by email: finance@ageukhw.org.uk or call: 01905 740950.

Easy Fundraising

Do you shop savvy online? By simply shopping through easy fundraising you can raise free donations for Age UK H&W every time you shop! Find out more [here](#).



**Demand for our vital services
has increased rapidly**

We need your support
to help older people during
the coronavirus crisis.

Donate now

Contacts

WHERE TO FIND US:

WORCESTER OFFICE

[Malvern Gate](#)
[Bromwich Road](#)
[Worcester](#)
[WR2 4BN](#)

T: 01905 740950 / 0800 008 6077

E: admin@ageukhw.org.uk

ROSS-ON-WYE OFFICE

[Palma Court](#)
[27 Brookend Street](#)
[Ross-on-Wye](#)
[Herefordshire](#)
[HR9 7EE](#)

T: 01989 763887 (Information & Advice)

T: 01989 567165 (Office)

E: ross@ageukhw.org.uk

DRYBRIDGE HOUSE, HEREFORD

[Drybridge House Centre](#)
[St Martin's Street](#)
[Hereford](#)
[HR2 7SG](#)

T: 01432 351774

E: drybridge@ageukhw.org.uk

WEBSITE:

www.ageukhw.org.uk

SOCIAL MEDIA:

@AgeUKHW

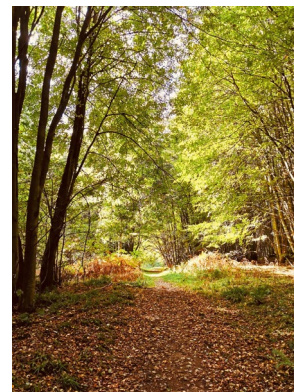
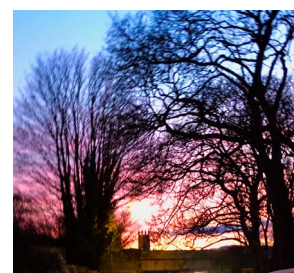
MARKETING CONTACTS:

For all marketing enquiries.

T: 01905 740950 / 0800 008 6077

E: marketing@ageukhw.org.uk

Photos from the two counties...



Are you a budding photographer? Send us your snaps from across Herefordshire & Worcestershire! (photo credit will be given). Send your photos to marketing@ageukhw.org.uk

What do you think of our Newsletter?

We would like to know your views on our newsletter. If you have any feedback please contact us:

E: marketing@ageukhw.org.uk

T: 0800 008 6077

Or you can write to us at our Worcester Office.



Quiz answers!

Find the answers to this issue's quiz, remember no cheating!

1. The world's smallest commercial theatre is set up in what was once a urinal for Victorian men, in which Worcestershire town is this theatre?
Great Malvern
2. What is the name of the 15th Century Pub, that is one of only two on consecrated ground to be found in Claines? **The Mug House**
3. Redditch made a motorbike in the Second World War which could be dropped by parachute, what was the name of this motorbike? **Flying Flea**
4. Who, in 1227, granted a royal charter to build a wooden structure for the Guild of Merchants in Worcester? - **Henry III**
5. In which Worcestershire village is the home to the National Telephone Kiosk Collection?
Stoke Health

If you would like to send us a quiz for our next newsletter email: marketing@ageukhw.org.uk or [contact us](#).



Autumn/Winter 2020

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www.ageukhw.org.uk

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