

# the H&W

## AGE UK HEREFORDSHIRE & WORCESTERSHIRE'S NEWSLETTER

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- ACTIVITIES & EVENTS
- GET INVOLVED!
- PARTNERSHIP NEWS



A trip out on the 'Pamela May' Canal boat during Dementia Action Week 2018.



@AgeUKHW

*"Making Herefordshire & Worcestershire a great place to grow older"*

# In the News:



## Dementia Dwelling Grant wins National Innovation Award

Partners from Worcestershire's Dementia Dwelling Grant team, which provides adaptations to help people with dementia live more independently, were presented with the award at the House of Lords. Nearly 500 people have so far benefitted from the service. **For more information see page 9 or visit our website.**

*"We are delighted that working in successful partnerships can benefit the lives of people with dementia in Worcestershire." Philip Talbot, CEO, Age UK H&W*



## One Digital programme rolls out across Worcestershire

The National One Digital Programme is now available in Worcestershire and Gloucestershire and aims to help older people improve their digital skills and benefit from being online, such as Skyping with family or ordering groceries. If you would like to know more or you have some digital skills you would like to share, **go to page 6 or contact us.**

*"We're making new partnerships in the community and have already helped lots of older people to get online using their laptop or tablet!" Beth Sherwood, One Digital Co-ordinator, Age UK H&W*



## Droitwich Spa Meeting Centre: 'Pamela May' Canal Boat Trip

Droitwich Spa community groups and businesses came together to provide a wonderful day trip for the people who attend the Droitwich Spa Meeting Centre. The centre provides a friendly, safe and fun environment for both people living with dementia and their family – **to find out more see page 4.**

*"We went at a good pace and I think just coming out for the day has boosted my confidence." Jeff Mace, Droitwich Spa Meeting Centre Member*

## Breaking News!

Age UK Herefordshire & Worcestershire and Age UK Droitwich Spa are merging.



Philip Talbot, CEO, Age UK H&W and Peter Evans, Chair of Age UK DS said: *"..the merger offers the opportunity to develop services and support for older people across the Droitwich Spa district and continue to maintain a local presence..."*

For further information visit our website [www.ageukhw.org.uk](http://www.ageukhw.org.uk).





# Feature:

## We talk to Sophie Pryce, Manager of the Reconnections Service, about tackling loneliness in Worcestershire.

The Reconnections Service aims to reconnect people aged 50 or over with activities and people in their local area. So far the service has helped over 1,600 people to feel less lonely and has reconnected them with all sorts of interests from riding motorbikes to exercise classes.

In Worcestershire there are estimated to be up to 35,000 lonely older people of which 11,500 of these are chronically lonely. The implications of loneliness on a person's physical and mental wellbeing are staggering. Research shows that being chronically lonely has the same damaging effect as smoking 15 cigarettes a day. So as well as the improvements to health and wellbeing, reducing loneliness can also encourage more independence and less reliance on health services.

So how are we tackling loneliness in Worcestershire? Sophie says *"a change in your circumstances such as a bereavement or illness can knock you down. By working with people to understand their needs, we can provide support which is personalised. For example, some people prefer visits and help with their confidence, whereas others like volunteers to accompany them to try out new activities and meet people. Whether it's through flying drones, line dancing, or building lasting friendships, it is having an amazing effect across the county."*

*"We are seeing a real change in Worcestershire with more older people leaving loneliness behind and starting to enjoy life again. Sandra, who joined Reconnections*

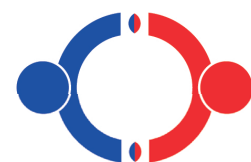


Reconnections manager Sophie and team member Kay at the RHS Malvern Spring Show in May.

*a couple of years ago has lost weight, reduced her blood pressure and has her confidence back. She's taking part in lots of activities from armchair aerobics to group singing and not only is she happy and having fun, she's now supporting others to discover Reconnections too."* Sandra says *"Now I'm laughing and chatting with people...I haven't done that for seven years, since my husband died".*

Reconnections offers practical and emotional support to older people experiencing loneliness, if you would like to find out more about the service and how to get involved, please contact us.

T: 01905 740954 / 0800 008 6077  
E: [reconnections@ageukhw.org.uk](mailto:reconnections@ageukhw.org.uk)



reconnections



Reconnections case-worker John heads out for a spin after helping a client build up their confidence!

# Spotlight on Services:

## Social Prescribing

*Helping you to connect to community services and improve your wellbeing*

Are you looking for activities and services in your local community or want to make changes in your life and are not sure how to start?

Our new service is working with GP Practices across Worcester City, making social prescriptions instead of medical ones. The Social Prescribers can help you with many aspects of your life including queries about housing, money, getting active and eating healthily. If you would like a confidential appointment to talk about your concerns ask your GP or the receptionist at your Doctor's surgery.



Contact Social Prescribing Team:  
T: 01905 740950 / 0800 008 6077  
E: [socialprescribing@ageukhw.org.uk](mailto:socialprescribing@ageukhw.org.uk)

## Droitwich Spa Meeting Centre

*Join us for a FREE taster session!*



The Droitwich Spa Meeting Centre, based at Droitwich Rugby Club, is open on Wednesdays, Thursdays and Fridays, and provides activities and daily discussions which are designed to be interactive and engaging for both people with a dementia diagnosis and their family. The overall aim is to give people the tools and emotional resilience to adapt to and continue to live well with dementia.

Alongside the regular sessions offered, we also have events and activities involving local community groups and businesses. So far this year we have taken a canal trip, flown drones across the rugby pitches and organised a Royal Wedding party. To join us in a relaxed, friendly and understanding environment, contact us:

T: 01905 740950 / 0800 008 6077 E: [mcsp@ageukhw.org.uk](mailto:mcsp@ageukhw.org.uk)

## Help at Home

*Trusted, practical help to maintain your home*

Are you aged 50 or over and could do with a little support at home? Our Help at Home Service can provide assistance with those tasks you might have difficulty doing. Your Help at Home Assistant will visit you for a minimum of one hour a week and can carry out jobs to maintain your home and help keep you independent.

Tasks could include: tidying, general housework, preparing light meals, changing beds, ironing, pet walking, reading, writing letters, shopping and companionship. To find out more contact the Help at Home Team.



**Job Opportunity:** We are always looking for more Help at Home Assistants across the county, visit our website to apply: [www.ageukhw.org.uk](http://www.ageukhw.org.uk)

*"..My continued heartfelt thanks and appreciation to the lovely assistants who have been visiting my parents.."*

Contact Help at Home:  
T: 01905 740950 / 0800 008 6077  
E: [helpathome@ageukhw.org.uk](mailto:helpathome@ageukhw.org.uk)



# Activities & Events:

- **Pershore Allotment Group**  
Tuesday, Saturday

Would you like to join one of our allotment gardening groups? Garden, keep active and socialise in a welcoming and friendly environment! All gardening abilities welcome. Contact us on: 01905 740950.



[www.ageukhw.org.uk/contact-us](http://www.ageukhw.org.uk/contact-us)

- **Autumn Library Events**  
September - October

We will be joining Care & Repair Worcestershire at their Autumn series of library events across the county. Join us to find out about staying safe, well and independent at home. For dates and locations, contact us.



[www.crwhome.co.uk](http://www.crwhome.co.uk)

- **Older People's Day**  
Monday 1st October

International Older People's Day sees the public recognition of the contribution that older people make to society. If you would like to hold an event, activity or get involved in some way then let us know.



[www.olderpeoplesday.co.uk](http://www.olderpeoplesday.co.uk)

- **Silver Sunday**  
Sunday 7th October

Celebrate Silver Sunday by attending one of the many FREE events or activities that take place across the two counties. To find out what is planned or make a donation to support older people, please contact us on: 01905 740950 / 0800 008 6077



[www.silversunday.org.uk](http://www.silversunday.org.uk)

- **Older People's Services**  
Malvern, Tuesday 9th October

This year's Older People's Services Showcase in Malvern will be held at Malvern Theatre. If you would like to find out more about local services, what support they can offer you and how to 'age well', pop down between 11:00 and 2:00.



[www.malvern hills.gov.uk](http://www.malvern hills.gov.uk)

- **Computer Café & Tasters**  
Monday, Thursday, Friday

Would you like to learn more about using digital technology to keep in touch with family or more easily access services online? We run sessions every week from 10:00 -12:00. Malvern Gate (Worcs) Mon & Fri Small Brook (Ross) Thursday



[www.ageukhw.org.uk](http://www.ageukhw.org.uk)

Do you want Age UK Herefordshire & Worcestershire to support or attend your event? We can...

- Provide literature explaining all of our services, plus info guides and useful booklets
  - Provide digital support and promotion through social media & our website
  - Hold an Information & Advice or relevant service stand

Contact: [marketing@ageukhw.org.uk](mailto:marketing@ageukhw.org.uk)

# Get Involved!

## The latest fundraising & volunteering opportunities



### GET KNITTING: THE BIG KNIT IS BACK!

*The 6,000 woolly hat goal is our biggest target yet!!*

The 2018 BIG KNIT challenge is now OFFICIALLY OPEN. Help us knit little hats to fit on top of Innocent Smoothie bottles. For every bottle sold we receive a donation, which helps us reach more older people!

- Encourage your local knit & natter group
- Get together with friends and get knitting!
- Set a 100 hat challenge for yourself

Visit our website for patterns and more information, or contact the marketing team: [marketing@ageukhw.org.uk](mailto:marketing@ageukhw.org.uk)



### DIGITAL CHAMPIONS WANTED!

*Are you digitally savvy and interested in helping older people?*

There are lots of older people who would like to get online. Could you help older people to:

- Become a Digital Champion
- Connect to friends & family
- Gain confidence in using technology
- Be digitally independent through use of online services - such as accessing benefits or local activities

To get involved and make real changes to the life of an older person, email us: [onedigital@ageukhw.org.uk](mailto:onedigital@ageukhw.org.uk)



### JOIN OUR REGULAR FUNDRAISERS

*Every fundraiser helps make a difference to older people!*

Whether it's a cake sale, leaflet drop or marathon, join our regular fundraisers and make a positive difference to older people across the two counties! Things you can do:

- Hold a dress-down or dress-up day at work
- Choose us as your charity for a sponsored run or walk
- Start a charity bookshelf
- Nominate us as your Charity of the Year

To get in touch and talk to us about your fundraising idea: [fundraising@ageukhw.org.uk](mailto:fundraising@ageukhw.org.uk)



### HELP US KEEP HELPING OLDER PEOPLE

Your donations make a world of difference to the lives of older people in Herefordshire & Worcestershire enabling us to deliver the range of services we offer. There are lots of ways to make your donation:

- Visit our JustGiving page and click the donate button [www.justgiving.com/achw](http://www.justgiving.com/achw)
- Call our Finance team to set up a regular donation: 01905 740950
- Send us a cheque to the contact details on page 11
- Drop into one of our offices



# Volunteer with us!



Helen says:  
"I love working with the older people, and volunteering at Drybridge increases my confidence!"

## Volunteer Profile: Helen, 44

**Role:** Helen volunteers on Thursdays at the Drybridge House Centre, Hereford. Helen's jobs include making refreshments for members and guests as well as helping out with daily activities - especially Arts & Crafts sessions like ceramics, collaging, painting and making cards. Helen also helps out when the group goes on day trips.

**Interests:** Helen is an accomplished long-distance runner, in the past she has represented Wales, England and GB Disability teams. This year she's taking part in the Midnight Sun 10K in Norway, The Great North Run and the New York Marathon – WOW!

**Making a difference:** The time Helen gives to Drybridge and her great creative skills really help people to have an interesting and fun time at the centre.

**To find out more about volunteering contact us:**  
T: 01905 740950 E: [volunteering@ageukhw.org.uk](mailto:volunteering@ageukhw.org.uk)



## More Volunteering Opportunities...



### HOME FROM HOSPITAL

We are in need of volunteers to help support older people with practical tasks at home after being discharged from hospital. Are you kind, caring and could spare an hour or two?



### INFORMATION & ADVICE

We are looking for volunteers who would like to be trained to provide help on benefits and older people's issues. You will be fully supported to give accurate, appropriate and relevant information, in person and over the phone.



### WORK EXPERIENCE

Are you looking for work experience to increase your chances of getting that job you really want? Our organisation can offer a wide range of options from joining the marketing team through to developing your customer service skills on our reception.

Contact: 01905 740950 or [volunteering@ageukhw.org.uk](mailto:volunteering@ageukhw.org.uk)

# Partners:

Cefndy supply us with aids and adaptations to help support older people to live independently.

Cefndy Healthcare & Manufacturing is a manufacturer and distributor of Aids to Daily Living. Based in North Wales in the sunny town of Rhyl, Cefndy is dedicated to creating meaningful, well paid employment for disabled members of the local community.

Cefndy started in 1976 and over 40 years later the focus on employment for the less able is still a fundamental part of what the business is about today.

Cefndy's staff create and fully manufacture the majority of our products, from raw steel components, bending, welding, pressing and powder coating, to assembling and upholstering ready for final despatch.

Cefndy supply a diverse range of products from simple grab rails and commodes to the mighty Pallas 2000 Stand Aid! Our products aim to promote independence and to help take away the stigma surrounding age and disability by introducing products as early prevention aids rather than post incident needs.



*"As proud members of the British Healthcare Trades Association (BHTA), adhering to the BHTA Code of practice we ensure that we maintain the highest standards within the industry."*

*"We are delighted to work with Age UK Herefordshire & Worcestershire and support their mission to improve the quality of life for all older people across the two counties."*

**To find out more about aids and adaptations, contact us:**  
T: 01905 740950 E: [independentliving@ageukhw.org.uk](mailto:independentliving@ageukhw.org.uk)

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## Working in partnership: Care & Repair Worcestershire

### What do Care & Repair Worcestershire (CRW) do?

CRW are Worcestershire's Home Improvement Agency, funded by the District and County Councils to assist people in Worcestershire who need to adapt or repair their home. We provide information, practical guidance and advice on paying for repairs such as through claiming additional benefits. We can also help to get quotes from approved contractors and project manage the work for you. Anyone living in Worcestershire, regardless of their age, can enquire about this service.

### How do we work together?

Both CRW and Age UK Herefordshire & Worcestershire work in partnership to deliver services such as the Dementia Dwelling Grant and the adaptations service which provides equipment such as grabrails. We also aim to both support people to live independently in their homes and do this through providing information & advice, help with benefit applications, and joint promotions at events.

**Contact Care & Repair Worcestershire:**  
T: 01684 579456 / E: [info@crwhome.co.uk](mailto:info@crwhome.co.uk)





# Award-winning adaptations service!

Worcestershire's dementia adaptations service has received an Innovation Award from Foundations, the national body for home improvement and handy-person services.

Representatives of the partnership organisations received the award at a ceremony, held in London on Wednesday 18th July at the House of Lords.

The Dementia Dwelling Grant, the first of its kind in the UK, enables people living with dementia to have a range of adaptations made to their home. Grants of up to £750, led by the Worcester City Council, are based on the assessment of each individual's needs.

The grant, now in its second year, is delivered by Care & Repair Worcestershire in partnership with Age UK Herefordshire & Worcestershire and funded by the six Worcestershire district and borough councils. So far, it has provided nearly 500 people with equipment helping them to live well with dementia. The initial year-long pilot was assessed by the University of

Worcester's Association of Dementia Studies (ADS) and indicated positive findings which led to the service being continued.

*Receiving the Award (left to right): Philip Talbot CEO - Age UK H&W, Claire Skidmore – Housing LIN, Nicki Matthews - Worcester City Council Strategic Housing Officer, Kate Curran – Manager Care & Repair Worcestershire, Nina Warrington – Worcester City Council Head of Strategic Housing.*

*(Photo: Foundations HIA)*



## Helping people with dementia to live independently in their own homes

What our customers say....



*"Very pleased with the equipment. Mark was so kind and helpful fitting it all and he cleared up all the mess afterwards."*

*"I think the equipment is enormously helpful"*

*"I am absolutely delighted!"*

To find out more about the Dementia Dwelling Grant or to find out how we can help you to live well with dementia, contact us:

T: 01905 740950

E: [ddg@ageukhw.org.uk](mailto:ddg@ageukhw.org.uk)



# Our Services

## INFORMATION, ADVICE & GUIDANCE

### Information & Advice

Advice, guidance and information for any issues or concerns relating to older people

### Dementia Advice Service

Advice and support for people with dementia/memory loss and their family and friends

### Social Prescribing

Personalised information and guidance to help people access services and activities to support their wellbeing

### Joining Forces: Veterans Wellcheck

Information and specialist advice for older veterans

## SUPPORT AT HOME

### Handyperson

DIY jobs in and around the home, including fitting of security equipment and key safes

### Equipment to Live Well at Home

A range of adaptations and equipment fitted by our trusted handypeople such as grabrails, dementia clocks, touch lamps and energy saving products

### Home from Hospital

Help to stay independent and confident at home after a stay in hospital – (no personal care)

### Help at Home

Housework, shopping, ironing, light laundry, changing beds, light gardening, travel to appointments, meeting friends, trips, meal preparation and companionship – (no personal care)

## COMMUNITY CENTRES

### Drybridge House, Hereford

Friendly, warm environment. Make new friends, take part in activities and enjoy home cooked food

### Droitwich Spa Meeting Centre

Welcoming place where people with dementia and their family can be supported to continue to live well with dementia

## WELLBEING SERVICES

### Reconnections

Reconnecting lonely older people to activities they enjoy in their local community

### Footcare & Podiatry

Toenail cutting, healthy living advice and appointments every 8 weeks. Podiatry: Intermediate footcare, foot health advice and short term interventions

### Befriending

Regular contact with a Befriender, either by telephone or in your home

### Walking Group

Informal walking group which meets every Monday in Lower Wick and afterwards for tea, coffee, cake and a chat

### Allotment

Help grow plants, fruits and vegetables at our allotment in Pershore. Meet new people with similar interests and take home great produce

### Digital Activities

Computer sessions for beginners and the more advanced. Join our social computer café or receive one to one advice and support

## VOLUNTEERING

Make a difference to the life of an older person through our volunteering and fundraising opportunities. From working behind the scenes or supporting someone in their own home, through to raising vital funds to keep our services running

## TRAINING

### Health & Social Care Training

A range of professional and accredited training opportunities across the health & care sector  
E.g: Food Hygiene, Manual Handling, Safeguarding



@AgeUKHW



# Contacts

## WHERE TO FIND US:

### WORCESTER OFFICE

Malvern Gate,  
Bromwich Road,  
WR2 4BN

T: 01905 740950 / 0800 008 6077  
E: [admin@ageukhw.org.uk](mailto:admin@ageukhw.org.uk)

### EVESHAM OFFICE

Wallace House Community Centre,  
Oat Street,  
WR11 4JP

T: 01386 422700  
E: [evesham@ageukhw.org.uk](mailto:evesham@ageukhw.org.uk)

### ROSS-ON-WYE OFFICE

Palma Court  
7 Brookend Street,  
HR9 7EE

T: 01989 763887 (Information & Advice)  
T: 01989 567165 (Office)  
E: [ross@ageukhw.org.uk](mailto:ross@ageukhw.org.uk)

### WEBSITE:

[www.ageukhw.org.uk](http://www.ageukhw.org.uk)

### SOCIAL MEDIA:

@AgeUKHW

### MARKETING CONTACTS:

For all marketing enquiries.

T: 01905 740950 / 0800 008 6077  
E: [marketing@ageukhw.org.uk](mailto:marketing@ageukhw.org.uk)



## What do you think of our Newsletter?

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

E: [marketing@ageukhw.org.uk](mailto:marketing@ageukhw.org.uk)  
T: 01905 740950 / 0800 008 6077

Or you can write to us at our Worcester Office





September 2018

T: 01905 740950 / 0800 008 6077

[www.ageukhw.org.uk](http://www.ageukhw.org.uk)



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