

agematters

Issue 48 Winter 2019

Supporting People in Need

How one volunteer changed a man's life

An Isolating Season

How to find comfort this winter

Food & Drink

Simple, festive treats for you and your guests

A Woman of Purpose

The inspirational Doreen Mantle on life in her 90's

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www.fonthillcare.co.uk

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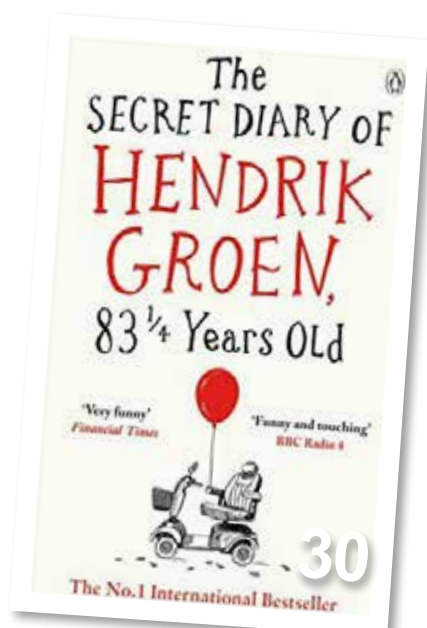
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Wintertime



Welcome, readers!

I am thrilled to present you with our winter issue of *agematters!* You may notice a slight difference from past issues, with new pages on men's and women's fashion (PG 10 & 11) and Food & Drink (PG 22).

We have also been lucky enough to be graced by the awarding winning actress Doreen Mantle, in our celebrity interview (PG 6).

As well as many new pages, we still have our popular 'Our Services' articles and ideas for

the many ways you could fundraise (PG 8), information on what Chalmers Court have been up to (PG 14), and how one man's life changed through our Hospital and Community Navigation Service (PG 28).

From all of us at Age UK Hertfordshire we hope that you enjoy this new edition!

Wishing you all a brilliant and joyful winter!

Warm wishes,



Deborah Paviagua
Chief Executive

A Woman of Purpose

By Rosalind Wyllie

The inspirational Doreen Mantle on life in her 90's



Doreen Mantle is hilarious, super sharp, fervently political and completely engaging company. Now in her 90's and sight impaired, she shows few signs of slowing down.

She greets me at the door talking about Politics, Radio Four, her frustrations with her local council and the importance of voting – even when you can't see who you're voting for!

Born in Johannesburg, South Africa in 1926, after her degree she worked for some years as a social worker before moving to London in her mid 20's. "I wanted to see new places, to get away from parochial views and to change the world," she laughs. "I really wanted to make a difference and stop injustice."

She had already started acting alongside her full time job in

South Africa, "The BBC used to bring amazing people over and we'd make radio programmes with them," she says, "I worked with Ian Messiter who created the Radio 4 comedy show 'Just a Minute.' There were so many brilliant, creative artists and we just found the time and energy to make these programmes."

Probably most famous for playing Mrs Warboys on TV's 'One Foot in the Grave' for 10 years, she's recently been working on a number of short films for emerging directors. "There's such a fun camaraderie on set with these projects, as everyone is friends, often working for nothing, trying to help each other achieve their dreams. They treat me really well and I love the atmosphere."

She also features as a recurring character in 'Doctors'. Writer David Semple is obviously a fan and has created her a feisty character in 'Doctors' and also written a part for her in 'Father Brown'. "Filming *Doctors* is like being on an express train with no stations." She quips "Everyone is lovely, but because of time constraints it runs like a military operation."

“ I wanted to see new places, to get away from parochial views and to change the world. ”

I ask her what she does to keep busy and she replies straight back with "I keep busy with frustration." "So much could still be done so much better, older people are so overlooked and if you're sight impaired then that's doubly so, as no-one can really appreciate how frustrating it is unless they've experienced it." We talk about Radio 4's enthusiasm with targeting a youth audience "Young people aren't naturally drawn to Radio 4. And they're in danger of alienating their core audience."



We also discuss recent changes some banks have made, “I heard on Radio 4’s *'In Touch'* that banks were withdrawing pin numbers from customers with sight impairments for security reasons. And then it happened to me! Hugely frustrating. It’s not right that we should be discriminated against simply for having sight impairments.”

Obviously acutely intelligent and curious about the world, Doreen goes to the theatre regularly, “Particularly, The National Theatre, I’m a National Theatre person. I love it there. I feel very at home.”

“ So much could still be done so much better, older people are so overlooked and if you’re sight impaired then that’s doubly so, as no-one can really appreciate how frustrating it is unless they’ve experienced it. ”

I ask about her Best Supporting Actress Olivier Award for playing Linda Loman in *'Death of a Salesman'* – it’s one of my favourite plays I tell her, “Arthur Miller was such a charismatic man. He came over to see our show in previews and we all had tea, he was fascinating.” I joke that she seems to have met some incredible people and she laughs and shows me her necklace “A gift from Barbara Streisand when I worked with

her on *'Yentle'*, and I was also lucky enough to meet Nelson Mandela when he was a young lawyer and I was introduced to the Queen when she came to RADA. You meet a lot of people when you live as long as I have!”

We chat a little about the importance of intergenerational friendships and she talks fondly about her friendship with Anna Bolton, a young actor that she has a warm friendship with, “She’s a very special one,” Doreen says. “She’s helped me so much.”

“We just get on really well,” Anna tells me, “Doreen’s so inspirational and always great to spend time with. I think we just enjoy our conversations and laughing together. I completely get her frustrations with being sight impaired however, as



Doreen and Anna Bolton



so many organisations, even the RNIB seem to be behind on how technology could be used to help people. And the ways to get help seem filled with unnecessary obstacles.”

“ Doreen’s so inspirational and always great to spend time with. I think we just enjoy our conversations and laughing together. ”
- Anna Bolton

“You don’t get a rehearsal for being blind” Doreen tells me “So no-one really understands it until it happens to them. I’m trying to do my bit to raise awareness and to fight for our rights, but I’m in my 90’s now, so really it needs to be someone else.”

Or maybe not, maybe with all her fire, intellect and experience, Doreen Mantle is exactly the right person to still be trying to change the world and fight against injustice.

Fundraising Fun

By Ellie Males

How you could fundraise...

Age UK Hertfordshire supports over 3,000 people every week in Hertfordshire and with an ageing population, this number is only going to increase further.

Without support from the local community, many of the services we provide would not be able to continue running at the same level. To ensure that support can be our priority to as many local older people, services including our Information and Advice Line, Befriending Scheme, Help in the Home, InTouch and our Lunch Clubs are vital.

Age UK Hertfordshire relies on and appreciates the energy, enthusiasm and dedication from current fundraisers and we would like to further our links with the local community.

There are lots of fundraising opportunities to suit everyone including:

- Owners or employees of businesses in Hertfordshire could **nominate Age UK Hertfordshire as their chosen charity of the year.**
- Community groups could **organise their own fundraising events –**



maybe even a scrummy bake sale or Santa Fun Run!

- Local schools could **nominate Age UK Hertfordshire as their chosen charity for the academic year** or at a seasonal event.

There are so many ways to get involved, so be as creative as you like when coming up with fundraising ideas. Aside from being a good deed, fundraising is excellent fun and can be a great way for team bonding!

Every donation we receive, big or small, is much appreciated and goes a long way towards supporting older people throughout Hertfordshire.

We would love to hear your fundraising ideas and we're happy to chat with you to discuss, so please get in touch with our Fundraising Officer, Ellie by emailing fundraising@ageukherts.org.uk or by calling 01707 497 972




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Fashion

By Danielle Smith

Winter Wears

Winter is a beautiful time of year with logs placed on the fire and snow starting to fall, but this doesn't mean you should throw on that one warm jumper. Here are our top picks of the season to keep you warm yet looking fresh.



Treat Yourself

Leather Two Tone Bag

JD Williams

£169

Longline Cardigan

BonMarche

£38

Pocket Blouse

Next

£26

White Court Shoes

M&S

£19.50

Straight Leg Trousers

BonMarche

£16





Straight Fit Jeans
M&S
£22.50

Gingham Shirt
Next
£20

V-Neck Jumper
Next
£20

Dark Brown Brogues
Matalan
£20



Bargain of the Season
Black Parka Coat
JD Williams
£19

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.

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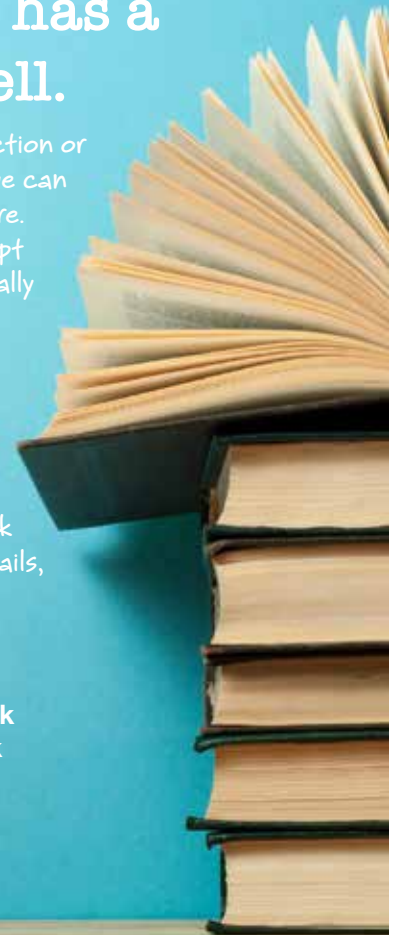
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Chalmers Court Day Centre

By Ruth Hearn

What we've been up to!

Chalmers Court Day Centre was set up by Age UK Hertfordshire to provide a safe, caring and stimulating environment for older people with dementia in and around Rickmansworth.

Over the last year things have been changing in the centre including me, Ruth Hearn, becoming the latest supervisor of the Centre. I have been a staff member at Chalmers Court for eight years. Everyone at the centre is like my extended family.

The centre staff are at the heart of everything we do. Shirley, who has been there for a gold medal worthy seventeen years, and three new staff members, Carole-Ann, Linda and Anne are all valuable and enthusiastic members of our team.

As well as staff members, the volunteers are also crucial, giving their precious time to help out – Jean, Shelia, Adam, Steve and Deannah are very special to us, their commitment and dedication to Chalmers Court is valued greatly. Our days are made much easier and the members' lives are much fuller with their company.

November 2018 brought the inspectors into Chalmers Court. They came to carry out their yearly monitoring visit – and awarded the centre with a solid '100%' across every aspect measured,



and 'Excellent' across the board. 2018-2019 was an eventful year filled with lots of activities and guests to the centre. During the winter months we had our annual outing to Camelot, where everyone got to dig into a Christmas Lunch and raffle – we do this every December and we can't wait for this year's trip!

The festive activities didn't stop there. Many clients took part in picture painting, a wonderful visit from Dave Knight who delivered a football exercise session and there

was as magical appearance from Tricky Nikki, who travels across Hertfordshire doing magic shows for lots of different groups. Members also got the chance to try out the new Walkers Crisps flavours during the festive period, including Turkey & Stuffing, Pigs in Blankets, Cheese and Cranberry – even the Brussel Sprout flavour went down well!

As the spring months came along, we went on several visits to *The Reach Free School* in Rickmansworth, where we were



opportunity for families to meet the staff and volunteers, chat amongst themselves and share their experiences with one another. The families gave valued feedback on the service provided at the centre. It was also a fantastic opportunity to showcase some of the wonderful crafts and artwork produced by the clients – We are looking forward to hosting another successful Open Evening for families later in the year.



provided with entertainment, planned beautifully by the children themselves. In true Chalmers Court style and tradition, the ladies at the centre were treated to beautiful flowers and best wishes from the staff for Mother's Day.

April also saw us host our first ever Open Evening. It was an



The staff arranged a planting week with cress and strawberries on the menu, which they enjoyed during the Tennis season. Clients also planted Sunflower seeds for their annual growing competition too, where they enjoyed naming and watching their flowers grow.

The Day Centre celebrated Easter with a visit from some well-behaved rabbits, as well as the three Bantam Chicks courtesy from Steve from Cassiobury Farm. The chicks are now in their forever home with myself at home! Looking after the chicks and lots of Easter activities kept everyone really busy throughout March and April.



Great excitement ensued when we were asked to be the face of July's National Picnic Month promotional poster, helping to raise money for Age UK Hertfordshire. Everyone is looking forward to whatever the next few months bring and we'll catch up with readers again soon. You can catch up on some of our activities, posted throughout the year on the Age UK Hertfordshire Facebook, Twitter and Instagram pages.



For further information on how to access this specialist Dementia service contact Ruth Hearn, Day Centre Supervisor on 01923 774 328 or Email: ruth.hearn@ageukherts.org.uk

High rates of loneliness in older people during winter

By Deborah Lee

Winter is an isolating, lonely season. It's too cold and wet to go out, the pavements are often slippery and icy, and then there is the fear of having a fall.

'Fear of falling' can have a negative effect on an older person's life. Worrying about falling means people walk less and don't walk naturally – meaning it could affect their fitness level and their ability to go out and meet people.

With negative effects such as these, this could lead to a drop in an older person's confidence, leading them to become more anxious and worried about being alone. A little bit of support and friendship from a visitor can really help when it comes to overcoming fears of going out. We had a chat with Dennis and Simone about how being a part of the Visiting Scheme has helped them.

Dennis is a very sociable man with friends at his local church, he is very artistic and a keen gardener. His life was greatly affected, when one day he collapsed and was unconscious for a few hours. This caused him to lose confidence in going out and he retreated into himself at home.

Fortunately, Dennis's sister Heather spotted the changes in him,



contacted the Visiting Scheme and Age UK Hertfordshire introduced him to one of our volunteers, Simone. Dennis and Simone meet weekly where they go for short walks to a local café, and if the weather is bad they might go to the garden centre or supermarket café instead.

Heather says Simone's visits have made a great difference to Dennis,

“He has gained a lot of confidence and it has done him a world of good, she has bought him out of his shell, he was so reserved before.”

Before being part of the Visiting Scheme, Dennis said: “I don't like being on my own especially in the Winter, when it makes it more difficult for me to go outside for a walk.”

Although the Visiting Scheme is mostly about companionship, it is also about how the support of a visitor can also help to rebuild confidence in going out.

For more information about how you can use our free befriending service please contact Trudie Harrington on: 01462 446 095

AGE Concern Stevenage

Here to help our local older community

By Sam Edwards

So we didn't quite start the year in our new home in Stevenage Indoor Market, the process took longer than planned but we are excited to be in our new streamlined home now.

People now have access to a wealth of information even when we are closed thanks to our external displays. We are also now open on Saturdays for Mobility Scooter hire so people can enjoy the many events that occur in the Town Centre on a Saturday.

As one of Stevenage's longest serving charities, we are very proud to be somewhere you can just drop in to a welcoming information centre where our friendly helpful volunteers will always be available to you and help.

We know all too well how technology can be incredibly frustrating for many of us, simplicity of service is becoming rarer and we value face to face communication and refuse to leave the eldest and often loneliest generation behind.

What else do we offer?

A free legal advice service, Benefits Advice, replacement hearing aid battery service, mobility scooter and wheelchair hire, a very popular foot health practitioner, RADAR keys, purse bells, contactless card protectors, Britannia Holiday Coach Trips, electric blanket testing and many festive events to bring people together - even on Christmas Day!

We hold a lovely coffee morning every Monday where everyone is ensured a warm welcome and leaves smiling with new friends, which is a joy to see, and another in the afternoon at the Oval Community Centre with more exciting outreach groups to come.

Stevenage has many things going on for all ages, we provide great local knowledge of anything suitable for people over 50. Come and have a browse and say hello, or maybe you would like to join our wonderful family of volunteers that run Age Concern Stevenage.

For further information on the above pop by or give us a call. We look forward to helping you.
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WINTER WONDERS

S	N	S	T	T	F	M	N	A	M	W	O	N	S
N	E	A	A	S	C	S	T	G	N	S	U	K	C
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- GLOVES
- SCARF
- COLD
- FIREPLACE
- TURKEY
- SNOWMAN
- SANTA
- HOT CHOCOLATE
- COAT
- SLEDGING
- ICE
- SNOWBALL
- PRESENTS
- CHRISTMAS

HOLIDAY RIDDLES

- You are in a cold house in the winter. It is dark. You have one match. There is a candle and a wood burning stove. Which do you light first?
- What kind of ball doesn't bounce?
- I am a snowman who came to life. Who am I?
- I am a sweet treat with red and white stripes. What am I?

Happy Holidays

From everyone here at

Hobbies & Crafts

By Danielle Smith

As we get older we may start to lose some of our mobility due to arthritis, injuries or falls – but this does not mean that we cannot join in with activities and crafts.

If you are living with limited mobility one of the ways you can still participate in an activity is through knitting – as this does not require moving around.

Knitting for Age UK Hertfordshire

Knitting is an ancient Egyptian technique of producing fabric to create garments such as socks and cardigans. Knitting was more than a hobby in wartime, it became an act of nationalism. Millions of women, children and men came together with their knitting needles to create numerous items, which were then sent out to Allied forces during World War Two - this was known as 'Knitting for Victory!'

Although knitting is not usually known for this now, it is still a popular social activity that many people enjoy. Whether you are a complete beginner or someone more advanced, there are many ways to get involved in knitting in Hertfordshire today.

One great way to get involved is through Age UK National's 'Big Knit' Campaign. Now in its 16th year, the campaign is recruiting knitters all over the UK to knit 1.6 million hats that are to be placed on top



of Innocent Smoothie bottles. For each bottle sold that has a little hat on the top, each Age UK participating will receive 25p from the sale – which helps to support local older people who are facing late life alone.

Once you have knitted your hats, you can simply deliver them to your nearest Age UK Hertfordshire drop off point which is The Clitheroe Health and Wellbeing Centre in Watford (See end of article for full address). Why not get a group of knitters together to meet up every week!

Men in Sheds

If knitting is not for you, another activity run by Age UK Hertfordshire is 'Men in Sheds'. Originally set up in Australia in the late 1980's, these groups provided a space for men to improve their overall health through various activities and friendship building. With many 'Sheds' set up globally, they now allow women to come to the groups and join in. One of the Men in Sheds groups in Hertfordshire is at The Clitheroe Health and Wellbeing Centre. Here each week, the clients get to decide what they would like to happen whether it is painting, woodworking workshop, gardening or relaxing with a cup of tea playing dominos – It is all about building social connections and having fun! For further information about how you can join Men in Sheds, please contact Kerry James on: **0208 428 5507**



**If you would like to send in your Innocent Smoothie Hats please send to either address below:
The Clitheroe Health and Wellbeing Centre, Watford,
Clitheroe Gardens, South Oxhey, Watford, WD19 6RP**

post box hat

intermediate pattern by Juliet Bernard

Yarn: Red, white and black

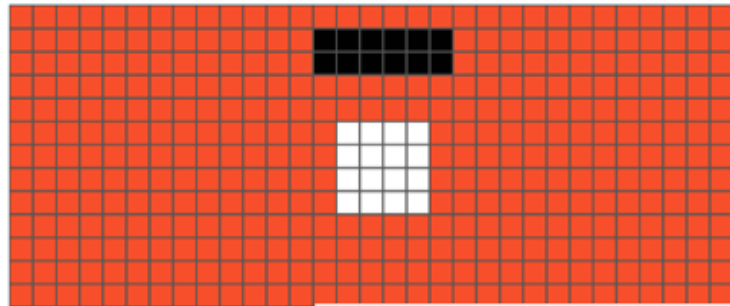
Needles: 4mm

Hat

Cast on 31 sts in black

Knit 2 rows (garter st)

Change to red.



Now work from chart in stocking stitch until row 13 has been finished

Continue in red

Next row (ws): knit all sts

Next row: k1, *k2tog, k3, repeat from * to the end of the round (25sts)

Next row: purl all sts.

Next row: k1 *k2tog, k2, repeat from * to the end of the round (19sts)

Next row: purl all sts.

Next row: k1 *k2tog, k1, repeat from * to the end of the round (13sts)

Next row: purl all sts.

Next row: k1, *k2tog, repeat from * to the end of the round (7sts)

Cut the yarn leaving approx 10cm length. Thread this through a sewing needle and bring through stitches and pull up to tighten.

Making up

Use a sewing needle to join side seams.



Abbreviations: St(s) - stitch(es) | st st - stocking stitch | k2tog - knit two together | ws - wrong side

Food & Drink

By Danielle Smith

Festive Delights

The festive period is nearly upon us, and what a better way to get into the spirit than with some delicious homemade treats. Whether you are gluten-free or just want to try something new, we have two exciting recipes for you.



Christmas Cake (Gluten Free)

What is Christmas without that all important Christmas cake?

You will need:

- 8 inch deep round tin
- 400g mixed dried fruit
- 100g glace cherries
- 100g flaked almonds
- 150g gluten free white flour
- 125g butter
- 125g brown sugar
- 3 eggs
- 2 tbsp brandy
- 1 tsp mixed spices
- 200g marzipan
- 500g fondant icing
- 3 tbsp apricot jam

The Cake:

Pre-heat the oven at 150°C (Fan 130°C, or Gas 2), then place the dried fruit, cherries, almonds, and flour into a bowl. Stir and set aside. Place the sugar and butter into a bowl, and beat together until it looks soft and fluffy in texture. Crack all 3 eggs into a separate bowl and beat until mixed. Then add the brandy and mixed spices into the same bowl and mix again. Place the prepared fruit into the bowl and stir well together. Pour the mixture into a round tin and press it down to ensure evenness. Place into the oven for 2 - 2.5 hours (until baked through), then leave the tin to cool for up to 12 hours.

The Decoration:

Once the cake has cooled down, spread the apricot jam over the top. With a rolling pin, roll out the marzipan into a large circle. Place it on top of the cake, smoothing the edges as you go. Roll out the fondant icing into a large circle, then place it on top of the marzipan, smoothing the edges as you go. If you wish to make your cake look extra special, why not add a red and green ribbon around the base of the cake!



Goat Cheese and Cranberry Bites

Hosting a holiday dinner? These yummy but super-simple bites are sure to impress!

Serves 6

You will need:

- 1 Jar of cranberry sauce (or your favourite homemade recipe)
- 6 or more crostini crackers
- 2 oz. goat cheese
- 1 sprig fresh rosemary
- Pinch of salt (if desired)

The Bites:

Scoop a small amount of goat cheese onto each slice of crostini and spread evenly. Place a small amount of cranberry sauce on top of the goat cheese. If you're using homemade sauce, ensure it has had time to cool. Garnish with a cutting of rosemary, and serve.

We hope you have fun making these delicious treats, and we can't wait to see what you come up with!



Winter Wines

So you have decided who you are going to invite and what food you are going to prepare your guests, but have you thought about what they may want to drink?

Some people think that something light, like white wine maybe your saving grace at a Christmas Dinner party, but what about a warm red to spruce things up. One of Australia's most famous wine regions is the Barossa Valle, which produces some of the most mouth-watering fruity wines. One of these is the St Hallett Blackwell Shiraz, Barossa. With the opulence of blackberry, coca and nutmeg, it is the perfect serving drink at Christmas dinner party.

Although there are many Christmas alcoholic drinks, we know that drinking is not for everyone. Something that still contains a bit of fizz but is non-alcoholic is Fizzero Rose from Marks and Spencer's. This grape juice based drink is something that excites the taste buds whilst being half the price of a bottle of champagne – What a great party option!

Puzzle Corner Answers

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

Riddle Answers

- The Match
- Snowball
- Frosty
- Candy Cane

This Time Last Year...

Carla Johnson



November 2018 was a busy time for the team at The Clitheroe Health and Wellbeing Centre. Staff, clients and volunteers worked with the staff and children from Parkgate Junior School to give a performance of Wartime Memories.

Parkgate School and The Clitheroe Health and Wellbeing Centre have had a long established relationship which began in 2007 when the school children made regular visits to our 10 to 3 club, which at that time was based in the Harebreaks. Our clients were lucky enough to have regular visits from the children engaging in a variety of activities including singing and afternoon teas. Sarah Pipe (Head at Parkgate) and Kerry James (Supervisor at Clitheroe Centre) could see from the offset that both children and clients valued their time together and enjoyed the interaction and friendships that were being built across the generations.



Fast forward 11 years to 2018... Sarah Pipe and Kerry James met in March to begin the process of organising a joint performance to mark a 100 years since World War One. Sarah took the lead with writing the play and based the script on memories of our clients and excerpts from the school log books. The children took the lead in the acting roles supported by our club assistant Ron Fisher as the narrator and John Wood playing the part of George Formby. The performance also included a choir which involved both clients and volunteers, a dance group involving our seated exercise clients. Our Men in Sheds group created a stunning bi-plane, covered with handmade poppies which stood in the entrance to the Clitheroe centre. Clients, staff, volunteers, friends and families all contributed to decorating the centre in wonderful colourful displays of poppies, Airfix and Lego air craft.

A play was performed on two dates, Wednesday 7th November at Parkgate School, attended by family and friends as well as the Watford Mayor. The second performance on Thursday 8th November was held at the Clitheroe Centre and performed to a full crowd of family, staff, trustees and a number of local residents.

“ The play with its mixture of acting, singing and dancing was one of the most life affirming activities we have ever taken part in. There wasn't a dry eye in the hall ”

– Sarah Pipe,
Deputy Head, Parkgate School

Both performances received a standing ovation and highlighted the success of intergenerational working and the importance of sharing wartime memories with one another.



Helping local people to stay warm and well

By Helen Gray

Local charity, Hertfordshire Community Foundation is raising money to help local people this winter.

Crisp mornings and cosy nights are signs that the winter months are upon us and that the joys of the festive season are fast approaching. However, for some Hertfordshire residents, this can be a stressful and challenging time. Sadly it is estimated that 10% of our county's population lives in an area of deprivation and national statistics show that winter related deaths are on the rise.

For people struggling to afford to heat their homes it is not only about being uncomfortable. Research shows that cold home temperatures have an impact on your physical and mental health. Being cold can lead to increased blood pressure and a lower immune system resistance, which in turn can lead to respiratory infections. In some cases these can become life threatening, especially for those with pre-existing health problems. But help is at hand...

Hertfordshire Community Foundation (HCF) is a charity that believes in the power of local communities coming together to help those in crisis. By encouraging and enabling local philanthropy HCF provides support, in the form

of small grants, to Hertfordshire residents in need, and the charitable organisations that work with them.

Each year HCF raises money through its 'Winter Appeal' to help vulnerable residents throughout the county to stay warm and well by enabling them to put the heating on for a little longer, or to eat a regular hot meal.

Do you need help this winter?

Hertfordshire Community Foundation is working with Age UK Hertfordshire and other local partners to ensure that those in crisis this winter receive emergency payments in the form of small grants. Hertfordshire residents who would like to apply for assistance can visit the Hertfordshire Community Foundation's website: www.hertscf.org.uk or call their office on: 01707 251 351 for more information.

Can you give comfort during the cold?

Should you wish to donate to HCF's Winter Appeal and help someone in need this winter, cheques can be made payable to Hertfordshire Community Foundation and posted to Winter Appeal, Hertfordshire Community Foundation, Foundation House, 2 – 4 Forum Place, Fiddlebridge Lane, Hatfield, Hertfordshire, AL10 0RN. Donations are also welcome via our Just Giving page www.justgiving.com/hertscf



Tips to keep well this winter:

- Get the flu jab. Flu is more serious than a cold and may lead to hospitalisation and can even be fatal.
- A hot meal a day keeps the cold away. Hot meals and drinks help to give extra warmth.
- Check local weather reports to ensure that you are prepared for cold snaps.
- Wear lots of thin layers rather than one thick layer. This helps to trap the heat.
- The optimal temperature for your living room is 21 degrees and 18 degrees for sleeping.

Contact Details:

Online: www.hertscf.org.uk

Tel: 01707 251 351

Email: office@hertscf.org.uk

New friendship groups

By Cindy Tang



Contact the Elderly, a UK charity solely dedicated to tackling loneliness and social isolation among older people, provides Sunday afternoon gatherings for people aged 75 and older. The charity has been providing its services across the UK for over 50 years.

The charity is committed to helping lonely older people, with over 16 active groups welcoming over 80 older people across Hertfordshire a month.

Dave, who has been attending a Bishop's Stortford group for six months said:

"When my partner passed away, it was without a doubt the saddest day of my life. I believed that I had no reason to carry on living. I was living in a town where I had no family. All sorts of people offered help and one of them suggested Contact the Elderly.

I was not holding out any great hopes but to my pleasant surprise the Sunday afternoon monthly meetings have helped me considerably. Through my hobbies and my volunteer work I have quite a few male friends but was lacking female company."

He added: "Thanks to Contact the Elderly I now have this. It is a very friendly social group and I look forward to our meetings. I would recommend the parties to anyone in my position. Never give up, you do not know what's around the corner - there is no such thing as strangers, they are just friends you do not yet know."

Contact the Elderly is committed to expanding its work across Hertfordshire to accommodate more older people. The charity is supported by over 270 volunteers in the county, and is actively recruiting additional volunteers currently.

Volunteer drivers collect less mobile guests from their home and

accompany them to a volunteer host's home for tea, chat and conversation. Volunteer hosts are only required to host a tea party once or twice a year.

Cerys, a volunteer driver who usually accompanies Dave and the other guests to the monthly gatherings in Bishop Stortford, said: "I was very close to my grandparents and I miss them a lot, particularly their humour and outlook on life. I really look forward to collecting Dave and the others, having a chat in the car and getting to know everyone else at the tea party."

She added: "The group is very friendly and chatty and it is a very pleasant way to spend a Sunday afternoon. The guests at our parties have lived such interesting lives and I love hearing their stories. Their attitude to life is so positive and puts so much in perspective. Every time I meet Dave I find out something new about him."

The charity provides free monthly tea parties for small groups of older people and volunteers within their community - which bring all ages together, developing fulfilling friendships and support networks, and giving everyone something to look forward to. If you are interested in volunteering or if you know someone who may benefit from attending one of our tea parties, or if you would be interested in coming along yourself please do not hesitate to get in touch.

Get in touch with the charity by calling 0800 716 543 (freephone) or emailing your local contact: alexandra.berwick@contact-the-elderly.org.uk Applications can also be made online via www.contact-the-elderly.org.uk

Hospital and Community

Navigation Service

By Matt Charles

Supporting people in need



The Hospital and Community Navigation Service (HCNS) is a project delivered in partnership with a range of voluntary sector partners including Age UK Hertfordshire, The British Red Cross, Carers in Herts, POhWER, Watford Community Housing, Watford and Three Rivers Trust and Dacortium.

The aim is to support people who are returning home from hospital or are struggling to manage in their own home. Underpinned by Herts Help, the HCNS can provide a range of services including help to find solutions to social isolation, support

with form filling, assisting with shopping and collecting prescriptions and helping clients to access support services in their local area. The friendly, experienced staff help with what matters to you, understanding individual situations providing personalised support and planning to help clients achieve individual goals. One of the clients that has recently been helped by this service is Bob.

Bob is 69 years old and was recently discharged from hospital following a fall. He had no local friends or family and due to ongoing health issues, had to remain in hospital, so had not been home for many months.

On returning home a community navigator was able to meet Bob at his property and identified a number of areas for additional support. This included a referral to the fire service for a home safety check, a food bag to ensure he had enough food to see him through the first few days, help with an application for a pendant alarm and liaison with a community occupational therapist to look at mobility aids for the home.

Over the next few months the community navigator worked with Bob, with the help of a HCNS volunteer, to help him build confidence following his fall and to help him start to use mobility aids to move around the house and eventually take walks outside.

The navigator also referred Bob onto a local befriending service who provided a volunteer who visited him on a weekly basis. This support has had a huge impact for Bob and allowed him to recover quicker and develop some new social contacts. He is now looking to join a local walking group and has the confidence to visit a local café who run drop in sessions for older people in the local area.

To find out more about the service or to make a referral please contact Herts Help on: 0300 123 4044



Hertswise

By Alli Nunes

Meet the Team

This Summer Hertswise welcomed new team member Alli, a Locality Worker covering Hertsmere. We had a chat with Alli about her new role and why such dementia services are so important.

Hi Alli. Tell us a bit about yourself!

Hello I am a recent addition to the Hertswise team covering Hertsmere. I am married with two children and a dog. There is a ten year gap between my eldest and youngest; this has meant a varied interesting work life, fitting in with young children and teenagers, although this has helped me to be more flexible. My previous experience ranged from counselling to fundraising and everything in between.

What does your role as Locality Worker consist of day-to-day?

The variety of the role of Locality Worker attracted me. In a typical week I run memory groups, have one to one meetings, and

training groups about dementia awareness. Although I had limited experience of working with older people, my older relatives had always been special to me.

My mother, who lives abroad, has dementia and my experiences with her were in the early stages and when she wasn't diagnosed. As I am starting to settle into the role I now have more understanding of how things must have felt for her and I have reflected on how challenging it was for our family. When I tell people what I do, often there's a bit of head tilting and pained looks of how difficult it must be and I'm so glad to say to them it's really not like that. Truly often we work very hard, we also laugh until our sides ache!

What has been one of your favourite moments in the role so far?


There have been so many really touching moments, for example in one of the groups a very special friendship has been

built between two members, both with dementia but their care and delight at spending time with each other remains and continues to grow. There is also the real true expressions of love I come into contact with daily, long standing relationships that navigate the choppy waters of dementia and the care and compassion the carers show their loved one.

Why is the role of a Locality Worker so important to services such as Hertswise?

In my opinion the role as Locality Worker is a really special, privileged, and happy role. Often similar to a Blue Peter presenter, especially when trying to explain art activities to bigger groups. It is a great leveller as it really is impossible to take yourself too seriously.

It all comes down to what we all really need as human beings. We need to be noticed, cared for and to bring some joy to someone's week is definitely a privilege. Helping people to live their best lives, whatever their diagnosis.



For more information about Hertswise call HertsHelp on 0300 123 4044 (Monday to Friday, 9am-5pm) or visit www.hertswise.org.uk

Books

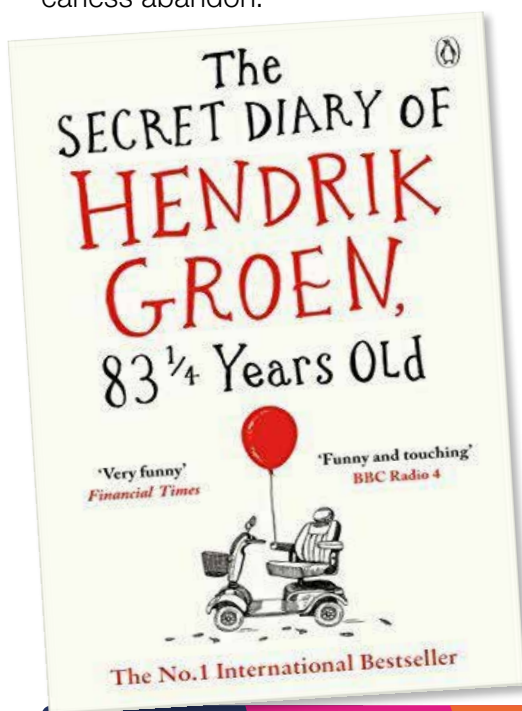
Danielle Smith

Winter Reads

As the sun draws in and the sky darkens, what better way to be entertained than picking up a book and immersing yourself into another world? A big thank you to Welwyn Garden City Central Library who suggested these wonderful winter reads.

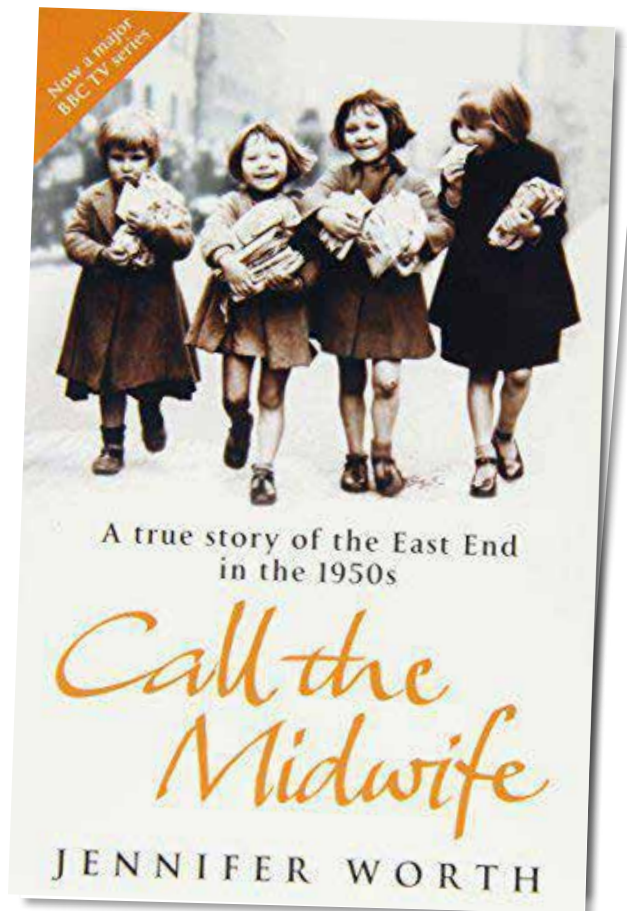
The Secret Diary of Hendrik Groen, 83 ¼ Years Old

Hendrik Groen is an 83-year-old resident of a care home in Amsterdam, who sets out to change the view of the elderly – but not in a ‘normal’ sense. Hendrik and some residents (one being the lady who makes his heart jump) set up an Old-But-Not-Dead Club on how to live their final years with carless abandon.



Jennifer Worth: Call the Midwife – a true story of the East End in the 1950's

Jennifer Worth lived a sheltered life but soon found out what it was like for pregnant women in the East End during the 1950's, when she became a midwife. This funny and incredibly moving story takes us through life in the slums and living with nuns.

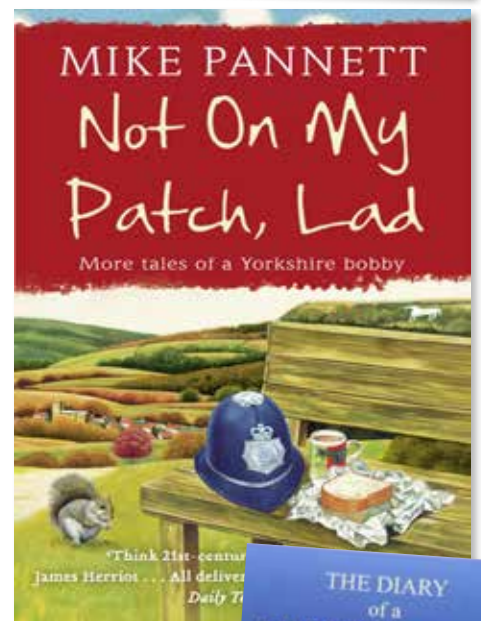


Julian Norton: Diary of a Yorkshire vet

From hairy pigs in Helmsley, to eagles and llamas near Brimham Rock, Julian Norton takes us on a journey in the life of a rural vet.

Mike Pannett: Not on my patch, Lad

Mike Pannett used to work as a police officer in London but became overwhelmed when tackling knife and drug crime. He moved back to Yorkshire where he hoped for a quieter and simpler life, but his small village was not all as it seemed.



Victoria Hislop: The Island

Moving between the 1930's and the present day, Alexis finds out what happened during her mother's childhood in this tale of four generations - war, prohibited love, violence and leprosy what will she find out her mother's truth?



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Time **11.30 am – 2 pm**

Venue **Longmores Solicitors, 24 Castle Street, Hertford, SG14 1HP**

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- The Mental Capacity Act 2005
- Powers of attorney

There will be time for questions followed by a sandwich lunch.

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