

Free to our readers



agematters

Issue 45 Autumn 2017

Staying Well in Flu Season

Helpful advice on vaccinations from Herts LPC

Senior Watch

How you can help build a safer community

Introducing Hertswise

The countywide dementia service supporting people of all ages

Inspirational at Any Age

Activists, Athletes and Dreamers who prove that age is but a number

Have Your Say!

Tell us what you want to see in your agematters magazine

For Information and Advice Tel: 0300 345 3446

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in your home**

Please call Age UK Hertfordshire

01923 252 947

www.ageukmobility.co.uk



Age UK Stairlifts are provided by Handicare Accessibility Ltd, in association with Age UK Trading CIC. Handicare will raise a minimum of £1.2 million during 2017/2018 for Age UK (registered charity no.1128267). Contact us for information.

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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



Registered charity number 1116662

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Are you struggling with cleaning, shopping or household tasks?

We can help. Call:

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Mid, North and East Herts

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www.ageuk.org.uk/hertfordshire

***Available to older people in
the county of Hertfordshire***

Registered charity number 1116662



A warm welcome from our new Chief Executive

I am delighted to join the hardworking team at Age UK Hertfordshire, and to have the pleasure of welcoming you to our latest edition of *agematters*.



You may notice a slight difference from past issues, with fewer pages but a broader variety of content for you to enjoy this Autumn. We are keen to hear your thoughts!

You'll find a feedback form on the inside back page, and you can also get in touch via our website. *agematters* is your magazine, and we want to bring you the stories that you want to see. As usual, you will find helpful advice from our partners and behind-the-scenes looks at our services, but articles like *Inspirational at Any Age* (page 14) and our puzzle corner (page 8) bring a little fun and variety to this Autumn/Winter edition.

We hope you enjoy reading it as much as we enjoyed making it.

With very best wishes,

Deborah Paniagua

**Deborah Paniagua,
Chief Executive**

This August, we celebrated 30 years of the Asian Day Centre at Howard Garden in Letchworth.

The day centre has been operating successfully for the past 30 years, providing a safe environment for members, many of whom speak little English, to make new friends, socialise and access important information they may require to help them to continue to feel part of the community in their twilight years.



If you would like learn more about our Asian Day Centre, or are interested in joining us, please contact the Day Centre Supervisor Jaswant Bhandal on **07895 636 601**.

Have you joined Senior Watch?



A quick, free and simple way you can help protect older people from being duped by callous conmen.

Hertfordshire Constabulary's Community Safety Manager, Julie Lloyd said: "Police and Trading Standards receive reports every week concerning elderly residents who have parted with large sums of money after being conned by rogue traders or duped by people claiming to be a police officer, their bank, internet or telephone provider.

"Some offenders get their victims to send them money via money service bureaux like Western Union or Moneygram, or to use online banking to transfer their money to a 'safe' account. Other scams include bogus charity collections; scam mail claiming you are a lottery winner; scams saying they are the tax office and that you owe them money or are owed a rebate and need to give them your details so that they can refund you. Sadly, we suspect many frauds and criminal offences affecting the elderly go unreported, as the victim doesn't realise they've sent money to a criminal."

Whether you are an older person, have an older relative or neighbour or are a carer for older people, you can receive emails from Senior Watch on crimes specifically targeting older people including phone scams, rogue traders, phishing emails and purse-dipping (pickpocketing). Senior Watch is part of Neighbourhood Watch, which uses the award-winning Online Watch Link (OWL) system.

Chair of Herts Watch, Sue Thompson, said: "If there is a crime trend which we need to communicate to people urgently, we can send out an email at the touch of a button and have the information shared to hundreds of potential victims."

People signed up to Senior Watch will also receive messages about summer or winter health, fire



prevention and Trading Standards advice. Sue continued: "We know that many elderly residents do not use email, so we would encourage family members, neighbours or carers to sign up to receive the free messages on their behalf... We would like to increase our numbers to get the messages out further to help prevent crime – why not sign up today?"

Your contact details will be held securely on Hertfordshire Constabulary's OWL database and will never be shared with any other business or organisation. Safer Neighbourhood Teams across the county also work with a number of organisations, such as housing associations, Age UK, district and borough councils and community groups.

If you would like to sign up to the scheme for yourself, an older friend or neighbour, or work for an organisation which may benefit from being involved, please log on to www.owl.co.uk/herts/senior or contact your local PCSO. To find out who your local PCSO is, log on to www.herts.police.uk and click on Safer Neighbourhoods, where you can type in your postcode or the town where you live.

Alternatively call the non-emergency number 101 and ask for your watch liaison officer. More information is available via the police website: www.herts.police.uk/hertfordshire_constabulary/about_us/neighbourhood_watch/hertfordshire_senior_watch.aspx

NCS Students at the Clitheroe

by Sam Jacobs



COMMUNITY SPORTS
& EDUCATION
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Centre supervisor Kerry at the NCS graduation



Pam and Yazard enjoy a dance

for us to volunteer at Clitheroe, as we felt we could directly help the older people that Age UK Hertfordshire supports.

Over the weeks, both teams ran many activities for the clients at Clitheroe, including quizzes, games, arts and crafts, and pamper days where we painted some of the ladies nails. Everyone was excited by the luxury treatment, including a lady who had never had her nails painted before.

Unsurprisingly, glitter polish was especially popular! The teams also provided entertainment with sing-along sessions (featuring hits such as Heartbreak Hotel and YMCA, which got everyone dancing), as well as duets from some very talented violinists.

The team also continued the work started in the garden by last year's team. As well as tidying the garden, the students bought and planted a Friendship tree where both clients and students recorded memories and tied these to the tree. The students also raised over £240 packing bags in Tesco. The clients at Clitheroe really enjoyed having the students here as they encouraged them to take part in new games and brought lots of new ideas to the centre. The two weeks were filled with laughter.

The students also really enjoyed talking to and getting to know the Clitheroe clients. We are thankful to the staff for their hospitality and support during our project. We feel we made a difference in helping older people feel included and remembered in society - as we will definitely remember them!"

A special thank you from all of us at The Clitheroe Centre to the NCS, and of course Watford Football Club for their continued support for this valuable programme.

NCS - What is it?

National Citizen Service (NCS) is open to all 16 and 17-year-olds in England. It helps young people build skills for work and life, while taking on new challenges and meeting new friends. NCS brings together young people from different backgrounds and helps them develop greater confidence, self-awareness and responsibility. It encourages personal and social development by working on skills like leadership, teamwork, and communication. Participants develop a social action project to deal with a local issue they're passionate about, and spend 30 hours putting the project into practice in their community. The Clitheroe Health and Wellbeing Centre were fortunate to be chosen by the team as the Social Action aspect of their NCS Project, Sponsored by Watford Community Sports & Education Trust.

Katherine Tyler, Team Leader

"Over the Summer, we have been delighted to host 2 teams from The Watford NCS (National Citizens Service) program who have volunteered and fundraised for Age UK Hertfordshire, specifically the Clitheroe Centre. The NCS programme is made up of 4 weeks, including 2 weeks residential to learn a mixture of team building and life skills. In the final 2 weeks, the teams plan and carry out a social action project for a local charity of their choice. As we wanted to help the older generation, who have already done so much for us, we chose the Clitheroe Health and Wellbeing Centre. It was exciting

Please contact supervisor Kerry James for further information about the Clitheroe Health & Wellbeing Centre.
Tel: 01923 256360

Autumn Puzzle Corner

A	P	P	L	E	M	E	A	S	T	E	C	O	A
O	N	E	N	H	R	O	D	A	B	E	W	R	G
U	M	S	R	T	A	C	O	R	R	E	U	C	E
D	A	W	O	E	F	Y	O	E	H	R	R	H	W
A	Z	E	C	P	N	W	E	P	C	T	S	A	H
O	E	A	T	U	N	S	W	G	H	E	G	R	E
C	O	T	W	M	A	R	O	E	A	L	E	D	A
T	S	E	C	P	A	O	R	E	R	P	C	A	T
O	E	R	E	K	H	L	C	S	V	A	R	E	D
B	R	G	E	I	H	O	E	E	E	M	P	S	E
E	T	R	N	N	W	C	R	O	S	H	E	R	R
R	O	K	N	A	C	H	A	W	T	L	A	N	A
E	R	P	E	G	R	E	C	D	Z	A	R	E	K
G	M	C	A	W	N	O	S	E	F	A	L	L	E

Find the words

GEESE
 HAY
 PUMPKIN
 PEAR
 SCARECROW
 MAZE
 RED
 CORN
 BROWN
 COLOURS
 MAPLE TREE
 SWEATER
 APPLE
 HARVEST
 OCTOBER
 FALL
 RAKE
 ORANGE
 ORCHARD
 WHEAT

8	9	3			6			7
		2			8		9	5
		4				8	2	
		7		4	2			
2	4		8		1		3	6
			7	6		2		
	2	5				1		
7	8		6			3		
4			2			9	7	8

Quick Sudoku

Each column must contain all of the numbers 1 through 9 and no two numbers in the same column of a Sudoku puzzle can be the same.

Each row must contain all the numbers 1 through 9 and no two numbers in the same row of a Sudoku puzzle can be the same.

Each block must contain all of the numbers 1 through 9 and no two numbers in the same block of a Sudoku puzzle can be the same.

To check your answers, visit:
www.ageuk.org.uk/hertfordshire/agematters/

Staying Well in Flu Season

with Herts Local Pharmaceutical Committee

Long nights, rainy days, and dropping temperatures. We've all seen the signs that winter is on its way, but have you also thought about how to make sure you stay as healthy as possible? Having a flu jab in the autumn is one way that you can help protect yourself, and the NHS recommends that you do if you're aged 65 or over, pregnant, care for someone (even if this is unpaid), or have certain long term medical conditions. This year, once again, community pharmacies are making that as easy as possible by offering free NHS flu jabs. In Hertfordshire last year nearly 25,000 people chose to have their NHS flu jab in a community pharmacy, and we're hoping to beat that record this year!

As part of the NHS Flu Vaccination service all adults aged 65 years and over, those aged 18 years or over, or those in clinical risk groups (including carers) can receive a free of charge NHS flu jab at community pharmacies across Hertfordshire, often without the need for an appointment. Pharmacists will be using the same flu jab as those offered by GPs, and patients' GP practices will be notified that they have been vaccinated.

It is really important for these groups of people to get themselves vaccinated as it reduces the chance of getting flu and potentially becoming seriously ill. The NHS Flu Vaccination Service provided by community pharmacists offers people a convenient location in which to be vaccinated, often on a walk-in basis. This can help the NHS to ensure that many people as possible who need the vaccination, receive it, helping to meet World Health Organization vaccination targets.



MP Stephen McPartland receiving his shot

Patients have been overwhelmingly positive in their feedback on the pharmacy service in the past.

Graham Phillips, of Manor Pharmacy Group, said: *"I have been offering vaccinations and other public health services for several years and my patients have been extremely positive about the community pharmacy provisions. Many people may choose pharmacy because they can visit pharmacies in a variety of locations and without the need to book an appointment."*

There are many myths surrounding flu vaccinations, but patients can be reassured that it will not give them flu. It is also important to know that you are not protected for life if you had a flu jab last year; each year the vaccines protect against different flu viruses. If you have any concerns or any other questions please do contact your community pharmacy or GP practice for further advice. The best time to have a flu vaccine is in the autumn, from the beginning of October to early November, but don't worry if you've missed it - you can have the vaccine later in winter. So, think pharmacy and ask your local pharmacy team for details today!

Hertswise: A Countywide Dementia Service



By Hollie Rauber



Hertswise, available since June 2017, is a holistic service designed for individuals living with dementia, low level memory loss or mild cognitive impairment, as well as their families and carers. It is provided by a partnership of community and voluntary groups to ensure tailored, appropriate and timely support. Hertswise aims to ensure that people of all ages, living anywhere in Hertfordshire, can easily access information and advice, activities and support.

What is available?

- Information and Advice for all aspects of your life, including assistance with benefit applications and Lasting Power of Attorney
- Carers support groups, and advice
- Community groups

A total of 10 Locality Workers across Hertfordshire dedicate their time to organising social inclusion

activities, including weekly Hertswise hubs, one-to-one social support, and 10 weekly activity sessions - all with the aim of supporting and enhancing physical and mental wellbeing.

The weekly Hertswise hubs take place on the same day and at the same time each week in various locations across Hertfordshire. The 10 weekly sessions, however, are arranged in areas where there is localised interest.

Activities at all the Hertswise sessions are designed to stimulate memory, improve cognitive function, encourage conversation, and strengthen and motivate participants. Activities include, but are not limited to, gentle exercise including team sports, arts and crafts, baking, singing, and themed sessions. In addition, various organisations visit the groups to run specific sessions including indoor cricket, dance and horticultural activities.



We have already received some wonderful feedback from current Hertswise clients:

“Really enjoyed the session today, I don’t know how you manage to come up with something different each week.”

“Thank you so much. I feel lighter and happier, you always brighten my day.”

“My husband did say how much he enjoyed today and it would be lovely for him to go out near his birthday. Thanks for all you do.”



Upcoming District Launches

During October, we will be holding Hertswise district launches across the county. This will give you the chance to meet the Hertswise team, and to learn more about the support on offer through Hertswise and additional support in your local area, including the wider dementia initiative. For further information, see our contact details below.

Are you looking to volunteer?

Currently 39 volunteers give their time and invaluable support to the Hertswise team. The team are always on the lookout for committed and enthusiastic volunteers to assist with the smooth running of the activity sessions. In turn, the team will ensure that the time you give is satisfying and rewarding.

“I enjoy volunteering at the groups, because I like assisting with the activities and building rapport with the clients, it’s also reassuring that every time I go, I know what my role is.”

Hertswise forms part of a wider dementia initiative. Intensive practical and emotional support for individuals and their carers is provided by

Alzheimer's Society Dementia Support Workers and Advisers, as well as Carers in Hertfordshire Admiral Nurses. Dementia Support Workers and Dementia Advisers provide support to people receiving a diagnosis from the Early Memory Diagnosis and Support Service (EMDASS) or their carers for six months, and to those who have already received a diagnosis if needed. Specialist carer support is provided by 4 Admiral Nurses working across Hertfordshire who provide intensive support for carers in or near crisis.

For further information and support, please call HertsHelp on **0300 123 4044** (Monday – Friday 8am – 6pm).



NORTH HERTS
MINORITY ETHNIC FORUM

POhWER
advocacy, making your voice heard



Herts Careline
Because independence
is important



The Poetry Corner

Featuring a poem from one of our readers, Mrs Susan Harndon, age 99



Winter

It was black, it was cold, so silent and still
Save the rumble of traffic way over the hill
Jack Frost spreads his fingers as cruel as he could
Throughout the young trees at the edge of the wood.

The sudden sharp screech of an owl in flight
And it's mate answers back in the dead of the night
No moon to give light, the clouds hide the stars,
No planets to-night, no Venus, no Mars.

A white flake appears, a flurry of snow
The darkness is lit by the carpet below.
Now all is silver, the loveliness still
With a glimpse of new Dawn from over the hill.

Hertfordshire Trading Standards & Which? Trusted Traders join forces



Joe Tyler, Hertfordshire Trading Standards



Hertfordshire Trading Standards knows how important it is to use a good trader but also how hard it is to find one. Therefore in 2016 we partnered with Which? Trusted Traders to help local people find trustworthy traders and give hard working traders the recognition they deserve.

The scheme provides a list of businesses including electricians, plumbers, builders, handymen and many more that have passed an assessment before they became endorsed by the scheme. Only if all the requirements are met will a business be able to join as an endorsed trader, and the business will be monitored and reassessed every year.

Traders on the new scheme will undergo an assessment by Which? and Hertfordshire Trading Standards professionals, including face-to-face interviews, financial checks, and even Trading Standards intelligence checks in order to become endorsed.

Paul Smith, Managing Director of Which? Trusted Traders, said: "Whether it's an emergency or a planned home improvement, people want to hire someone trustworthy. However, if you're up against the clock or starting from scratch, it can be hard to know who best to turn to.

"The partnership between Hertfordshire Trading Standards and Which? Trusted Traders provides consumers with the reassurance of knowing the helping hand they turn to has been thoroughly assessed and checked"

The scheme has also been endorsed by Hertfordshire's Police and Crime Commissioner, David Lloyd, who said: "Tackling those who flout the law is 'Everybody's Business', particularly within the business community. I am delighted to see local and national services coming together to provide a platform for consumers that offers them access to good, local, honest businesses in Hertfordshire".

When choosing a business, particularly when arranging a service, you should satisfy yourself that you both agree what work is to be done and the price that is to be paid. You should obtain more than one quote and choose the business you are most happy with. Clearly the price is important but is it not the only factor you should take into consideration.

Endorsed traders will have use of the new Hertfordshire Trading Standards approved and Which? Trusted Trader endorsement logo, and consumers can access a list of traders at: trustedtraders.which.co.uk. Look out for the traders that have "Hertfordshire Trading Standards Approved" logo, as they have already been through the joint approval process. For those without access to the internet, you can call Hertfordshire Trading Standards on **01707 292429**.

Inspirational at Any Age

By Aoife O'Driscoll-Leung

We all know the well-worn adage “Age is but a number”, but many of us are painfully aware that the number often comes with certain labels. In later life we find ourselves confronted with terms like “frail” or “vulnerable”, “set in your ways”, and “out of touch”. Portrayals of over-60’s in the media are notoriously negative, but the positive, empowering stories are out there too – and those are the stories we want to share with our readers. These are just a few of the many older people who defy those ageist stereotypes simply by loving later life.

Sylvia Earle, 82, Marine Biologist & Ocean Conservationist

Sylvia Earle is a revered marine biologist and ocean conservationist, and has served as the National Geographic explorer-in-residence since 1998. Among countless other awards and honours, Earle was inducted into the National Women's Hall of Fame in the year 2000. Today, she is a well known author and speaker. In 2009 Earle won the TED Prize for her viral presentation Protecting Our Oceans, which subsequently inspired the award winning Netflix documentary Mission Blue.



Sylvia Earle with Wisdom the albatross

Jiro Ono, 91, Michelin Star Chef

Widely regarded as the greatest sushi craftsman alive, Jiro Ono is the Guinness record holder for the oldest chef to be awarded a Michelin 3-Star

honour. His restaurant Sukiyabashi Jiro regularly books out up to 3 months in advance, with notable fans including pop singer Katy Perry and former US president Barack Obama.

Tao Porchon-Lynch, 99, Yoga Master & Author

Tao Porchon-Lynch is believed to be the oldest practicing yoga teacher in the world, and has become known for passionately and defiantly enjoying her life with no concern for her age. She has been named a personal mentor by Deepak Chopra, who refers to her as "one of the most acclaimed yoga teachers of our century". An award-winning author, her fascinating autobiography Dancing Light tells anecdotes of her encounters with the likes of many iconic figures, from Mahatma Gandhi to Marilyn Monroe. Porchon-Lynch has said that she starts every morning with the mantra: "This is going to be the best day of my life!"



Sir Ian McKellen at the 2010 Manchester Pride Parade

Sir Ian McKellen, 78, Actor & Activist

Sir Ian McKellen is of course revered for his work on both stage and screen, however he is not only a talented actor, but a tireless activist. In 1988, he came out as gay on BBC live radio in an attempt to highlight the protests around the anti-LGBT government bill known as Section 28. Soon after he co-founded the LGBT rights charity Stonewall, which is now the largest organisation of its kind in Europe. McKellen has been a vocal and powerful advocate for the LGBT community ever since, and continues to leverage his fame and influence in the fight for equality and gay rights.

Your Feedback

Please post your form to **agematters**, 1 Silver Court, Watchmead, Welwyn Garden City, AL7 1LT, or to complete online visit www.ageuk.org.uk/hertfordshire/agematters-/

We provided a range of different articles in this issue. What would you like to see more or less of?

Behind-the-scenes articles about services provided by Age UK Hertfordshire

Less Don't mind either way More

Information about other services available to older people in Hertfordshire

Less Don't mind either way More

Advice on health and wellbeing

Less Don't mind either way More

Poetry, artwork or short stories

Less Don't mind either way More

Puzzles such as crosswords, word searches and sudoku

Less Don't mind either way More

Articles and interviews about later life experiences, such as Inspirational at Any Age on page 14 (opposite)

Less Don't mind either way More

agematters is usually funded by advertisements, however this issue did not include any advertisement other than our own. Is this preferable?

Yes I didn't notice No


How often would you like to read agematters?

Each season, as usual Twice a year A long annual issue

Where do you get your copy of agematters?

The library My GP's surgery A local day centre

Other (please specify)

 Is there anything else you would like us to know?

.....
.....

Thank you so much for your feedback – we look forward to creating the agematters you want to read!

Volunteers

Put the Heart in Hertfordshire

We are proud to be the charity of choice to close to 500 volunteers who donate their spare time to making Hertfordshire a better place to grow older.



Whether visiting a neighbour in need of company, checking in on someone after their hospital stay, or leading exciting events and day trips, each volunteer brings something unique to Age UK Hertfordshire – and that is something to be celebrated.

Thank you, volunteers!

We are always happy to welcome more volunteers. To see our latest vacancies, visit our website: www.ageuk.org.uk/hertfordshire

If you have a specific skill set or passion you would like to put to use, or would like some further information, please email us at: volunteering@ageukherts.org.uk