

the H&W

AGE UK HEREFORDSHIRE & WORCESTERSHIRE'S NEWSLETTER

- LATEST NEWS
- FEATURE: WINTER WARMTH
- SPOTLIGHT ON SERVICES
- ACTIVITIES & EVENTS
- GET INVOLVED!
- SERVICE UPDATES



Sun on the fields following the harvest, Leigh Sinton. By Jean McCarthy - Support Administrator

In the News:



Our Total Big Knit Hat Count: 9,400 Incredible Smoothie Hats!

We would like to say a huge thank you and well done to every one of our incredibly talented knitters! We could not have reached our target without you. The funding we will receive because of your support will enable us to continue providing vital services for older people in Herefordshire & Worcestershire. THANK YOU!

"We are so grateful to all our wonderful, talented and loyal Big Knitters, our total number of hats this year is the most we've ever had. Thank you so much for supporting us!"

Caroline Savage, Fundraising Manager Age UK H&W



Hereford Veterans Dementia Wellbeing Group Launches

Every Friday from 4th October onwards members can join in with activity sessions and a hot lunch. The sessions are held at our Drybridge House Centre between 10:30am and 3:30pm. Referrals can be made by health & social care professionals or as a self-referral. No formal diagnosis is necessary.

"We are thrilled to be providing a new service for Veterans living with memory loss and dementia in Hereford and surrounding areas. We are seeking new referrals and looking forward to welcoming new members!"

Natasha Green, Head of Dementia Services



Droitwich Spa Meeting Centre Wins Vital Lottery Funding

The Droitwich Spa Meeting Centre is celebrating after being awarded almost £175,000 in National Lottery funding to support the centre's work supporting local people living with dementia. Age UK H&W provide the Meeting Centre Support Programme.

"We're delighted that The National Lottery Community Fund has recognised our work in this way. Now, we will be able to continue to help local people living with dementia and their family members."

Derek Radcliffe, Chair of the Droitwich Spa Meeting Centre Charity



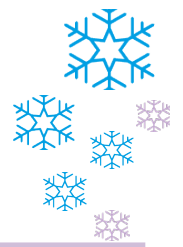
Heart-warming News: Congratulations to Mary & John!

We are over the moon for Mary & John who are engaged to be married. The happy couple met at the Primrose Bereavement Group that now takes place at Age UK Herefordshire & Worcestershire.



Congratulations both, we wish you all the very best in your married life together!

Feature: *Winter Warmth*



Advice on looking after yourself and your loved ones, support at home and making sure you're warm and well this **Winter**.

Winter isn't everyone's favourite season and there's no doubt that cold weather can be a worry for those of us in later life.

As we get older, our bodies respond differently to the cold and this can leave us more vulnerable. Keeping warm both inside and outside your home can help reduce your risk of serious health problems that are more common in the colder months, such as chest infections, heart attacks and strokes.

With a little preparation, and by following some simple suggestions, you can stay healthy, safe and comfortable this winter. Age UK's Winter Wrapped Up Guide is full of information to help keep you warm and well this Winter. Contact us to receive your FREE copy:

Information Guides & Leaflets:
T: 01905 740950 / 0800 008 6077
E: information@ageuhw.org.uk

At Age UK Herefordshire & Worcestershire we have services to help you get ready for Winter.

Information & Advice - FREE

Our Information & Advice Officers work across the two counties and provide confidential advice for older people and their support network. This can include making sure your house is energy efficient and helping you to apply for benefits.

Help at Home

Our Help at Home Assistants can support or help you to carry out tasks in and around the home, including; shopping, trips to appointments and food preparation.

Handyperson & Adaptations

Get your home Winter ready with aids and adaptations fitted by our trusted Handypeople.

Top Tips for staying healthy this Winter:

- Keep moving
- Eat and drink well
- Have a flu jab every year
- Keep your hands clean
- Protect yourself from chilblains
- Organise your medications
- Keep your spirits up
- Be safe outside



Spotlight on Services:

Joining Forces: Veterans Wellcheck

Client and WW2 Veteran Colin Palmer awarded medals almost 70 years on.

The Veterans Wellcheck Service organised the presentation of the medals to Colin Palmer at a ceremony hosted by Mayor Allah Ditta, at the Guildhall, Worcester on Wednesday 14th August 2019. The WW2 campaign medals were presented by Deputy Lord Lieutenant, Major General Mark Armstrong. The Legion d'honneur was presented by the Honorary French Consul, Robert Mille. Age UK H&W provide this service in Worcestershire.



Joining Forces can help with things like (not limited to) navigating care, applying for medals or a veterans badge, benefits & pensions, accessing military grant funding & services, mobility aids & adaptations, socialising, using technology or simply telling you about the support services that are available locally and nationally.

Contact Veterans Wellcheck:
T: 01905 740950 or 0800 008 6077
E: veteranswellcheck@ageukhw.org.uk

Independence at Home

Short term, practical support to help you remain independent at home.



The new service starts on 1st December and provides short term support to help you remain independent at home.

Support:

- Practical support at home
- Building confidence and independence
- Improving your wellbeing
- H&W Fire safe & well checks
- Free 6 week pendant alarm trial
- Access available services

Eligibility:

- 18 + and Worcestershire Council Tax Payee
- Recently discharged from the hospital
- Admission Prevention (healthcare referral only)
- Not in support of fully funded social care package or long term care

T: 01905 740950 or 0800 008 6077 / E: independence@ageukhw.org.uk

Information & Advice

Free, confidential and impartial Information & Advice.

Free, confidential and impartial Information & Advice service for older people, their families and carers. Our advisers are trained to help you with a range of queries, such as:

- Social Care
- Form Filling
- Your Wellbeing
- Tax, Wills, LPA's
- Legal Issues
- Your Home
- Energy Efficiency
- Signposting you to other useful services

Drop-in Information and Advice:

We also hold 'Drop-in' Information & Advice sessions in the following locations: Droitwich Spa, Ross-on-Wye and Broadway.

For any further information contact the Information & Advice team at our main office in Worcester:

T: 01905 740950 or 0800 008 6077
E: information@ageukhw.org.uk

Information and Advice



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Herefordshire
& Worcestershire
age UK

Activities & Events:

- **Droitwich Drop-in Session**

Every Monday 9:30 - 12:30

Our Droitwich Spa Office is holding drop-in Information & Advice sessions every Monday 9:30am to 12:30pm.

Appointments are available on Thursdays. To book, contact our main office on: 01905 740950



www.ageukhw.org.uk/contact-us

- **Ross Office Re-Opens!**

Brookend St, Ross-on-Wye

Our Ross Office has moved back to its Palma Court location following refurbishment. You can get drop-in and 1:1 information, advice, support and guidance on Mon and Fri.

T: 01989 763887



www.ageukhw.org.uk/contact-us

- **Bereavement Groups**

Various times and locations.

The festive season can be difficult for those who have lost someone. Local groups:

- Primrose Group, Worcester
- Side by Side, Malvern
- Loved & Lost, Droitwich
- Cruse Care, Hereford



www.ageukhw.org.uk/contact-us

- **Age UK H&W Roadshow**

Starting 22nd November.

We're travelling across the two counties to ask 'What matters most to you?' Our first three Roadshow stops are:

- Three Kings Parade, Stourport 22nd Nov
- Asda, Worcester 4th Dec
- Tesco, Kidderminster 19th Dec



www.ageukhw.org.uk/contact-us

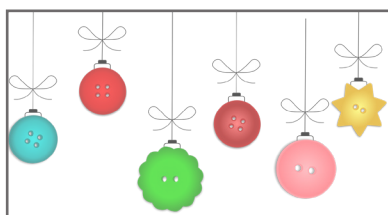
- **Christmas Collections**

Dates: visit the website

Our Fundraising team and fab volunteers will be holding collections across the two counties this Christmas. If you would like to support us we'd love to hear from you.

T: 01905 740950

E: fundraising@ageukhw.org.uk



www.ageukhw.org.uk/get-involved

- **Plant Fair at Stone Manor**

26th April 2020, 11:00 - 4:00

We are thrilled to be holding Age UK H&W's very first Spring Plant Fair at Hogarths Stone Manor Hotel, Kidderminster. Visit our specialist exhibitors for rare and beautiful plants, fabulous food and wonderful raffle prizes. See you there!



www.ageukhw.org.uk/contact-us



SAVE THE DATE: *Christmas in the Cloisters at Worcester Cathedral*

Age UK H&W's Ann will be selling her gorgeous handmade shopper bags at the Cathedral's annual Cloisters event. Part of the proceeds will be donated to Age UK H&W and goes towards supporting older people in Herefordshire & Worcestershire.



WHERE: WORCESTER CATHEDRAL

WHEN: FRI 29TH NOV - SUNDAY 1ST DEC

Get Involved

The latest fundraising & volunteering opportunities



WE HAVE A NEW FUNDRAISING TEAM!

Meet Sarah and Caroline making up the new fundraising team!

In July Sarah joined our team as Marketing Officer: Fundraising, Sales and Volunteering and Caroline as Marketing Manager: Fundraising and Sales.

They form our fabulous fundraising team who are going to be organising lots of fun events across the two counties! If you would like to get involved with fundraising get in touch with them!

Contact the fundraising team: Caroline – csavage@ageukhw.org.uk or Sarah – smcdowall@ageukhw.org.uk
01905 740950 / 0800 008 6077



THANK YOU MR BYNG!

Congratulations to Mr Byng for completing the Worcester 10K

We were delighted to hear that Mr Byng had chosen Age UK H&W as his chosen charity after finding out a friend had developed dementia. He raised a brilliant £75 from running the Worcester 10K and kindly came into our Worcester Office to hand deliver the cheque himself!

For support with fundraising contact: fundraising@ageukhw.org.uk - 01905 740950 / 0800 008 6077



FUNDRAISING EVENTS!

Thank you to The King Charles who supported us to run our quiz at the beginning of October! We have events and collections being held across the two counties, so keep your eyes peeled for more information on how you can support us!

Contact fundraising@ageukhw.org.uk to volunteer at one of our events or to find out more.



Use easyfundraising to shop with over 3,600 retailers including Amazon, Argos, John Lewis, ASOS, Booking.com, eBay, Boden, and M&S.

Every time you shop, you'll raise a free donation for Age UK Herefordshire and Worcestershire every time, it's that easy!

Find out more: <https://www.easyfundraising.org.uk/causes/ageukhw/>



Volunteer with us



Profile: *Hilary, Lower Wick Walking Group, Walk Leader*

Role: Hilary is one of our fantastic walk leaders, who kindly volunteer their time every Monday morning to lead our group around Lower Wick. She ensures everyone stays safe during the walk and its varied every week! She provides support to her community and helps them discover new areas of Worcester.

Interests: Hilary loves being active and getting outdoors. She particularly likes gardening, walking, swimming and visiting National Trust properties. She recently took the walking group on a trip to Croome Court which they loved!

Making a difference: Being a walk leader allows Hilary to help older people in her community that may feel isolated and helps them regain confidence.

To find out more about volunteering contact us:
T: 01905 740950 E: volunteering@ageukhw.org.uk



More Volunteering Opportunities...



FUNDRAISING ACTIVITIES

Could you be a super star fundraising volunteer? We continually have collections and events we need help with! The role is flexible and can be built around your schedule. For more information on dates and what's involved, get in touch!



DIGITAL CHAMPIONS

Do you have basic computer skills, good communication and want to help older people? We have several new computer cafes across Worcestershire that require volunteers now. Our One Digital programme offers training and support on becoming a digital champion.



FOOTCARE

Ensuring good foot health makes a huge difference to older people, increasing comfort, stability and preventing falls. As a Footcare volunteer you will support our busy Footcare & Podiatry service. You will receive full training and only cut toenails on healthy feet.

Contact: 01905 740950 / 0800 008 6077
or email: volunteering@ageukhw.org.uk



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Reconnections

"Because of you, I went out..."

A heart-warming story brought to you by Sophie, Jack's volunteer.

When starting out working alongside Age UK Reconnections I was so excited to see what it was like with the older generation, knowing the ins and outs of what life was like years ago. When I first met Jack we had a brief encounter while his key worker was with there with us and ever since then we have got on like a house on fire. Every time I see him he puts a smile on my face as do I with him. We've come to know how each other work and make a lot of jokes during our visits together.

Jack became unwell in himself which resulted in him not wanting to leave the house during a few sessions but soon became mobile when he felt able to and commented to me on one of the visits "because of you, I went out", this made my day. We always have something new to talk about or something new we can plan for the next time, whether that be staying in or going out for some lunch for a different atmosphere.

Jack said: "I would like to thank Sophie for all her kind help and thoughts these last few months. She has been a good friend and helped me through my bereavement. She has been a very good listener and I look forward to her company."



Jack is always up for new things, although the motivation is hard he still tries and even thought about swimming to help himself. I couldn't have been paired with a more pleasant, honest, lovely man and I'm so proud of how far he has come during the couple of months we have been in contact.

To find out more about Reconnections or apply to volunteer like Sophie, contact us:

T: 01905 740954 / E: reconnections@ageukhw.org.uk

Cadbury's 'donate words' as part of Age UK's Loneliness campaign

If we needed another reason to love the UK's favourite chocolate brand... Cadbury are joining Age UK to help fight loneliness. There's a crisis in the UK as 1.4 million older people struggle with loneliness, 225,000 often go a whole week without speaking to anyone. **How can Reconnections help?**

- Our Reconnections service will match you with a volunteer to support you on a 1:1 basis to give you personalised support
- Our Reconnections volunteer will help build your confidence, form new friendships and connect you with people, activities and interests in your area
- Our volunteers can make a difference to the life of an older person through phone calls and visits



Find out more about **Reconnections** and other support services on our website: www.ageukhw.org.uk

Upcoming training from Age UK H&W

Our training 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.

Our courses are suitable for professionals based in health and care settings, nursing or residential homes, domiciliary care agencies, support settings or managed accommodation. We also provide specialist training for the voluntary, independent and private sectors.

We also offer training for Informal Carers and members of the public. At just £10 per person you will train alongside Health and Social Care professionals, gaining the very best knowledge and practical skills.

Upcoming Training:

- Moving & Handling: Refresher
- Moving & Handling: Train the Trainer
- Moving & Handling: Risk Assessor
- Dementia Awareness & Practical Skills Level 2 Accredited
- Medication Management
- First Aid Basic Life Support
- First Aid Level 3 Emergency First Aider at Work

For dates and availability, contact:

T: 01905 740950 / 0800 008 6077

E: training@ageukhw.org.uk



New LGBT+ awareness training now available!

Earlier this year, Age UK H&W's Training Solutions team delivered a new LGBT+ Awareness Training pilot session at Perry Manor Care Home, Worcester, to show support for and increase education of the LGBT+ community. Katherine Matthews, Home Manager at Perry Manor care home said:

"The sessions were designed to provide our younger colleagues with some historical context of LGBT issues, outlining some of the realities that were faced by LGBT people born before 1950, along with support on how to create an open, LGBT-friendly environment for residents and their families today."

The training pilot was developed in partnership with care home managers and LGBT+ group Out2gether. Nicola Longworth-Cook, founder of Out 2gether said:

"For older LGBT+ people the idea of moving into a care home can be very daunting. Older LGBT+ people will have lived through many positive changes in law and social attitudes, but they would also have encountered fear and discrimination."

The LGBT+ Awareness Training will help service providers learn how to create an 'LGBT+ affirmative environment' in order to give older LGBT+ people the care, security and respect they deserve."



Are you interested in LGBT Awareness + or Health & Social Care Training?

T: 01905 740950 or 0800 008 6077
E: 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 / carers

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

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

WELLBEING SERVICES

Reconnections

Reconnecting older people with activities and interests they enjoy in their local community

Footcare & Podiatry

Toenail cutting, healthy living advice and 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 own home

Walking Group

Informal walking group which meets every Monday in Lower 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



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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 - BACK AT OUR OFFICES!

Palma Court
27 Brookend Street
Ross-on-Wye
Herefordshire
HR9 7EE

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

DRYBRIDGE HOUSE, HEREFORD

Drybridge House Centre
St Martin's Street
Hereford
HR2 7SG

T: 01432 351774
E: drybridge@ageukhw.org.uk

WEBSITE:

www.ageukhw.org.uk

SOCIAL MEDIA:

@AgeUKHW

MARKETING CONTACTS:

For all marketing enquiries.

T: 01905 740950 / 0800 008 6077
E: marketing@ageukhw.org.uk

Photos from the two counties...



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: 01905 740950 / 0800 008 6077

Or you can write to us at our Worcester Office.



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