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agematters

Issue 42 Autumn 2016

Volunteer Celebration Special

In this edition we
celebrate the great work
done by volunteers

Introducing Senior Watch

Herts Police tell us
what it's all about

Five ways to Wellbeing

Keeping well and warm
this winter

Musical Herts

Making music matter

Don't get caught out

Helping you to be scam aware

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Our volunteers tell us why they
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Where to get your copy of *agematters*

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Designed by: Michael Harrison
Email: harrison01924@gmail.com
Printed by: Precision Colour Printing
Tel: 01952 585585
Web: www.pcpltd.net

You can get your copy of *agematters* from your local library, GP surgery, Age UK Shop, local Age Concern group, Age UK Hertfordshire 10 to 3 clubs and day centres, other Age UK Hertfordshire schemes, Wiltshire Farm Foods and selected outlets including some residential and sheltered housing schemes and local clubs or online at:
www.ageuk.org.uk/hertfordshire

Write to us at: The Editor, *agematters*, Age UK Hertfordshire, 1 Silver Court, Watchmead, Welwyn Garden City, Herts AL7 1LT

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Welcome

Jan Gough – Chief Executive Age UK Hertfordshire

Welcome to the Autumn edition of *agematters*. In this edition we are celebrating the amazing support and commitment that more than 550 volunteers give to older people across Hertfordshire.

Our volunteers come from all walks of life, all ages and backgrounds, and provide support in so many different ways. As you will read in this edition, some help to combat loneliness by making much-valued calls or visits every week. Others provide benefit information to improve financial security. Many more help with our clubs and Healthwise activities. Just as importantly, many help in “back-room” functions, supporting our staff with vital administrative tasks.

In October, we were delighted to be given the use of the stunning Old Palace at Hatfield House, courtesy

Courtesy of the Welwyn Hatfield Times, L-R: Jan Gough, Karen Whitaker, Mayor Pat Mabbott, Derek Skingle and Penny Butler



of Lord Salisbury, to hold a Volunteer Recognition Event.

It was a great opportunity to spend some time with our Volunteers, talking and understanding more about what motivates them to get involved and celebrating all the fantastic work they do. You can read more about the event on pages 16-17.

Whether you've been thinking about giving a little of your time as a volunteer or just wondered why others do it, this edition is packed full of stories that are as inspirational as they are motivating. Our stories will show how giving as little as an hour a week of your time really can make such a difference to another person's quality of life.

I hope you enjoy the stories in this edition, and if you're inspired to get involved, we'd love to welcome you to the team.

Join the Trustee Team!

Help us to ensure a healthy and successful future

Do you have one day a month to help Age UK Hertfordshire's Trading Company?

We are looking for a Trustee to join our Board with a specific remit to maintain an overview of the Trading Company's affairs ensuring its financial viability and overseeing the strategic direction and development.

In addition to the essential and desirable criteria required of all Trustees, the Trustee of the Trading Company will need to have:

- Financial qualifications and experience.
- Experience of financial management in the statutory or voluntary sector.
- Experience of financial reporting at Board level.

This is a voluntary position and you'll be supported in the role by the Chair of the Board of Trustees. We'll ask you to attend Board and Committee meetings and estimate the time commitment is about one day a month.

Governance meetings are held in Welwyn Garden City, however, you will need to be willing and able to travel across Hertfordshire in order to undertake the role of Trustee.

To find out more about this role, please go to our website www.ageuk.org.uk/hertfordshire and follow links to the job opportunities page.

To register your interest please send your CV to our HR Department at recruitment@ageukherts.org.uk or phone 01707 386060.



Chalmers Court Day Centre – more than just a day centre



by Director of Operations, Mark Hanna

Chalmers Court Day Care Centre in Rickmansworth provides a safe, caring, stimulating environment for older people with dementia. The centre's ethos is to enable older people with dementia to stay independent for as long as possible. "We want our clients to have a good quality of life not just an existence!" says Mark Hanna, Age UK Hertfordshire's Director of Operations.

A team of dedicated, professional friendly staff deliver a varied and interactive range of activities which can include:

- arts and crafts
- quizzes and games
- music
- trips and outings
- reminiscence
- and chair based exercises

Transport, a hot meal and refreshments are all provided.

According to research published in Neurology Today, "Activities which promote mental stimulation at any age could be linked to slower rate of decline in cognitive function".

For people who have already developed the condition, physical activity can help to delay further decline in functioning.

Lucy would ring me at least 50 times a day**

Lucy was diagnosed with dementia two years ago. Her speech was failing, she had lost the ability to write and was not eating well. She had "lost her confidence and was very depressed". Added to that Lucy "would ring me at least 50 times a day!" says Jane*, her daughter in law.



Chalmers Court clients enjoy picking apples in a local orchard

Lucy's Care Home Manager suggested that Jane get in touch with Senga, Day Centre Supervisor at Chalmers Court. It was a transformative experience. Since Lucy has been coming to the centre she has gone from being, in Jane's words "a nervous, needy woman to confident and engaged, with a will to live and be very happy."

The Day Centre has become Lucy's life. "She has got back to doing her crosswords, she eats a hot meal daily and in 2015 she got Christmas cards, her address book, wrote the cards and arranged for her neighbour to post them. In 2014 she did not write any!" says Jane.

Meet the Team – dedicated to giving clients the best experience possible

Age UK Hertfordshire employs a trained and dedicated team of Care Assistants at Chalmers Court Day Centre. It is clear from speaking to the staff that they really enjoy what they do.

Shirley: Shirley is the longest serving member of staff, "My role is to help stimulate, support, listen and care for clients. The best part of my job is seeing the clients interacting and enjoying themselves and truly having a lovely day."



Our Information and Advice Line can help

0300 345 3446

Monday – Friday 8am to 5pm

Saturday 8am – 12noon

Email: info@ageukherts.org.uk

www.ageuk.org.uk/hertfordshire

We can provide support with:

- claiming benefits
- accessing local services
- community care queries
- housing options
- Lasting Powers of Attorney
- IT training...and much more.



Registered charity number 1116662



Ruth: Ruth started working at the centre just one day a week but soon increased her days. “The love care and compassion shown at the day centre is outstanding. I couldn’t think of working anywhere better than this. Each and every client is unique and we pride ourselves on having a home from home feel here.”

Jane: Jane has worked at Chalmers Court for over two years and says: “There is a wonderful and friendly atmosphere here. The clients come in happy and settle down to a day of conversation and activity. When the clients leave one often hears ‘Thank you. I’ve had a lovely day.’”

Karen: Karen volunteered at Chalmers Court before becoming an employee. Karen never imagined herself working with people who had dementia. However, she enthuses: “After a number of training courses and with the support of the other staff I couldn’t imagine working anywhere else.”

Volunteers play a vital part in running the club. The staff are ably supported by an enthusiastic group of volunteers.

Michelle: “I find working as a volunteer at Chalmers court very rewarding. I enjoy helping with activities and chatting to the clients.”

“Everyone works so hard to make each session fun for the clients. Each day is different. I am glad I made the choice to volunteer.”

Referrals are made through Health and Community Services via a needs assessment which can be requested online via our website or by phoning Health and Community Services **Tel: 0300 123 4042**

For further information please contact the Day Centre Supervisor, Senga Lees:

Tel: 01923 774328

Email: daycentre.rickmansworth@ageukherts.org.uk

www.ageuk.org.uk/hertfordshire/our-services/chalmers-court-day-centre/

**Names and some details have been changed to protect identity

Age UK Hertfordshire's Annual General Meeting 2016

- celebrating another great year! by Carolyn Clarke



We were delighted to be able to hold our Annual General Meeting in the beautiful surroundings of The Old Palace at Hatfield House this year, following on from our Volunteer Recognition Event

(see pages 16-17). We were equally happy that many people were able to join us from our funders, partners, and commissioners, as well as many staff and volunteers.

Our Joint Chair Penny Butler opened proceedings, and after thanking fellow Trustees, staff and funders for their support, guided us through the formal business of the day. We are very pleased to announce that after a period of serving as co-opted members of the Board, Anna Wilson, John Newman, Johnson Wong, and Subhash Bakhai were all appointed to our Board of Trustees. We welcome them all.

We also learned that Joint Chair Karen Whitaker and Vice Chair Derek Skingle are stepping down from the Board after many years of service to Age UK Hertfordshire. Our sincere thanks and appreciation go to them both for the dedication and support they have given us as we continue to grow to meet the needs of our community.

John Newman was nominated and accepted the position of Joint Chair, and he will work alongside Penny Butler in this role. Anna and John will take over as the Chairs of the Communications and the Quality & Performance Committees respectively, whilst Subhash will take on the role of Treasurer.

A successful year

Karen Whitaker then gave us an inspirational talk, looking back at Age UK Hertfordshire's achievements in 2015-2016 which included:

- 34,000 telephone calls, 3,000 home visits and 5,000 visits to our community surgeries managed by our Information and Advice service
- Nineteen 10-3 clubs running across the county, supporting 525 members each week
- 3,510 older people provided with support to help them settle back into home after a hospital stay
- 58 new Healthwise groups established, attracting 709 people to enjoy healthy eating, gentle exercise and a lot of fun
- 125 service users per week attending our friendship club in South Oxhey
- 67,000 hours of practical domestic support provided over the year, to an average of 1,110 people per week

We also heard about the achievement of our Information and Advice team in supporting older people in Hertfordshire to receive more than £6 million in previously unclaimed benefits or allowances, and celebrated the expansion of our Home and Hospital Support Service. It was great to hear that this service is now operating 7 days a week in the East and North of the county. Closing the meeting, the Trustees thanked staff and volunteers for all their hard work in making these successes possible.

On behalf of the staff, Jan Gough CEO thanked and paid tribute to the enormous support we have enjoyed from our Trustees who give their time and skill as volunteers to help us support older people across Hertfordshire.

To find out more about any of the services mentioned in this article please call our Information and Advice team on **0300 345 3446**.

If you are interested in joining our Board of Trustees please take a look at our advert on page 5 or on the current vacancies page of our website www.ageuk.org.uk/hertfordshire

Clitheroe Club – supported by our local community



by Club Volunteer Avril Barclay

Avril Barclay is one of our volunteers at the Clitheroe Health and Wellbeing Centre in South Oxhey. She has worked hard on the garden area at the centre to create a lovely outside space for the clients to enjoy. Here she writes about the garden that has been created:

“After a very mixed weather pattern, The Clitheroe Centre has finally had a chance to enjoy the fruits of our labour. We have worked closely with Carpenders Park Garden Centre, with special thanks to Riaz and Billy, who have advised and supported us with all of our outside projects at the Clitheroe Centre. We have planted beetroots, runner beans, peas, courgettes, carrots, strawberries, raspberries and blueberries. Not forgetting the grapes and Swiss chard, all of which gave us a taster of the delights of growing our own. We are limited on space, but thanks to Clive, John and The Men in Sheds group who have built several planters for the garden area, we have been able to grow more produce than we could have imagined. Men in sheds also constructed a gazebo which will seat four people, and has proved to be an enjoyable alternative to those clients who enjoy being outside.

The tomatoes and peppers are near to ripeness and will be picked and enjoyed by our regulars. I hope this project will encourage people to grow their own produce – from easy growing mint on a sunny window sill, to towering runner beans, or cut and come again lettuce. Of course we have an array of colourful planters which several of our club members designed. We included plants that attract the so very important pollinators, which in turn pollinate our veggies. Herbs such as lavender, marjoram, rosemary, thyme, are magnets for bees



and butterflies. We have also had the good fortune to have an amazing team of volunteers aged from 15 to 17 to landscape an area outside our main entrance. These enterprising youngsters are from a group called NCS (National Citizen Service) and this particular division is run by the Watford Football Club Community Sports and Education Trust. They chose Age UK Hertfordshire to start and complete this project and we are so happy they did. Once again with the help of Carpenders Park Garden Centre, they dug, cut back, mulched and planted. The outcome is a delight. They worked so hard and they also joined the clients with some Olympic style fun and games, which went down really well”

We at Age UK Hertfordshire can only say a huge thank you to all who were involved. NCS team you should be immensely proud of your achievements. Don't you just love it when a community project comes together?

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What makes an ideal care home?



A friendly, stimulating atmosphere for older people

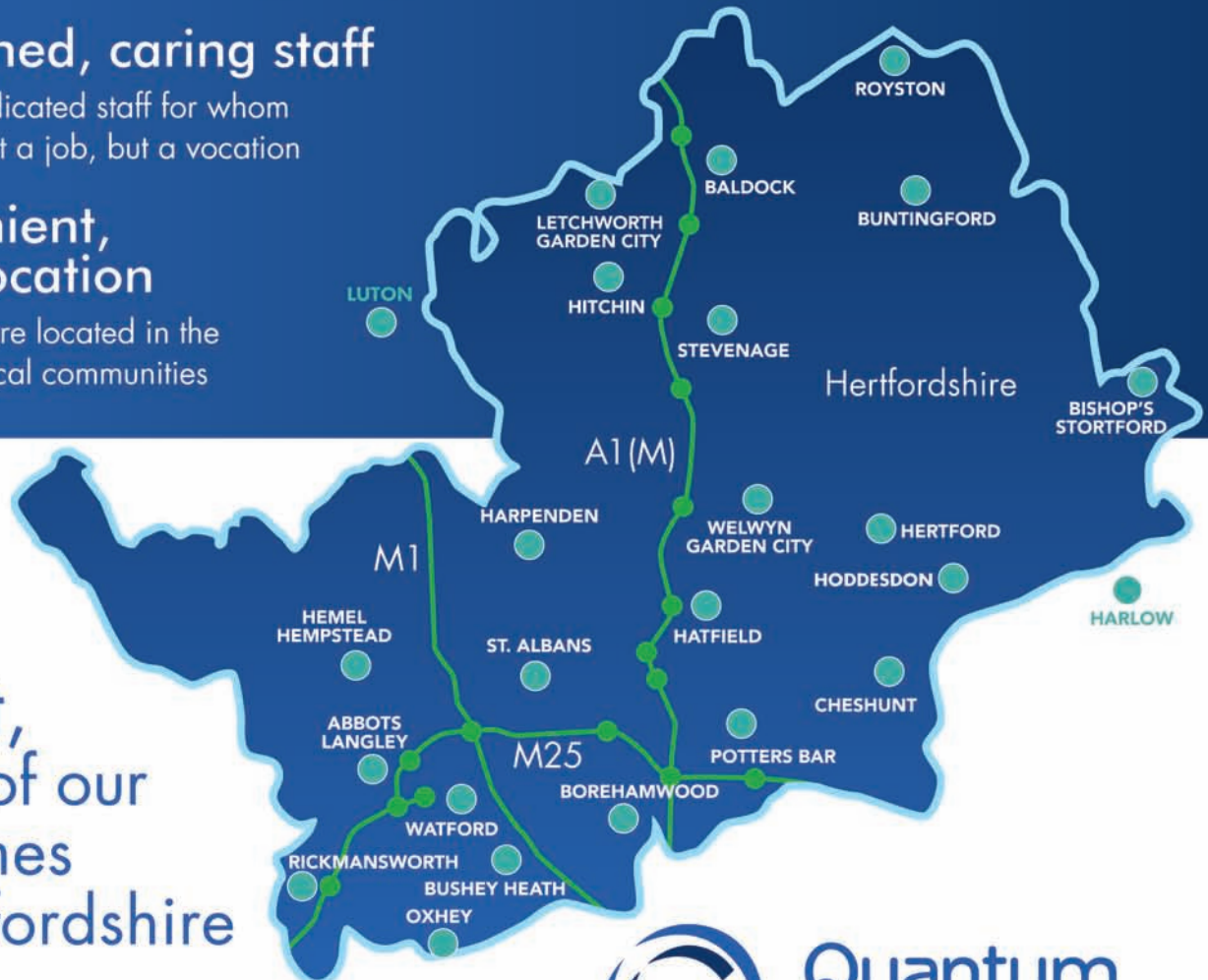
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Hertfordshire Senior Watch

Looking after our older residents – by Julie Lloyd Community Safety Manager, Hertfordshire Police

There are a growing number of older residents in Hertfordshire, many of whom live alone. While most reported crimes involve younger victims, some criminals target older residents who may have accrued savings or receive regular income from pensions, using tactics such as rogue trading, doorstep crime, telephone frauds and postal scams.

Hertfordshire Police's hugely successful Neighbourhood Watch uses the OWL (Online Watch Link) system to alert our 90,000+ members to current crime trends in their local area, providing crime prevention and other safety advice, but people who don't have email access are at present excluded from in these alerts and advice messages.

We have created "Senior Watch" as a way of ensuring that older people without internet access get the information that they need. We are now looking for local people who have contact with older residents and might be able help. We would like to involve anyone who has older neighbours or relatives, or who cares for an older person in a personal or professional capacity.

"Senior Watch" operates similarly to Neighbourhood Watch. It uses our award-winning and secure OWL communication system to inform the volunteers via email about current crime and safety risks of specific relevance for older people, with advice about how to spot and prevent these crimes. It also provides other useful information and guidance, for example information about local support services or support groups; how to access a vetted and trustworthy tradesperson.



PLEASE HELP US TO LOOK AFTER AND INFORM HERTFORDSHIRE'S OLDER RESIDENTS BY RECEIVING AND SHARING INFORMATION AND ADVICE

We are looking for people willing to get involved by agreeing to receive "Senior Watch" OWL email messages from the local policing team, containing alerts and advice to pass on to older people they know who live locally but lack internet access. "Senior Watch" membership is voluntary and completely free-of-charge. Your contact details will be held securely on Hertfordshire Constabulary's OWL database and will never be shared with any other business or organisation. If at any time you wish to cease membership, you will be able to opt out and request that your details are deleted from the OWL database.

For more information, or to join, please see the contact details below. Thank you for your support.



Watch Liaison Team at police@owl.uk or telephone the police non-emergency number, 101, and ask to speak to the Watch Liaison Officers.

HILS – changing the world, starting in Herts!



Gemma Payne, HILS Marketing & Communications Team Leader

Hertfordshire Independent Living Service (HILS) deliver hot nutritious meals on wheels to Hertfordshire residents, and also provide a wide range of other services to help people stay independent, healthy, and happy in their own homes.

Established in 2007 by Hertfordshire County Council, HILS operates 365 days a year from four sites; Letchworth, Ware, St Albans, and Hemel Hempstead, and delivers to anywhere in Hertfordshire – with over 1,400 meals delivered every day.

Married couple Mike and Pat, from Hitchin, have been receiving meals on wheels from HILS for over a year now, after being recommended by their GP. “The people who come are really friendly and obliging. It’s all so easy and the food is very good. Our favourite meal is savoury mince with mashed potatoes and vegetables, and our favourite pudding is stewed apple and custard.” Mike says, “We also had a check-up by the team of nutritionists at HILS – it’s a brilliant service!”

Meals and more, straight to your door!

If you reach the age of ninety and want to eat sausages every day, why shouldn’t you? HILS has one client who does just that! ‘Food first’ – that’s the HILS philosophy. All meals are nutritionally balanced, and the service are able to provide bespoke menus if required, to meet any personal, religious, cultural, or dietary needs. The HILS menu offers a daily choice of five hot lunch meals and four desserts, at a price of £4.45, with a **two day free trial available for all new clients.**

Evening meals and breakfasts are also available, delivered at the same time as the hot lunch meal, and are put in the clients fridge for later, at the cost of; £3.25 and £2.75 respectively.

Eligibility

Anyone can receive a meal, however, clients pay a cheaper price of £4.45 if they meet one of the following eligibility criteria:

- They have difficulty preparing a meal safely
- They have a mental or physical disability
- They can't do a food shop
- Their carer is unwell or on holiday
- They've just come out of hospital or are recovering from an illness
- They are suffering a bereavement

Referral

The referral process is simple;

- Social workers and health professionals can refer clients
- Families can refer their loved ones
- Individuals can refer themselves

Refer online at: www.hertsdirect.org/mealsonwheels

Email forms to: info@hertsindependentliving.org
Alternatively you can refer by post, or by telephone on: **0330 2000 103**. If we receive the referral by 8.30am, we can deliver a hot meal at lunch the same day.

More than just a meal

It’s not only meals which HILS deliver. Other services include:

- Advocacy
- Befriending
- Community alarms and telecare installation
- Dementia fun clubs in St Albans and North Herts
- Drop in restaurant at the St Albans Jubilee Centre
- Emergency food and grocery packs
- Home from hospital food and grocery bags
- Rooms and events hire at the St Albans Jubilee Centre
- Nutrition and Wellbeing service
- Pop in visits
- Supported transport (coming soon)

Visit the HILS website for more information, advice, and to find out about all the services they provide:
www.hertsindependentliving.org

Refer online at:
www.hertsdirect.org/mealsonwheels
Email forms to:
info@hertsindependentliving.org
Alternatively you can refer by post, or by
telephone on: **0330 2000 103**

Musical Herts



Making Music Matter by Millie Smith Project Coordinator



Music24 is a small not-for-profit organisation based in Bedfordshire. We have established a number of community music groups working with adults with learning disabilities, mental health conditions and people living with dementia. We employ a range of music therapy techniques and exercises in our sessions to enable participants to explore their creativity whilst working with others. This helps to break down feelings of isolation and anxiety, which helps to improve confidence, self-worth and sense of identity. This can directly impact an individual's wellbeing and help them live a purposeful and fulfilling life.

'Musical Herts' is a new service coming to Hertfordshire that aims to engage with people with a diagnosis of dementia, and also their carers. The weekly sessions will offer an opportunity for people to make music in a friendly and welcoming environment, and to explore their creativity. Activities will include: singing and improvising with a range of musical instruments (rhythmic/ percussive and melodic), song-writing, dancing to and singing familiar songs. The music activities may also hold an element of relaxation, reflection and reminiscence.

No Experience necessary!

Participants do not need to have any prior musical experience, just a love of music and willingness to engage with others. Carers will be offered an opportunity to use the time as respite or to engage in making music with their loved one, or a mixture of the two. Light refreshments are provided and we

ask that participants consider a voluntary contribution of £3.00 per session.

PLEASE NOTE, ATTENDANCE IS BY REFERRAL ONLY. PLEASE USE THE FOLLOWING CONTACT DETAILS:-

email: info@music24.org.uk

telephone: 07521 248091

website: www.musicalherts.org.uk

Please see below for locations, days and times:-

Watford

Venue: Pump House Theatre & Arts Centre

Time: Sessions will be held every **Tuesday morning, 10:00 – 11:30 am.**

Address: The Pump House, Local Board Road, Lower High Street, Watford, WD17 2JP

Stevenage

Venue: Hampson Park Community Centre

Time: Sessions will be held every **Tuesday afternoon, 1:30 – 3:00 pm.**

Address: Hampson Park, Webb Rise, Stevenage, SG1 5QU

Hoddesdon & Broxbourne

Venue: Mayhem Theatre

Time: Sessions will be held every **Friday morning, 10:00 – 11:30 am.**

Address: Mayhem Theatre, Brewery Road, Hoddesdon, EN11 8HF

Volunteers Needed

Music24 relies on the support of volunteers in order to provide their services. Volunteering with Music24 can be highly rewarding! We are looking for fun and enthusiastic people, who have a caring and compassionate nature, to join our team. No musical experience is necessary (but an added bonus), just a willingness to take part and help others to engage in the activities. If you are interested in volunteering with one of our groups then please email info@music24.org.uk and we will send you an application pack.

Get in touch via email to info@music24.org.uk, the contact page on our website www.musicalherts.org.uk, by telephone: 07521 248091

Volunteer Recognition Event



Our volunteers enjoying a dance

Honouring our volunteers with a celebration at Hatfield House

On 18th October, we at Age UK Hertfordshire had the privilege of hosting a celebration at the spectacular Hatfield House. This was our way of honouring and thanking the volunteers who give so much of their time and enthusiasm to improving later life for older people across Hertfordshire.

Volunteers from across the county arrived at the Old Palace for an afternoon of good food, entertainment and speakers. Our guests arrived to a full buffet spread and were greeted very warmly by Director of Operations Mark Hanna, who acted as master of ceremonies. The volunteers were also greeted by our Chief Executive Jan Gough, who reminded them just how vital they are, saying that without them “at least 3200 people would be alone.” Pat Mabbott, Mayor of Welwyn Hatfield,

also took to the stage to show her appreciation, and echoed Jan’s sentiments as she expressed how integral the volunteer community are: “Before I became Mayor, I didn’t realise how much we need volunteers”. She added that “because [they] volunteer, more older people can be independent and socially involved.”

After lunch, we were treated to a lively performance by Welwyn Rock Choir. Pippa, the choir director, took some time between songs to share a touching anecdote about a

man with severe dementia who became overjoyed, singing and dancing along to their performance of Queen’s Don’t Stop Me Now. The happy atmosphere and enthusiasm was so catching that our volunteer Helen, a member of Rock Choir who attended as our guest, couldn’t help but jump up and join her fellow singers for the last few numbers! In a fitting encore, the group came off the stage and danced with our volunteers to the catchy pop number Hold My Hand by Jess Glynne. The Old Palace was a-buzz with laughter and smiles in the wake of their performance.

After some more socialising, our volunteers listened as Hatfield House tour guide Eric McLaughlin spoke about the rich history of Hatfield House and The Old Palace. Our guests were delighted by Eric’s amusing anecdotes about his time at the royal family’s Scottish home, Balmoral Castle, and found him to be quite the authority on the history of the monarchy. We learned that Hatfield House was home to the formidable Lady Margaret Beaufort, childhood escape to King Henry VII, and that Queen Elizabeth I formed her first cabinet in the very room in which we sat. In Eric’s words “This is where the Elizabethan Era began.”

Our second performance of the day was courtesy of local gospel choir Herts of Love - a very talented group who performed beautiful, uplifting a cappella arrangements. The singers soon had the whole hall clapping along with their music! Their final number was the very appropriate Lean on Me (originally sung by Bill Withers) which was met with a collective, appreciative sigh from our volunteers.

Throughout the day we asked our volunteers to tell us what they liked about volunteering and received such inspiring responses. Our volunteers told us:

I volunteer because...

"It fulfils my life too."

"My life is so good and enjoyable that I feel grateful I can give something to others."

"It's fun!"

"To give something back to the community by doing something worthwhile."

"Meeting so many interesting people."

We ended the afternoon with a raffle draw for sixteen prizes donated by very generous contributors across Hertfordshire, including vouchers to Delta Force Paintball and tickets to the Odyssey Cinema in St Albans. Our thanks, too, to KatsAct, A&E Event Catering, Queen of Hearts Beauty, Stevenage FC, DM Decorating and many others for their prize donations, and to Lord Salisbury for the use of the beautiful Old Palace. All of our contributors helped to make the day so special; a fitting tribute to the volunteers who put the 'heart' in Age UK Hertfordshire.

If you'd like to join our fantastic team of volunteers and be part of our next celebration, please get in touch to find out more. Whether you can spare an hour each week or a few hours a month, your support could help change the lives of older people in your local community and as you've read, it's great fun too!



Rock Choir Welwyn
in full voice and
Inspirational
feedback from our
volunteers



***If you'd like to find out more
about Volunteering with us***

Tel: 01707 386060

Email:

volunteering@ageukherts.org.uk

Visit:

**[www.ageuk.org.uk/hertfordshire/
volunteer-for-us/](http://www.ageuk.org.uk/hertfordshire/volunteer-for-us/)**



Join our team of volunteers helping local older people

To find out more and to apply online visit the 'Volunteer for us' pages on our website www.ageuk.org.uk/hertfordshire Email volunteering@ageukherts.org.uk or Tel: 01707 386060

Find us on Facebook  Age UK Hertfordshire Follow us on Twitter  @AgeUKHerts

Home and Hospital Support Scheme Volunteers

Provide short term, practical and emotional support to an older person in their home (not personal care)

1-2 hours or more a week

Weekdays and/or weekends

Urgently needed in North Herts, Stevenage, Welwyn Hatfield, East Herts, Broxbourne and surrounding areas.

Our Information and Advice Service is looking for Volunteers

to help older people access the information, advice and support they need

Benefits Outreach Volunteers

providing advice at home or in community surgeries in all parts of the county

Flexible weekday hours available

Telephone Advice Volunteers

Daytime weekdays - hours variable.

Office based in Welwyn Garden City or Watford

Healthwise Volunteers

Would you like to assist our coordinators in helping groups of older people participate in fun and enjoyable free sessions, helping older people maintain their independence and enjoy a healthy and active lifestyle?

**2 - 6 hours per week
Countywide**

Clitheroe Health and Wellbeing Centre in South Oxhey needs

Driver Assistants

Approx 6 hours a week (Mon - Fri)

Ideally based in

Abbots Langley/Garston area

Spare an Hour, Share an Hour!

Volunteers required for

InTouch - Telephone Support Service

2-3 hours a week weekdays
based in our Cheshunt office

10 to 3 Club Volunteers Urgently needed

4-5 hours each week between 10am to 3pm

To help deliver our programme of activities at the following clubs:

Ware and Letchworth Great Offley, Baldock, Codicote, Hitchin, Cheshunt Royston, Whitwell

Do you live in Welwyn Garden City?

Would you like to volunteer on a **Tuesday, Wednesday or Thursday?**

Help older people socialise at Douglas Tilbe House Health and Wellbeing Centre

Assist with activities at this friendly and welcoming club.

We also require

Kitchen Volunteers

on Tuesdays, Wednesdays and Thursdays 10.30am-2pm

To serve lunches and help with kitchen tasks

Do you speak Punjabi?

If so we need volunteers at our friendly and vibrant

Asian 10 to 3 Clubs

in Hitchin on Tuesdays from 9.30am - 3.30pm and Letchworth on Tuesdays, Wednesdays and Thursdays from 10am - 3pm

Hospital Discharge Scheme Volunteers

Provide short term, practical and emotional support to an older person in their home (not personal care)

**1-2 hours or more per week
Daytime weekdays**

Urgently required in St Albans, Watford and Three Rivers

Day Centre Volunteers

4-5 hours a week (weekdays)

If you would like to help our members with dementia, why not volunteer at Chalmers Court Day Centre, Rickmansworth

Visiting Scheme Volunteers

Approx 1-2 hours a week on a regular basis

Countywide

You can make a huge difference to the lives of lonely older people by simply popping in for a chat



Volunteering at Age UK Hertfordshire

Every hour is important by Volunteering coordinator Lynne Gundy

Age UK Hertfordshire is one of the largest voluntary organisations in Hertfordshire and supports over 3,000 older people each week. We offer a range of services across the whole county including hospital discharge, information & advice, visiting scheme, 10-3 lunch clubs, Healthwise groups and much more.

The reason we are able to support so many older people each week is due to the numbers of our volunteers that help us - over 500 volunteers visit, telephone and assist our older community when they are most in need. Every volunteer contributes directly to our mission to promote the wellbeing of all older people and to help make later life a fulfilling and enjoyable experience. In the words of one service user "Every hour is important".

In addition to supporting service delivery, some also volunteer as Trustees. The Age UK Hertfordshire Board of Trustees is made up of a broad range of community professionals all volunteering their time to help govern the organisation.

In addition to the fantastic work our volunteers do, they tell us that they also benefit from the time they spend supporting the older community.

"It's nice to get to know a new person and at the same time feel you are contributing something to them. It's so important to be able to talk, and to feel that someone is listening. All in all it's a happy arrangement." (Visiting Scheme volunteer)

The highlight of my week is when she says "Oh I have enjoyed your company, thank you so much for coming" (Visiting Scheme volunteer)



Volunteers help make later life fulfilling and enjoyable

A recent study found people who volunteer are happier; less socially isolated, less depressed, and have a better quality of life than those who don't volunteer. Volunteering makes us healthier and happier.

Age UK Hertfordshire also offers other benefits such as free training and reimbursement of out of pocket expenses.

We are friendly and welcoming so if you are thinking of volunteering for us please call 01707 386060 for an initial discussion or an application form. Whether you can spare an hour each week or a few hours a month, your support could help change the lives of older people in your local community.

Tel: 01707 386060

Email:

volunteering@ageukherts.org.uk

Visit:

www.ageuk.org.uk/hertfordshire/volunteer-for-us/

The Five Ways To Wellbeing

Keeping yourself happy and healthy, by Matthew Charles

Welcome all readers! My name is Matt Charles and I have recently taken over as Head of Health and Wellbeing for Age UK Hertfordshire. My main remit is to oversee the organisation's Home and Hospital Support Service, and the Hospital Discharge Scheme.

For my first article I would like to focus on your health and wellbeing, and provide some ideas as to how you can help yourself stay happy and healthy. A leading UK think tank called the New Economics Foundation has suggested five key actions which can help to promote people's wellbeing. The basic idea is that engaging with these areas within your everyday lives will help to improve and maintain your physical, mental and social wellbeing.

1. Connect – Try to build up your own personal friendship network. This could be family, friends, neighbours Or colleagues. If you would like some help and supporting in connecting with other, we have some great services available to support!

2. Be Active – Where possible, try to move more. Try to take part in activities that you enjoy and you'll soon forget you are even exercising at all! We have a range of activities throughout the county and will be happy to help support you become more active.

3. Take notice – Be aware of the world around you and consider your own day to day thoughts and feelings. Where possible, try to take some time every day to think about the here and now, and the areas of your life that make you smile.



4. Learn – You are never too old to learn something new, try a new activity or rediscover an old interest. By trying new things you keep your brain active and alert. So set yourself a new challenge and enjoy trying to achieve it. If you would like some support we provide skills training such as learning to use a computer and also offer workshops through day centre activities.

5. Give – Why not do something nice for a friend, a relative or a member of your community? Looking outward and seeing happiness linked to the wider community can be hugely rewarding. You could even volunteer your time to help others in need.

So, if you are not already engaging in all of these areas, why not give them a try – you'll probably find you get a lot in return.

For more information about how this service could support you or someone you know please contact the Scheme Coordinator:

Tel: 01707 386076 Monday - Friday
Tel: 01438 285300 Saturday - Sunday

71 Volunteering Years and Counting

By Mark Hanna
Director of Operations

Age UK Hertfordshire provides several lunch clubs, known as 10-3 clubs, throughout the county where people can go on a regular basis to enjoy a meal and refreshments as well as take part in a range of different activities which are all designed around what the people who attend like to do. The activities can range from arts and crafts to going out for a boat trip for the day and new ideas and suggestions are always sought by our dedicated teams at the clubs. We are always looking for new people to attend and getting people involved at the clubs, as meeting new people and making new friends are what the clubs are all about. This is what one of the people who attend our club had to say:

“I wasn’t sure at first about attending the club as I felt that I didn’t know anyone, but the volunteers at the club were so welcoming and friendly that they made me feel right at home. They really do make such a difference and now I couldn’t imagine not attending every week” Service user at a 10-3 club.

We rely on the support at our clubs from our volunteers who are committed to helping the people who attend get the most out of the club experience. One of the several 10-3 clubs which Age UK Hertfordshire provide is located in the village of Whitwell at Lime Tree House.

The club recently celebrated 71 years of volunteering. Ivor Barber and Anne Nicholls have both completed an amazing 25 years of volunteering. They are pictured below either side of Audrey Thrusell who has also volunteered for a remarkable 21 years at the club. Ivor was also for many years an Age UK Hertfordshire Trustee. He is now moving out of the village so he was presented



Pictured left to right: Ivor Barber, Audrey Thrusell and Anne Nicholls Whitwell 10-3 Club volunteers with 71 years of volunteering between them

with a gift from everyone at the Club to thank him for all his support over the years. The picture was taken at a recent club outing.

We could not provide the level of service that we do without the selfless commitment of our volunteers – thank you all.

We have vacancies for new members especially at our Offley and Whitwell clubs so if you are interested in attending or finding out more information please contact our Information and Advice team on **0300 345 3446**.

We also need more volunteers at our clubs especially in Royston, Offley, Whitwell, Hitchin and Letchworth, so if you are interested in becoming a club volunteer please contact our volunteer enquiry line on **01707 386060**.

To find out more about being a member of our clubs please contact our information and advice team on: **0300 345 3446**.

If you are interested in becoming a club volunteer please contact our volunteer enquiry line on **01707 386060**.

Age UK Charity Shops

Age UK is the country's largest charity dedicated to helping everyone make the most of later life.

Age UK operates 14 charity shops in Hertfordshire offering a wide and ever-changing range of goods at very reasonable prices.

The shops don't just offer donated goods, they sell brand new products including gifts, homeware, food and many more great items. No two Age UK shops are the same and you are bound to find something of interest.

Supporting people in later life

Age UK shops are all about supporting people in later life, both through the services and products they

provide, and the funds they raise to support Age UK's work at a national and international level.

Free Information and Advice in every Age UK shop

Each Age UK shop is stocked with a green hub that is the outlet for all Age UK's leaflets giving you and your family much needed free information and advice. You can find information on health and well being, money and home and care. Age UK shops also have leaflets advertising our products including home and travel insurance and stairlifts.

Your local Age UK Shops - quality goods at bargain prices	Telephone Numbers
128 Shenley Road, Borehamwood , Hertfordshire WD6 1EF	020 8381 5210
83 Turners Hill, Cheshunt , Hertfordshire EN8 9BD	01992 622360
6 Harding Parade, Harpenden , Hertfordshire AL5 4SW	01582 767021
14 Bridge Street, Hemel Hempstead , Hertfordshire HP1 1BF	01442 268711
8 Market Street, Hertford , Hertfordshire SG14 1BD	01992 553311
1 Sun Street, Hitchin , Hertfordshire SG5 1AE	01462 452082
98 High Street, Hoddesdon , Hertfordshire EN11 8HD	01992 443510
26 East Cheap, Letchworth , Hertfordshire SG6 3DA	01462 484812
110 Darkes Lane, Potters Bar , Hertfordshire EN6 1AE	01707 656904
171 High Street, Rickmansworth , Hertfordshire WD3 1AY	01923 711726
15 Church Lane, Royston , Hertfordshire SG8 9LG	01763 242893
46 Bell Street, Sawbridgeworth , Hertfordshire CM21 9AN	01279 600959
26 High Street, Ware , Hertfordshire SG12 9BY	01920 463051
233 St Albans Road, Watford , Hertfordshire WD24 5BQ	01923 235883

Healthwise – We need you as a volunteer!



By Nicola Ahmed



Healthwise aims to support and empower older people to retain their independence through interactive activities such as gentle seated exercises and healthy eating, as well as fun and friendship (quizzes and games). We also explore the internet and online services with group members. Healthwise runs for 10 weeks and in each session, we enable older people to contribute and develop meaningful relationships, combating feelings of loneliness. Our holistic Healthwise sessions have also been shown to positively help those with mental health conditions. The session costs £3 per person, per one hour session and is inclusive of all resources and activities provided

Here, Nicola Ahmed provides 10 reasons why she became a volunteer for the Healthwise service and why she was glad that she did:

1. The Healthwise Coordinator I volunteered with, responded quickly to my interest, kept in regular contact and enthusiastically involved me in Healthwise sessions.
2. I got to experience the benefits of Healthwise myself! As a volunteer, I joined in all aspects of the sessions – exercise to music (chair exercise was more challenging than I anticipated!); healthy eating and digital tips and tasters; quizzes, games and social fun - and benefited from the feel-good effects and learning.
3. It felt good finding out about and contributing to the work of a key charity for older people offering a range of services to people aged 50 plus.
4. I felt more connected and involved with where I live, my local area, what was going on and the wants and needs of older people.
5. I received induction and training opportunities and learnt a lot from the clients.
6. I enjoyed supporting Healthwise in a variety of ways – setting up the room for groups; greeting and talking with clients and staff; joining in and supporting individual clients.
7. It's a rewarding and enjoyable role. By its nature, Healthwise is a fun, sociable and uplifting service, with lots of positive feedback from clients.
8. I volunteered during a career break and Healthwise made me realise how much I enjoyed and missed working with groups. It gave me an increased sense of purpose.
9. I felt valued for my contribution as a volunteer, boosting my confidence and helping me prepare to return to work.
10. I successfully applied for a job as a Healthwise Coordinator and have been with the team for over 3 years!

If you would like to find out more about becoming a Healthwise volunteer please contact our volunteer enquiry line on **01707 386060**

To find out more, call us on
0300 345 3446

The Personal Benefits of Volunteering

What makes me a Volunteer – by Derek Skingle Volunteer and Vice Chair, Board of Trustees.

Since 2010, when I finally retired, I have been volunteering for Age UK Hertfordshire, predominantly for the Home Visiting Scheme, which is actually more of a Befriending Scheme. Being able to interact with those in later life in their own homes is a great privilege and provides me with a real insight into how our older people live. It has helped me to understand why loneliness and depression is so endemic within our older community. Physical frailness, sometimes coupled with mobility issues, can restrict the activities of some people who may have been fully active, not so long ago. Many older clients cannot get out to see others - some go for up to a week without seeing anybody. These days, families tend to live further apart, which can add to a sense of isolation.

My first 'client' was a widower in his late 80's who had led a fascinating life. He was an expert on Persian rugs, having been born in what was then Persia, and was happy to enlighten me on how hand-made rugs were made and dyed centuries ago. This opportunity to talk about his life brought back great memories, and he later told me, it gave him great enjoyment reliving his life through a younger person. He also enjoyed some male company since whilst he had carers coming in, they were all female. We shared many laughs and stories.

I currently visit two widowed people who live in separate villages on the same day. Both have mobility issues which prevent them from getting out. Both villages have a very restricted bus service, and taxis are expensive. My 'visitees' tell me that they always look forward to spending an hour with me, sometimes to ask me about my week - I'm always happy to tell them - but usually,



Volunteer & trustee Derek Skingle

they just like to chat about their families, interests and local goings-on. They make me tea and sometimes I get a cake or two. One told me that she enjoys making the extra effort to impress visitors to her home. Both of the people I visit are so funny and so interesting, particularly when we talk about their experiences growing up during World War Two. One person was in service locally, and has lived in the same area since 1942.

I also became involved with Healthwise, another Age UK Hertfordshire project, and was able to work with groups of older people, both within care homes and local community halls. Being passionate about volunteering, in 2012, I was elected to the Board of Trustees, with a remit to offer support, and also to provide a voice on behalf of Age UK Hertfordshire's 500 volunteers.

My volunteering experiences have given me a glimpse into others' lives. Many of us don't appreciate what it is like to be alone, with very little to look forward to on a daily basis. I like to think that my weekly visits give others something to look forward to - I know I do!

Tel: **01707 386060**

Email: **volunteering@ageukherts.org.uk**

Visit: **www.ageuk.org.uk/volunteering**



Volunteer Stories



Here we meet three ladies who all hold volunteering close to their hearts – by Helen Grant

Here we meet three people, who hold volunteering close to their hearts, and hear about their experiences and the difference they have made in their local communities.



Surinder – Asian Club Member, Letchworth

In 1993, Surinder spent many hours visiting her Mother at her local hospital. She noticed that many Asian women who were being admitted were often left feeling isolated due to the

language barrier. It was at this point that Surinder decided to start volunteering at the hospital as an interpreter for older Asian women. Surinder devoted herself to her volunteering role for almost a year, providing support whenever it was needed. Her sheer dedication improved the lives of many people during her time at Leicester Royal Infirmary and she describes it as an experience that she will never forget.

Kath – 10-3 Club Member, Royston

After Kath retired, she found herself eager to get out and about and meet new people. An avid driver for over 50 years (after learning to drive as part of the Women's Land Army) and a sociable caring person, Kath found herself involved with the Royston & District Community Transport group at the wonderful age of 70! It was here that Kath volunteered as a driver, using her own vehicle to transport patients to and from local hospitals for appointments. Kath enjoyed her volunteering experiences immensely but sadly, after fifteen years, had to give up due to failing eyesight.



Left to right: Kath and Marian Brewer

Kath still fondly recounts her days as a Volunteer driver, and regularly gets together with people who she has supported over the years.

Marian Brewer – Age UK Hertfordshire Volunteer

In 2010, Marian applied to volunteer with the Hospital Discharge Team. She helped to support individuals regain their confidence and enable them to live comfortably at home again. Marian most fondly recounts one of her service users, Jill, who had suffered a serious stroke. After building a strong rapport with Jill and her husband, Marian found out that Jill's favourite pastimes included visiting the shops and her local salon. To this day, Marian continues to visit Jill weekly for a walk around the shops, or even a facial! Marian also devotes her time to a 10-3 Club in Royston where she spends time with members and helps support the running of the club.

If you want to make a difference to older people in your local community take a look at the Volunteering opportunities on Page 18 or call us on **01707 386060**.



Age UK Hertfordshire's Visiting Scheme and Telephone Club

The Volunteer Viewpoint by Glenda Elder

As well as an incredible group of volunteers who visit older people in their homes every week, the Age UK Herts (AUKH) Visiting Scheme offers an additional service for those who, for a variety of reasons, are not able to have someone round. Around 200 calls are made every week, offering a lifeline to many people who otherwise could be totally alone. AUKH St Albans & Hertsmere Telephone Club Volunteers, Sarah and Paddy, share their experiences of befriending over the phone, in a candid interview with their local co-ordinator...

Sarah's Story:

"I hoped I would be able to help people and give something back but never realised how much it would help me"

Tell me a bit about yourself "I've been an admin volunteer since 1997 and a volunteer with the Telephone Club for the last 7 years".

There are lots of charities out there: what was it that drew you to Age UK Hertfordshire?

"Following a spinal injury I was forced to give up work. From my previous company, I knew that Age UK Hertfordshire ran a visiting scheme and thought it was something I might be able to do".

Are there any particular skills you have found are important for this type of role? "Being a good listener; sensitive to others needs, caring about people".

What do you find you enjoy discussing together? "Childhood memories; life experiences; places seen. Every person has a unique treasure-chest of knowledge to share".

How does the reality of being a volunteer compare with what you expected and what is the most surprising thing you have learnt? "I hoped I would be able to help people and give something back, but never realised how much it would help me. My clients often say our telephone calls are a lifeline to them. When I realised I could never work again I felt I had lost everything. Volunteering became my lifeline. It gave me back my self-worth, self-esteem, confidence and a new social life. I've met and spoken to some amazing people!"

For you, what are the highlights? "Knowing that you make a difference to people's lives. I was once described as a 'Telephone Angel'."

What would you say to someone else thinking about volunteering? "Do it!"

Paddy's Story:

Paddy, a recently recruited volunteer, is one of a growing number of men on our team; here's Paddy's point of view:

"I didn't think that having a couple of brief conversations a week would have as big an impact as it has"

Tell me a bit about yourself "I'm 47, married to Sian for 22 years with 2 boys, Scott and Oscar. I live in St Albans and run a business that develops and

operates retirement villages in the UK. We have 5 operational villages with (3 under construction) look after over 700 people (aged 65 to 100+) and employ 650 people. I love keeping fit and regularly bike, run and swim.”

There are lots of charities out there, what was it that drew you to Age UK Hertfordshire? “Given my work I am acutely aware of the large number of vulnerable older people in our country and I wanted to do a bit more to help outside work. Age UK Hertfordshire was a natural choice.”

Are there any particular skills you have found are important for this type of role? “Being positive, listening, understanding and finding topics of conversation to make the calls interesting”.

What do you find you enjoy discussing together? “I know what my 2 clients are interested in so we tend to bring that into conversation (cycling, drawing, Manchester United etc.). They also ask about my family and I ask about some of their memories of growing up and their own families. We also tend to find something in current affairs that is worth discussing”.

How does the reality of being a volunteer compare with what you expected? “It’s more or less in line with what I imagined. I’m quite organised so don’t find it difficult diarising calls. I knew it would be tough on occasions as the clients I talk to are being helped by Age UK Hertfordshire for a reason; they are having a tough time personally and that can be hard sometimes especially when they ask about your own family. It definitely makes me feel grateful for the life I have and makes me want to help those that are vulnerable even more”.

What would you say to someone else thinking about volunteering? “If you think you can find the time then definitely do it. It is very rewarding”.

Last but not least, what are the highlights? “It was great to hear from one client about his time away in Tenby. He doesn’t get out much but was clearly happy to go on a trip. Hearing feedback that I had made a difference was touching too”.



Telephone Club Volunteer Paddy

*If you have been encouraged by Sarah and Paddy’s experiences and would like to discuss volunteering please contact Age UK Hertfordshire on **01707 386060** we will be delighted to hear from you!*

**North Herts and Stevenage
Tel: 01462 446095**

**Watford and Three Rivers
Tel: 01923 256361**

**Welwyn Hatfield
Tel: 01707 375814**

**East Herts and Broxbourne
Tel: 01992 631989**

**St Albans, Harpenden and Hertsmere
Tel: 01727 859583**

Avoiding Scams and Protecting Yourself

By Amy Blake and Amanda Shearn



The word ‘scam’ can be used to describe criminal activity or sales practices designed to cheat somebody. In this article we look at the most common types of scam activity, and suggest ways to protect yourself and your property.

Anyone can fall victim to a scam, so it’s important to be aware of the methods used. In July, the Citizens Advice Bureau (CAB) invited us to a Scam Awareness event they were hosting in Stevenage together with Trading Standards and the Police. Despite poor weather, this event turned out to be a great success - local people were keen to talk about their own bad experiences and incidents that had affected those around them. Almost everyone we talked to had come across some type of scam, which highlights the importance of raising awareness.

Scammers can approach people in person, by email or over the phone:

Rogue traders are people who turn up unannounced on your doorstep. They will often try and sell you products or services and in many cases they can appear confident, charming and knowledgeable. It is not advisable to buy anything from people who visit unannounced and you should never sign any form or paperwork in these situations. It’s a good idea to display a “no cold callers” sign in your window as this clearly shows you have no intention of entertaining them. Ask your local council for a sticker or you could find one online and print it out.

Bogus callers are people pretending to be someone they are not in an attempt to gain entry to your home. The purpose is usually to steal possessions or trick you out of money. Common bogus caller scams involve somebody claiming to be from your gas or electricity company, or claiming to be conducting surveys or doing charity work. There are some simple steps you can take to protect yourself from these bogus callers:

- Always remember that you do not have to let anybody into your home, it’s your home after all.
- Before making the decision to answer the door think; were you expecting anybody?
- If you have a security chain always use it, and look through a window or spy hole to see who is at your door.
- If you decide to answer the door make sure you lock all other outer doors. Some criminals work in teams, and a person at your front door could be a distraction from others attempting to enter the back door.
- Finally, always ask to see a person’s identity card. If in any doubt phone the company they claim to be from and check if the person is genuine. Never use a phone number they give you, find one from a recent bill or the phone book.

The internet and email have made our lives easier in many ways, but unfortunately they have also provided criminals with new ways to scam us. Scammers may send emails suggesting that people have won a prize or even the lottery in return for a processing fee. Alternatively they may pretend to be a bank or utility company asking you to confirm personal details. In the vast majority of cases these are driven by criminal activity - aiming to extract money directly, or personal information which they can use to steal money. These emails may also have an attachment which could contain harmful software that can infect your computer - if in doubt, don't open it.

Unfortunately it is also common for bogus callers to telephone you claiming to be from your broadband or telephone company. They may tell you that your computer has a problem they need to fix or that they owe you a refund on your bill. They will then ask to remotely take control of your computer so they can pay your refund. Never, ever agree to this - and do not give out your bank details over the phone. Remember, it is your telephone, you don't need to entertain people on the telephone. If you feel like it's a scam caller simply hang up.

With so many types of criminal activity it is easy to get disheartened. But what was really nice to see at the Scam Awareness event was how the community sticks together and protects each other. There were lots of people who signed up for the Neighbourhood Watch scheme and others who took leaflets and notes for vulnerable neighbours or friends. We handed out more than 80 helpful Age UK booklets in just couple of hours, leaving the people of Stevenage much better prepared to prevent and avoid scams.



✂

Hertfordshire
ageUK

Countywide
Information and Advice
Tel: **0300 345 3446**
Email: info@ageukherts.org.uk
Skype: [ageukhertfordshire](https://www.skype.com/name/ageukhertfordshire)

Registered charity number 1116662

If you would like more information on this please contact us on our Age UK Hertfordshire Information and Advice helpline **0300 345 3446.**

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- Pre-and Post-Nuptial Agreements

For more information please contact us:

01992 300333

24 Castle Street, Hertford, Hertfordshire, SG14 1HP
www.longmores-solicitors.co.uk



Nichole Giddings, who runs the Older and Vulnerable Client Department in the Private Client team, is a member of the Alzheimer's Society, the Parkinson's Society and Solicitors for the Elderly. She is also a former trustee of Age UK Hertfordshire.

Across the generations - A Volunteer Profile of Leonardo Galione

By Karen Whitaker

Leo is a befriender volunteering with Age UK Hertfordshire and he agreed to be featured in *agematters* because he feels strongly that young people can benefit from socialising with older people and thought that talking about his experiences might inspire other people to get involved. If after reading his story you feel you might like to join the volunteering team you can call **01707 386060** or e-mail **volunteering@ageukherts.org.uk** for more information about the opportunities available.

I asked Leo what made him first think about becoming a volunteer. He explained that he had a fantastic relationship with his grandparents when he was a child. He had enjoyed 'hanging out' with his grandfather particularly and felt that they had gained so much from understanding each other's views on life. The idea had crystallised one New Year's Eve when Leo and his family were celebrating in a local restaurant. An elderly man was there alone, not talking to anyone. Leo told me that he talks to everyone so he had spoken to him and found out that he had no family and just liked to be around other people. Leo invited him to join their group for the evening and this simple act convinced him that he could, and should, do more. Leo was impressed with the effort that the Age UK Hertfordshire's Befriending service put into matching people and from the first time he met Peter they 'just clicked'. Leo describes the relationship very simply, "Peter is someone who wants to spend time with me, and I want to spend time with him". They are both talkative people and when they are together they chat about news, sport, family and what's going on in their local



area. Leo keeps Peter updated on technology and Peter tells Leo about Broxbourne's past, for instance, how during the war vegetables were grown where the school now stands. Leo says that when it's time to leave it's because he's run out of time – never that they have run out of conversation!

Keeping mind and body healthy

Leo has enjoyed his volunteering so much that he's become quite an ambassador for Age UK Hertfordshire, and two of his friends have also started volunteering. Leo explained that whilst his life is busy with work, sport, friends and family this is something extra he really wanted to do. Leo sees a parallel between keeping your body in shape at the gym and managing your well-being by sharing time and energy through volunteering which makes him feel good.

In the future Leo would like to make a difference by building on his first experience of volunteering – he thinks that over time the support offered to older people will need to evolve and that maybe he could be a part of shaping events to encourage people to stay connected – we will 'watch this space' with interest, Leo!

Finally, I asked Peter how his life has been affected by his relationship with Leo. He told me that he thinks it is incredible that someone in their 20's can be such a friend to someone in their 80's – and without knowing what Leo had said to me – Peter completed the circle by telling me how last New Year's Eve Leo rang him, from Barcelona, to wish him a Happy New Year!

If you are a volunteer with Age UK Herts and would like to share your story in *agematters* please contact us at Email: **volunteering@ageukherts.org.uk** or by telephone to **01707 386060**

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Cosyfeet

Footwear

Choose from our range of Cosyfeet shoes and slippers for all types of foot conditions, available in a range of styles and colours to suit your taste.

Accessories

We supply all kinds of accessories for home and personal use, such as: rubber ferrules, pill boxes, cutlery, shoe horns, reachers, toilet aids and all manner of items to make your life easier.

Here at Life's Wonderful, our promise is to offer the best product range and most efficient, friendly service in all of Hertfordshire.

We're a small, family run business that aims to become a firm favourite for all your comfort and mobility needs.

Pop in to our shop and say hello - we'll put the kettle on - and who knows, we might even have a slice of cake with your name on it!

Whilst you're there, you can have a look at the wide range of really helpful things we have in stock. You can chat with one of us about your exact needs, so we can make sure you get just what you need without breaking the bank.

Whether it's a pair of Cosyfeet wider-fitting shoes, a comfy fireside chair or even a stairlift, Life's Wonderful can help you make the best choice from a range of trusted brands, in a no-pressure, friendly environment.

Visit Life's Wonderful today or give us a ring on **01992 44 38 44** to discuss your special requirements.



**Life's
Wonderful**
Comfort • Mobility • Wellbeing

1 Fawkon Walk, Hoddesdon, Herts EN11 8TJ
Between Santander & Tesco Express.

Try out our fully
working stairlift!



A stairlift is such an important investment that we think you should be able to see one in the flesh and to try it out right here in our store.

Our competitively priced stairlifts are designed to fit even the narrowest of stairways and can carry weight up to 21 stone, for a curved stairway. They are manufactured to the highest standards in the UK and come with a 12 month warranty backed up by fast, friendly and reliable after sales service.

Come in for a test ride!

Open Mon - Sat 9,00am - 5pm • Tel: 01992 44 38 44

www.lifswonderful.co.uk