

# the H&W

## AGE UK HEREFORDSHIRE & WORCESTERSHIRE'S NEWSLETTER

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- VOLUNTEER WEEK



*A view over Broadway with the sounds of sheep and lambs for company. By Pip Gregory - Independence at Home Advisor*

# In the News:



## A Brave Head Shave for Age UK H&W

When Aaron said he wanted to shave his head to raise money for our COVID-19 Emergency Appeal we were delighted! He set himself a target of £200 but in six days he had not only gone above his target but tripled it raising £630 for us! Aaron has gone onto raise an additional £50 since then to bring his total to an incredible £680! You can still donate to his page here - [www.justgiving.com/fundraising/A-A-RonSmith](http://www.justgiving.com/fundraising/A-A-RonSmith)

*"During this difficult time I've seen how it affects people, but none more than our elders who all may need a helping hand through this. Hence the reason to raise money for Age UK H&W"*

Aaron Smith



## Valentine's Quiz Success!

Did you join us for our quiz of love in February? We raised £106 so a big THANK YOU to you all and the lovely owners at The Paul Pry for hosting us! Keep your eyes peeled for more quizzes and events in the future! If you would like to host your own quiz for Age UK H&W please email [fundraising@ageukhw.org.uk](mailto:fundraising@ageukhw.org.uk)

*"Thank you to everyone who came along to our Valentine's Quiz! It was great to see such a great turn out to raise vital funds so we can support older people in your community."*

Caroline Savage, Fundraising Manager



## LGBTQ+ Funding for training

Age UK H&W has been delivering specialist LGBTQ+ training into Care Homes with the assistance of Out2Gether who promote and support the well-being of LGBTQ+ people. The training provided by Age UK H&W focuses on Equality and Diversity and is unique within this field with the emphasis on LGBT+ older people's issues. The training has been made possible by a grant from the Lottery Community Fund. Although we are unable to do face to face training sessions we are still able to offer some training online training sessions. Contact training solutions to find out more.



## The 2.6 Challenge

The 2.6 Challenge was a national campaign started in absence of the London Marathon this year, it saw many people taking on their own challenges to raise money for charities across the UK. Our supporters took on their own challenges and raised over £1000 for Age UK Herefordshire & Worcestershire!

# Coronavirus Update

On Monday 23rd March the United Kingdom went into lockdown to try and prevent the spread of Coronavirus (COVID-19), due to government advice and guidance this meant sadly we have had to suspend some of our current services for the present.

We have temporarily closed our offices in Worcester, Droitwich and Ross-on-Wye to the public. This means our footcare, training, drop in services and all wellbeing activities including computer cafes, allotment and walking group have temporarily stopped. Day care activities at both Drybridge House in Hereford and The Droitwich Spa Meeting Centre are closed until further notice.

This doesn't mean we have stopped supporting people, it means we have altered the way we are supporting people through the coronavirus outbreak.

- Any clients that would normally have face to face support are being supported with regular phone calls as well as phone support to carers, as they may well be under additional strain during this difficult period.
- Our Help at Home service and Independence at Home service has continued, whilst using recommended PPE and hygiene procedures but with some restrictions on close contact with clients.

We have increased our team of supportive volunteers and we are very grateful to everyone that has expressed interest in volunteering for us. We still need volunteers to help with things like shopping, prescription deliveries or regular phone calls, so please get in touch if you have a few hours a week you could offer.

We are really grateful to everyone who has donated to our COVID-19 Emergency Appeal so far, if you would like to donate you can [here](#).

Most importantly, if you or someone you know needs support we are here. Please contact us: T: 01905 740950 or 0800 008 6077 or E: [admin@ageukhw.org.uk](mailto:admin@ageukhw.org.uk)

Keep safe and keep well!

## Tips for keeping you and your loved ones safe :

- Wash your hands regularly for 20 seconds with soap and hot water
- Only leave home if it is essential
- Keep active – see tips on keeping active [here](#)
- Check in on your loved ones through phone/video calls or from a safe distance outdoors (2m) Please follow government guidelines, you can get more advice and guide here- [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)



# Feature: VE Day Celebrations

When our Joining Forces programme had to take the necessary decision to cancel any events they had planned for this year's 75th VE Day Celebrations, they got to work thinking of alternative ways they could celebrate with our second world war veterans.



The team came up with the wonderful idea of delivering a celebration box to our well-deserved veterans.

Age UK Herefordshire & Worcestershire staff and volunteers visited as many as they could before the big day, delivering a cream tea and other goodies in a Union Jack box, including a flag and a special card made by the children of Millfields First School in Bromsgrove.

Among those the package was delivered to were: 95-year-old Leonard Buffery, from Worcester, who was in the RAF during the battle of Arnhem and went on to drive Sherman tanks in the Army.

Colin Palmer, 98, from Worcester who was in the Army, the West Yorkshire Tank Regiment – Motorcycle Messenger, including during D-Day.

Michael Stone, 98, from Worcester, who was in the Army and landed on Sword Beach on June 6, 1944. He went on to reach the rank of Captain then later was Major in the TA.

Kenneth Endersby, 98, from Worcester, who served in the Royal Navy – Arctic Convoys.

William Shead, 98, from Evesham, who was in the Royal Signals serving in North Africa in the Battle of El Alamein.

Eric Carter, 100, from Wyre Forest. an RAF veteran who is the last surviving member of operation Force Benedict (Arctic Convoys).

And Geoffrey Browne, 94, from Wychavon, who served in the Royal Navy – Arctic Convoys.



**Gemma Warden, Joining Forces Co-ordinator, said:**

*"It has been an absolute pleasure and a privilege to be able to give this small show of appreciation to people who gave so much for us all."*

**Contact Joining Forces:**

T: 01905 740950 or 0800 008 6077

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



# Positive stories!

## Volunteering

When Jimi – Customer Relations Manager at Perry Manor Care Home contacted us to say he wanted to volunteer his time for us we of course took his very kind offer and sent him off delivering PPE across Worcestershire to our Help at Home Assistants. *“I wanted to be able to go and make a difference for such a wonderful organisation such as Age UK H&W. During this Pandemic I feel it’s important we all act as one social care unit for all the elderly locally either in care or still at home.”* – Thank you Jimi. You can find out more about Perry Manor Care Home [here](#).



## Droitwich Spa Meeting Centre

Since the Covid-19 outbreak a lot of our face to face services have been temporarily suspended – including The Droitwich Spa Meeting Centre. We have been keeping in regular contact with the members and carers with phone calls. Some of the members have been keeping up with their hobbies like Jeff with his wonderful paintings. Jeff is a budding artist who often runs art classes for other members at DSMC. To donate to DSMC click [here](#)



## Help at Home

Our Help at Home service has continued through the Covid-19 outbreak using recommended PPE and hygiene procedures but with some restrictions on close contact with clients. Mary’s mum has continued to have our Help at Home Assistants and now has two assistants that regularly help with things around the house. Mary said:

*“It’s the quick response that’s particularly impressive, because no one is then left hanging as quite often needs change at the last minute and you just don’t know how someone is going to be from one month to the next. Age UK (H&W) just seems to adapt really quickly to any situation, so it’s really impressive.”* If you or someone you know might benefit from our Help at Home service please contact us.



## Information & Advice

Since the Covid-19 outbreak we have had an increase in information and advice calls for a variety of reasons. When Chris called about his father-in-law’s attendance allowance one of our Information and Advice Officers was there to help. Chris needed to help his father-in-law with filling in the form correctly and ensuring it was signed correctly, due to government guidelines Chris was unable to travel to see his father-in-law. Instead Mo our I&A officer living much closer to Chris’ father-in-law offered to deliver the unsigned form herself to Chris’ father-in-law so with the correct PPE could show him where to sign it then post it herself. Chris said: *“Age UK (H&W) have saved me no end of concerns, it’s made my life a lot easier. Mo has made it so the form will be signed in the right spot and it will be posted. She’s checked the form so I know I’ve done it right and it’s given me a lot of confidence.”*

# A BIG Thank You

Below are just some of the very kind organisation's who have supported us in the last couple of months. Thank you to them all and many others!

Age UK National have kindly donated £20,000 from their COVID-19 Emergency Appeal as well as donations made to Age UK from various suppliers which they have distributed including PPE, knitting packs, toilet rolls, handwash and more.



PZ Cussons for their donation of handwash and Miller Harris for their donation of soap bars.

Droitwich High School and Christopher Whitehead School have both kindly donated visors



Herefordshire Together have donated a percentage made from their sale of handmade face masks



Kitson's Pharmacy (Worcester) for their donation of hand sanitizer

Chase Distillery in Hereford have kindly matched our order for hand sanitiser.



Severn Trent have kindly donated £5000 to help us support older people. They are also committed to give a percentage of £1m to charities on the frontline of the COVID response across the Midlands for every 150 million litres of water reduced until the end of June.



Worcestershire County Council for their donation of Personal Protective Equipment



Have kindly donated £5,000 to help us support older people through the Coronavirus outbreak in Herefordshire



Have kindly donated £7,400 to help us support older people through the Coronavirus outbreak in Worcestershire

Thank you to everyone who took on their own 2.6 challenge and to everyone who has donated to the 2.6 challenge. You raised £1160!



## JustGiving™

Thank you to everyone who has donated to our [COVID-19 Emergency Appeal](#) so far.



@AgeUKHW



# Get Involved

## The latest fundraising & volunteering opportunities



### The Big Knit 20/21

Our Big Knit Campaign hasn't stopped, in fact now is a really good time to get involved! If you want a new crafty project or challenge yourself with patterns you haven't done before The Big Knit is perfect for you! We get 25p per hat on every innocent bottle sold, so please do keep knitting! Once our office is open again we can accept hat donations and we will send them all off in the summer of 2021 Please keep hold of your hats for now and we will let everyone know once our office is open again. You can find patterns [here](#).

*To find out more about the campaign contact our marketing team: [marketing@ageukhw.org.uk](mailto:marketing@ageukhw.org.uk)*



### Take on your own virtual fundraising challenge

As we all know a lot of fundraising events across both counties have sadly been cancelled recently, we would love for our supporters to get on board with a virtual fundraising challenge from home! Whether it's a marathon round your garden or a fancy dress themed quiz with your friends on a Saturday night, fundraising challenges are vital to the running of Age UK H&W.

*If you would like more information please get in touch with our fundraising team: [fundraising@ageukhw.org.uk](mailto:fundraising@ageukhw.org.uk)*



### Worcester Community Lottery

Would you like to play the lottery and would like to support a local, independent charity at the same time? Look no further, Worcester Community Lottery is here! Tickets for the lottery cost just £1 per week. Each ticket has a 1 in 50 chance to win a prize each week, with a top prize of £25,000! That's a better chance of winning than the National Lottery or the Health Lottery! Simply choose us as your chosen charity after clicking buy tickets [here](#). You will be supporting Age UK Herefordshire & Worcestershire as well as being in with a chance of winning a cash prize plus other prizes along the way!

**For more information about fundraising contact our fundraising team:**

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

**T: 01905 740950**

# Volunteer with us

Due to the Covid-19 outbreak we have had to temporarily suspend some of our volunteer lead services. We are however still on the look out for Independence at Home volunteers this can involve the below. We will always work with volunteers to ensure they are comfortable with their volunteering tasks.



## Shopping deliveries

We are recruiting for volunteers to assist with delivering shopping to older people that might not be able to get out to the shops as easily at the moment. This would only be in your local area.



## Prescription deliveries

Older people aren't able to access their essential prescriptions at the moment, we are recruiting for volunteers that are able to help with prescription deliveries in their local area.



## Telephone Support

We are seeing an increase in older people needing support over the telephone, just a short call once a week can make a huge difference to the wellbeing of an older person. Could you spare an hour a week to have a chat?



## Cleaning

Sometimes our clients require support with basic cleaning and tidying of their home. Things like dusting, hoovering and cleaning surfaces. This can often allow the client to feel more confident and comfortable in their home.



## Cooking

Cooking for yourself a big part of staying independent at home. Preparing some basic meals like sandwiches and demonstrating other simple meals can be really helpful for a client.

### **Profile: Tony, Independence at Home volunteer**

**Role:** Tony is one of our wonderful independence at home volunteers. He has been volunteering with our independence at home team in Malvern for four years. He supports people in their homes with things like cooking, cleaning, shopping and companionship allwhile reducing the need for non-medical health and care support.

#### **Making a difference:**

Being an independence at home volunteer allows Tony to use his spare time to make the lives of others a little easier. He said "It has been an absolute pleasure to help the vast majority of my clients and, subject to good health, intend to continue. Best wishes to all volunteers." Without volunteers like Tony we wouldn't be able to continue to support people through our Independence at Home service.



You can find out more about our independence at home service and volunteering with them [here](#).

**We are providing all volunteers with appropriate PPE and online training to ensure they feel prepared and safe at all times.  
A DBS check is required of all volunteers.**



*If you are interested in volunteering please contact us:  
E: [volunteering@ageukhw.org.uk](mailto:volunteering@ageukhw.org.uk)  
T: 01905 740950 / 0800 008 6077*



# Volunteers Week



Every year from the 1st-7th June the nation celebrates volunteers week, during this week ordinarily we would be joining lots of other organisations across the two regions to celebrate the work our volunteers do. However due to the current circumstances we are unable to do any face to face events, so this year has been different for us and our volunteers.

Instead of events we asked staff and the public to send us some happy selfies say a BIG thank you to our wonderful volunteers, so we hope that the photos below put a smile on your face! The staff at Age UK H&W have also created a thank you video to say a huge thank you to all our volunteers which you can see [here](#).



## An update from Training Solutions

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.

Things have of course been different in the last couple of months, due to not being able to deliver our courses in face to face sessions we have adapted some of our courses to be able to be delivered online.

We have delivered 10 zoom webinar training sessions to careworkers in nursing homes, charity workers and partners of those who are shielding.

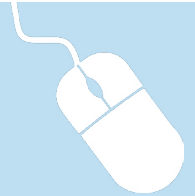
### Upcoming Training:

- We are offering virtual zoom training sessions on topics such as dementia awareness, mental health first aid and many more
- To find out more about what courses we are offering currently by contacting training solutions.

T: 01905 740950 / 0800 008 6077

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

W: [Booking website](#)



# Our Services

## INFORMATION, ADVICE & GUIDANCE

### Information & Advice

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

### Dementia Wellbeing Service

Information, advice & practical support for people living with dementia and their families / carers

### Veterans Service

Information and specialist advice for older veterans

## SUPPORT AT HOME

### Independence at Home

Short term, practical support to help you remain independent at home (18+ service)

### 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 families / carers can be supported to continue to live well with dementia

\*\* Please note some of the above services are temporarily suspended due to the Covid-19 outbreak

## Reconnections Service Update:

After five years of tackling loneliness in Worcestershire, Age UK H&W's pilot Reconnections service has been completed. We are thrilled to have been involved in this pioneering approach to supporting older adults and addressing loneliness in Worcestershire and are grateful to all our supporters. During the pilot's lifetime, we have received over 3000 referrals and engaged with over 1600 older people. On average, clients received 6 months of support from the service. The new loneliness service called People Like Us (PLUS) for adults (18+) in Worcestershire will be delivered by Onside Advocacy, visit their website [here](#).

## Handyperson Service Update:

Age UK H&W's Handyperson service came to an end in March 2020 after 5 years of working in partnership with Fortiss. We are proud to have supported so many older people across Worcestershire, including over 3,800 clients between April '19 and February '20. Our service assisted people by fitting items like grab rails, keysafes and other adaptations enabling older people to maintain their independence and live in their own home for longer. The service also supported people living with dementia through the Dementia Dwelling Grant this meant individuals could have a range of adaptations made to their home without any cost to them providing a real and positive difference to their lives. This service is now being delivered by Millbrook Healthcare. You can find out more about them [here](#).

## One Digital Service Update:

After two years our One Digital contract funded through Age UK National has now come to an end. Age UK H&W recognise the importance of supporting older people become more digitally engaged and improve their choices and access to services through the internet. We are currently looking at alternative ways that we can do this, including the reopening of our computer cafés at Malvern Gate and Ross-on-Wye once safe to do so again.

## WELLBEING SERVICES

### Footcare & Podiatry

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

### Walking Group

Informal walking group which meets every Monday in Low-er Wick followed by 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 cafés or receive 1:1 advice and support from a Digital Champion

## VOLUNTEERING

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

# 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](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

## 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](mailto:marketing@ageukhw.org.uk)

T: 01905 740950 / 0800 008 6077

Or you can write to us at our Worcester Office.



# 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](mailto:fundraising@ageukhw.org.uk) or call 01905 740950

## 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](http://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.

*giftaid it*

## 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](mailto: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 [www.easyfundraising.org.uk/causes/ageukhw/](http://www.easyfundraising.org.uk/causes/ageukhw/)



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

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

**Donate now**





Spring/Summer 2020

T: 01905 740950 / 0800 008 6077

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

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