

# the H&W

## AGE UK HEREFORDSHIRE & WORCESTERSHIRE'S NEWSLETTER

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Crocus in the grounds of Pershore Abbey, taken by Naomi Jepson, Help at Home Assistant

# In the News:



## Drybridge set to celebrate new service in it's 40th year

Our Drybridge House Centre, Hereford, celebrates it's 40th year of supporting older people in Herefordshire. This year we are developing a Veterans' Dementia Meeting Centre with support from the local community.

*Pictured: Members enjoy a trip to Hereford Cathedral's Poppy display last year.*

*"We are extremely excited to be working with the Civilian Military Task Group in Herefordshire, with the imminent launch of the Veterans' Meeting Centre."*

*Philip Talbot, Age UK H&W CEO*



## New monthly Computer Café launches at The Hive

In partnership with The Hive we've launched a new Computer Café, the sessions run every first Tuesday of the month from 10am - 12pm. As well as having a topic to discuss, a range of experts are on hand to discuss digital dilemmas. Refreshments are provided!

*"We get lots of queries from people who have computers or tablets, but lack the confidence to use them for essential things like shopping or banking. We're thrilled to welcome the experts to help our customers at the Computer Café."*

*Janine Downes, The Hive Manager*



## Our new Information & Advice Service in South Wychavon

We are now offering Information & Advice services in Broadway. Our Information & Advice officer will be at Signpost, Broadway every Monday from 9:30am - 3:00pm. Appointments can be made to discuss a range of issues including; Money, Tax, Wills and Lasting Power of Attorney, Form Filling, Wellbeing, Social Care and much more...

*"We are thrilled to be able to offer the new Information & Advice service from Signpost in Broadway. Our advisors are on hand to offer support and guidance for older people."*

*Gill Hyatt, Head of Services*



**SAVE THE DATE: 6TH JUNE 2019**

**AGE UK H&W SERVICES SHOWCASE, MALVERN GATE OFFICES**

Clients, volunteers, professionals and partners, drop in on **Thursday 6th June**.

To find out more:

**T: 01905 740950 or 0800 008 6077**

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



**SAVE THE DATE!!**



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Herefordshire  
& Worcestershire  
**ageUK**

# Feature: *Help at Home*

Our **Help at Home** service provides regular visits to older people so they can **remain living independently** in their own homes.

Our Help at Home service provides assistance with tasks in and around the home, but often this help means much more than just a clean kitchen.

Following his wife's sudden death in September 2017, Ron was in shock and struggling to deal with bereavement; *"I never really had a chance to say goodbye to my wife, I was just talking to her and then she just collapsed and that was it. I survived the first month or so.."*

But coping with his loss combined with long standing health issues, meant Ron was unable to complete some day to day tasks. He was referred to our Help at Home service by a Health Visitor from his previous employer. This is where he met Ruth, one of our Help at Home Assistants.

Ruth has been visiting Ron for a little over a year. She visits four times a week and helps to run errands, prepare meals and keep the house clean and tidy. *"She's done a marvellous job for me... without her I wouldn't be encouraged to do anything"* says Ron.

When Ruth started visiting Ron a friendship began to blossom. Ruth and Ron share two things, a

fascination with astronomy and a love of good conversation; *"We're a good pair aren't we... like book ends!"* says Ruth.

***"She's done a marvellous job for me... without her I wouldn't be encouraged to do anything!" - Ron***

It is the conversation that has made a difference to Ron: *"My principal need has been company. My relatives and friends are all far away and the thing for me was the shock and the nature of the situation I found myself in, the most important thing is to have human contact."*

As well as helping with weekly tasks like shopping, ironing and cleaning, Ruth and Ron have undertaken



*Ruth and Ron at Christmas.*

astronomy ventures, attended Ron's old work get-togethers and taken a trip to see Ruth's horses.

*"I don't class it as work"* says Ruth, *"I keep saying to Ron sometimes I feel fraudulent. Even though I'm working we're just having a good time! It's more than being just a cleaner... It's a really rewarding job."*

If you are interested in receiving the Help at Home service or would like to find out more, contact us.

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

Our Help at Home Assistants can help you with tasks such as:

- Housework
- Cleaning, sorting, tidying
- Laundry and ironing
- Transport to appointments
- Reading books & newspapers
- Preparing meals
- Companionship
- Light gardening
- Pet walking
- Having a cup of tea and a chat!



***Job Opportunity: Help at Home Assistants***

***Would you like a job that makes a difference? We're now hiring in Herefordshire and Worcestershire!***

If you feel you have the right skills and would like to become a Help at Home Assistant, we offer a competitive package and excellent training.

For job details and how to apply, visit: [www.ageukhw.org.uk](http://www.ageukhw.org.uk)

# Spotlight on Services:

## New Dementia Service

*Our new Dementia Wellbeing Service launches in April 2019 in partnership with Onside Advocacy*

From the 1st April 2019, in partnership with local charity Onside Advocacy, Age UK Herefordshire & Worcestershire will be providing a new Dementia Wellbeing Service which aims to help people live well with dementia.

Commissioned by the Worcestershire Clinical Commissioning Groups, the Dementia Wellbeing Service brings together a number of services and activities which offer support, information and guidance. These include Dementia Cafes, specialist support for families and people with Young Onset Dementia and help and advice from experienced Dementia Wellbeing Officers.

Herefordshire & Worcestershire  
ageUK

ONSIDE  
ADVOCACY



**Contact Dementia Wellbeing Service:**  
T: 01905 740950 or 0800 008 6077  
E: [dementiawellbeing@ageukhw.org.uk](mailto:dementiawellbeing@ageukhw.org.uk)

## Drybridge House Centre, Hereford

*Celebrating our 40th birthday!*



*"It's so nice to know that I am wanted... I feel looked after!"*

This year marks our 40th anniversary of providing support for older people at our Drybridge House Centre, Hereford. It was opened in 1979 by the Rt Reverend John Eastaugh, Lord Bishop of Hereford, and membership continues to grow every year.

Members attend the centre Tuesday to Thursday for either half or a full day, take part in a range of activities and receive a delicious home-cooked lunch.

We are holding a number of open days to showcase the centre, if you are interested in coming along then please contact us:

T: 01432 351774 or 0800 008 6077 E: [drybridge@ageukhw.org.uk](mailto:drybridge@ageukhw.org.uk)



Drybridge House Centre,  
Hereford

## About Meeting Centres

*Person-centred dementia care across the two counties*

Meeting Centres are a concept of dementia care created in the Netherlands. They provide a place where people are supported to understand and adapt to their diagnosis, offering person-centred support for people living with dementia and their carers and families.

This year the University of Worcester has been awarded funding from the Big Lottery for the Meeting Centre Support Programme - it is fantastic to work with them. We currently run centres in Droitwich and Hereford and are looking to roll these models out across the two counties. Meeting Centres make a huge difference to members and their families:

*"I think this group brings him so much ... where in the 'outside world' he feels he's lost... I see him come to life, relax and smile when he's been to the group. It means so much to us as a family." (Daughter of a member - Droitwich)*



**Contact us:**  
T: 01905 740950 or 0800 008 6077  
E: [marketing@ageukhw.org.uk](mailto:marketing@ageukhw.org.uk)



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# Activities & Events:

- **Computer Cafe @ The Hive**

First Tuesday of every month

Would you like to brush up on your digital skills? Bring your laptop or tablet and troubleshoot with our professionals! To book, please call The Hive on: 01905 822866

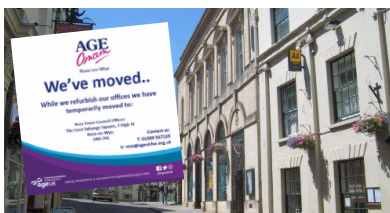


[www.ageukhw.org.uk/activitiesandevents](http://www.ageukhw.org.uk/activitiesandevents)

- **Info & Advice, Ross-on-Wye**

Call us on: 01989 763 887

Our Ross-on-Wye office has temporarily moved to Ross Town Council Offices while Palma Court is refurbished. I&A drop-in sessions will now run on Thurs and Fri afternoons, 1pm - 3pm.



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

- **Gardening Group, Pershore**

Contact for timings: 01905 740950

Our weekly gardening group meet at the Pershore Allotment to enjoy being outdoors, active and social. Whether you're a pro or a novice, join us this spring.



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

- **Drybridge House, Open Days**

For dates, call: 01905 740950

Our wonderful centre in Hereford will be holding open days throughout the year. Pop in to meet the team and see what we get up to. You will also be able to find out more about our new Veterans Meeting Centre.



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

Drybridge House Centre,  
Hereford

- **Dementia Action Week 19**

Mon 20th - Sun 26th May

During Dementia Action Week there will be a host of activities & events for people living with dementia and their carers. Contact us to attend one of our sessions to find out more about what's on in the local area.



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

- **RHS Spring Show, Malvern**

Thurs 9th - Sun 12th May

Our Reconnections team will be back at Malvern's Spring Show this year with their outdoor lounge. Swing by for refreshments and a chat about their great work tackling loneliness in Worcestershire.



[www.reconnectionsservice.org.uk](http://www.reconnectionsservice.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 free info guides and useful booklets
  - Provide digital support and promotion through social media & our website
  - Hold an Information & Advice or relevant service stand

Contact: 01905 740950 / 0800 008 6077

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

# Get Involved!

## The latest fundraising & volunteering opportunities



### WE'RE STILL KNITTING....

*We're half way to our 6,000 hat goal! Can you help us knit our way there?*

In January we reached the half-way point of our 6,000 mini hat goal! That means we still need your help to knit 3,000 smoothie hats before June. Ways you can help:

- Contact us for your free poster and patterns
- 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 information, or contact the Marketing team: 01905 740950 / 0800 008 6077



### RECEPTION & ADMIN VOLUNTEERS

*Could you help to support our busy office?*

We're always on the look out for office volunteers with administration and computer skills.

- Chose a time and day to suit your commitments
- Receive full induction, training and support
- Gain confidence in an office environment
- Help us to support older people across the two counties

To find out more or apply for volunteering, contact us at: [volunteering@ageukhw.org.uk](mailto:volunteering@ageukhw.org.uk)



### TWO COUNTIES ROADSHOW

*Help us shape older people's services across the two counties!*

We're taking to the roads across the two counties to find out what matters most to older people in Herefordshire & Worcestershire. We'll be asking:

- What do you enjoy doing in later life?
- What matters most to you?
- What services would you like to see?
- What does 'independence' mean to you?

To find out where we'll be and how you can help, contact us at: 01905 740950 / 0800 008 6077



### HELP US KEEP HELPING OLDER PEOPLE

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

- Visit our Just Giving 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!



*"It's a marvellous service and everyone I've spoken to says the same!"*

**Profile:** Joy, Foot Clinic Reception Volunteer in Ross-on-Wye

**Role:** Joy puts her clerical skills to use as a Receptionist at our Footcare clinics in Ross. Based at several locations in the area, Joy's duties include signing clients into appointments, signposting to other services where suitable and of course having a chat...*"It's good to get out and about and meet new people. We have some very interesting conversations!"*

**Interests:** As a fan of ancestry and history Joy is currently researching her family tree. Recently she's had a major breakthrough in her research and has begun discovering more about her Grandfather's life than ever before! She also enjoys creative activities like crafts and tapestry.

**Making a difference:** Joy enjoys giving something back to Age UK H&W as they originally helped her with claiming attendance allowance and then as a foot clinic client herself!

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



## More Volunteering Opportunities...

### DAY ACTIVITIES



Would you like to support us as a Day Activities Volunteer? This can include helping out at our centres with arts & crafts, serving refreshments, or supporting us with fundraising and awareness events across the two counties.

### DIGITAL CHAMPIONS



Do you have basic computer skills, good communication and want to help older people? Our One Digital programme offers training and support on becoming a digital champion. Champions can provide 1-2-1 support for older people or help out in our computer cafes.

### 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 / 0800 008 6077  
or email: [volunteering@ageukhw.org.uk](mailto:volunteering@ageukhw.org.uk)

# Partners:

**Worcestershire Association of Carers support the thousands of unpaid carers across the county.**

Worcestershire Association of Carers (WAC) is a registered charity founded in 1997 providing an independent source of information, advice and support for unpaid adult carers in Worcestershire.

We understand the role of unpaid carers and the huge contribution they make to the community and work closely with partners like Age UK H&W so that we are engaging with vital members of the community.

We have worked with Age UK H&W on various projects, most recently with veterans, outreach, support, and training. In January this year Worcestershire Association of Carers reached out to Joining Forces, the Veteran's Wellcheck Service, at Age UK H&W to host a Carer Veterans awareness event.

General awareness of support for veterans (and their families) across the local carer population is low and Joining Forces were able to invite a range of other providers, such as Combat Stress and Veterans UK. We had over 40 carers attend the session.



Carers contact us for many reasons; for information, support and signposting or to join us for events, training and respite opportunities. We operate a helpline and can offer advice and support on various topics.

The helpline is available on 0300 012 4272 and is open 9am-7pm Mon-Fri and 9am – 12pm Saturdays.

**Contact Worcester Association of Carers:**

**Helpline number: 0300 012 4272**

**[www.carersworcs.org.uk](http://www.carersworcs.org.uk)**

## ***Carers Discussion Groups - WAC have got one for you!***

Do you look after someone who is ill, disabled or frail? Do you need time out and some company for yourself? If so, you are not alone and Worcestershire Association of Carers has a Carers' Group near you. With 11 carers groups across the county, a carers choir, crafty carers group and a support group at Primrose hospice, there is something for everyone.

- Make friends and chat over tea and coffee.
- Meet with other carers who share and understand your experiences.
- Gain access to support, information and talks to help you as a carer, and have opportunities to voice your concerns.
- Enjoy recreational activities, relaxation and occasional outings, as a break from caring.



Carers groups are free, contact us via the helpline on: **0300 012 4272** to find a group in your area.



# Training for Carers from Age UK H&W

In collaboration with Worcestershire Association of Carers, Age UK H&W are offering training opportunities for carers in 2019.

Just like with our Falls, Fractures & Frailty sessions in 2018, family carers will have the chance to learn alongside care workers, sharing experience and skills.

These group sessions are highly recommended and provide valuable information, advice and practical skills. They are relevant for family carers in all types of caring roles.

These training sessions are advertised to Care Workers from Residential, Nursing Homes and Domiciliary Care Agencies. With great feedback from delegates they are now available to family carers.

To find out more about upcoming training sessions or how to book on to them, contact our Training team.

## Upcoming Carer Training:

- Oral Hygiene
- Medication Management
- Adult Safeguarding
- Dementia Awareness
- First Aid - Basic Awareness
- Falls and Frailty
- End of Life Care
- Pressure Sores and Skincare
- Food Hygiene Level 1

For dates and availability, contact us:

T: 01905 740950 / 0800 008 6077

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



## Training Solutions

Delivering Excellence in Health and Social Care Training

What our customers say....



Our fantastic Associate Trainers



*"Excellent trainer with a good understanding of our training needs!"*

*"Fantastic course. Has given me a lot to think about..."*

*"Very interesting course, delivered brilliantly!"*

To find out more about Training, contact us:

T: 01905 740950 or 0800 008 6077

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



# 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.

### 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 keysafes

### Equipment to Live Well at Home

A range of adaptations and equipment fitted by our trusted handypeople such as grabrails, dementia clocks and 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

Re-connecting lonely older people to activities and interests they enjoy in their local community

### Footcare & Podiatry

Toenail cutting, healthy living advice, appointments every 8 weeks. Podiatry: Intermediate footcare, foot health advice, 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 cafés or receive 1-2-1 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



@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

### ROSS-ON-WYE OFFICE - WE'VE TEMPORARILY MOVED TO:

Ross Town Council Offices,  
The Corn Exchange, 7 High Street  
Ross-on-Wye  
HR9 7HL

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



## 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.





2019

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