

**Funded by advertising
Free to our readers**



agematters

Issue 43 Winter 2016

We need to talk about Dementia

More than just books

How libraries can support dementia care

Helping Hertfordshire Survive Winter

Herts Community Foundation small grants programme

Beyond the Page

Three Rivers Community Arts empowering people through art

Herts Fire Service

tell us about their Safe and Well Visiting Scheme in Hertsmere

Paying for residential care

Your questions answered

**For Information and Advice
- at a place near you Tel: 0300 345 3446**

Age UK Hearing Aids

Helping you hear more clearly



Low price
guarantee*

The NEW ultra discreet range now available

Please call now to book a **FREE**, no-obligation hearing assessment

01923 605 713

www.ageukhearingaids.co.uk

**122 Exchange Road
Watford
Herts WD18 0PL**

Open 9am – 3.30pm weekdays.



Age UK Hearing Aids are provided by UK Hearing Care Management Services Limited (UKHCMS Ltd), working in association with Age UK Trading CIC. UKHCMS Ltd will aim to raise a minimum of £420,000 during 2016/2017 for Age UK (registered charity no.1128267) via the sale of Hearing Aids. *T&C's apply.

In this issue

- 5 Welcome
- 6 What's happening at Chalmers Court
- 7 Surviving Winter Well
- 8 Could you remember us in your will?
- 9 New year, new you!
- 13 Why become a befriender?
- 14 Hertfordshire Libraries – more than just books
- 15 Keeping warm this winter
- 16 The Poetry Corner
- 17 41 years of thank yous!
- 17 UK Power Networks Priority Register
- 19 Dementia - Challenging stigma and stereotypes
- 20-21 Do you need Help in the Home?
- 22-23 Beyond the page – Community Arts with
Three Rivers District Council
- 25 You, me and 10 to 3
- 26 Telephone Support when you most need it
- 27 Before you go ... planning for the future
- 28 Paying for residential care
- 29 Changing peoples lives with just one visit
- 31 Herts Fire and Rescue Service – stay safe and well



Where to get your copy of *agematters*

All enquiries to: Carolyn Clarke
Head of Administration
Email: Head.admin@ageukherts.org.uk
Distribution: Lee Regis
Tel: 01707 323272

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

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

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

Age UK Hertfordshire Information and Advice Tel: 0300 345 3446

Email: info@ageukherts.org.uk www.ageuk.org.uk/hertfordshire Head Office Tel: 01707 323272



Registered charity number 1116662

The inclusion of an insert or advertisement feature in *agematters* does not imply endorsement by Age UK Hertfordshire of any product or service advertised.

Information and Advice Tel: 0300 345 3446

agematters 03



Help in the Home

Are you struggling with cleaning, shopping or household tasks?

We can help. Call:

South West Herts, St Albans City
and District

Tel: **01923 224472**

Mid, North and East Herts

Tel: **01707 386066**

Making life easier for you

www.ageuk.org.uk/hertfordshire

Available to older people in
the county of Hertfordshire

Registered charity number 1116662



A Winter Warmer!



Hello and welcome to the Winter edition of Age UK Hertfordshire's agematters magazine.

I'd like to thank the wealth of interesting guest writers who have contributed to making this edition such a good read.

We know that this time of year can bring more challenges to many of our readers so I'm really pleased that we have some great advice on keeping warm this winter, as well as information on other services available from the Hertfordshire Fire and Rescue Service, Hertfordshire Community Foundation and from UK Power Networks that may be of benefit to many of you.

As we think about the year ahead, you might also be interested to read about the new health and fitness programme at our Clitheroe Health and Wellbeing Centre. Whether you're looking for a dance class, walking cricket or something else, we're sure to have the right activity for you. We also know it can be very easy to let life get on top of you, especially if you have been feeling unwell or caring for someone else. If you are feeling a bit daunted by the need to get back in control of your home and you could be at risk of having a fall, we have the service for you. Until the end of March 2017 we'll be offering our Decluttering Service to help you start the new year safely (read more on page 21).

I hope you will get the chance to put your feet up and enjoy some time to read through, and I wish you all the best possible health and happiness for 2017.

Jan Gough, Chief Executive



Our Information and Advice Line can help

0300 345 3446

Monday – Friday 8am to 5pm

Saturday 8am – 12noon

Email: info@ageukherts.org.uk

www.ageuk.org.uk/hertfordshire

We can provide support with:

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



Registered charity number 1116662





Chalmers Court – something for everyone!



**By Senga Lees, Day
Centre Supervisor**

Chalmers Court Day Centre is a day service for older residents in Rickmansworth who have a diagnosis of dementia. Our aim is to provide a caring, stimulating and safe environment whilst promoting independence and individual choice. If transport is required, our clients begin their day with being picked up by our two cheerful drivers, and the group then meet at around 10am. Activities include arts and crafts, music, and exercise. The group has also visited the theatre, taken trips to the seaside and visited local attractions. A person centred approach ensures that activities are tailored to the individual's likes and preferences. The caring and enthusiastic staff are all trained in the provision of dementia care. We continuously strive to provide 'excellence' - the descriptor given to the service on a recent monitoring visit by Hertfordshire County Council. The most important thing about the Centre is the warmth, laughter and happiness that everyone experiences throughout the day.

***Senga Lees, Day Centre Supervisor,
describes the trips made by the group
in the Summer of 2016.***

During August 2016 the clients who attend Chalmers Court Day Centre enjoyed a trip to Southend-On-Sea. This year, we made two trips to ensure that each person had the support they needed to get the most from the day. Prior to the outing, we compiled a list of things we enjoyed doing at the seaside. On the day, we enjoyed fish and chips at a seafront restaurant, ate ice cream cones and even had a splash in the sea. We also visited the funfair, bought souvenirs from the local gift shops and we all managed to 'hook a duck'.



Chalmers Court clients and staff take a trip to the seaside



On our return we put together a seaside display to remind us all of our lovely day together by the sea.

Chalmers Court provides support to people who have been assessed by Health and Community Services (HCS). If you or someone that you know would benefit from this person centred and tailored support, please contact HCS on 0300 123 4042 and ask for an assessment of your care needs. Alternatively, to find out more about what Chalmers Court can offer and how to be referred into this service please contact one of the team on 01923 774328.

**Health and Community Services
Tel: 0300 123 4042 or for
Chalmers Court Tel: 01923 774328**



Helping Hertfordshire Survive Winter



Hertfordshire Community Foundation is raising money to help people stay warm and well this winter - By Jonathan Aves, Foundation Director

Research shows that cold home temperatures have an impact on your physical and mental health. Being cold is not just about being uncomfortable, it 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 older people or those with pre-existing health problems. Sadly, it is estimated that over 34,000 Hertfordshire households live in fuel poverty and as fuel prices continue to rise, more people are likely to struggle during the cold winter months. But help is at hand... Hertfordshire Community Foundation is a charity that believes in the power of local communities to come together to help those in crisis. They encourage and enable local philanthropy to provide support for Hertfordshire residents in need, and the charitable organisations that care for them.

A key annual campaign for Hertfordshire Community Foundation is the Surviving Winter appeal, now in its 5th year. Between November and March, the Foundation raises money that is then given out in the form of small grants to support people in crisis, 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 will be 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



Surviving Winter assistance can visit the Foundations' 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 Surviving Winter and help someone in your local community, cheques can be made out and posted to Hertfordshire Community Foundation at Foundation House, 2 - 4 Forum Place, Fiddlebridge Lane, Hatfield, Hertfordshire, AL10 0RN. Donations may also be made via our Just Giving page www.justgiving.com/hertscf.

Tips to keep well this winter:

- Have a 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.

**Tel: 01707 251 351 or Email us at office@hertscf.org.uk
www.hertscf.org.uk**

Could you remember Age UK Hertfordshire in your will?

By Carolyn Clarke

Age UK Hertfordshire is committed to being there for older people who need us. But the challenges we face as a society, and the demand for the services we provide are only set to increase in future years because of a huge projected rise in the number of older people in the UK.

There are currently 10.8 million people over the age of 60 in the UK. By 2031 this number is expected to pass the 20 million mark. In Hertfordshire the pattern is much the same; for example in one district the over 65 population is projected to grow by 23% over the next five years.

As I'm sure you can imagine, this will vastly increase the demand for our services and with ever increasing pressure on public funds, there is a risk that we won't have the resources to ensure every older person can access the support they need in future.

In recent times, gifts in wills – or legacies – from our kind supporters have helped us to fund many of the vital services for older people in Hertfordshire. We are very grateful for this generous support and want to ensure that many more generations can benefit from our services. This is why we're asking our supporters to consider leaving us a gift in their will – to ensure that people will have access to our vital services long into the future.

By leaving a gift to Age UK Hertfordshire you can help make sure that in the future no one in Hertfordshire has to face the challenges of older age alone.

We appreciate family and friends should always come first of course. But once your loved ones have been taken care of, could you consider leaving a gift to us in your will?



Credit: Nathalia Bariani

If you, like many others, have already remembered Age UK Hertfordshire in your will, thank you for your kindness.

Your legacy gift, however large or small, will mean that we can still be there for people turning to Age UK Hertfordshire for help and support, for years to come. What better legacy to leave? And if you can remember us in your will, just a quick request - to make sure that your gift goes directly to help older people in your county, please remember to use our full title "Age UK Hertfordshire" and our charity number 1116662

Every single gift is vital to Age UK Hertfordshire, and means that years from now, people in later life will have someone to turn to if they're feeling vulnerable, lonely and forgotten.

To find out more take a look at the Age UK website here www.ageuk.org.uk/get-involved/make-a-donation/leave-a-legacy/how-to-leave-a-legacy/ or call Carolyn Clarke on 01707 323272 opt 6



New Year, New YOU?



Introducing the new Spring programme at The Clitheroe Health & Wellbeing Centre By Sam Jacobs

The Clitheroe Centre for Health & Wellbeing has an amazing fitness programme for you to look forward to from January. The activities include:

- **Tai Chi** - gentle stretching - low pressure on muscles and joints
- **Exercise Group** - get your blood flowing and boost your immune system
- **Fellas' fitness** - fun and friendly fitness for men over 50
- **Walking Cricket** - keeping moving while enjoying a game
- **Dance class** - whole body exercise whatever your ability



Feeling Isolated? No one to talk to? Fed-up being stuck at home?

Why not come along to one of our pop-in sessions and see if you enjoy it...what have you got to lose?

Sessions include:

- **Quizzes** - test yourself and get that mind working!
- **Men in Sheds** - woodwork, painting and model-making group
- **Coffee Mornings** - meet, chat and make friends
- **Entertainment afternoons** - singers, comedy acts, karaoke
- **Bingo** - keep your mind active and have fun
- **Computer lessons** - learn how to keep in touch with e-mail and social media, shop online and develop your skills



Friendship Club

Come & join our daily 10 - 2pm club

Get out, meet new people, enjoy a range of activities and a hot meal

Why not make it your New Year's resolution to get involved?

Our team are here for you - just pick up the phone. If transport is a problem just let us know and we'll try to help.

Contact the Clitheroe team on: **01923 256360**



Information and Advice Tel: 0300 345 3446

agematters 09



Helping Britain beat rising funeral costs

Help save loved ones worry and money



For your FREE guide pop into:

Age UK Hertfordshire Trading Limited
122 Exchange Road
Watford, Hertfordshire
WD18 0PL

Open: Weekdays 9am-3.30pm

Or call **01923 252947**

Please quote reference AMT020AC



Age UK Stairlifts



Buying
this product
supports
Age UK's
charitable
work

Price match guarantee

- Safe, reliable and easy to use
- 14-day money back guarantee*
- 2 year warranty*
- Free, no-obligation quotation

Please call Age UK Hertfordshire

01923 252 947

www.ageukmobility.co.uk



**Age UK Stairlifts are provided by Handicare Accessibility Ltd,
in association with Age UK Trading CIC.**

Handicare will raise a minimum of £1.2 million during 2016/2017 for Age UK (registered charity no.1128267) through the promotion and sale of independent living products.

*Terms apply. Call for information.

What makes an ideal care home?



A friendly, stimulating atmosphere for older people

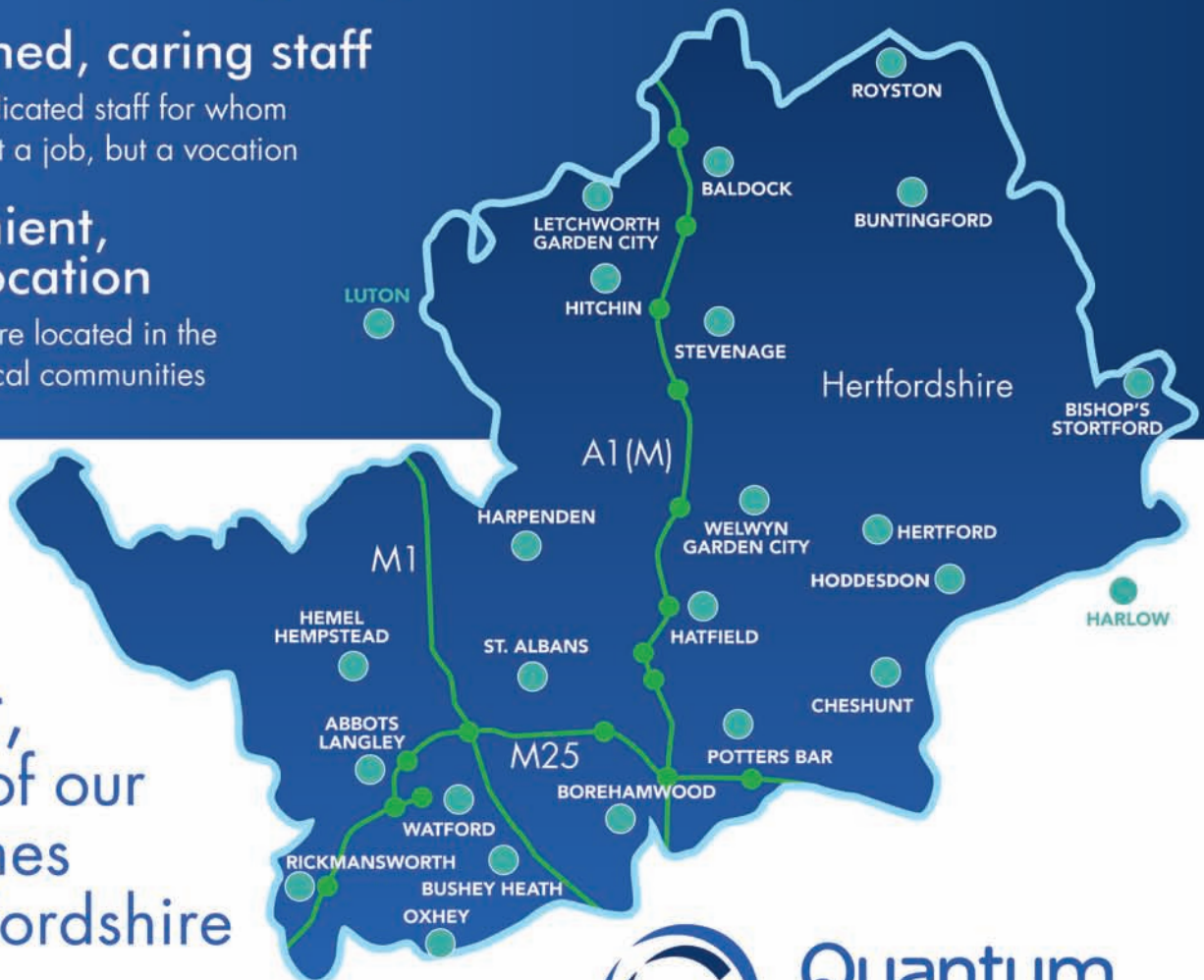
Providing the human warmth to help you enjoy life in a comfortable, homely environment

Well trained, caring staff

We choose dedicated staff for whom caring is not just a job, but a vocation

A convenient, central location

All our homes are located in the heart of their local communities



Find it, in one of our 24 homes in Hertfordshire

- Residential, Respite and Day Care
- Competitive fee rates, not for profit
- Accredited providers of Specialist Dementia Care

For information on any of our homes or our care services:

www.quantumcare.co.uk

 **Quantum Care Homes**
for care, not profit

Tel: 01707 393293
email: info@quantumcare.co.uk

Why Become a Befriender?



We asked a Visiting Scheme volunteer - By Glenda Elder Visiting Scheme Coordinator for St Albans



Tell me a bit about yourself.

My name is Judie Caunce and I am a freelance event planner for conferences, seminars etc in the UK and overseas. In my spare time I enjoy walking (with our chocolate Labrador Toby),

researching the family tree, jazz singing and I'm a bit of a Suduko fan.

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

I heard Anneka Rice on BBC Radio 2 talking about her befriending experiences and my husband commented: "You'd be really good at that, you should look into it." I applied to the local office the same day and have been volunteering since 2014.

I think it's very sad that individuals are lonely when surrounded by other people. Maybe it's a British thing, not wanting to interfere, but there are 65 million people in the UK – so there are surely enough of us who, with just a small investment of time and effort, can help make a huge difference to an older person.

Are there any particular skills you have found important for this role?

Be patient, cheerful and respectful. Be tolerant of repeated stories; they are obviously special moments to the story-teller. Always listen as though it's the first time you've heard them.

What do you find you enjoy discussing together?

I see two people on alternate weeks. Each one has different stories to tell. We cover all sorts – the first date with their future husband, fashions of their day, surviving Spanish flu, wartime duties, holidays, making Christmas cakes, the Royal Family, politics, rations - all sorts! It's a much more enjoyable way to learn history than I remember from lessons at school.

How does the reality of being a volunteer compare with what you expected?

I thought it was something I could do as a good deed, and my work allowed me to work flexible hours. But the reality is that I really look forward to my "cuppa" days at the start of the week. I've learned lots of history, drunk the strongest tea, and tried in vain to turn down chocolate biscuits!

What is the most surprising thing you have learnt?

I've learnt that first impressions are so misleading and that the frailest people have the strongest characters! Remember that the older person you are visiting was once the same age as you and they are a treasure trove of stories and life experiences which, in my experience, they are only too willing to share.

What would you say to someone else thinking about volunteering?

What is there to think about?! Just do it – it is just a small amount of time to offer that can make such a big difference. It costs nothing to be kind.

Last but not least, could you share just one highlight?

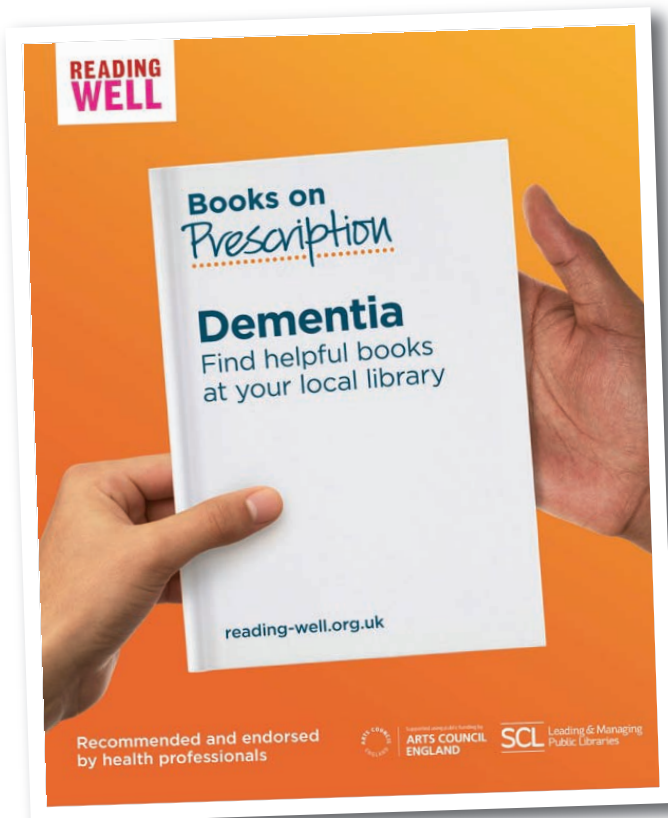
My favourite memory is the glint in the eye of the lady remembering looping the loop (probably illegally!) with a pilot colleague during wartime!

If you can volunteer some time each week to visit someone who experiences loneliness please contact our volunteer enquiry line on **01707 386060**

More than just books!



**Library help for people with dementia and carers –
By Sheila Samson-Bunce, Social Care Information Librarian**



Hertfordshire Libraries are taking part in a national library strategy to develop dementia-friendly communities and build understanding of the condition. This includes providing special books, a Reminiscence Collection, and extra help for carers.

Reading Well Books on Prescription for dementia are in stock at all Hertfordshire libraries, or can be reserved free of charge. There are 25 titles, including information and practical advice about dementia and living well after diagnosis, advice for carers, personal accounts, and suggestions for shared therapeutic activities. The titles are all recommended by health experts and people who have lived through the experience.

The Reminiscence Collection is a huge pool of individual items and over 60 Memory Boxes which help memory recall and stimulate discussion with



words, sounds, images, smell and touch. Items include artefacts and practical information.

We offer a special carers library card to make things a bit easier for busy carers. Benefits include a longer loan time, free reservations on Hertfordshire stock, and no overdue charges (except on DVDs). Carers can relax with a book or magazine, find out more about a health concern, or use a PC or Wi-Fi for free. If you can't come to the library, the library will come to you with free online information and courses, books, magazines and newspapers, as well as Home Library Service deliveries.

We now have leaflet stands, and staff have received training on social care information so you can pop into your local library for a friendly welcome and help with enquiries. Special Get Set for Winter Events are planned, where you can find out how to stay well and keep warm, and swap worn out slippers for an anti-slip pair. Look out for details in your community or on the library website www.hertfordshire.gov.uk/libraries.

**Find out more about any of these services by just asking at your local library or calling 0300 123 4049
www.hertfordshire.gov.uk/libraries**

To find out more about any of these services just ask at your local library or call 0300 123 4049

**Sheila Samson-Bunce
Social Care Information Librarian**

Keeping Warm This Winter

By Matt Charles Head of Health and Wellbeing



NHS

Hertfordshire



To keep warm, dress in plenty of warm layers

It's that time of year again! The leaves have fallen, the days have shortened, the temperature has dropped and the ice is forming! But it isn't all doom and gloom; winter also brings a range of fun things to look forward to, including hot chocolate, wrapping up warm with a good book and spending time with friends and family!

One of the most important issues for Age UK Hertfordshire at this time of year is helping all older people to keep warm. There are a range of choices that may help you, including applying for winter fuel or cold weather payments to help you heat your home, flu jabs to keep you safe from harmful viruses as well as checking the range of products and services available from Age UK Hertfordshire.

The NHS also suggests these simple actions can help to prevent serious ill health.

- Dress in plenty of layers and make sure you have warm shoes or boots with non-slip soles.
- Keep a mixture of salt and sand handy to put on steps or paths in icy weather.
- Consider fitting a grab rail if you have steps at your front or back door.

- Ask your local pharmacy if they offer a prescription pick-up and delivery service.
- Eat healthily and keep as active as possible.
- Ask your family, neighbours or friends if they could call or visit you more often.
- Keep a torch handy in case you lose power and keep your mobile phone, laptop or tablet fully charged, so you can use battery power if there's no electricity.
- If there is a power cut you can call 105 for free. You'll be put through to your local network operator who can give you help and advice.
- Keep a list of emergency numbers, such as your utility companies, by your phone.

If you have any concerns about yourself, a friend, a family member or a neighbour then please do get in touch and we will do all we can to help keep you and your loved ones safe and warm this winter.



Winter is a great time to wrap up warm with hot chocolate and a good book

For more information contact our Information and Advice service on **0300 345 3446**

Poetry Corner

A selection of our favourite seasonal poems

Winter and Summer

In Winter when the air is chill,
And winds are blowing loud and shrill,
All snug and warm I sit and purr,
Wrapped in my overcoat of fur.

In Summer quite the other way,
I find it very hot all day,
But Human People do not care,
For they have nice thin clothes to wear.

And does it not seem hard to you,
When all the world is like a stew,
And I am much too warm to purr,
I have to wear my Winter Fur?

Oliver Herford

The Snowflake

Before I melt,
Come look at me!
This lovely icy filigree!
Of a great forest
In one night
I make a wilderness
Of white:
By frosty cold
Of crystals made,
All softly, on
Your finger laid,
I pause, that you
My beauty see:
Breathe; and I vanish
Instantly.
-Walter de la Mare

After The Winter

Some day, when trees have shed their leaves
And against the morning's white
The shivering birds beneath the eaves
Have sheltered for the night,

We'll turn our faces southward, love,
Toward the summer isle
Where bamboos spire to shafted grove
And wide-mouthed orchids smile.

And we will seek the quiet hill
Where towers the cotton tree,
And leaps the laughing crystal rill,
And works the droning bee.
And we will build a cottage there
Beside an open glade,
With black-ribbed blue-bells blowing near,
And ferns that never fade.

Claude McKay

The Enkindled Spring

This spring as it comes bursts up in bonfires green,
Wild puffing of emerald trees,
and flame-filled bushes,
Thorn-blossom lifting in wreaths of smoke between
Where the wood fumes up and the watery,
flickering rushes.

I am amazed at this spring, this conflagration
Of green fires lit on the soil of the earth, this blaze
Of growing, and sparks that puff in wild gyration,
Faces of people streaming across my gaze.

And I, what fountain of fire am I among
This leaping combustion of spring?

My spirit is tossed
About like a shadow buffeted in the throng
Of flames, a shadow that's gone astray, and is lost.

D. H. Lawrence

We're sure that we have some budding poets amongst our readers so if you'd like to see your work here please send it to: Aoife O'Driscoll, agematters, Age UK Hertfordshire, 1 Silver Court, Welwyn Garden City, AL7 1LT or email to: business.support@ageukherts.co.uk.

We look forward to publishing your poems.

41 years of Thank You!



By Margaret Ephgrave



Ann and Colin at their volunteer celebration

Husband and wife Ann and Colin Nichols are pictured when they were taken out for lunch by the members, volunteers and staff from the Whitwell 10-3 Club. The lunch was to say thank you and goodbye to Ann, who has been a

volunteer for over 25 years, and Colin, who has volunteered for 16 years. Everyone wanted to say

thanks for everything the couple have done for the members during an amazing total of 41 years volunteering! They will be sorely missed.

The couple are looking forward to a forthcoming move to Dorset. The members presented Ann and Colin with a voucher with which they plan to buy a plant and container for their new home. Ann told us it will remind them of “happy days at the club”.

If you are interested in joining Whitwell 10-3 Club as a member or volunteer please contact Margaret Ephgrave 10-3 Club Supervisor 07939 933150.

**Margaret Ephgrave 10-3 Club
Supervisor Tel: 07939 933150.**

UK Power Networks Priority Register

Extra support available for YOU - By Carolyn Clarke

Power cuts don't happen very often, but we understand that when they do occur it can be quite worrying not knowing what is happening or how long you may be without power.

UK Power Networks, who look after all the power networks in Hertfordshire, have launched a new “priority register” to ensure that older and vulnerable people can receive extra support if they experience a power cut.

Who can register to receive extra support?

Any customers who:

- rely on medical equipment
- have a disability or who are chronically ill
- have dementia
- are blind or partially sighted, deaf or hard of hearing
- are of pensionable age
- have other reasons for needing extra support that UK Power Networks could consider

What help should I expect to get during a power cut?

- ✓ A priority number that you can call 24 hours a day
- ✓ A dedicated team who will contact you to keep you updated during a power cut
- ✓ UK Power can put you in touch with an expert who can offer you advice on energy bills and energy saving tips if this is important to you
- ✓ Tailored support if needed such as home visits, hot meals, advice and keeping your friends and relatives updated
- ✓ In certain scenarios UK Power may also offer a free hotel overnight and transport to the hotel

It's a **free** service and might be of real comfort on a cold winter night, so why not get registered today?



You can apply to join the register by visiting www.ukpowernetworks.co.uk/priority, calling **0800 169 9970**, or emailing psr@ukpowernetworks.co.uk.



Join our team of volunteers helping local older people

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

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

Home and Hospital Support Scheme Volunteers

Provide short term, practical and emotional support to an older person coming home from hospital (not personal care)

**1-2 hours or more a week
Weekdays and/or weekends**

**Urgently needed in
North Herts, Stevenage, Welwyn
Hatfield, East Herts, Broxbourne,
St Albans, Watford and
Three Rivers**

Our Information and Advice Service is looking for Volunteers

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

Benefits Outreach Volunteers

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

Flexible weekday hours available

Telephone Advice Volunteers

Daytime Mon - Fri - hours variable.

**Office based in Welwyn
Garden City or Watford**

Healthwise Volunteers

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

Countywide

Spare an Hour, Share an Hour!

Volunteers required for
InTouch - Telephone Support Service

2-3 hours a week Mon-Fri
based in our Cheshunt office

Admin Volunteers

To support the friendly head office admin team with reception, ordering, data entry and general admin tasks

**3.5 hours or more p/w
Daytime Mon - Fri
Welwyn Garden City**

Do you speak Punjabi?

If so we need volunteers at our friendly and vibrant

Asian 10 to 3 Clubs

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

Clitheroe Health and Wellbeing Centre in South Oxhey needs Driver Assistants

Approx 6 hours a week (Mon - Fri)
Ideally based in
Abbots Langley/Garston area

Do you live in Welwyn Garden City?

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

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

Assist with activities at this friendly and welcoming club.

We also require

Kitchen Volunteers

on Tuesdays, Wednesdays and Thursdays 10.30am-2pm

To serve lunches and help with kitchen tasks

and

Charity Shop Volunteers

Tues, Wed, Thurs

Day Centre Volunteers

4-5 hours a week (weekdays)

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

10 to 3 Club Volunteers Urgently needed

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

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

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

Visiting Scheme Volunteers

Approx 1-2 hours a week on a regular basis Countywide

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



Recovery and Dementia at Hertfordshire University Partnership Trust



Challenging stigma and stereotypes



The Medical Research Council (2014) suggest that people over the age of 55 fear being diagnosed with dementia more than any other condition and at least 1 in 4 people hide their diagnosis, citing stigma as the reason.

Raising awareness, which promotes better knowledge and understanding that people can live well with dementia, is crucial to the formation of a stigma free society in which those living with dementia can live well. During 2016 Hertfordshire University Partnership Trust (HPFT) has been working on raising dementia awareness with our staff, other health professionals and the wider community with the focus on well-being and recovery.

At the beginning of the year Professor Claire Surr of Leeds Beckett University held a master class in positive communication for all staff. Staff were challenged to reflect on how the language we use influences and often reinforces stigma and stereotypes. People agreed that labels such as “challenging behaviour” serve to reinforce a negative view of dementia, which often prevents us from seeing the person first.

May was Dementia Awareness Week and HPFT were involved with the showing of *Inside Out of Mind*, a deeply touching, funny and unique film exploring life on a dementia ward from the perspective of the patients, the staff and visitors. The film is the result of research carried out by the University of Nottingham and aims to raise awareness of the experience of dementia for people living in 24 hour care. Over 200 people

attended the event and Jan Leeks, Consultant Nurse for dementia care, took part as an expert panel member in the lively debate that followed the screening.

May also saw the opening of the new Lambourne Grove - a purpose built inpatient unit for people living with dementia. Based on work by Stirling University, the unit is designed to enable people living with dementia to interact with their environment, and to promote well-being for both staff and service users.

Dementia was again placed firmly on the agenda at the 10th annual recovery conference in October. This year’s message was parity and self-esteem. Margaret Falegan and colleagues presented their work on Living well with dementia, challenging stigma and stereotypes to a room filled with passionate and dedicated people who were keen to adopt a recovery model in their work with people living with dementia.

Training to promote well-being

Continuing our work to reduce stigma associated with dementia, we also delivered two significant training packages this year.

Early in the year primary care workers were able to attend training commissioned by the Herts Clinical Commissioning Groups which was delivered in partnership with Carers in Hertfordshire. A mix of people from dental receptionists to GPs attended these educational events, which were held across the region.

We are also introducing person-centred training to staff in our inpatient services. This is an exciting and interactive four hour session led by trained peer facilitators. Based on experiential learning techniques, it encourages staff to reflect on their practice.

For further information about HPFT
www.hpft.nhs.uk or, to contact the
 writer, email Jan.leeks@hpft.nhs.uk



Could your home use a De-clutter? Then get our help for free!

**By Team Leaders
Sarah Mckie and
Caroline Birch**

for this service is limited, so if you think we can help you please get in touch soon.

From now until the end of March 2017, Age UK Hertfordshire's De-cluttering Service is here to support older people who might put themselves at

risk of having a fall, by tidying up, sorting through, clearing belongings and storing them safely elsewhere in the home, and thereby making their homes safe and accessible to move around. There is no charge to the Client because, for this limited period of time, the service is funded by Hertfordshire County Council's Herts Healthy Homes grant.

We provide two Home Helpers for a couple of hours at a time. Some examples of tasks they

can do for you are to help move paperwork from floors to a more suitable location, transfer items to waste/recycling bins and prepare items for removal to another location, such as a charity shop. We hope that by organising and storing items in a safer way you will feel much more in control of your home and it will give you the incentive to keep on top of things.



It's very easy to let life get on top of you, especially if you have been feeling unwell or caring for someone else. Before you know it, the newspapers are piling up and that bag you've been meaning to sort has turned into 6 bags, and you can't get across the room without tripping over a tower of unread books and catalogues.

It is at times like this that Age UK Hertfordshire can help, with our new service that helps people sort through, tidy and organise their belongings. The best news of all is that it's FREE! But funding

We were pleased to discover, once we started this service, that our clients quickly gained a sense of greater well-being and the motivation to keep the property safe and secure in the long term.

One client had recently lost his partner and, whilst caring for her, just hadn't had the time or inclination to clear up after himself. After just one visit he said: "Without the De-cluttering service I wouldn't have had the incentive to carry on and keep on top of things but now I can see the difference it makes".

So far, feedback from the people we have helped has been very positive: "I am so happy with all the help I received; I just could not have done it by myself".

Our Home Helpers are more used to doing the cleaning for our Help in the Home clients so it's good to learn they find the De-cluttering visits very rewarding too. One Home Helper said when they arrived at the home the client admitted to her he had lost trust having people coming into his home, as they never seemed to offer the right kind of help. She was so pleased to report, at the end of three visits, that he wanted join our Help in the Home service and was interested in using Age UK Hertfordshire's other services when needed as well.

There have been some unexpected benefits from our visits too. For example, when clearing a kitchen the Housing Association identified a problem with the wiring and an electrician was called. And at another De-clutter visit our Home Helpers smelt gas. The gas board was called and found a leak which was quickly mended.

Once we have completed the De-cluttering we will ask if you want us to contact any other services on your behalf. For example, this could be to take up our Help in the Home cleaning service, or get a call from our Information and Advice service to see if you have all the benefits you are entitled to, or to have a keysafe fitted.



If this De-cluttering Service sounds like something you need, that would make a difference to the way you feel about life and your home environment, then give us a call. But please be aware this free service only runs until the end of March.

If you aren't sure whether it's right for you or if we can help you make that decision, then still call us and we can talk it over with you.

We look forward to helping you get your home in order.

**South West Hertfordshire
Covering Watford, Three Rivers,
Dacorum, St Albans and Hertsmere
Tel: 01923 224472 Email:
helpinthehome.sw@ageukherts.org.uk**

**Mid and North Herts, East Herts
and Broxbourne Tel: 01707 386066**

**For Welwyn Hatfield, North Herts and
Stevenage Email:
helpinthehome.mn@ageukherts.org.uk**

**For East Herts and Broxbourne Email:
helpinthehome.eh@ageukherts.org.uk**

Beyond the Page



By Elaine Johnson, Community Arts Development Officer at Three Rivers District Council

In May 2016, the Leisure Team represented by Community Arts Development at Three Rivers District Council embarked on a unique project called Beyond the Page, showing an ongoing commitment to projects that champion positive mental health and wellbeing through arts activity.

What is Beyond the Page and what did we want to achieve?

Originally inspired by reminiscence projects, books and storytelling, the project was set out to give a voice to groups and services within our community who we would not ordinarily work with. Through focused art sessions with them, we wanted to draw out the memories, hopes, experiences and dreams of those who attended, to create a series of uplifting artworks that express their unique identities. Our areas of focus were:

- Working in Three Rivers to focus both on dementia awareness and promoting positive mental health and wellbeing through cultural activity.
- Enhancing and complimenting the existing cultural activity offered by health and care services.
- Engaging adults and older people in regular, creative activity using high quality practitioners.
- Providing opportunities for social interaction and mental and physical stimulation, to improve the health and wellbeing of the participants (raising confidence and esteem, learning new skills, meeting new people).
- Empowering people to produce their own personal piece of work to form a large



Nora



Barbara



Memory blanket, produced by Flea and the group

collaborative group exhibition, suitable for travelling around the district and county.

Why arts activity?

There is increasing evidence to show that participation in culture and creativity can have significant health benefits and support positive wellbeing. In particular for those living with dementia, accessing the creative part of your brain overrides the stresses of memory loss, elevates mood, re-energises and restores a sense of personal identity, whilst enabling people to be 'in the moment,' and make social connections.

Who did we work with?

New Hope Community Market Garden in Watford, Chalmers Court Dementia Day Care Centre in Rickmansworth (Age UK Hertfordshire) and Margaret House Care Home in Abbots Langley were introduced to the project along with Flea Cooke - a practising artist with years of experience of teaching in different settings. Her brief was to run the creative element of the project and to produce a body of work taking into account the varying needs of the groups and the nature of their different structures.

How did Chalmers Court get involved?

We worked very closely with Senga Lees, Day Centre Supervisor at Chalmers Court beforehand to establish how best we could engage with the group, who are all experiencing dementia at varying stages in life. Using familiar routines, Flea was able to plan a loose structure for the 4 week project, which would see them all create personal artworks using fabric and paper collage, hand embroidery and applique techniques inspired by family and loved ones, hobbies, life events such as the war and special days to remember.

Although creating some sort of high quality, collaborative textile piece was the main outcome, a strong focus was also placed on the project being a journey and an opportunity for the group to take their own time in learning skills and reawakening a passion for making. Empowering them on that day to make some progress with their creations, even just a little, was key and sessions were adaptable to allow for input from the group to be embraced and celebrated, and guaranteed to always be lively and entertaining!

Another emphasis that Flea placed on the sessions was around tactility and reawakening the senses- using a variety of stimulus to evoke memories and inspire. Music from across the decades was played and plenty of tea and traditional cakes were consumed! Flea even explored fashion, bringing in an assortment of shoes, hats and fabrics for the group to touch and feel, as well as a very special wedding dress that belonged to her own mother-in-law and inspired one of their sessions around outfits for 'special days'.

By the end of the 4 weeks the group had created decorated textile patches which Flea has since gone on to form into a unique and poignant wall hanging- a stunning portrayal of the groups' lives and the joy they encountered through her visits.

What was the feedback?

We had an overwhelmingly positive response to Beyond the Page, from all parties involved. Annie said: "We felt like she [Flea] was one of us, we loved her, she had time for us which is special."



Collage by Kitty



Hand embroidery by Eileen



Annie and Flea

Pat also commented that: "This activity is most unusual for me but enjoyable. I have enjoyed doing this and thinking about my dear late husband, my mum, my dad and my family."

"Overall, the group fully engaged with the visual artefacts that Flea brought to help trigger memories and stimulate discussion. This led to many stories being told that as staff we hadn't heard before and some of the more introvert members of the group opening up unexpectedly. The atmosphere during making was one of contentment and concentration and there was a real sense of achievement after each session. We feel the project was a really special time for the clients and Flea has been a breath of fresh air!", said Senga.

"I have loved working at Chalmers Court with the group, who have surprised and delighted me with their stories and memories, and the way they enjoyed the sessions. Thanks so much to the staff and carers who gave us so much support to produce this piece - I am proud of what we have achieved, and learned so much from the experience," Flea added.

Where next for Beyond the Page?

We have high hopes for all of the project artwork to tour venues across the district and county and for the project as a whole to be used as an excellent case study example of why we should be looking to embed more arts and wellbeing provision into communities in the future- working with healthcare services and support groups.

We want to continue empowering people through this project by raising awareness of how art really can bring about positive change to peoples' lives. It's an inspiring and very important message to convey to both the cultural and health sectors.

Age UK Charity Shops

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

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

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

Supporting people in later life

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

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

Free Information and Advice in every Age UK shop

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

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



You, Me and 10-3



What makes our 10-3 Clubs so special? By Helen Grant, Team Leader



One of Age UK Hertfordshire's busiest services is undoubtedly our 10-3 Clubs. The Clubs embody the core values of the organisation and are designed specifically for older people in the community who are looking to socialise, makes friends, enjoy a hearty meal and above all, enjoy themselves.

There is no typical day at a 10-3 Club. All activities and entertainment are decided upon by club members and we love getting new ideas and suggestions from our members. We also provide a delicious lunch which we ensure is nutritious and well balanced.

The activities we hold at each club range widely – from seated exercise, arts and crafts, to topical discussion, quizzes for the mind and reminiscence about times gone by. Our clubs also have regular entertainment days, from live acts to engaging talks and presentations from relevant organisations and individuals.

Ann, who supervises a club in Letchworth tells us: "I think of the members as family. The staff and volunteers here always make sure that the club is a fun, beneficial and special place to be for members and we have such a great time with lots of laughter and friendship".

Volunteers are also a big part of the 10-3 clubs. Long-time volunteer Blossom, who is based in Letchworth, fondly recounts some rather unusual

entertainment the club enjoyed recently "We recently had a visit from a group of Belly Dancers! They were fantastic. The costumes were wonderful and all the members really enjoyed themselves, with many very eager to join in!"

We also enjoy days out. Trips can vary from things like lunch outings and visits to tea shops, to having a walk around a garden centre or even a boat trip! Club member *Betty from our Royston Club told us about a recent trip the club enjoyed to a local garden centre "We always enjoy ourselves on our outings. It's great to get out and about with a good bunch of people. It's so beneficial too. I can pick up some bits and pieces for my flat and enjoy a nice meal. I always look forward to our trips out".

Pearl, a member of our Hitchin Clubs sums up her experience as part of a 10-3 Club: "It's the highlight of my week. I've met many friends here and always have a great time. The staff and volunteers are wonderful and we do so many fun and beneficial things. I know how much the 10-3 clubs mean to others too – it really is their lifeline, particularly if they're more isolated. I'm so pleased I am a part of these fantastic clubs".

East Herts and Broxbourne
Telephone: 01992 747956
North Herts and Welwyn Hatfield
Telephone: 0300 345 3446



Telephone Support for those facing life changing situations

By Deborah Ruddock and Jane Atkins

Our telephone support service InTouch is now into its 6th year and continues to grow, having supported more than 10,000 people over the lifetime of the service. InTouch covers a wide variety of issues that the over 50's may face and provides short term support to get people back on the right track. While we may not be able solve the problem – the caller may have been recently bereaved or feel low and anxious - we can give the individual support to work through their thoughts and feelings and confidence to explore the options available to them. We work in partnership with other charities, Health and Community Services, Herts Help, Police and Community Navigators and can give details of additional support available, as appropriate.

George called InTouch asking for information on community alarm services. He was feeling anxious and alone in his home because his wife had been in hospital and was now in rehabilitation. George was also concerned about his own mobility and his safety if he fell at home while alone. Together we looked at the support already available to him, including a few good friends who helped by taking him shopping and to visit his wife. George told us that his only child lives out of the country and during the call, became emotional at the pace of change he had experienced in the last few months.

On top of all this George had recently made the life changing decision to give up driving as he no longer felt confident on the road, but was now more isolated and concerned for both his and his wife's future. InTouch gave George information about Hertfordshire's Health and Community Services and options on community alarms, and



at the end of the call he agreed that he would be happy to receive further support calls from InTouch.

During follow up calls George spoke of his loneliness, isolation and not having anyone to share his concerns and anxieties with. George also expressed interest in attending one of Age UK Hertfordshire's 10-3 clubs and we readily made a referral. He also expressed worries about his memory and of his fears he could not remember all that he used to. We talked this through with George and supported him to share this information with his doctor to see what other help might be available.

InTouch continues to provide support to George, who told us he now copes with the rest of his day feeling stronger saying: "It helps enormously to share my thoughts with you". Happily, George's wife returned from a successful rehab stay and together they are now enjoying attending an Age UK Hertfordshire 10-3 club.

We're so glad that George got "InTouch". If the InTouch Team could help you or anyone you know please contact us on the numbers below.

**InTouch Tel: 01992 629358 or
01992 634964**

Before You Go

The Age UK Hertfordshire Trading Event - By Wendy Ronan

Early in November 2016 Age UK Hertfordshire's trading team held a "Before You Go" event.

Some of you may have come along to this event or know family or friends who attended, and will have found it to be very informative. Our aim was to highlight the importance of making sure that you have put your affairs in order. It's very easy to put off these things and none of us want to dwell on a time when we will no longer be here. Equally, however, I am sure we would all agree that when that time does come, we want things to be as easy as possible for our family and friends.

Things to consider:

- **Making an Advanced Statement of Wishes**
This can explain things such as your likes and dislikes, your religious or other beliefs and values, who you want to be consulted about care or even if you would want to refuse potentially life-sustaining treatment, should the time come when you are not able to make the choices yourself.
- **Have you made a Will?** Who will be your Executors – are they willing and able to carry out the Executors duties?
- **Lasting Powers of Attorney (LPA)** There are two types of LPA – Personal Welfare and Property and Financial Affairs. These allow you to give someone the authority to make decisions on your behalf, when you can no longer make decisions for yourself.



- **Your Funeral** Taking out a funeral plan can relieve your family and friends of emotional and financial worry. By organising and paying for your funeral in advance both you and your family know your funeral will be exactly as you would wish - and you have the peace of mind of knowing that you will not be leaving others with the responsibility for sorting this out at a difficult time.
- **Practical Considerations** Are all your documents easily to hand? Do you have any pets and who will take care of them?

The day was a great success with many people commenting on how useful they had found it and taking information away with them. Hopefully we will be holding more events in 2017 so please watch this space!

If you would like to talk to us about the issues mentioned above please give us a call on **0300 345 3446** and we will be happy to help or email us at **trading.2@ageukherts.org.uk**

Care Homes – Paying for Permanent Residential Care

By Amy Blake, Information and Advice Team Leader

A very common enquiry which we receive on the Information and Advice service is how to fund care home fees, either for the person concerned or a family member. In this article we look at the process of arranging care through the local authority and where the responsibility lies with covering the costs.

When the local authority organise the care, there are four main areas that will be covered:

1. A care needs assessment is carried out to identify what help is required
2. The local authority will make suggestions as to whether or not residential care is suitable – also known as a Care Plan
3. A personal budget is worked out to make sure you receive the correct care
4. A financial assessment establishes how much you will have to pay and how much they will contribute – this can also be referred to as the means test

The financial assessment:

Your income and capital will be looked at in the means test; this includes all money coming in, savings and possibly any property you own. Depending on how much income or capital you have, determines if and how much you have to pay. Certain types of capital may generate an income which will also be taken in to consideration. If you jointly own savings or capital, this will be divided equally for the purpose of the assessment.

Capital cut-off points:

- Over £23,250 – you will be expected to fully fund your care home fees – (self funder)
- Between £14,250 and £23,250 you are assessed as having an assumed (tariff) income.
- For every £250 over £14,250 you are treated as though you have £1 a week in income – you will receive some local authority funding
- Below £14,250 – you are likely to qualify for local authority funding

How is my income assessed?

Income from certain disability benefits and pensions may not be counted towards a means test but all other income can be taken in to account. As mentioned above, the local authority may assume that certain capital generates an income which can also be included in the assessment.

How much will I have to pay?

Once the means test has been carried out by the local authority, you will be given a written record of their assessment. This will inform you of what you will have to pay for your care home fees, whether they are contributing and how this was calculated. You will be left with a minimum of £24.90 per week after contributions; this is called your Personal Expenses Allowance.

What if I run out of savings?

If you are self funding and your capital is approaching £23,250, you should request a financial assessment from the local authority as they may be able to help with the fees. More information can be found in the Age UK factsheet (10) Paying for permanent residential care, alternatively, you can speak with one of our Information and Advice advisors on 0300 345 3446.

If you would like advice on funding your care, please contact Herts Help on 03001234044.





**Countywide
Information and Advice**

Tel: 0300 345 3446

Email: info@ageukherts.org.uk
Skype: [ageukhertfordshire](https://www.skype.com/name/ageukhertfordshire)

Registered charity number 1116662





Changing people's lives with just one visit!

**Amanda Shearn,
Information and Advice
Team Leader, speaks to her
outreach volunteers about
their experiences and how
their role has made a
difference to so many
people, including them!**

Age UK Hertfordshire's county-wide Information and Advice service supports people over the age of 50 on a wide range of topics including receiving more help in their own homes, accessing local support services and their benefit entitlements. This service can be provided over phone or by email, but an increasing number of people need and prefer to have this support via home visit.

In order to meet this need, we rely on our team of dedicated volunteers to help us deliver this personalised one-to-one service in people's homes. Each year we carry out over 2,500 home visits across the county.

Amanda asked the volunteers if they could share some of their experiences about volunteering with her and the responses were enlightening; one volunteer wrote:

"I thought it was really beneficial because in just one visit with a client I was able to help them receive the extra benefit for the rest of their lives and to have a lasting impact – whereas other types of volunteering may only have a short term effect. That's why it appealed to me." – **Volunteer Anon**

Many volunteers shared why volunteering for Age UK Hertfordshire was the right choice for them. Another explains::

"Moving into retirement 18 months ago I looked for a volunteer role that would help me make the transition from a lifetime of employment, and also give me some sense of worth and a bit of structure to the week. Age UK Hertfordshire has done it for me. I was given an excellent induction programme, and when I felt ready started to make home visits to clients to help them complete their forms - fully supported by the team. From week to week I can organise the visits to suit my diary. Without exception all the clients I have visited have been so appreciative of the help. I always tell them that it does more for me than it can for them. I love listening to their life stories and I am constantly amazed at how resilient and cheerful they are sometimes in circumstances I would find daunting. As surprising as it may seem there is a lot of laughter during these visits." – **Volunteer Anon**

Overall responses were humbling and heart-warming. Volunteers shared memorable experiences, explained how many they have helped – whilst also getting so much back themselves. The full set of returns would fill this magazine! On behalf of the Information and Advice service, may I take this opportunity to express my gratitude and thanks to each and every volunteer for all of their time, effort and support. Thank you!

If you would like to know more about being a volunteer for us, either as an outreach volunteer or in the office providing support to people over the phone, please contact us on 01707 386060



**Countywide
Information and Advice**

Tel: 0300 345 3446

Email: info@ageukherts.org.uk

Skype: [ageukhertfordshire](https://www.skype.com/name/ageukhertfordshire)

Registered charity number 1116662







LONGMORES

solicitors



Keep It In The Family Seminar

Friday 24th February 2017

Worried about Inheritance Tax? Concerned about care fees?

On Friday 24th February at 11.15 am we are holding a FREE Seminar on these topics in our conference room at 24 Castle Street, Hertford, followed by a buffet lunch.

The seminar is aimed at anyone concerned about preserving their assets, suggesting ways in which they might be protected from Inheritance Tax and nursing home fees.

We would be delighted to see you; simply call our marketing team 01992 300333 or e-mail marketing@longmores-solicitors.co.uk to register.

Please note that we hold seminars regularly throughout the year. If you are not able to come this time, please contact us for details of future seminar dates.

For more information please contact us:

01992 300333

24 Castle Street, Hertford, Hertfordshire, SG14 1HP

www.longmores-solicitors.co.uk



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

Safe and Well Visits Now Available

By Sean Comerford
Hertfordshire Fire and
Rescue Service

Safe and Well visits in Hertsmere, Welwyn and Hatfield

Hertfordshire Fire and Rescue Service are offering a new style of Safe and Well Visits.

Background

Since 2006, Hertfordshire County Council's Fire and Rescue Service has been carrying out Home Fire Safety Visits in people's homes to reduce the risks of fire. The service carries out around 8,000 of these visits in the county each year.

These visits are available to all residents on request, and involve fire and rescue staff checking your home for potential fire risks, providing advice on fire safety and helping you to develop an emergency escape plan. They can also fit smoke alarms and discuss specialist safety equipment for vulnerable residents where necessary.

These visits have been a successful part of reducing fire deaths and injuries in the county over the last decade. However it has become clear that the people most at risk of fire are also the people most at risk of other health and wellbeing problems, and these visits provide an opportunity to identify and deal with these wider issues.

The new Safe and Well Visit

The County Council's fire and rescue team and public health team have worked together to develop a new Safe and Well Visit, building on the success of the existing fire safety checks. Firefighters in the Hertsmere, Welwyn and Hatfield area have been given extra training by public health specialists and will now be able to support Hertfordshire's older and more vulnerable



residents with health issues such as fall prevention, social isolation, keeping a home warm enough and eating and drinking properly, at the same time as carrying out a home fire safety check.

Firefighters will be equipped with the skills to identify potential health and wellbeing issues and where necessary will refer residents to relevant agencies for further support.

The pilot in the Hertsmere district

The new style of visit has been piloted in Hertsmere for three months from 1 June 2016. Crews at Borehamwood and Potters Bar Fire Stations have been given the new additional training along with the fire service's specialist home risk assessor for the area.

Safe and Well visits are now available to all households in the Hertsmere, Welwyn and Hatfield District on the same basis as the Home Fire Safety Visits, however crews will be particularly focussing their support on vulnerable and older residents and those with long-term health conditions using data provided by the NHS.

For more information about the Safe and Well Visits programme, contact Area Commander Steve Holton at Hertfordshire Fire and Rescue on **01992 507590** or visit **www.hertfordshire.gov.uk/safeandwell** where you can also request a visit for yourself or someone you know

Say hello to Hertfordshire's newest, most friendly mobility specialist



Celebrity
Modern Furniture Limited



Furniture

A wide range of lift and rise electric chairs, with optional massage units and lower back heat pads. 3 day SUPER FAST delivery available.



Scoters

A selection of mobility scooters ranging from compact models able to fit into any car, to fully roadworthy scooters. We can service your scooter by request.



Wheelchairs

All types available, from transit, folding and self propelled, to lightweight aluminium wheelchairs. **Wheelchair rental service.** Please call us for information on 01992 44 38 44.



Walking Aids

We provide quad walkers, tri-walkers, walking sticks, zimmer frames and rollators, to make walking safer, easier and more comfortable.



Cosyfeet

Footwear

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

Accessories

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

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

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

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

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

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

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



**Life's
Wonderful**

Comfort • Mobility • Wellbeing

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

Try out our fully
working stairlift!



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

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

Come in for a test ride!

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

www.lifeswonderful.co.uk