



agematters

Issue 46 Winter 2018



Healthwatch

Getting your concerns heard

World War I Centenary

One hundred years since the end of the First World War

Later Life in Stevenage

With the support available at your local Age Concern

Dementia Journeys

Two carers share their experiences

Winter Wrapped Up

Your health & wellbeing in the colder months

For Information and Advice Tel: 0300 345 3446



FEEL LIKE YOU'VE ARRIVED...

Visit one of our highly commended, luxury care homes and you will feel like you have arrived somewhere very special.



TLC Care is pleased to present Cooperscroft and Cuffley Manor, two well established care homes located in Potters Bar. Close to local amenities, the quality of both homes is exemplary and is reflected in our on-site facilities. We pride ourselves on:

- High quality, person-centred care
- Extensive menu choices
- Wellbeing and lifestyle activities
- Exceptional landscaped garden

To view our homes or to meet a member of our team, please call us now or visit www.tlccare.co.uk



Nursing care, specialist nursing dementia care

Cooperscroft, Coopers Lane Road,
Potters Bar EN6 4AE



Residential and dementia care

Cuffley Manor, Coopers Lane Road,
Potters Bar EN6 4AA

Tel: 01707 861 425

Email: cdm@cooperscroftcarehome.co.uk

Tel: 01707 861 426

Email: cdm@cuffleymanor.co.uk

TLC Care is proud to run homes in Cambridgeshire, London and Surrey. Please contact us for further details.

Meet the team...

Editor

Aoife O'Driscoll-Leung

✉ aodriscoll@ageukherts.org.uk

Sub Editor

Danielle Smith

✉ digital.volunteer@ageukherts.org.uk

Designer

Holly Daniels

☎ 01536 334 226

✉ holly@lanceprint.co.uk

Advertising

Jo Marchant

☎ 01536 334 221

✉ jo@lanceprint.co.uk

Publisher

Lance Print Ltd,

1st Floor, Tailby House,

Bath Road, Kettering NN16 8NL

☎ 01536 334 222

✉ mike@lanceprint.co.uk

🌐 www.lanceprint.co.uk

Printer

Lance Print Ltd

☎ 01733 390 564

Write to us at:

The Editor, agematters,

Age UK Hertfordshire, 1 Silver Court,

Watchmead, Welwyn Garden City,

Herts AL7 1LT

Age UK Hertfordshire Information and Advice:

☎ 0300 345 3446

✉ info@ageukherts.org.uk

🌐 www.ageuk.org.uk/hertfordshire

Registered Charity
No. 1116662



Lanceprint

This magazine is produced on behalf of Age UK Hertfordshire by Lance Print Ltd. All rights are reserved by the charity and no part of this publication may be reproduced in whole or in part without the written permission of the charity. Age UK Hertfordshire will accept no responsibility for, or necessarily agree with, any claims made or views expressed in this publication, nor does the mention of any product, service or advertisement imply a recommendation by Age UK Hertfordshire.

The inclusion of an insert or advertisement feature in agematters does not imply endorsement by Age UK Hertfordshire of any product or service advertised. Photos are the property of Age UK Hertfordshire or used under a creative commons licence (credited).

Age UK Hertfordshire: Registered Charity No. 1116662.
Lance Print Ltd: Registered Company No. 5385973.

In this issue...

- 05 Welcome
- 06 Home Helpers:
Putting a Smile on Your Face
- 11 Why Befriending Matters
- 12 Healthwatch: Getting Concerns Heard
- 14 No Excuse for Elder Abuse
- 16 Beginner's Guide to Social Media
- 19 Puzzle Corner
- 20 Age Concern Stevenage
- 21 Beat the Cold
- 22 A Hundred Years Since WW1
- 24 Rae and Terry: A Friendship
- 26 Puzzle Corner Solutions
- 27 Knitting for a Cause
- 28 Our Dementia Journeys
- 30 Hertfordshire Adult & Family
Learning Service



Moving house?

Inheritance tax advice for those moving into a new home

A move to a new home is a good time to clear-out financial clutter and make your finances fit for the future. Selling your home provides an ideal opportunity to review your inheritance tax planning.

WMT's specialist advisors can:

- Review your financial assets and facilities
- Assess your inheritance tax liability and advise on ways to reduce it
- Provide you with an asset register to help you keep track of your financial assets and important documentation
- Review your Will to ensure it is tax efficient
- Organise letters of wishes to record any final requests not detailed in your Will
- Arrange for Lasting Powers of Attorney to be drafted



For help to simplify your finances and reduce your inheritance tax liability contact WMT's Paula Jeffs:

Email: paula.jeffs@wmtllp.com

Tel: 01727 838 255

Winter Wrapped Up

A warm welcome to the Winter edition of your agematters magazine!

Season's greetings

As the nights grow darker and the air begins to chill, our teams are taking some time to reflect on the past year at Age UK Hertfordshire – and what a year it has been! This time last year, we reaffirmed our commitment to supporting you through later life by clarifying our objectives into 3 main areas:

- Alleviating Loneliness and Isolation
- Building Resilience Within Communities
- Tackling Poverty and Inequalities

Throughout 2018, as well as our own Age UK Hertfordshire services, we've worked in close partnership with other local organisations to ensure that, together, we can provide the best possible support for people living with dementia (through our Hertswise partnership) and those in need of support with other health concerns (the Hospital & Community Navigation Service).

We know that this time of year can bring its own challenges

to many of our readers, so I would like to say a huge thank you to all of our contributors for the range of helpful advice and information about service available to local older people. From tips on keeping well in the cold weather (pg 21), to advice on getting your healthcare concerns heard (pg 12), to social media tips, helping you stay connected to loved ones over the holidays (pg 16) – we've got winter well and truly wrapped up!

Wishing you the happiest of holidays – and here's to a happy and healthy 2019!

Warm wishes,



Deborah Pawiagwa
Chief Executive

Home Helpers

By Charmaine Voituret

Putting a smile on your face, and the sparkle back in your home

We receive lots of feedback from our clients on how our Home Helpers make a difference to them, but what do our Home Helpers feel makes their job so rewarding?

Our Help in the Home Service provides domestic support to older people in Hertfordshire, enabling them to remain living independently at home for as long as possible. Our Home Helpers carry out varying tasks from cleaning, changing bedding, ironing, cooking light meals and collecting shopping. They keep our clients' homes clean and tidy whilst also offering a friendly cheerful face on a regular basis! They are out there making a difference, offering the same high standard of cleaning and bright smiles, whether it's a first visit to a new client, covering a visit when the regular helper is off, or seeing those regular clients they have been visiting for several years.

Home Helpers are carefully selected through our structured recruitment process, are reference and DBS checked and receive training in

It doesn't feel like work, more like having lots of grandparents!
- Nicola

Health & Safety, Food Hygiene, First Aid and Dementia Awareness. As a charity our people are our biggest asset and this is certainly true where our team of valued Home Helpers are concerned. We recently received this poem from Mrs Eileen Torrens about her Home Helper, Julie.



"Julie"

**When Julie comes on a Friday
She's a very welcome sight!
My flat awaits her service
To put it back to rights.
She usually starts in the bathroom
With brushes and
mops by the score
She leaves it bright and shining
I could eat my food off the floor.
The bedroom is next on the menu
Lovely clean sheets on the bed
The dust has vanished like magic
As "Abracadabra" she said.
Next the kitchen and lounge
get the treatment
The Hoover comes out of retreat
I just put my feet up and watch it
Thanks to Julie the
job is complete!**

I love seeing my clients smile when I come through their front door, they are always pleased to see me.

- Natalie

Julie said that her fortnightly visits to Mrs Torrens are just as rewarding for her, too! "The time we spend together doesn't feel like work at all, we chat and laugh as I get on with the jobs that need doing. She is an incredible and very talented lady, who used to paint. Examples are on her walls! She has written a children's book and writes poetry for her family and friends. I was so pleased when she presented me with the poem, as it was an extended compliment of her kind words. I thoroughly enjoy my job, every day is different but equally rewarding and I feel proud when I receive positive feedback."

Home Helper Viktorija from Broxbourne has been with us since January 2016 and says: "Caring for older people is my true passion and I love to help make my clients' lives easier and less stressful. I appreciate that everyone is individual and wants different things from having a Home Helper, so I respond according to their wishes and needs. How do I feel about my job? I love it! I go to work

with care, patience and a big smile on my face. With love, respect, trust and understanding, I communicate with all my clients in whatever way they want, however much they want, and I always remember to have a good sense of humour!"



Mrs Bailey said: "Viktorija is a really lovely person. She is friendly and it's a pleasure to have her each week and the house looks nice when she's finished. She's so lively she makes me feel young again."

Happy in my work
Overjoyed at meeting new people
Memories made
Ease of work
Hands on learning
Endless laughter
Look forward to every day
People and their stories

An acrostic poem written by Lisa, a Home Helper from Baldock.



Christine from Stevenage decided to change her career path six months ago, and hasn't looked back since. "Having spent many years stuck behind a desk in a monotonous and dull environment, I had a strong wish for a more fulfilling and rewarding job. Being a Home Helper for Age UK Hertfordshire not only makes me proud to say that I work for such a well-known and trusted charity, it has also provided me with a worthwhile and fulfilling job. No two days are the same, and I feel a strong sense of satisfaction and contentment knowing that I am providing practical support to those that really need it. For many

"I can choose which days and hours I want to work so that fits in really well with my family."
 - Joy

of my clients, my visit may be all they have to look forward to in their week. I am thankful that I took the opportunity to change my career path and find a job with a real 'feel good' factor, where I go to work every day and actually make a difference to people. The flexibility in working hours is also a real bonus and the admin team are excellent in their support. Looking back, I regret not making the change earlier, but I am enjoying making up for it now!"

When asked how she feels about her job, and what she would say to others who may be interested in joining the team, Michala, who has been with us for four years said: "I can honestly say that this is the best job ever. I go to work every day looking forward to it, and love helping my clients to live happy lives in their own homes. The smile you get from them is reward enough, really. So if you want a job where you are really appreciated, then look no further and come and join us!"

Do you know anyone who may enjoy this role as much as our featured Home Helpers do? We are currently recruiting across Hertfordshire to meet the rising demand for the service! Please check out the recruitment page on our website, or call our recruitment line on 01707 386068 for an informal chat.

"All of my clients have helped to shape the world we live in and we owe so much to this generation. I feel privileged to be able to help them!"
 - Pat





Need help staying on top of household tasks?

Our carefully selected, caring Home Helpers can help you to maintain your independence by keeping your home clean and tidy.

To find out how we can help you, call us today

North and East Herts
01707 386 066

South and West Herts
01923 224 472

 Hertfordshire
ageUK

If you need urgent medical help in Hertfordshire,
 **CALL 111,**
 free at any time



Depending on your health needs, you could speak directly to a doctor, pharmacist, dentist, or palliative care nurse. We can also put you in touch with a mental health professional.

If our advisers feel you need to urgently see a GP or nurse, they can arrange an appointment, even overnight or at weekends.



For more information visit www.nhs.uk/111



The Friends of Care Homes

In Concert with Families, Friends and Carers
 Supporting Families and All Who Care for Those with Alzheimer's and Dementia, including all residents in Care Homes, Assisted Living Accommodation, our Seniors, the Lonely and the Isolated - We are here for YOU!

An Evening Out In the Afternoon Every Saturday - In South Oxhey

Location: THE SATURDAY 'C' CLUB
 At The Clitheroe Centre, Clitheroe Gardens, South Oxhey
 Watford, Hertfordshire, WD19 6RP



From
 2.30pm
 To
 4.45pm

Can't Get To Us At
 The Weekends?
 Ask About Our
 Minibus Service

JOIN THE FRIENDS
 For Some Weekly Fun &
Live Entertainment
 Music Based Quizzes, Games,
 Singalongs, Tea & Cakes
EVERY Saturday Afternoon
48 WEEKS OF THE YEAR.
 Includes
 A Complimentary Sherry On
 Arrival, Plus Our Popular **RAFFLE**

Run
 By
 Volunteers

We
 Produce Events
 Inside & Outside Of
 Care Homes
 On A Weekly
 Regular Basis

Just £7
 Per
 Person



Call us on tel: 01923 289890 or
 email: info@friendsofcarehomes.com
www.friendsofcarehomes.com
 Registered Charity no.1173546

NEW RETIREMENT APARTMENTS FOR SALE

Introducing Churchill

Award winning retirement apartments

Churchill Retirement Living is a privately owned, family run British Company specialising exclusively in developing attractive, purpose-built one and two bedroom retirement apartments in the UK.

Our retirement developments throughout the UK are designed to provide the best lifestyle choice for an independent, safe, secure and fulfilled retirement.

Make the first move towards Churchill Retirement Living today – you'll be surprised how easy it can be.

Visit churchillretirement.co.uk



BERKHAMSTED

Sheldon Lodge, High Street
 Open Tues-Sat, 10am to 5pm.

Call TODAY to register your interest

01442 330200



HITCHIN

Wratten Road West
 COMING SOON.

Call TODAY to register your interest

0800 458 1847

Churchill

Retirement Living 

- Lodge Manager • Owners' Lounge with coffee bar • Guest Suite for friends and family • Landscaped gardens
- 24-hour support • Secure video entry system • Free parking • Lift to all floors

Compassionate Neighbours

Building Caring Communities
in North Hertfordshire, Stevenage
& surrounding villages



Together, we can combat social isolation and loneliness in the local area for those who may be suffering with a life-limiting condition

For more information:

Call 01462 679540

Email jeanette.farrow@ghhospicecare.org.uk



Befriending Matters

By Glenda Elder



Loneliness is, regrettably, a fact of life for many older people who may not have the social contacts they once had. Lack of contact and the feeling of isolation, or believing that nobody cares, can have a significant impact on one's health, both physical and mental.

Age UK Hertfordshire aims to reach out to people within the community who would benefit from having someone make contact with them each week to have a chat, see how they are, and generally take an interest in their wellbeing. This could take the form of either a weekly visit by one of our volunteer visitors, or a friendly, supportive telephone call. For our clients, it really can be a huge source of encouragement to have someone taking a genuine interest.

Volunteers are recruited from all walks of life, are police checked, and provide references before they are matched with clients. We have ladies and gentlemen of all age groups, so there really is someone for everybody. Our befrienders are

given clear boundaries, and are not permitted to get involved in financial or personal matters; however, they can listen to concerns and refer clients back to their coordinator for help with finding a reputable source of support.

Susan, who is in her eighties, has been a volunteer with Age UK Hertfordshire for some time now and says; "It is immensely rewarding and a privilege to visit my two gentlemen each week. I enjoy our chats and we have built such lovely friendships. My own family have moved away, and it is comforting to have other people my own age to chat to"

Ivy, a client who lives in St Albans, joined the visiting scheme some months ago. Now in her nineties, she feels fortunate to have a son who pops in to see her each week, but as Ivy can't get out much anymore due to health issues, she now has a Saturday visitor from Age UK Hertfordshire. She says: "Betty is really lovely, and I know she enjoys our visits too – Saturday used to be such a lonely day, and now I really look forward to it!"

Sheila, from Potters Bar, is visited by a gentleman. She thought that this would be nice as she always used to work with men, and looked forward to meeting Jeff, who has volunteered for Age UK Hertfordshire for several years. When asked how it was going, Sheila said: "This service is absolutely excellent. Jeff makes me laugh, and we talk about anything and everything"

If you are interested in having a volunteer visitor, please get in touch. There is an assessment process, but it is quick and easy. Don't delay, do it today!

For more information, get in touch with your local befriending team.

**East Herts and Broxbourne/
North Herts and Stevenage**

Telephone: 01462 446095

**St Albans, Harpenden
and Hertsmere**

Telephone: 01727 859583

Watford and Three Rivers

Telephone: 01923 256361

Welwyn Hatfield

Telephone: 01707 375814



Chief Executive Geoff Brown talks about the signposting service Healthwatch Hertfordshire provides, and why it matters to you.

When people in my line of work use the phrase 'signposting', it's because we can't say 'tell you where to go' in polite society - but that's exactly what it is! People can get in touch with a signposting service, ask them where they might be able to find some support, and that organisation will tell them. One of our key roles is to provide this signposting for the people of Hertfordshire for all things regarding health and social care.

What is so important to realise is the unique role Healthwatch Hertfordshire play within the county. With statutory powers and a mandate coming from national government, our role is to hold to account the people who pay for and provide health and social care across the county. What this means for you is that when you call us, we will do everything we can to

give you the correct information without being beholden to any group or organisation. You can rely on us to focus solely on you and your needs, and if we're unable to answer your query, we'll often ask if we can call you back at a convenient time in order to research and find out the correct answer. You can rest assured that we're not trying to sell you a service or protect an institution. Our one goal is to make sure that you get exactly the information that you need.

Our work has even allowed us to enable people to find and access different services they didn't even know existed. In the past, we have been able to alert callers to diverse ways of accessing important services, such as dental domiciliary care which allows people to continue to remain independent and living in their own homes, whilst continuing to receive the treatment they need.

However, perhaps even more important than the tailored service

we're able to give our callers, is the fact that we also keep all of the data gathered anonymously. This feedback is used in so many ways. For example, as a way to inform future projects and pieces of work, snap-shot impressions of local services, or to quickly identify a problem area. All of this allows us to carry out our primary objective of representing local people at the highest levels, and to hold to account the decision makers and service providers for the county's health and social care. In short, with your calls, with your questions, and with your feedback, we can help you - either to find what it is you're looking for, or to change services for the better.

If you have any problems or questions regarding health or social care, I would encourage you to call us on the number below. If we can't answer you straight away, we'll know exactly who can and, best of all, we'll try and make sure your problem doesn't happen to the next person.

Visit www.healthwatchhertfordshire.co.uk or call 01707 275 978

LOCAL ENGINEER HEATING & PLUMBING



CALL MARK
YOUR LOCAL ENGINEER TODAY!
01727 751985 or
078500 31535

- ANNUAL GAS or ELECTRIC BOILER SERVICE
- HEATING PROBLEMS
- PRIMARY HEAT EXCHANGER SERVICE
- BURST PIPES
- VALVES / PIPES
- SHOWERS UPGRADES
- CYLINDERS AND UNVENTED SERVICING



Spa Rooms LTD - Reg in England No 10419707

NHS

Don't wait until you feel worse, ask us first.

You can help us help you if you start to feel unwell with a winter illness.

Even if it's just a cough or cold, ask us for advice before it gets more serious.

HELP US HELP YOU
STAY WELL THIS WINTER

nhs.uk/staywell

Prameet Shah, Pharmacist

HUHY18-18 © Crown copyright 2018.

BROAD OAK MANOR
ASSISTED LIVING | PRIVATE NURSING HOME | CARE AT HOME

helping put life back into living

Call today to discuss our 'bespoke wrap around care'.
Enjoy our complimentary coffee and cake and take a tour of
our Manor House, Assisted Living Complex and grounds.

Present this advert when you visit to receive your free nessler bag for life.

Broad Oak Manor, Bramfield Road, Hertford, SG14 2JA | 01592 551 900 | www.broadoakmanor.co.uk

To advertise in the next issue of this publication

Please contact
Laurence

Tel:
01536 334218

Email:
laurence@
lanceprint.co.uk



No Excuse for Elder Abuse

We can help; take the first step and contact us

By Christine Roach, Chair of Herts Domestic Abuse Helpline

You have the right to live in safety, free from abuse or neglect.

Sometimes it's difficult to accept that someone you love or care for is hurting you. But no matter how much you may love or care for that person there is no excuse for them to be hurting or abusing you. As an older person you may feel more vulnerable and isolated, and find yourself reliant on family and friends to visit or help look after you - and that saying something might mean losing them as well. However, this may put you at increased risk of mistreatment or exploitation.

Do you think you may be experiencing elder abuse?

- Have you been physically harmed, slapped, pushed, or hit, leaving you with cuts, bruises or broken bones?
- Are you being intimidated, threatened, humiliated, shouted at, or verbally abused?

Living Independently

- Do you still have control of your personal finances, are you worried someone is stealing from you, or withholding money from you?
- Have you felt coerced into signing paperwork you didn't understand or feel comfortable doing?

- Have you felt forced into moving house, into a care home, or selling off your assets? Have you been forced to change your Will?
- Is someone controlling your freedom? Isolating you and preventing you from seeing loved ones, friends, attending GP appointments or taking part in social activities?
- Do you no longer feel like you are allowed to speak for yourself?

Health and wellbeing

In some cases, elder abuse can significantly affect your health and wellbeing. Here are some signs that you are not getting adequate care and support.

- Have you felt neglected or abandoned or left to fend for yourself for long periods of time without adequate food, drink, heating etc?
- Are you prevented from attending GP or hospital appointments, or from accessing your prescribed medicines? Do you have bed sores or other untreated ailments?
- Are you losing or putting on weight because you are feeling stressed, or unable to get access to your usual meals?

- Do you believe you are enduring unsafe or unsanitary living conditions?
- Is your home uncomfortably cold or too hot?

How to get help

If any of the above sounds familiar to you, then the first step is to talk to someone about what is happening. This could be a friend, neighbour or other family member, but if you are dependent on the abuser for your mobility then GP or dentist appointments are an ideal opportunity to talk privately to someone who can help. Or consider talking to your social worker, someone from Age UK Hertfordshire, or your community meals service.

For independent and free advice on organisations that can help call our **Helpline on 08 088 088 088** to talk confidentially to one of our trained volunteers.

If you require emergency health care or are in fear for your immediate safety always call **999**.

Remember there is no need to feel ashamed or embarrassed. The abuse is not your fault and it is important to get help to make it stop.

Call us now:

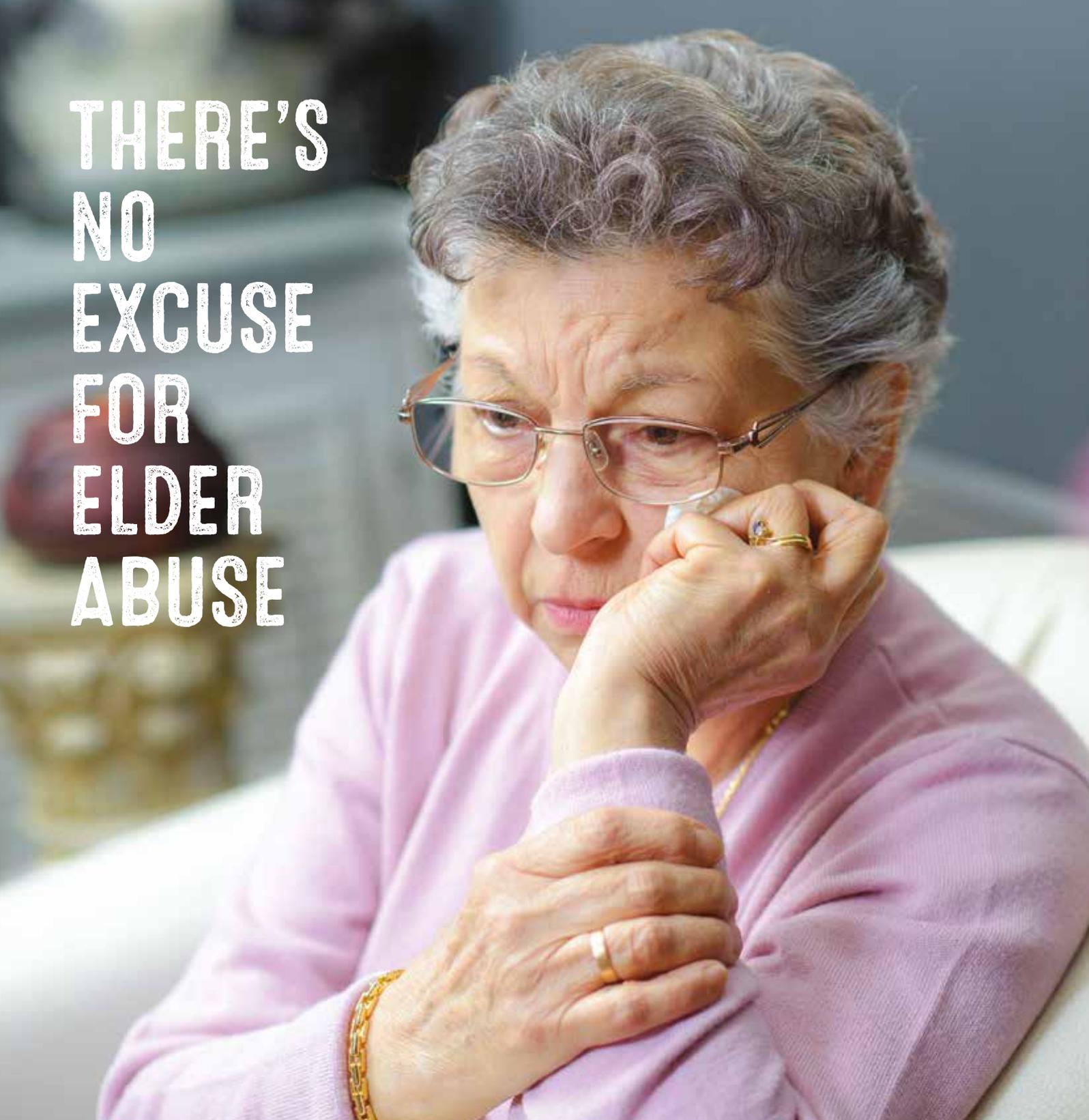
Herts Domestic Abuse Helpline

08 088 088 088

Open 9am-9pm Mon to Fri,
and 9am-4pm on weekends.

www.Hertsdomesticabusehelpline.org

THERE'S NO EXCUSE FOR ELDER ABUSE



You have the right to live in safety, free from abuse or neglect. If someone you know is causing you harm or distress you can call us FREE and in confidence for advice on your options.

The first step is to talk.



**Herts
Domestic
Abuse
Helpline**

08 088 088 088

www.HertsDomesticAbuseHelpline.org

Beginners Guide to Social Media

By Danielle Smith



Despite the wide popularity of social media, the thought of “getting online” can seem quite daunting for some.

But at base, social media is all about staying connected, keeping in touch with family and friends – and isn’t that what we all want at this time of year?

Social media users can share images and thoughts to people on their ‘friend list’, and find out about events nearby. There are hundreds of social media networking sites, but there are 3 main platforms that are widely considered the most popular for both individuals and organisations.

Facebook

This site is used by 2.6 billion people all over the world. You can keep in touch with people that you know and catch up with people from your past. Facebook is any easy place to start for a beginner on social media, as it is quick to set up and easy to navigate through the website. All you need to set up your account is an email address and a password special to you. Make sure that you keep all your settings

“private” to ensure that nothing can happen to the information that you provide. On Facebook you can ‘add friends’ and ‘follow’ organizations to see what they get up to! Why not follow Age UK Hertfordshire to see our latest news and more about services available to you?

Twitter

Once you’ve mastered Facebook, why not give Twitter a try? The set up for this site is the same process as for Facebook (although they do ask you for your phone number – this is largely to stop people from setting up fake accounts). Unlike Facebook where you can ‘post’ anything and write as much as you like, Twitter has a 280 character limit per ‘tweet’. A ‘tweet’ allows you to write your thoughts or feelings about something and either broadcast it to the world or share it only to the people that follow you, depending on your chosen security settings.

Instagram

Instagram works a little bit differently than Facebook and Twitter. This platform (used via a phone or tablet ‘app’ program) is

primarily used to share images and videos to people that ‘follow’ you – ‘followers’ are much like ‘friend requests’ on Facebook. When you ‘follow’ people back, you can then see what they post and if you like the image that they have posted you can click a ‘like’ button. You can post any image you like on the site, such as where you have been on a day out, what you have recently baked, or a picture of the family at Christmas time! Remember to set your security settings to “private” if you want to share your images only with friends and family.

If you need further help, the Hertfordshire Adult & Family Learning Service run computer courses throughout the year. Call them on 01992 556194 or visit: www.hertfordshire.gov.uk/microsites/adult-learning/find-a-course/find-a-course

For further information...

Find us on Facebook:
Age UK Hertfordshire

Follow us on Twitter:
Age UK Herts

Free IT support in the comfort of your own home

We live in an amazing time of change, with smartphones, tablet devices, digital TV and many other incredible technologies that promise to change our lives in so many ways. We can keep in touch with family and friends in new ways, learn new skills, pay bills online and get the best deals on things like insurance.

But the digital world can also be daunting. There are so many different things to learn, so many options, so many things that can go wrong – and who can you trust when you need help?

For the past 20 years AbilityNet has helped older people and people with disabilities to get the most from their technology. We are a national charity with a network of trustworthy and friendly volunteers who have a local presence in Hertfordshire. We can offer advice, visit you in the comfort of your own home, all our volunteers are security checked and the service is entirely free.



Adapting Technology ■ Changing Lives

Here are just some of the things our volunteers can help with:

- Setting up new technology
- Connecting devices to the internet
- Viruses, a slow working computer, installing software updates
- Impartial advice about staying safe online, backing up files and photos
- Showing how to email, shop online, connect with family and friends via the internet, etc

Our volunteer Elizabeth recently arranged a home visit with Joy in Hemel Hempstead. Joy needed to set up an email account to connect with her local church group so Elizabeth got her up and running and also showed her how to use Skype so she could see and talk to her daughter and grandchildren in Australia.

Joy said “Many many thanks for the kind help received from Elizabeth. She did wonderful things here in Hemel Hempstead. She is a credit to your charity and I am very grateful. Knowing Elizabeth is there to guide me is very reassuring.”

If you or someone you know could benefit from our help please call 0800 269 545 or find out more online at www.abilitynet.org.uk/at-home

Think Print

Lance Print is an established printers based in Peterborough. At Lance we combine **skill, experience & knowledge** to provide a complete professional service.

We aim to fill our clients with confidence in the knowledge that any work undertaken by us, will be completed to the highest possible standard.

Call Today:

(01733)

390 564



www.lanceprint.co.uk

Winter Words

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

- FROSTY
- ICE SKATE
- LUGE
- FIGGY PUDDING
- GINGERBREAD
- SNOWFLAKE
- FIREPLACE
- BLIZZARD
- SLEDDING
- HIBERNATE
- SNOWMAN
- ICICLE
- MITTENS

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

Quick Sudoku

How to play



Each **column** must contain all numbers 1 through 9, and no number can be repeated in the same column.

Each **row** must contain all numbers 1 through 9 and no number can be repeated in the same row.

Each **block** must contain all numbers 1 through 9 and no number can be repeated in the same block.

To check your answers, see page 30.

Age Concern Stevenage

Lots available for Stevenage residents! By Sam Edwards



Age Concern Stevenage is one of the town's longest serving charities, run by our valued volunteers.

We often get asked: "What is the difference between Age UK and Age Concern?" Back in the 'old days' of Help the Aged and Age Concern, many of these smaller charities in Hertfordshire merged to form Age UK Hertfordshire. However,

some Age Concerns remained independent and have what is known as a "Friends Of" agreement with Age UK Hertfordshire.

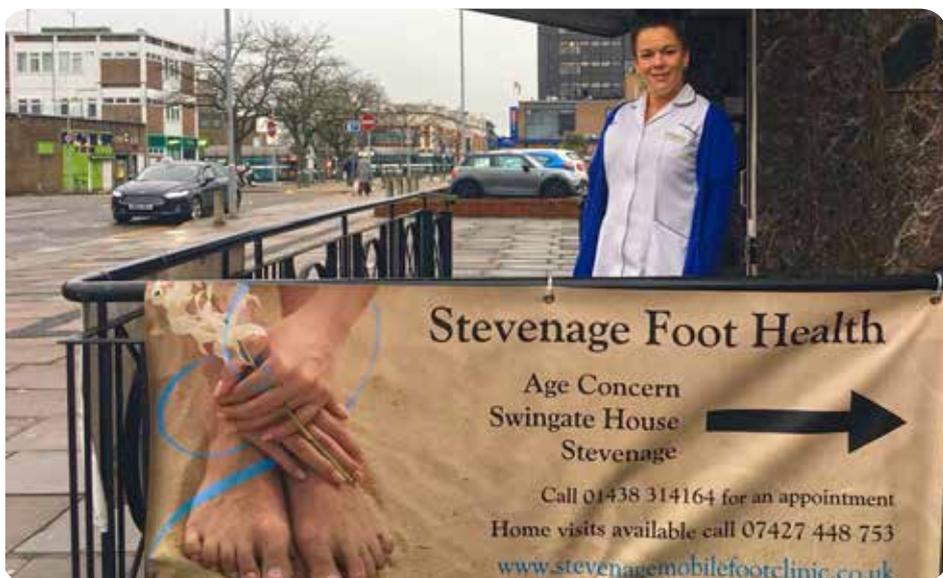
I say that the people of Stevenage are very lucky because they get the best of both here. They can come in to our Information Centre for a face to face query, local information, and an abundance of information on any subject that may aid anyone over the age of 50! I always say;

"You don't need to look like the elderly crossing sign to come and see us for information or a chat!"

So what do we offer apart from a wealth of information here? We have a popular Monday coffee morning, a benefits advice surgery run by Age UK Hertfordshire, a legal advice surgery, and foot health surgeries twice a week for any age (to make an appointment, call us on 01438 314164).

We also took over Stevenage Shopmobility, so we hire out mobility scooters and wheelchairs. You can replace your hearing aid batteries, purchase a RADAR key, book a Britannia coach trip, have an electric blanket checked and much more. Christmas is a particularly busy time for us as we hold a lovely Carol service, a festive coffee morning, and a community Christmas party.

We have a big year ahead as we start 2019 in our new home, Stevenage Indoor Market! But for now, pop in and see us or call for information on any of the above.



For further information contact:
Ground Floor, Swingate House
Stevenage, Herts, SG1 1AF
Monday – Friday
(please note that we close
at 1.30pm on Thursdays)
Tel: 01438 314164
Email: info@
ageconcernstevenage.org.uk
www.ageconcernstevenage.co.uk



By Kirsty Griffin

The nights are drawing in which means winter has finally arrived. After the heat we have experienced this year, many of us might be happy to see the colder weather. However as we get older, our bodies respond differently to the cold and it can make us vulnerable to a range of health problems. Supporting older people's health and wellbeing is a key priority for Age UK Hertfordshire, so please see below some helpful information to help you stay safe and well this winter.

Cold & Flu

Flu viruses are always changing so there is a new flu vaccine made available every year. The vaccine is free for anyone over 65, and those with certain long term health conditions. It is always best to have the flu shot early so that the vaccine has time to work. There is also a one-off pneumococcal vaccine available to the over 65's, so if you have not had this yet, make sure you contact your GP to make an appointment.

Keeping Warm

There are many things you can do to keep yourself warm at home during the winter. Try to keep your home constantly heated to around 21C/70F, but increase the heat if you are struggling to stay warm. Wearing thermals, additional layers, as well as a warm hat, can help you to keep warm during colder weather. Hot water bottles, wheat bags and electric blankets can also be helpful to keep you warm, but remember never to use a hot water bottle and electric blanket at the same time. If possible, keep active and try not to sit still for long periods of time as activity and movement will help to generate more body heat.

Home Safety

Your local fire service will conduct safe and well visits. They will come out to visit you, and check that both you and your home are safe. They will check a number of areas including smoke alarms, electrical items and cooking equipment

helping you to remain safe and warm and help to prevent falls.

Further Information and Support

Age UK Hertfordshire's Information & Advice Team are always on hand to give you advice, including how to stay well during the winter weather. They also provide a warm and well programme, which will provide information on staying warm in winter, help you to identify extra monthly income toward energy costs, and will provide support in completing benefit claim forms.

Call 0300 345 3446

Herts Help and the Hospital and Community Navigation Service can provide home visits to help you stay safe, warm and independent. If you feel you would like some support with your current situation please contact Herts Help and ask for the Hospital and Community Navigation Service.

Call 0300 123 4044

WW1 Centenary

By Aoife O'Driscoll-Leung



What is the World War One Centenary?

This Remembrance Day, Sunday November 11th 2018, marks 100 years since the end of the First World War. The centenary of World War One will be observed up and down the country with a range of historical showcases and commemorative gatherings, and many such events were held right in our own back yard, as we remembered Hertfordshire's contribution to the war effort.

Hertfordshire and the Great War

Our home county boasts a rich and interesting history surrounding the Great War. The long and brutal battle was fought from the years 1914-1918, costing the lives of more than 37 million people, soldiers and civilians alike. To quote author H.G.

Wells, it was "the war to end all wars". Families were torn apart from Canada to Belgium, Australia to Portugal; Hertfordshire was no exception.

On 4th August 1914, Britain declared war on Germany after their invasion on our allies in Belgium. At first there was great local support for the war, and fighting for your country was seen to be the honourable and patriotic thing to do. This idea was echoed in propaganda and recruitment campaigns, and in that first year, thousands of Hertfordshire's young men joined the battle on the Western Front. Many of these men belonged to the Hertfordshire Regiment, who, before the war, had simply been part-time soldiers, training on weekends and at summer camps. Now, with war looming, the Regiment found themselves called

upon to form a small part of the British Expeditionary Force (BEF).

Perhaps the most memorable and tragic story from the Hertfordshire Regiment's time on the front lines was the Third Battle of Ypres (also known as Passchendaele). On July 31st 1917, the Regiment found themselves stationed outside the village of St Julien, Belgium, ready to form the third phase in an advance on the German soldiers. Unfortunately the Herts Guard (as they were also known) were faced with not only a torrent of German fire, but also torrential rain and thick mud which impeded their movements. Upon reaching the enemy wire, they found that it was almost undamaged, further obstructing their approach





and forcing them to fall back. Of the 620 Herts men who fought that day, every single officer and roughly 80% of other ranks were reported dead, wounded or missing. This was a devastating loss for Hertfordshire, with almost every town mourning the lives of at least one young man.

Today, the Herts Guard are honoured with a memorial erected just last year in Belgium, at the exact site of the battle. The memorial was funded by donations from the people of Hertfordshire, and organised by commemorative group Herts at War.

Conscientious Objection

Though Britain was not short on volunteer soldiers to begin with, by 1916 the death toll had discouraged many from signing up, and conscription was introduced, legally forcing all physically able men between the ages of 18 and 41 to join the war effort.

The minority who refused to serve in the war were known as Conscientious Objectors (CO), and these men would have refused for a number of reasons. In Hertfordshire, there were pockets of Quaker communities who would have refused to fight as their religion preaches pacifism. Hitchin, with its strong Quaker roots, had one of the highest rates of conscientious objection in the country. Other men across the county objected for a variety of reasons, including religious beliefs, morality, and other personal circumstances such as family health.



Tribunals were set up to examine cases of conscientious objection, but the court were often hard to win over, echoing public sentiment that those who refused service were cowardly. Many were imprisoned or engaged in forced labour, and others were ridiculed, belittled and shunned by their neighbours and peers.

One of the most well-known COs who spent time in Hertfordshire was Herbert Morrison, who would eventually go on to be Deputy Prime Minister. Morrison had legitimate medical disabilities which would have exempted him, but he did not disclose this to the tribunal, arguing his case solely on moral grounds. His passion convinced the tribunal, and he was sent to work on a Letchworth farm from 1916-1918.

Where can I learn more?

The Herts at War commemoration group are an excellent source of exhibitions, true local stories and information about life in Hertfordshire during the Great War. For more information, visit www.hertsatwar.co.uk

Archiving network Herts Memories also have a wealth of resources on World War One and much more about Hertfordshire history.

Visit www.hertsmemories.org.uk for more.

Rae and Terry: A Friendship

By Rosalind Wyllie

Rae loves the sunshine and being outdoors, maybe in part due to being born and raised in New Zealand and a life spent traveling the world. As the wife of an inventor, she has always been on the move. She lived in over thirty countries, until twenty years ago when they settled in Royston.

Her husband has since passed away, and six years ago a stroke left Rae with limited use of her left hand side, and reliant on a wheelchair. This has had a massive impact on her independence. Her daughters live abroad and so even though they are a close family, they're not there physically to help her get out and about during the week.

It was the Stroke Association who suggested Rae contact Age UK Hertfordshire and ask about our Visiting Scheme. "I was nervous about it at first, you have to be very trusting to let a stranger into your home, but I'm so glad I did. As well as finding Terry, my local co-ordinator, Trudie, also found me a local 10 to 3 Club that I attend once a week. Age UK Hertfordshire also helped me to



apply and receive my Blue Badge, and introduced me to Contact the Elderly, who hold monthly tea parties."

There was an initial match with a visitor that didn't work out for Rae, and she did wonder whether the scheme would work for her. Then five years ago she was matched with Terry, and they haven't looked back. "Terry's a kind man with a cheeky sense of humour, and I'm indebted to him." Rae adds, "I like to be outside, doing things, going to the shops or just sitting outside having a coffee. We have the most beautiful park nearby, and we often go there and share an afternoon tea. We talk about family and world news and politics."

"I can set the clock by him," Rae laughs. "I never have to remind him - every week he turns up exactly on time. When he goes away on holiday, which is rare, I miss him terribly. It makes a real difference to my week to have some company and to get outside. It can be very frustrating being stuck indoors day after day."

Terry moved to Royston from London in 2010 when he retired. "It's a different world to Tottenham," he says. "I wanted to do something for the community, and one day I was in the local Tesco and Age UK Hertfordshire had a stand there. I started chatting with Trudie Harrington, who runs the Visiting Scheme and ended up applying. I'm so glad I did. I get so much out of it."

They obviously have a very strong connection and tease and joke with each other constantly. Both



tell me that they look forward to their weekly visits, and both say they get far more out of the visits than they had originally thought. "Terry thinks of all the little things, like loosening the tops of jars for me and helping with the recycling. He's so thoughtful and I'm very grateful," Rae tells me.

"More people should join the scheme," says Terry. "If you like people, and you're a caring person then this is a very rewarding thing to do."

For more about volunteering for the Visiting Scheme, call us on **01707 386067**

If you would like to receive a visitor, call your local Visiting Scheme Coordinator:

East Herts, Broxbourne, North Herts and Stevenage
Telephone: 01462 446095

St Albans, Harpenden and Hertsmere
Telephone: 01727 859583

Watford and Three Rivers
Telephone: 01923 256361

Welwyn Hatfield
Telephone: 01707 375814

Fonthill House short & long term stays

Nursing and residential care home rated Outstanding by the Care Quality Commission

SHORT & LONG TERM CARE

Complex care needs managed at Fonthill

The Fonthill nurses and therapists are experienced in caring for people with the most complex of health needs including all aspects of rehabilitation, medicine administration, health monitoring, venepuncture, enteral feeding, wound management, urology and the management of long term conditions. Our nurses are equipped to provide Doppler assessments for arterial disease, compression bandaging, bladder scanning, syringe drivers, intravenous therapies and are trained in the use of oxygen.

At Fonthill House we are experienced in anticipating changing health needs and unpredictable conditions. We liaise with GPs, consultants and specialists to plan and adapt care as your health needs change. We try to avoid hospital admissions, however if necessary our relationships with the local hospitals ensure efficient discharge planning.



Pictured above left to right Dr Louisa Waites GP, Caroline Bishop Director of Nursing and Mei McIvor Physiotherapist

RECOVER AND RECUPERATE

Our wonderful team will get you back on your feet

After a fall, a hospital stay or a medical procedure, a great start to recovery and rehabilitation is absolutely crucial. Fonthill House offers short-term convalescent care: it's a proven way to get you back on your feet, faster. Fonthill's dedicated staff deliver the highest quality of bespoke care. Our friendly and welcoming team is experienced in helping with all levels of care, from routine assistance to more complex needs.

YOUNGER ADULTS

Caring for people over the age of eighteen

We are a home for anyone over the age of 18 who requires nursing or residential care, long or short stay. Our team have gained an excellent reputation for caring for older adults and we are delighted to be able to provide the same high standards for younger adults to.

PALLIATIVE & END OF LIFE CARE

Awarded "Beacon" status for EOL care by the Gold Standards Framework

Dr Waites and our nurses are experienced in end of life care planning and symptom control, their aim, to avert a crisis and prevent unnecessary hospital admissions. Yours and your family's wishes are discussed in detail to understand how you can be kept most comfortable.



FONTHILL HOUSE
ST ALBANS

www.fonthillcare.co.uk

To find out more please call Nathan Tomkinson or Caroline Bishop on 01727 893104.

Fonthill House, Cassius Drive,
St Albans, AL3 4GD.

Keep It In The Family Seminar

Are you thinking about updating your will or worried about inheritance tax? Longmores are holding a free seminar on powers of attorney, care home fees and inheritance. If you are concerned about your retirement years and want to keep your assets "in the family" this seminar will be of interest to you.

Friday 29th March 2018
11.30am
 Longmores Solicitors LLP,
 24 Castle Street, Hertford, SG14 1HP

Richard Horwood, Partner and Head of Private Client Law, will be hosting the seminar along with his team of experienced solicitors. They will cover: protecting your estate from care fees and inheritance tax, the Mental Capacity Act 2005 and powers of attorney. There will be time for questions followed by a light sandwich lunch.

To book a place please call 01992 300 333 or email marketing@longmores-solicitors.co.uk.

If you cannot make this seminar keep a look out for more 2019 dates on our website.



LONGMORES
solicitors

longmores-solicitors.co.uk



Puzzle Corner Answers

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

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

Knitting for a Cause

By Aoife O'Driscoll-Leung

Broxbourne Knitters Spread the Warmth

Over the past year, Age UK Hertfordshire has enjoyed support from the talented members of local Broxbourne knitting group Tuesdays@2. The group are part of a larger luncheon club at Bushby Hall, meeting twice a month to enjoy companionship, a hot meal, and later in the afternoon, a session of knitting for a good cause.

Early this year, the talented ladies donated 36 knit and crochet blankets, just in time for the bitter cold snap in early March. These blankets were distributed to vulnerable older people across Hertfordshire, along with portable heaters, to help them cope with the severe weather.

Speaking of the group's inspiration for the blankets, knitter Pam says: "I've



been knitting for years and years... I've been coming here and now we've got a good reason for doing it."

By September, the group had stitched up another batch of beautiful blankets, and Age UK Hertfordshire CEO Deborah Paniagua was thrilled to be invited to the club to receive

the generous donation from the organiser, Iris Banerjee. A huge thanks to volunteers Glenys and Peter for putting us in touch!

The blankets are now ready and waiting to be delivered as the weather slowly turns colder, bringing colour and warmth to people in need this winter.



The Innocent Big Knit

It's the return of the Big Knit campaign and we're calling on you to join in and get knitting!

Now in its 15th year, the campaign is recruiting knitters to help create an impressive 1.6 million hats to adorn

innocent smoothie bottles across the country. For each hatted smoothie sold, participating Age UKs across the country receive 25p, and that money helps support older people who are facing later life alone.

"We need the people of Hertfordshire to join us and help knit as many miniature hats as possible this winter to help us hit our 5095 target. It's such a fun campaign to get behind and it does so much to help older people in our community," says CEO Deborah Paniagua. "The money raised will make a big difference to the lives of older people by funding activities at our Clitheroe Health & Wellbeing Centre in

South Oxhey. The Clitheroe centre is a wonderful venue providing local older people a place to make friends, keep active and most importantly have fun."

Last year alone, more than one million hats were lovingly created across the UK, with designs including the hugely popular unicorn, grizzly bear, fluffy sheep and desert island. For fun knitting patterns and more information on The Big Knit visit: www.ageuk.org.uk/bigknit

Please send completed hats to: Clitheroe Health & Wellbeing Centre, Clitheroe Gardens, South Oxhey, Watford, WD19 6RP

Dementia Journeys

Two carers share their experiences

By Kim Lawrence and Jim Dargan



Kim's Story

My mum was diagnosed with dementia on 17th February 2016 – its dates like this that you tend not to forget. Her diagnosis was vascular/ Lewy body dementia. I wasn't completely surprised, as my family and I had noticed that certain things had changed, and she was forgetting things. We approached the diagnosis with great positivity, mainly for mum's sake. In the 18 months that followed, nothing really changed too much, and we supported mum with gentle prompts to do certain things. We had to inform the DVLA of her condition, and sadly her licence was taken. This was probably the worst thing at this stage - mum had completely lost her independence. Again, we turned this into a positive, reminding her it meant no more MOTs and how much she'd save on insurance, but even so it was still difficult for her.

Following her diagnosis, mum was referred to EMDASS (Early Memory Diagnosis and Support Service) and we were given lots of information from the Alzheimer's society, listing groups that we could attend. In May of 2016, a place became available at the 'Singing for the Brain' group run by the Alzheimer's Society. We started attending every week, and mum really enjoyed the sessions and the company of the other clients. Singing for the Brain sadly closed in the summer of 2017, but we were incredibly lucky as Herts Musical Memories took over shortly after, and the group is still continuing today. It's something my mum really enjoys; she may not remember much these day, but songs and music bring her alive, and we have great friendships there too. It was at this time that Hertswise was born, a new partnership offering groups for dementia clients and carers. I have to say, I was sceptical of this new group. After all, we all liked what we'd had before. How could this be as good? I reluctantly attended the first session with Mum, saying: "We will give it a go."

Well, the session was amazing! The idea that we could go every week was

even better. This would definitely help mum with bonding and friendships, which were becoming more difficult as friends tend to shy away after diagnosis. We have been attending the 'Hertwise Hub' for around 18 months now, and it's much more than just a group. Our group leader, Hollie, very carefully plans activities that will appeal to all different types of dementia, thus every client is included, which is so important. Our themed activities at the Hub include arts and crafts, quizzes, flower arranging, and cake decorating. We also have visits from different groups who provide chair based yoga, laughing therapy, and chair cricket - to name but a few!

It's not only the clients who enjoy the sessions, it's the carers too. The Hub has become an incredible support network for the carers, where we can chat



to each other about our week, our problems, our worries, which has proved so helpful for all of us. The Hub is invaluable; if there's anything we need to know, Hollie will find out or put us in touch with the relevant people, which is such a help as, at times, life as a carer can be difficult.

My dementia journey with my mum is now into almost year 3. Yes, things have progressed, and the condition is much worse, but at both of the groups (Herts Musical Memories and Hertswise Hub) I actually see my "real" mum. Both groups have given her confidence and keep her mind engaged. She and I have friends who are real friends, who understand us and the condition. They are like family, and Hollie is an incredible support to all of us too.

What I'm trying to say is; there is life after diagnosis, dementia is just a journey that some of us may take during our lives with loved ones. There is help out there, and activities and support that really help both the carers and the person with dementia.

Jim's Story

My wife Judy was diagnosed with Frontotemporal Dementia on 24th April 2015. For some time prior to Judy's diagnosis, my sons Jeremy and Nicholas and I noticed a gradual personality change. She seemed to be less enthusiastic, less sociable, cutting off conversations abruptly, with a changed sense of humour, lack of empathy, and a loss of emotional sense.

She also started to show uncharacteristic behaviour. She became disinhibited in what she said; less tactful, which may have



offended others. Since diagnosis, her personality and behaviour has progressively worsened. Judy has now reached the stage where she is totally passive; she has no conversation and will not initiate any movement. She needs to be guided everywhere as she becomes confused in her surroundings, and she seems to have slightly impaired mobility.

When Judy was first diagnosed, we had marvellous support from Kim, a Dementia Support Carer of EMDASS. She was instrumental in getting us Attendance Allowance and other benefits, and we also had support from Age UK Hertfordshire. Over the past couple of years, I have had assistance from Social Services, Carers in Hertfordshire, Hertswise and Crossroads. Without their help, I would not be getting the benefits I now get.

In September 2016 I attended a Caring with Confidence course run by Jane Ewer of Carers Development. This was very beneficial and gave me lots of pointers, aiding my caring for Judy. I have had suggestions as to where to go and what to do that would be beneficial for Judy, but it wasn't until July of 2017 that I started attending various activities.

On Tuesdays, we go to Herts Musical Memories, run by Helen. Judy really comes alive at this activity; she joins in the signing and interacts with the

other attendees. We also attend the local Dementia Hub run by Hollie from Hertswise. She brings so many activities to the Hub, including Indoor Cricket, Games, and Quizzes. She is ably assisted by Alison and Rob. This is such a help to me. While it is only once a week it's great to meet and chat with other likeminded people. Judy enjoys the sessions and, with assistance, will join in most activities. We can also take advantage of the wonderful Hailey Centre itself; they serve lunches 4 days week, have whist drives, regular film shows, and many other activities that are open to all residents of Sawbridgeworth over 50.

There are many areas of support available to us, and I have recently joined, along with Kim Lawrence, the East Herts Dementia Alliance Working Group. Since Judy was diagnosed with dementia, I have been so impressed with the kindness and care of people.



For more information about dementia support in Hertfordshire, call HertsHelp on 0300 123 4044

Do you have time on your hands and fancy learning a new skill whilst making new friends?

HAFLS (Hertfordshire Adult and Family Learning Service) run courses in a variety of subjects across the county.

Our courses include

- **Creative Writing** – Learn how to write creatively and maybe even make money from it.
- **Writing Memoirs** -With the support of a published author rekindle your memories and write them down to create a lasting legacy for your family.
- **Digital Skills** – Come along and find out how to use computers and social media to keep in touch with family and friends.
- **Photography for wellbeing** - Bring your smart phone, tablet or any simple camera and discover how to take great photographs. (don't have your own camera, don't worry we have some you can use).
- **Mindfulness** - Learn how mindfulness can help reduce your stress and improve your overall wellbeing.
- **Health and Nutrition** - Learn some tips on how to incorporate physical activity in everyday life and the benefits of nutrition in maintaining health.
- **Scrapbooking** – Learn how to create a beautiful keepsake scrapbook of memories using a wide range of paper crafting techniques.

Most courses run for 5 weeks and are low cost starting at just £15.00.



For a full list of courses please visit www.hertfordshire.gov.uk/hafls

If you would like to book a place on a course or find out further information please call **01992 556194** to speak to one of our friendly team. Please mention that you have seen the advert in AGE MATTERS.



Timken Grange

Luxury Residential and Dementia Care Home

- Duston -

Exceptional Care in Outstanding Surroundings

The atmosphere when we visited last week was so lively and friendly it truly met my mother's description of Timken Grange being like a 'Home from Home but Better'

Stephen W. son of resident



£985
Per Week



Our simple, All-Inclusive Guarantee means **everything is included** and you will not be charged for any extras.

We are proud to **pay our staff higher than average salaries** and provide **more staff for each resident** than most care homes.

All-Inclusive Guarantee

- ✓ 24 hour care
- ✓ Newspapers
- ✓ Private dining
- ✓ Chauffeur driven car
- ✓ Cinema
- ✓ Chiropodist
- ✓ Dry cleaning
- ✓ Home outings
- ✓ Hair and beauty
- ✓ Assisted medical visits
- ✓ Activities, 7 days a week
- ✓ All meals, snacks & drinks

Respite stays also available

Please call **01604 594 310** or
visit **www.oakdalecaregroup.com**

Timken Way South | Duston | NN5 6FR



Luxury homes from
people who care



The name to trust

Only with

THE HERTFORDSHIRE
FUNERAL PLAN

will it be an Austin's Funeral Service

Austin's do not carry out funerals purchased through any other funeral plan providers. We never engage in cold calling or telemarketing. Plan ahead for peace of mind with the service you can trust. The Hertfordshire Funeral Plan from Austin's.

AUSTIN'S

FAMILY FUNERAL DIRECTORS

www.austins.co.uk