

The H&W

AGE UK HEREFORDSHIRE & WORCESTERSHIRE'S NEWSLETTER



Sunrise over The Malvern Hills from Alicia-Mae Hussell - Living Well Co-ordinator for Age UK H&W

Hello and welcome!

Welcome to Age UK Herefordshire & Worcestershire's Spring 2021 Newsletter. Read on to find out about the latest updates from Age UK Herefordshire & Worcestershire. You can find out how you can be involved and get creative in the kitchen with our Spring recipe!

We know that the past year has been very challenging for some people especially some of our older community. Here at Age UK Herefordshire & Worcestershire we are committed to supporting older people across both counties. In 2020 we supported over 13,000 people with a range of different services.

Although we aren't able to re-open our offices in Worcester and Ross-on-Wye yet we are continuing to support people via regular phone calls and emails. Our home support services including footcare are continuing to run with staff and volunteers visiting people in their homes. All staff and volunteers who are visiting clients in their homes are being provided with appropriate PPE and are having regular COVID-19 tests. We are in the process of offering the COVID-19 vaccine to all our staff and volunteers who are interacting with clients on a face to face basis.

Age UK Herefordshire & Worcestershire is here for you. If you or someone you know needs support contact us. Please see our website for regular updates on our services.

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 Prail – COO – Age UK Herefordshire & Worcestershire.



Contents:

News and events...3
Services update...4
How you can get Involved...5+6
Keeping active...6
Volunteering...7
Training Solutions...8
Let's get cooking...9
How to make a donation...10
Contacts...11

How to get in touch with us:

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Monday 8:00am - 6:00pm
Tuesday - Friday 8:30am - 5:30pm
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[Age UK Herefordshire & Worcestershire](#)
[Malvern Gate](#)
[Bromwich Road](#)
[Worcester](#)
[WR2 4BN](#)

News and events

A Campaign Win! No Age Limit

We are thrilled to announce that Age UKs campaign to make sure older victims and survivors of domestic abuse are recognised has won!

At the moment data isn't collected for anyone aged over 74, but the Office for National Statistics and the Government have listened, and this harmful upper age limit is going to be removed.

This means there will be a record of how many older people are affected by domestic abuse, so the right support can finally be put in place for those who need it.

There's still more to be done, but we're incredibly proud of this change and we know it's going to make a really important difference for older victims and survivors.

Ross-on-Wye Doorstep Coffee Break

Our Companion Line Service offers those who may be lonely or isolated a regular chat on the phone with one of our friendly volunteers.

In December 2020 some of our Ross-on-Wye volunteers were able to meet with their clients for a socially distanced "Doorstep Coffee Break".

Equipped with a coffee and warm clothing, the volunteers visited their clients and chatted with them on their doorsteps. It was a wonderful opportunity to put a face to a voice and to meet in person, in some cases after many months of chatting on the phone.

Thank you to all our wonderful Companion Line volunteers who are providing such a valuable service.



One delicious Christmas Dinner!

On the run-up to Christmas we had a lovely lady called Agnes phone into Age UK H&W asking if she could pay for a Christmas dinner to be delivered to her home on Christmas day. Our team got on the case and phoned round some local pubs.

The New Inn At Claines very quickly got on board and said not only could they deliver Agnes a Christmas dinner on Christmas day but they were also happy to provide the dinner free of charge!

Agnes sent us a lovely letter to say thank you and was happy for us to share her words: "I was so touched and indeed surprised! On answering the door I was greeted by a wonderful waiter in crisp uniform accompanied with a delightful young waitress offering me the most wonderful Christmas meal with a very Merry Christmas Greetings."



We would like to say a big thank you to Sam at The New Inn, your generosity has been received with much appreciation from both Age UK H&W and Agnes.

Enter our Spring raffle!

Have you got a sweet tooth? Enter our Spring raffle to win an indulgent chocolate bouquet! Perfect as a gift or a treat to yourself! We've also got some other lovely prizes up for grabs for 2nd and 3rd prizes. To enter simply make a donation to our Just giving page to be entered into the draw: [enter here](#). When entering be sure to tick the box to allow us to contact you or email your contact details to Sarah: marketing@ageukhw.org.uk so we can let you know if you've won!

The draw will close on 11/4/21 and the winners will be contacted on 12/4/21.



Services Update

Independence at Home:

Our independence at home service supports adults in Worcestershire to improve their independence, health and wellbeing at home. There are two elements to this service including our home from hospital element where we can provide support for 2/3 days following a stay in hospital. We will ensure you have everything you need to assist your recovery by meeting you at home following your stay in hospital. We can support you with things like; shopping for essentials; making sure your home is safe and warm and much more.

Our independence at home element of the service can support you for up to 3 weeks (up to 6 weeks in exceptional circumstances) This could include things like; support to shop independently; support with various application forms, information and advice about benefits and much more.

This is a personalised service and we will work with you to tailor it to your individual needs.

Footcare & podiatry:

Our footcare & podiatry service had been continuing through the Coronavirus, our trained podiatrists have been visiting clients in their homes to ensure they are still receiving vital foot health treatment.

Ensuring good foot health is really important for people of all ages but it's particularly important to look after our feet as we grow older to prevent accidents and falls. Our trained podiatrists will ensure your toenails are cut regularly as well as other support to maintain good foot health.

We are hoping to reopen our foot care clinic at our Malvern Gate office as soon as we can, we will be contacting existing clients when we have a re-opening date. Keep an eye out on our [website](#) for all updates.

Droitwich Spa Meeting Centre and Drybridge House Day Centre:

Unfortunately both Droitwich Spa Meeting Centre and Drybridge House Day Centre in Hereford are both currently temporarily shut to members and carers due to the pandemic. We are hoping to open both centres as soon as we can, once we are back open we will be following Government guidelines to ensure we keep all members and their carers safe. 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](#).

Help at Home

Our Help at Home service has been continuing to support clients through Worcestershire throughout the pandemic. We are following all current Government guidelines including the use of PPE. Our Help at Home assistants can support you with the following:

- General housework/cleaning
- Shopping
- Changing bed linen
- Dog walking
- And much more...

We're recruiting for Help at Home assistants!

Are you caring, reliable, practical and can go the extra mile for older people to remain independent in their own home? We want to hear from you!

Find out more and apply on our [website](#)

How you can get involved!

census 2021

The census is a survey that happens every 10 years and gives us a picture of all the people and households in England and Wales. All kinds of organisations, from local authorities to charities, use the information to help provide the services we all need, including transport, education and healthcare. Without the census, it would be much more difficult to do this.

By taking part, you'll be helping make sure you and your community get the services needed now and in the future. You can find out lots of information about how the census is being run and the support available should you need it on our [website](#).

Let's get creative

Have you got a creative flair or would like to try out a new hobby? Our new 'Let's get creative' page on our website showcases just some of the creative organisations around the two counties that are running events and activities that you can do from your own home. With craft to dance we hope that there is an option for everyone. You can

view the page here. If you know of any other creative organisations that are still running events please do get in touch with us. Find out more [here](#).



Big Knit 2021!

This year we have a target of 6000 mini hats for the Big Knit campaign, so we need your help! The campaign runs every two years and sees volunteers knit mini hats that we send into Age UK National, we then get 25p for every hat which goes back into supporting older people in our community. Whether you are a novice or an avid knitter anyone can get involved!

There is more information on our website including a 'How to' video.

Find out more [here](#).



Active Aging Survey

We would like to let you know about an opportunity to be involved in a research project online that is being led by ukactive.

Ukactive is a not-for-profit membership organisation with the vision to get more people, more active, more often. We are supporting this research conducted by ukactive to help develop and grow the fitness and leisure sector and yourselves, as our valued clients. They are in the second phase of the survey and there is lots of information about how you can get involved and what you would be asked to do on our [website](#).



How you can get involved! (Continued)

Dementia Action Week 2021

This year Dementia Action Week is 17th-23rd May. Led by Alzheimer's Society, Dementia Action Week is a national event that sees the public coming together to take action to improve the lives of people affected by dementia. At Age UK H&W we are committed to supporting people living with dementia, their families and carers through our dementia wellbeing service. During Dementia Action Week we will be telling you more about our Dementia Wellbeing service and other organisations from around the counties that provide dementia wellbeing support. Keep on eye on our website for any updates!

Covid tales

Our Covid Tales project gives members of the community whether they are, older, younger, a volunteer, working or retired an opportunity to get in touch with Age UK H&W to tell us about a positive experience they have been through during the Coronavirus pandemic.

We know that the pandemic has been a really tough time for many. But we have already seen stories of positive things people have been doing and we know that there are many untold stories that we would like to share with our community to bring some joy to you all. Find out more on our website [here](#).

We want to see your photos!

Are you a budding photographer or like to get creative with your smartphone? We want to see your creations! We love sharing photographs from around the two counties in our newsletter so if you would like a chance to be featured in our next newsletter send your photographs to Sarah – marketing@ageukhw.org.uk or you can send them to us via our Facebook page. Please send your photos into us by 14/6/21.



Keeping Active

Active H&W

Active Herefordshire & Worcestershire is an organisation which is working to create a healthier and more active community across both counties. They have lots of information and videos on their website for all ages and abilities to help you keep active. Find out more [here](#).

As restrictions lift keep an eye out on our website for information about activities you can get involved in to help you keep active in later life.



5K May

Could you walk, run, cycle or hop 5K to raise vital funds for Age UK H&W? We would love for you to get involved with the 5K May campaign. You simply get involved by completing 5K however you wish followed by kindly donating £5 to Age UK H&W and lastly nominating 5 people to do the same! More information will be available on our website and social media in April so keep an eye out for updates. For now have a think about how you could complete your 5K! May challenge!



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 roles. 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 community. 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

Current vacancies

Independence at Home

Could you spare an hour or two to offer some health, wellbeing and practical support? Our 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.



Footcare:

We are hoping to re-open our footcare clinics at our Malvern Gate office in line with Government guidelines as soon as we can. As a footcare volunteer you will help us to ensure good foot health for older people in our community. Regular full training will be given on providing toenail cutting and foot health so no experience is necessary. You will be treating healthy feet only, all complex cases will be seen by our podiatrists.



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.



Hear what Vanessa one of our Companion Line volunteers said:

“The people who use the service usually live alone and often don’t have much opportunity for social contact because they are not mobile enough to go out and meet people. With the Covid situation, this is even more difficult as they are all in the vulnerable category. It takes a little while to get to know people over the phone but within a few months I felt I had pieced together a pretty clear picture, enough to build up a good rapport. Now I love it when I call someone and they say immediately ‘Hello, I knew it was you.’

I hope the people I speak to, enjoy the calls as much as I do. Every week, I learn something new from the conversations. Volunteering for the Companion Line is not only useful but it is an enjoyable thing to do. These are people with a lot of life experience to share and they are often amusing and really inspiring to chat to.”



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.

All of our training courses are currently being ran via zoom due to the ongoing Coronavirus pandemic. In mid April we are planning to restart some face to face training depending on Government Coronavirus guidelines. Keep an eye on our website for updates.

All our courses can now be booked and paid for through Eventbrite by visiting our [website](#). You will find a short description about each course and a link you can click through to book.

You can read more details about our courses in our Training courses brochure [here](#).

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

T: 0800 008 6077

E: training@ageukhw.org.uk



Health Education West Midlands

“Anne is a fantastic trainer. It is not easy to keep a group engaged via Zoom, I was really impressed by her clarity and humorous style.

The content was logically laid out in the presentation and she spoke clearly and slowly. She has a wacky sense of humour that I, and a few other members of the group, really gelled with.

Colin also provided very good support for Anne, he made a couple of really good suggestions for problems in our own workplaces. He is calm and measured which provided a good balance to Anne’s high energy. Thank you so much both!”

New arts and dementia awareness course!

Calling all musicians, actors, artists, and writers! Develop your skills! Boost your income by supporting older people living with Dementia. Being creative helps improve the quality of life of those living with Dementia. Age UK H&W can give you the knowledge and tools to help you make a difference to the lives of older people. The course is 3hrs and will be delivered via zoom.

Visit our website to find out more – [here](#).

By the end of this session you will understand:

- What is Dementia and how does it present?
- Essential communication skills when working with someone living with Dementia
- How the Arts can support someone living with Dementia
- Job opportunities



Visiting your loved ones in a care home

From 8th March the government is asking all care homes to allow every resident to name one person who can come for a regular indoor visit. As far as possible this should remain the same person.

The named visitor will need to follow some important steps to reduce the risk of infection to the person they are visiting and to others in the home. Read more about what this means on the Government website [here](#).

Age UK National have also have information on their website about caring for someone you don't live with. You can read this [here](#).



Let's get cooking!

Do you enjoy experimenting with new recipes? We are bringing you a delicious recipe for you to try this Spring!



Chicken and sweetcorn pie with parsnip mash!

You will need: (Serves one)

2 potatoes	Pinch of dried thyme
Small parsnip	Chicken stock cube or powder
150g diced chicken (breast or thigh)	75g creme fraiche
Small leek	Grated Cheddar cheese
Half a small tin of sweetcorn	

Method:

1. Peel potatoes and parsnip and cut into 2cm chunks; Cook until you can easily slip a knife through both. Once cooked, drain in a colander and return to pan (off the heat).
2. Heat a drizzle of oil in a frying pan and fry the chicken until it starts to brown, stirring occasionally. After about 5 mins stir in the thinly sliced leek and add a pinch of thyme. Cook until the leek has softened (about 3 to 4 mins) then add the stock cube (or powder) and creme fraiche, stir well. Drain and rinse the sweetcorn and add to your chicken mixture. Simmer for about 3 minutes.
3. Meanwhile mash the potatoes and parsnips with a good knob of butter. Season with salt and pepper.
4. Check the seasoning in your chicken mixture and transfer to an ovenproof dish. Cover evenly with the mash and sprinkle with the grated cheddar. Finish off under the grill until the cheese is golden and bubbly. Serve with vegetables of your choice.....enjoy!

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 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: 0800 008 6077.

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:

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[Malvern Gate](#)
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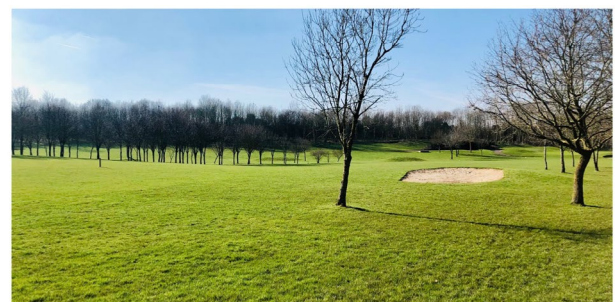
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MARKETING CONTACTS:

For all marketing enquiries.

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E: marketing@ageukhw.org.uk

Photos from the two counties...



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.





Spring 2021

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