



agematters

Issue 38 Autumn 2015

“Singing is my life”

Peggy Seeger

Best of British

For Clitheroe clients

Wheel Deal

The Hub Café

Here to Help You

Our NEW Information
and Advice service

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Cover image of Peggy Seeger copyright©Vicki Sharp
Image 6-8 of Peggy Seeger in 1960 by Russell Jarvis



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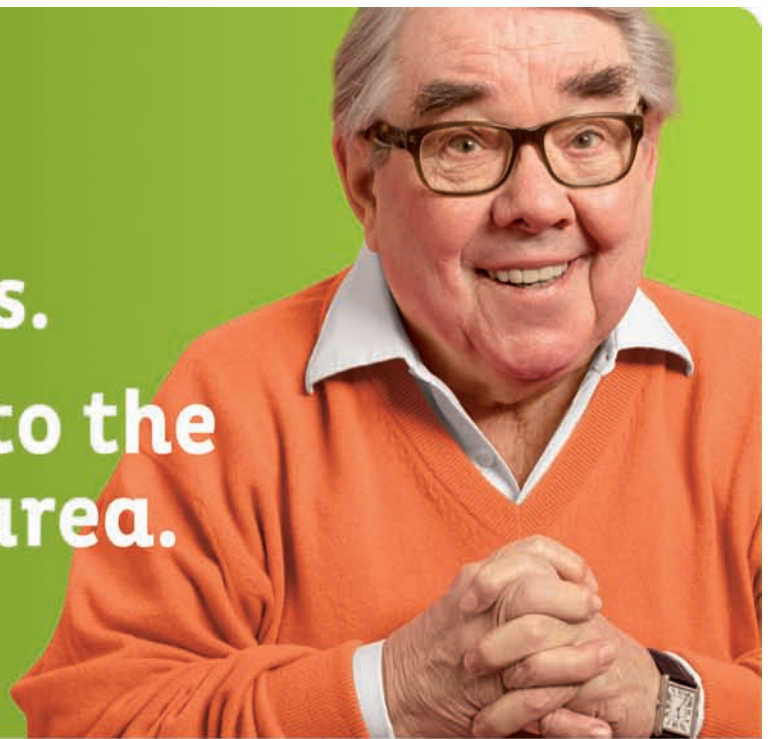
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Welcome

A better quality of life for older people in Hertfordshire

A message from our trustees

Trustees are the people who lead a charity and decide how it is run. Being a trustee means making decisions that will impact on other people's lives, making sure that the charity is running well and is doing what it was set up to do. The Age UK Hertfordshire Board of Trustees develops and advances the charity's mission and goals, ensures the charity is well managed, has adequate resources and maintains good relations with other organisations focusing on the needs of older people in Hertfordshire.

No one organisation can provide every possible service that a person might benefit from, so we must work collaboratively with other charities and organisations to ensure that older people across Hertfordshire have easy access to the support they need.



Representatives of Age UK Hertfordshire's Board of Trustees

Working in this way will make the best use of our resources, help reduce pressure on statutory services and lead to a better quality of life for older people in Hertfordshire. The trustees of Age UK Hertfordshire share the ambition expressed by Hertfordshire County Council of 'joining with others from the county, from public and private sector, voluntary and community groups, to meet the aspirations of residents'.

Karen Whitaker and Penny Butler
Joint Interim Chairs of the Board of Trustees

From the Editor

Welcome to the autumn issue of *agematters*

With the sunlight sparkling through the trees and crisp crunch of leaves underfoot it's time to welcome in a new season and another colourful issue of *agematters*. We've got a rich array of topics ranging from something blue to something new

Our autumn cover star is Peggy Seeger, folk singer, songwriter, musician, activist, sister of Pete Seeger and wife of the late Ewan MacColl. Peggy recently celebrated her 80th Birthday with a month long tour of the UK with her sons, musicians, Neill and Calum MacColl.

In this issue we introduce our Information and Advice team. Our funding means that the Information and Advice service can now help with Lasting Powers of Attorney, computer skills training and the team are on hand to help you on Saturday mornings thanks to their extended opening hours.

There's news from our Clitheroe Health and Wellbeing Centre clients who on a summers day were treated to a fabulous feast and first class entertainment courtesy of students from The Watford UTC (University Technical College) who invited them to their Great British Pop Up Restaurant. It was an end of year project which really

showcased the work of this talented group of young people and our clients were full of praise for their efforts.

For our 'Quirky Places,' in this fragrant issue, we visit the blue hills of Ickleford near Hitchin to meet a farming family with a great love of lavender which has led to a highly successful business.



Some of you may know that I am an avid cyclist. So, I was very interested when our Feature Writer, Philippa Le Marquand, told me she was going to interview the cycling enthusiasts behind The Hub in the heart of Redbourn. This appropriately named café with a two wheeled theme is a magnet for the growing numbers of cyclists across Hertfordshire in need of refueling. It's popular with members of the local community too.

So get into gear and pedal off to your local watering hole with a copy of *agematters* or just sit back, relax and enjoy another great issue of your favourite magazine.

agematters autumn 2015 – simply golden

Alison Smith Editor

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“Singing is my life, it is who I am. I don’t know how to do anything else”

Philippa Le Marquand meets folk legend Peggy Seeger

Peggy Seeger, folk royalty on both sides of the Atlantic, celebrated her 80th birthday in June by giving a sell-out concert in London's Queen Elizabeth Hall. It was part of a month long UK tour with her sons, Neill and Calum MacColl, both highly accomplished musicians. “The Queen Elizabeth Hall gig was wonderful and echoed my performance on the same stage for my 70th when both my brothers, Pete and Mike Seeger, were there,” Peggy told me, when I visited her at her home near Oxford. Apparently, she told her audience on the night, “I’m a bit of a tightwad when it comes to clothes. I wore this outfit, a gift from my daughter Kitty, for my 70th birthday show. And I intend to wear it for my 90th.” How’s that for attitude?

I saw the show at the Public Halls in Harpenden. Peggy was accessible, charming, caustic and funny, and had ways of making you sing. Songs were interspersed with nuggets from her Fact and Fantasy scrapbook, a personal collection of outrageous, often hilarious quotes, jokes and observations. She loved the tour, but explained, “There is so much to take into account – the travelling, the loading and unloading, the accommodation, when to eat and when to rest, the sound check. If anything is not in place I am a tyrant on concert days – it’s such a tight schedule. Touring with my sons I was relieved of a huge amount of the basic work. We had a tour bus with a sort of bed rigged up in the back for me. I spent my actual 80th at home on the couch just resting between gigs in Salisbury and Manchester.”

There was a spine tingling moment when, alone on the stage, she sang ‘The First Time Ever I Saw Your Face’ very simply, as her late husband Ewan MacColl intended. A much more embroidered version became a massive hit for Roberta Flack in 1972. It is Ewan MacColl’s most famous song, about a moment that changed both their lives: 10.30 on the morning of 25 March 1956. Peggy recalls, “I arrived all dolled up for an audition in a Chelsea basement, and sealed my fate. Ewan MacColl was sitting on the other side of the room. Twenty years my senior, he was a serious singer and songwriter, a strange looking older man with dark hair and a red beard, just staring at me.”



copyright©Vicki Sharp

Peggy and Ewan were together constantly until he died of heart disease on 22 October 1989. So, who is Peggy Seeger? She is the last of the hugely talented and influential Seeger dynasty of musicians and thinkers. Her early years in that politically progressive household were steeped in music and ideas. Peggy's mother was Ruth Crawford Seeger, one of the United States' foremost female avant-garde composers of the century. She died of cancer when Peggy was only 18. It is one of Peggy's few regrets that she didn't know her mother better and for longer.

Peggy's half brother Pete Seeger, 16 years her senior, was a prime mover in the folk revival that transformed popular music in America in the 50s. He died last year at the age of 94, “My mother said Pete was better for us than our teachers and she kept us home from school whenever he turned up,” she recalls. His songs included ‘We Shall Overcome’, the anthem of the Civil Rights Movement in the 60s, and the gentle protest song, ‘Where Have All The Flowers Gone?’ later recorded by Joan Baez. Pete was an activist who saw folk music as both a vital heritage and a catalyst for social change. Peggy's brother Mike, who died in 2009, was also a

distinctive singer and an accomplished musician - a virtuoso on dozens of instruments. Bob Dylan regarded Mike as a father figure, and in his 2004 autobiography wrote, "What I had to work at, Mike already had in his genes."

Peggy, with those same genes, learned to transcribe music when she was 11 years old. She plays piano, guitar, five string banjo, Appalachian dulcimer, autoharp and English concertina. She has recorded 23 solo albums and participated directly in more than 100 others. Her best known songs are 'Gonna Be an Engineer' and the traditional sounding 'Ballad of Springhill'.

On the morning that Ewan MacColl suffered the lightning bolt of love at first sight for Peggy, he was married to the dancer Jean Newlove, with whom he had a nine year old son. "I was Ewan's mid life crisis," quipped Peggy. Jean held out for separation, not divorce. This was the McCarthy era and because Peggy had visited communist China, she was in big trouble with the State Department back in the USA. Peggy, pregnant and six weeks from giving birth, had been living in France for months, unable to renew her UK work permit. What to do? Enter Ewan's friend, the hard drinking, charismatic Scottish folk singer Alex Campbell. Alex said, "I'll marry you so you can stay in Britain." And he did, in Paris on 25 January 1959 - Ewan's birthday.

"Well, I was not going to have a baby all by myself in France!" said Peggy. "Alex was a hoot, a total reprobate. We were busking in the streets of Paris together in the snow - it was like something out of Disney. Some people took pity on us because I was so obviously pregnant. At the wedding there was me, Alex and the best man, American folk musician, Derroll Adams. It was hilarious. The man who performed the ceremony lectured Alex about his lifetime commitment to the poor girl he had got into trouble. Alex kept a straight face until we got outside. The next day we met Ewan at Waterloo. "Here's your woman," said Alex, handing me over. He idolised Ewan but we were snobs - Alex was not a 'serious' folk singer. I'm sorry that we didn't stay friends with him."

Ewan and Peggy lived happily in Beckenham, a south London suburb, and were finally married in 1977. There was an aspect to this story I had not appreciated until Peggy explained. "Neill, my first son was born in March 1959. I had not realised that Ewan's wife was also pregnant and Kirsty MacColl was born in October. So Ewan fathered two children that year, and it did rather take the bloom off our relationship."



Peggy after her concert in Harpenden in June this year with her sons Neill and Calum MacColl

Kirsty inherited the musical gene in spades - she sang with or supported dozens of other singers and wrote many wonderful songs such as 'There's a Guy Works Down the Chip Shop Swears He's Elvis'. Kirsty also sang with The Smiths and The Pogues with whom she had the 1987 Christmas hit 'Fairytale of New York'. She was well loved for her talent and humour by everyone she worked with. In 2000, Kirsty tragically died in an accident whilst on holiday.



Peggy and Ewan at Newport Folk Festival 1960

Peggy and Ewan were inseparable during their three decades together. She says, "I always found him fascinating and I was never bored. He said I was free to leave him, so I stayed. I still miss him, he was my soulmate." They raised three children in a chaotic household as well as creating, with BBC producer Charles Parker, The Radio Ballads, a ground breaking series of eight documentaries combining interviews, sound effects and original music. Ewan's mother Betsy moved in and stayed for 16 years. Peggy once described her as "the anvil on which I was forged." She proved invaluable in looking after the children but was unbelievably hard to live with.



Peggy at home with Irene

“Betsy was 73 in 1959 and still a real workhorse, but was beginning to struggle when our second son, Calum, came along, so a whole series of live in women came to help us. Imagine this household – me, the live in help, Betsy, Ewan, two little boys and a constant stream of visitors who

would come for one night and stay three weeks. Looking back I must have been chronically exhausted.”

“One of those permanent visitors was our friend, the Belfast artist Dave Scott. Ewan and I had to go on tour for three weeks, but the live in help moved out unexpectedly. Neither Dave nor Betsy could cope, so Dave recruited his sister who saved our bacon – and that was Irene. Even she found my mother-in-law totally impossible! We became friends and spent a lot of time on the picket lines and attending demonstrations at Greenham Common. We also began to sing together regularly when Ewan wasn’t well.”

I will let Peggy explain what happened next. “I remember precisely when I fell in love with Irene. It was 30 November 1988. Ewan was my soulmate and the father of my children, I loved him very much, but I had never really been in love before that day. At that time, Ewan had been ill on and off for nine years and I lived in daily fear of him dying. He was having two or three angina attacks a day, but still going out and singing – he was very brave and cheerful. Irene supported me through his illness and death. I wasn’t able to tell her I was in love with her for two months, but wrote endless poetry and songs about her. It was all very painful and difficult as well as joyous and exhilarating.”

“By the time Ewan died, I was compulsively, deeply in love with Irene. She wasn’t a substitute. Nothing substituted for Ewan. Irene was the big love affair of my life. I never felt like that about anybody else, including Ewan. I felt total, complete trust and an awakening of all the senses. I wrote over a hundred poems for her. I don’t consider myself lesbian or bisexual. It is simple; I loved a man and now I love a woman. After Ewan’s death, Irene picked me up, dusted me down and brought me back to life. I owe her an incalculable debt of gratitude – I’m not sure I would have made it without her.”

“Irene and I formed a singing duo called ‘No Spring Chickens’ which lasted three or four years. We lived quietly together, and I sorted out the archive, sending more than 60 boxes of Seeger-MacColl material off to an archive at Ruskin College in Oxford. Since then I have written less about war, drugs and unions and more about women, the earth and ecology. We don’t need any more songs about how horrible it all is. We need more hopeful songs.” Irene thought Peggy was far too serious on stage, as Ewan had been, and told her to lighten up! So we have Irene to thank for the unexpected humour during her recent tour. “It’s one of Irene’s many big gifts to me,” agreed Peggy.

In 1993 Peggy’s American passport was returned to her, ending her exile. She moved to Asheville in the mountains of North Carolina. She explains, “I went because no agent would take me on here. Moving back to the States was a unilateral decision I made without really considering Irene. I really blew it – I never really acted as half of a couple in my head. It turned out that Irene was only allowed to spend 90 days a year in the States. In America I played solo and in the summer time lived in a motorhome.” For seven years they lived apart, until Irene joined her in Asheville in 2001 and opened a cafe until 2003. Peggy moved to Boston in 2006 to teach at Northeastern University. The two women contracted a civil union and in 2007 Irene moved to New Zealand, where she has lived ever since.

In 2010 Peggy became homesick for England, and missed her children and grandchildren. “I’d come to feel so totally at home in England, and I just found America too big and very different to the world in which I grew up. I decided to live in Oxford, which I had always loved. I wanted twisty country lanes, thatched cottages, proper pubs, medieval churches and picturesque countryside. I go to New Zealand for three months every year to avoid the British winter, and Irene spends the summer here to avoid the New Zealand winter – but it’s a very long trip.”

On stage Peggy performs with vigour, passion, gusto and verve. She is still very much the mischievous reprobate. You wouldn’t guess that she has recently been through a life threatening illness and major surgery. She has had breast cancer and two severe back injuries and has arthritis and osteoporosis. Last year she had stomach surgery. “They removed a yard of my small intestine and I nearly died with a blood clot. When I was younger I was manically weight conscious and went on endless diets. I think that’s maybe what has affected my digestion now” she pondered. The day before my visit she had been to hospital to have an ultrasound scan on a finger that was swollen and painful at the knuckle. She has been told it may be gout. She said, “It may be a treatable flare up but if it’s permanent I might consider having the finger amputated because as it is I am severely limited in playing an instrument.” When I looked shocked, she added, “Singing and making music is my life. It is who I am. I don’t know how to do anything else.”



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Your letters

Thank you to Elaine E Clarke for writing in with a lovely tale of a quite remarkable patchwork quilt. Elaine wins a £15 voucher for the Dutch Nursery.

“Somehow it isn’t just a quilt anymore – it represents life”

“I enjoyed the summer edition of *agematters* very much and the article about the Keukenhof gardens brought back some very happy memories. The following is in response to your invitation to write to you.”



“On returning to school in the 1930s the title of our first English composition was usually ‘What I did in the summer holidays’. This year I would be able to write about trying to finish a patchwork quilt. I always liked

patchwork and my first attempt at it was to make a dressing gown for myself when I was 12 years old. At least I was 12 when I started and hadn’t realised that something like a cushion cover would have been a more realistic project. Backed with flannelette it was finished eventually but it was much later that my enthusiasm was rekindled when I discovered quilts.”

“In the 1970s I started making hexagons to make a pattern described as ‘Grandma’s Garden’. Scraps of material were collected and I bought cheap remnants when possible. The paper shapes were drawn round a template and then slightly larger material shapes were tacked on them. These were then joined together to make a stylised flower. I found the whole operation very satisfying but it wasn’t really compatible with bringing up five children and helping to run our family business. For a long time the ‘work in progress’ was kept in a suitcase in the wardrobe.”



Library image



“Unfortunately, it was discovered by some particularly nasty burglars who scattered it all over our bedroom together with the contents of all our other drawers.”

“After this episode I handed it over to one of my daughters who was interested in needlework and many other crafts. She also had a family and busy working life but managed to piece it all together before sadly she died last year at the age of 55 and the quilt was returned to me. Now I have nearly finished taking out the papers and tacking but there is still quite a lot to do and at 87 I feel that there is some urgency. Somehow it isn’t just a quilt anymore – it represents life. All sorts of oddments gathered together into a unique pattern. Bright splashes of colour and darker patches separated and connected by pale pathways and the whole thing bordered by flowers. It should be quite lovely when it is finished and if nothing else it will be unique!”

I remember my Nan showing me how to do patchwork using the hexagonal style you describe, Elaine. I seem to recall that I made quite a lot of pincushions but sadly nothing as adventurous as a quilt. Yours sounds beautiful and I am sure that it will be a much treasured heirloom for many generations to come.

Alison Smith, Editor

You could win a copy of Thomas Grant’s book ‘Jeremy Hutchinson’s Case Histories’ featured on page 33, simply by writing a letter, on any subject, to Alison Smith, Editor, *agematters*, Age UK Hertfordshire, 1 Silver Court, Watchmead, Welwyn Garden City, Hertfordshire AL7 1LT **Email: publicity@ageukherts.org.uk** The prize will go to the best letter. Letters sent to *agematters* may be published in the magazine. If you do not wish your letter to appear in *agematters* please let me know.

Your will could be one of the most important documents you sign

The Legacy Team explain why



Age UK Hertfordshire's Legacy Team L-R Wendy Ronan, Phil Martin and Carole Haacke

It is all too easy with our busy lives and so many distractions to put off making a will. There is always something else to do. However, making a will is, arguably, one of the most important documents we will complete in our lifetime. Without a will family heirlooms may be lost to future generations and children, grandchildren or causes that we've supported all our lives could all miss out.

What does a will do? A will allows us to state, by way of a legal document, what we want to happen to our assets when we are no longer here. This will give peace of mind, knowing exactly what is going to happen and that our wishes will be adhered to and our loved ones provided for.

Here are five reasons why it's important to make a will

1. Reassurance A will is the only way to make sure your savings and possessions (your estate) go to the people and causes that you care about.

2. Avoiding disputes between relatives Disputes over wills can cause arguments among family members and may even need a solicitor to resolve them. Leaving a will should remove any doubt about who you want to leave your estate to. Close relatives and dependants may still be able to make a claim on your estate, but a solicitor can advise you on how likely this is and the best way to prevent it.

3. Looking after your loved ones Although it's hard for loved ones to talk about death, talking about your will can save everyone a lot of worry. Deciding who you want to leave your possessions to (your beneficiaries) can help you make sure they go to the people you intended.

4. Protecting your assets for future generations A will can ensure that assets are kept within the family and are passed on down the generations. Many people are concerned that new spouses or second families will inherit their assets in the future and a well structured will can help to prevent this.

5. Saving on Inheritance Tax

With a carefully planned will, you can also reduce the Inheritance Tax bill on your estate after your death.

Things to consider

- **What do I have?** This may include property/savings and investments/contents and possessions/cars/valuables.
- **Where would I like it to go?** Names of beneficiaries which could be an individual or a charity. What would you like them to receive?
- **Who will carry out my wishes?** When you appoint your executors (someone who is named in a will as the person who will make sure that the instructions in the will are properly followed) consider their age, ideally they should be younger than you. Do they have the ability to carry out your wishes? Are they willing to act? Do they understand what's involved?
- **How do I go about having a will written?** There are various ways, for example, you could do it yourself or employ a solicitor. Banks also offer a will writing facility. Charities offer services such as Will Aid and Free Will Months. Also bear in mind that a poorly or incorrectly written will may actually complicate matters or invalidate the will itself.
- **How often should my will be reviewed?** You should generally review your will every five years or after any major change in your life.

Please contact Wendy, Carole or Phil in our Legacy Team if you would like a FREE will planner or if you would like to discuss leaving a gift in your will to Age UK Hertfordshire.

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Meet you at The Hub!

In 2012, at a time in their lives when many couples running a business are winding down before retiring, Lindy Fox and Simon Barnes were starting a new business together. The Hub and The Bike Loft have proved a huge success. Philippa Le Marquand finds out why...



with, but now it is in fact a hub for the village, used by all sorts of people to meet, relax and exchange information. It is popular with young mothers, pensioners, residents and cyclists of every age, size and background.”

“We created The Hub to provide good coffee, genuine but simple homemade cakes, sandwiches and bike essentials. All our bread and some of our cakes come from Redbournbury Mill – we like to keep things local. We have two little dogs; Meme, a Bichon Frisé and Milo, a miniature Yorkshire Terrier, who are often to be found at The Hub. We are a dog friendly café. In the early days, Simon mended bikes in a workshop at the back, and also sold bikes, but we soon outgrew the space and a year ago we acquired another shop at the end of the High Street which became The Bike Loft, so that we could

expand and have a bit more room in the café. Our customers might need their bike serviced, the latest piece of kit, a spare inner tube or just a chat or some advice.”

“We recently ran out of space again and on 8 August this year we opened our new Bike Loft in even bigger premises a few doors down, in the old chemists’ shop. There’s plenty of space for clothing, accessories and equipment, and we have new and second hand bikes for sale and a custom made workshop for servicing the bikes. We are very excited about this as you might imagine, and had a huge opening

I met Lindy at The Hub, the cyclist’s café in Redbourn, and she explained that she and Simon met through working together. “We were both married to other people at the time. It was never part of our plans, but it happened that we fell in love. We bought a house in Redbourn and have lived here happily together for about 13 years. In 2009 we both retired from the office and had a year’s break which was fantastic, but once the novelty wore off we found we wanted a new project. A builder we know bought this wonderful 17th century building in an auction and asked us if we would like to do it up and rent it from him. We brought some bits from home, sofas, chairs and tables, and cobbled it together to work as a café/cycle shop.”

They wanted to create a unique environment that was an antidote to bland, mediocre, corporate coffee shops. “Simon has been cycling since he was 16, and has taken part in more than 1000 professional races in his life. He used to be the owner of the Plowman Craven professional racing team, with cycling star Malcolm Elliott and Craig MacLean MBE, among its leading riders. Simon is now 67 and still cycles, so it seemed natural to combine bikes, coffee and cakes! There is lots of Simon’s cycling memorabilia on the walls, and a definite bike theme throughout. The name The Hub was a bit of a pun to begin



Plowman Craven Racing Team

party - half the local community turned up! Local people are so supportive and tell us we have made such a difference to the village making it a more modern and vibrant place. We like to think The Hub and The Bike Loft are extensions of our personalities and our home."

Lindy, now 65, was originally from South Wales, and has had a chequered life that has made her very independent. She told me her story. "My parents Roy and Beryl Hood came from a little Welsh village with no work, no money and no excitement. When I was four they made a radical decision to start a new life in Australia on a £10 assisted passage, and we stayed there for 14 years. It was a big deal, being taken from all you know. I remember when we reached the Reception Centre at Brisbane I could hardly open my eyes the sunlight was so bright - it was shocking, that light, there had been nothing like it in South Wales."

"My dad and I were quite happy but my mother was very homesick in Australia and never really put roots down. She missed her family too much. I went to a school with traditional English values which has stood me in good stead but I was restless by the time I was 16. I worked for Manpower for a few years and qualified in shorthand and typing but then my parents decided they wanted to go home to the UK!"

"Once again there was a massive upheaval in my life. My father found a job in Harpenden that came with a house for us all. He was the caretaker for the owners of the Marion White Hairdressing Salons and mum was their housekeeper. I found an office job but I was very lonely and disoriented at first. I remember plucking up the courage to go to a dance in Stevenage on my own, because I had to start somewhere. Peter Fox was literally the boy next door. We started going out together, and married when I was 19. I had my son Noel a year later and my daughter Emma three years after that. We were married for 28 years before our parting of the ways."

"In 1984, when my son was 14 I went back to work as I was just so isolated at home. I was terrified at first, as I was rejoining office life at the beginning of the computer revolution in the mid 80s, but it was great. I spent seven years working for Sealane Freight in Harpenden and then in 1994 I joined a company of surveyors called Plowman Craven as PA to Simon, who had been with the company for 20 years, starting as a Junior Surveyor and working his way up to MD."

"The company had a lot of big telecoms clients and Simon's work got pretty hairy at times, travelling in the Middle East and Africa, particularly Somalia and Nigeria, and at times in quite a lot of danger. I thought he was a really nice, supportive person, and great fun to be around. He was interesting and humorous, and took the tension out of any situation with silly jokes. We got on fine, but I was still

married to Peter and didn't see Simon in a romantic light at all. He was just a good boss and fast becoming a friend. He took the trouble to nurture his staff with help and training, and enjoyed seeing them reach their potential."

"After two years working side by side, a particularly difficult challenge came our way; a project with London Underground concerning all their above ground stations, and we had just two months to complete it. We just about did it, and somehow it changed everything. We really bonded more as equals in a partnership. It all gelled together. One day, one of the ladies in the office had got a puncture, and Simon happily went off to fix it for her, and somehow something clicked for me - I realised that he was a really special person, with no ego or pretensions and I started to see him differently. However, we were both married and it was a very difficult separation process. It all worked out fine in the end and we are still very happy after 20 years together."

"The Hub is more than just a café. We encourage cycling as a hobby for everyone with our free Sunday Rides, and from January to March we have a Turbo Night on Wednesdays in Redbourn Village Hall, training to build stamina and speed. This year we organised our third Fête du Vélo event when cyclists take over the village common for a day with stalls, food, competitions for younger cyclists and professional cycle races taking place throughout the day. This year we were raising money for Herts Air Ambulance, after a local child was hit by a car and taken by air ambulance to Barts (St Bartholomew's Hospital) in London with very severe injuries. This is a close knit, very loving and caring community and people are happy to get involved. Also, there is a great pool of talent here in Redbourn. Although some evenings we are very tired, we love our life and find it exhilarating and enjoyable. We are very grateful to all our supporters and regulars and also love meeting new and different people every day. It pays for some nice holidays too!"

The Hub is a very special place, much loved by our cycling enthusiast editor Alison, and I suggest you call in for a coffee next time you are in Redbourn. Say hello to Lindy for me!



Photographs of Lindy and Simon copyright©Philippa Le Marquand

What makes an ideal care home?



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Have you lost your confidence? Do you need information about services or help with improving your mobility?

Angela Smith, Age UK Hertfordshire Duty Manager, Home and Hospital Support Service reports



The Home and Hospital Support Service offers practical and emotional support to help clients regain their confidence and remain independent in their homes. This vital service can be of assistance particularly after a period of ill health or a stay in hospital. With the help of volunteers we offer a lifeline to people who may not know where to go for help or have access to the internet to find solutions to the challenges they may face.

For many older people it can be difficult getting to the shops for essential items which is an important aspect of staying independent. We can provide short term help and accompany the client to the shops whilst also helping source long term solutions for shopping if the client has long term issues which may affect their ability to get out and about.

We assist clients with finding services and information to help alleviate some of the anxieties of living alone, especially in the absence of family or friends. Our teams can also refer clients, with their consent, to our other services such as: Information and Advice for help with benefits, the Visiting Scheme, 10 to 3 Clubs, Help in the Home and Healthwise as well as those offered by other organisations including: sitting services, HertsHelp, food and transport providers, wheelchair assessments and pendant alarm schemes. All this helps our clients feel less vulnerable and isolated and part of the community.

The following case study helps to illustrate the way in which the Home and Hospital Support Service can be of assistance.

Helping Mrs Jones* feel less vulnerable

Mrs Jones, who has multiple health conditions and had recently been unwell, was referred to us by a health professional. When the Home and Hospital Support Service Team initially visited Mrs Jones, she expressed an interest in getting help with gardening, as she was no longer able to do this herself. However, Mrs Jones was concerned because she had been taken advantage of and let down by a company that she had used before which had left her feeling very upset. The Home and Hospital Support Service Team gave Mrs Jones the details of gardening services that would provide services for her specific needs.

Mrs Jones was also worried about being on her own and not being able to call for help. The Home and Hospital Support Service Team arranged for Mrs Jones to have a pendant alarm. The pendant alarm has made her feel more secure and given her peace of mind. Mrs Jones has confidence that if an emergency arises, such as a fall, she will be able to get help quickly. The pendant alarm reduces the risk of a person being left alone in a vulnerable position and can potentially prevent a hospital admission. It is also another way of helping someone remain independent in their own home.

As Mrs Jones was living on her own and often had no contact with other people, the Home and Hospital Support Service Team put her in contact with InTouch, Age UK Hertfordshire's telephone support service. Mrs Jones mentioned that she needed some help with plumbing in her home so we obtained a list of trusted traders from our Information and Advice Team. Mrs Jones is very grateful for our help and says that she feels less anxious about things and less vulnerable.

This case highlights the positive contribution the Home and Hospital Support Service makes, by helping our clients build confidence and remain independent in their own homes, thus reducing hospital readmissions.

If you have been or are about to be discharged from a community hospital or are struggling to cope at home due to illness or a fall and live in North or East Hertfordshire or the surrounding areas please get in touch:

Tel: 01707 386076 9am to 6pm 7 days a week

If you have recently been discharged from one of the following hospitals and need support, please give our teams a call.

Lister Hospital

Tel: 01438 285300 9am to 6pm 7 days a week

QEII Hospital

Tel: 01707 386076 9am to 6pm 7 days a week

St Albans City Hospital

Tel: 01727 850811 9am to 6pm Monday to Friday

Watford General Hospital

Tel: 01923 436649 9am to 6pm Monday to Friday

*Name has been changed

Protect Your Money

Michael Freeman, Age UK Hertfordshire Trustee, offers some simple tips to share with your neighbours to help you to stay safe and secure

Most fraud in Hertfordshire affects younger people, but there are certain types of offence that are targeted at the over 65 age group. This article contains advice to the over 65s on how to protect yourself.

Callers at your Door

Callers at your door may not be who they say they are. Never let unexpected callers into your home. Genuine callers won't mind returning at a time when you can arrange to have someone you trust with you.

Cold callers may offer to carry out repairs to your home or garden, but this work may be unnecessary or of a poor standard. You should not be asked to pay in advance for work to be carried out.

Common methods used

- They say they have noticed you have loose roof tiles or faulty guttering
- They say they've got material left over from a job down the road and can lay you a new driveway immediately
- They offer tree or hedge cutting services
- They offer to power wash your driveway or doorstep

What to do

- Don't deal with doorstep traders. For a Trading Standards Approved local tradesperson, visit www.buywithconfidence.gov.uk or Tel: 0845 404 0506
- Obtain a written quote before agreeing to have any work done. If the services offered cost over £35 the trader must advise you that you have at least 14 days to cancel the contract and they must not start work until after the cooling off period.
- **Never let an unknown person into your home. Not sure? Don't open the door!**

Burglary by deception

This occurs where a criminal gains access to your property under false pretences and, when they are inside your home, will keep you distracted while they or an accomplice steal your belongings.

Common methods used

- Pretending to be from the 'water board' investigating a leak and needing to check your water supply



- Looking for a lost pet or a ball, which may be in your garden
- Needing to enter your home to read a meter
- Stating that they are the police and have caught a burglar who may have stolen your cash. They ask you to check your money to see if it has been stolen

Simple steps to avoid becoming a victim

- Keep your front door on a chain and do not open it to strangers
- Find a way to communicate through the door without opening it, or look through a spy hole.
- Demand to see the identification of anyone who says they are from a utility company, even if they have only come to read the meter.
- If you have an arranged appointment with someone, check their ID before you let them in.
- If in doubt, keep them out and ask them to come back when you have a friend, family member or neighbour with you
- **If you are suspicious about the caller, ring the police on 999**

Phone Calls

Treat unexpected calls with scepticism: fraudsters often claim to be officials and can seem very genuine, but callers may not be who they claim to be.

Fraudsters may claim to be Police Officers advising you of crimes against your bank account. Genuine police or bank

staff would never ask you to withdraw or transfer cash from your account, nor would they ever ask for your four digit bank PIN number. Never tell anyone this number. If a caller asks you to type your bank PIN number into your telephone handset - do not do this, as fraudsters can use technology to identify the numbers.

Genuine computer firms will not call unexpectedly to help fix your computer. Fraudsters make these calls to steal from you or damage your computer with harmful software.

The most common type of fraud affecting over 65s is 'advance fee' fraud, where fraudsters persuade victims to make advance or upfront payments for goods or financial gains that do not then materialise.

Beware of anyone asking for money in advance. For example, fraudsters may claim that you are entitled to PPI compensation or that you are to inherit money from a relative, but you need to pay legal or admin fees first. Genuine firms don't ask for this, it is likely to be a scam.

It's not true if you're told you've won a lottery you didn't know you had entered. Never pay admin or legal fees or 'tax' in order to claim a lottery prize.

If you've already been a fraud victim, beware that fraudsters may pretend to be lawyers or police claiming they can help recover your money.

What to do

- Be sceptical of callers, even those who claim to be officials
- Put the phone down with a brief "No, thank you"
- **NEVER give out personal information**, such as your date of birth or bank details, to unexpected callers
- If callers suggest you call your local police or bank to check who they are, use another phone or ensure the line has been fully disconnected by phoning a friend or relative first, or by waiting at least three minutes, otherwise you may think you've phoned a number, but you're simply talking to the fraudsters again. This is a common fraudsters' tactic.
- You can opt out of many cold calls by registering for free with the Telephone Preference Service on Tel: 0845 070 0707

Emails and Letters

Treat unexpected letters or emails with scepticism: fraudsters often use official logos of companies or organisations to gain your trust. Remember that letters may not be from who they claim to be.

You may receive official looking emails offering financial opportunities that require some fees to be paid in advance. Beware of these and any offers of business deals out of the blue. If an offer seems too good to be true, it probably is.

Emails from friends or family asking you to send money to help them out of a difficult situation may not be genuine.

Messages written by fraudsters often contain spelling mistakes and grammatical errors.

What to do

- **Never send money to anyone you don't know.** Don't pay fees, however small, to claim prizes or lottery winnings
- **Don't call unfamiliar numbers** or reply to unknown texts as these may charge high rates. These numbers often start with 09 or 447
- **You can remove your name from direct mailing lists** by calling the Mailing Preference Service
Tel: 0207 291 3300

Information and Advice

When purchasing anything, remember that paying by credit card offers greater protection than other payment methods. Avoid cash payments, cash vouchers (eg Ukash) or money transfers as these can be untraceable.

Think carefully before signing any agreement which gives the other party the right to use your telephone number to call another number beginning with 0845, even where this is part of an otherwise acceptable arrangement e.g. a burglar alarm contract. Before you know where you are you may rack up substantial call charges.

For more detailed information and advice about fraud, to report a fraud, or if you think you have been a victim of a fraud, you can visit: www.actionfraud.police.uk or call Action Fraud Tel: 0300 123 2040

By joining Neighbourhood Watch you can receive regular email updates from Hertfordshire's OWL (Online Watch Link) system. Your local policing team will keep you informed about local policing events, crime concerns in your area and alert you to common frauds. They will also keep you updated with the latest crime prevention information through this system.

For more information about Neighbourhood Watch in Hertfordshire, visit: www.hertswatch.com or contact your Watch Liaison Officer
Email: wlo@herts.pnn.police.uk

For Information, Advice, IT training and help with Lasting Powers of Attorney call: 0300 345 3446

Mark Hanna, Head of Information and Advice explains how our new service works

The Information and Advice Team are pleased to introduce their exciting new Enhancing Access to Older Communities (ENACT) project, which provides new services, longer hours of access and additional ways to be contacted.

Our new Information and Advice Team members have been involved in extensive training as part of their induction which includes: the Mental Capacity Act, Safeguarding of Vulnerable Adults, Health and Safety, Benefits, Lasting Powers of Attorney, Direct Payments and Community Care.

The new service, which commenced in the summer, has been positively received by older people and their carers across the county with a large amount of interest in the new Lasting Powers of Attorney (LPA) service and the computer skills (IT) training that we can provide in people's homes.

Lasting Powers of Attorney

LPA is a legal document which allows a person (a 'donor') to choose a person or persons (an 'attorney' or 'attorneys') to have the legal authority to make decisions for them for when they are not able to.

There are two types of LPA:

- i. Finance and Property
- ii. Health and Welfare

You can apply for one or both. Setting up an LPA gives you more control over who you want to make decisions for you if the time comes when you can't do this yourself. Putting this off can lead to difficulties later on and having less control over who you can appoint if you ever lose mental capacity. Some people are discouraged from applying for LPA because the application forms appear too complicated and laborious to fill out. The Information and Advice Team can help make this simple and guide you through the process, helping you every step of the way. We do not charge for this service however, any donation is welcome. This is what our clients say:

"Thank you for making this easy, we would not have made the application if you had not been there to help."

"The service makes the process look easy. It was all very efficient."



The Information and Advice Team

Computer Skills Training

We provide up to four sessions of IT training per person in people's homes. Each session usually lasts for about an hour. We support people by showing them how to use a tablet (a mobile computer with a touch screen display) or computer and how to get online and access the various different services available. If you don't have a tablet or computer we can bring them to you, show you how to use them and discuss the benefits of having one. Our team can help people who have no knowledge of using IT at all, those who need to develop the basics or anyone who is experiencing technical issues. Our services are free, however a donation is welcome.

"My daughter bought me an iPad for Christmas so I could keep in contact with her but I had no idea how to use it and they live so far away. I cannot get out to the library and so having someone come to me to show me how to use it was great and now I can call my daughter when I like." Service user.



Countywide Information and Advice

Tel: 0300 345 3446

Email: info@ageukherts.org.uk

Registered charity number 1116662



Meet the Information and Advice Team

Head of Information and Advice



Mark Hanna – I look forward to making sure older people have easy access to support. I joined Age UK Hertfordshire in January 2011 as an Information and Advice Coordinator. At that time the Information and Advice service was part of the Reaching Older Communities

project. It was highly successful and far exceeded any prior expectations. When the service came up for review the current needs of local older people were taken into account. Through extensive research it was established that access to information and advice was still a primary requirement but this was required for longer periods of time and including Saturdays. Older people wanted help with Lasting Powers of Attorney (LPA), computer skills (IT) and more affordable methods of contact. With this in mind we have extended our opening hours from 8am to 5pm Monday to Friday and we are now open on Saturday mornings from 8am to 12pm. The number of advice drop in sessions we organise has been increased as well. Earlier this year we introduced an 0300 telephone number which is charged at the local rate and is cheaper for mobiles and created access so people can contact us via Skype. Unsure what Skype is? Let us show you with our IT training service.

I look forward to making sure that older people in Hertfordshire continue to have easy and timely access to the various support services we provide. This will enhance their quality of life by reducing their isolation and improve their confidence and wellbeing so that they can make informed decisions about their rights, entitlements and ability to access services independently.

Information and Advice Team Leaders



Amanda Shearn – I was blown away by the amazing work that was done to help older people. I have been working for Age UK Hertfordshire for just under two years now, and was originally employed as a Team Leader for Active Ageing. When I joined the charity I was blown away by all

of the amazing work that was being done to help and support the older community. I felt at home straight away and knew I had made the right decision. I was instantly in awe of the Information and Advice Team and all they did, so when the opportunity arose to work with them I knew I had to apply.



Amy Blake – I have gained extensive experience with the issues facing older people. I started working for Age UK Hertfordshire in 2011 as an Information and Advice Coordinator and have managed to gain extensive experience with the issues facing older people. During

this time I recognised the value and the positive impact of

what we do and look forward to developing this new service in my current role of Team Leader.

Information and Advice Coordinators



Claire Roberts – I want to ensure fewer people face problems alone. I have recently joined Age UK Hertfordshire. I have a background in Management of Care and Learning Disabilities. I have worked with a range of ages and abilities in schools, care homes and care agencies. I am enjoying my new role, which is not only expanding my knowledge of the issues that older people face but also offers me the opportunity to go out into the community to ensure that fewer people have to face these problems alone.



Anjali Riat – I look forward to applying my existing skills to support older people. I have worked in the public sector with Social Services, Borough Councils and the NHS. My area of expertise was advising on housing services for the homeless. I look forward to applying my existing skills, growing as a professional within Age UK Hertfordshire and ensuring older people are supported. I find the role very rewarding as it enables me to provide a range of information on key issues to our clients to help them with their queries.



Robert Range – I hope to build on my experience to deliver the many services we offer. Having started out as a volunteer with another organisation, I became interested in enabling disadvantaged people. I have been employed as a Volunteer Coordinator and a Small Group Development Officer and I worked with people who have learning disabilities, helping them to achieve their goals and providing them with information and advice. These roles provided me with a lot of experience of providing support to a diverse range of people. I hope to build on this knowledge to help deliver the many services we offer.



Melanie Warren – I am keen to support older people. I have recently joined Age UK Hertfordshire after spending the last 10 years as a qualified children and family's Social Worker. I had previously worked with older people in a residential care setting, which I enjoyed, and I have been keen to return to supporting this client group ever since. The Information and Advice role appealed to me because it involves working with people in their homes and over the phone providing information, advice and support. I look forward to helping people make positive changes to their lives.



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St Josephs	Tring	01442 823159	Willowthorpe	Stanstead Abbots	01920 871811
St Matthews	Redbourn	01582 792042	St Andrews	Welwyn	01707 324208
Clare Lodge	St Albans	01727 864379	St Catharines	Broxbourne	01992 462224
Milford Lodge	Hitchin	01462 432524	Tremona	Watford	01923 805495

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Goodbye loneliness



The Visiting Scheme Team discuss how they help older people who are socially isolated

Loneliness and isolation are not just about physical separation from others, they are also about being unable to participate in social activities which can lead to feelings of not belonging and contribute to deterioration in health.

Age UK Hertfordshire's Visiting Scheme may be a client's only means of social contact and support. Volunteers visit weekly, great friendships are formed and there is always someone available to ask for help. This helps reduce social exclusion and loss of independence.

The following case studies demonstrate how Visiting Scheme Coordinators use a highly effective matching process to place volunteers with clients who have similar or complementary interests.

The super highway to recovery

Trudie Harrington, Visiting Scheme Team Leader, reports on a remarkable recovery

Mr Adams* was married to his wife for 60 years. After she passed away, he felt lonely and isolated and was referred to the Visiting Scheme for a visitor.

When I visited Mr Adams he told me that his wife had loved her laptop and he had fond memories of her using it for internet browsing and shopping. We discussed the idea of getting him a technically minded volunteer who could help him learn to use the internet.

Age UK Hertfordshire is a great believer in the holistic approach to assessing people's needs, so I also referred him to the Information and Advice Team on Tel: 0300 345 3446 for a benefits check. Mr Adams was awarded Attendance Allowance which enabled him to buy a laptop.

As the weeks passed by, and with the support of his volunteer, Mr Adams became less isolated and more confident at using the internet. He now has his shopping delivered and eats more healthily than he did before. Mr Adams also employs a cleaner with his extra money.

Thanks to the support of Age UK Hertfordshire, Mr Adams felt confident enough to retake his driving test which he passed so he is now able to get out and about in his local community.

French Connection

Maureen Leman, Visiting Scheme Coordinator, finds the perfect match

Mrs Tait* is a delightful, 88 year old, widow who felt a little isolated, despite her family's support. 'Perhaps a like minded Scrabble player would make a close friend for her', I wondered.

When I visited Mrs Tait she told me that she had been a nurse before having children, had travelled widely and particularly liked France. Although none of my volunteers, to the best of my knowledge, are avid Scrabble players I knew that one of them was a Francophile. Miss Williams* had lived in France for six years. It was the perfect match. Mrs Tait and Miss Williams took to each other immediately and very quickly became firm friends.

Mrs Tait's daughter is very pleased with the outcome. She says that Miss Williams is "marvellous" and "very supportive" of her mother.

Everything's coming up roses

Deborah Lee, Visiting Scheme Coordinator, on the sweet smell of a successful friendship

Mrs Bryant* used to enjoy walking, but lost confidence in going outside alone following a fall. This was frustrating for Mrs Bryant as she is a very independent lady who loves gardening and visiting her neighbour.

Determined to get out again, Mrs Bryant contacted the Visiting Scheme, because she wanted a volunteer who could go out on walks with her. I matched Mrs Bryant with a volunteer called Mr Martin* because they had similar interests and he was happy to accompany Mrs Bryant on walks.

Mrs Bryant's next door neighbour was so surprised when they visited her because it was the first time that she had seen Mrs Bryant since her fall. Now Mrs Bryant and Mr Martin visit regularly for a chat and refreshments. Mr Martin helps Mrs Bryant to understand the conversation, as her hearing is not as good as it used to be.

Mr Martin sometimes drives Mrs Bryant to a local beauty spot near Harrow. Mrs Bryant really enjoys these outings, she thinks her volunteer is wonderful and she is able to socialise with her neighbour again. Mrs Bryant is positively blooming.

If you feel lonely or isolated why not get in touch to see if a Visiting Scheme Volunteer could help you? If you don't want a visit, you might consider having a regular phone call from our Telephone Club Volunteers. Do you work with older people and think you know someone who would benefit from a regular visit or a phone call? We are always happy to receive referrals, please contact:

North Herts and Stevenage	Tel: 01462 446095
Watford and Three Rivers	Tel: 01923 256361
Welwyn Hatfield	Tel: 01707 375814
East Herts and Broxbourne	Tel: 01992 631989
St Albans, Harpenden and Hertsmere	Tel: 01727 859583

*Names have been changed

“What would I do without Help in the Home?”

Philippa Le Marquand talked to a client and her Home Helper in St Albans, to see how the service works

There is no typical client of Age UK Hertfordshire's paid for Help in the Home Service, just a large number of very satisfied individuals. Similarly, our well trained Home Helpers are very different from one another, but have a serious commitment to service and reliability in common.

Former senior social worker, Sheila, is 88 and has lived alone in the three bedroom family home since her husband Ted died some years ago

She said, “I have arthritis of the spine and can't stand for very long or lift anything heavier than a kettle. I was obliged to retire at 55 because of my back. For quite a long time I was unable to do much which was very frustrating after so many years in the front line, as you can imagine. Then I volunteered to help run a local day care centre and all these years later I am still involved. It is where I first met Mary Coyne who is a coordinator for the Help in the Home Service in the St Albans area - in those days she was responsible for the day care centre.”

“So when I urgently needed a Home Helper, I knew where to go. What would I do without Help in the Home? I had a cleaner for 15 years but, unfortunately, she had to leave me and in no time at all the house was in a sorry state. Anne, who is a Home Helper comes here fortnightly for two hours. She likes to get on with her job but we always make time to talk. Anne does what we agreed at the beginning, so we have a routine and, if I ask her to do anything special, such as cleaning a cupboard out, she is happy to do it.”

Anne is a 55 year old mother of four who is a hairdresser when not working for Help in the Home

Anne said, “I am a Home Helper two full days a week, and I am now spending a third day in the office learning various tasks such as computer work, organising Home Helpers, answering the phone and dealing with enquiries.



Age UK Hertfordshire is a great organisation for helping both volunteers and workers to achieve their potential and increase their skills. There are opportunities to progress if that is what you want to do.”

“I work as a Home Helper on Mondays and Wednesdays and I see four clients on each of these days. It's so different to the job I was doing before, sitting down all day, and so much more rewarding. I like working with older people, but didn't want to do personal care, so it



suits me really well. I saw the Help in the Home advertisement, applied and started work last October.”

“When you go to a client for the first time, they are usually cautious but they slowly relax and get used to you. For some clients having your company is as important as the cleaning. One said recently, ‘If you didn’t come back I think I’d shed a tear.’ Some of my clients are super clean. One client I go to wants her full bedding changed every week. Their needs are all quite individual, according to their health, lifestyle and personality and that variety is one of the things I like best about the work.”

“As a Home Helper you sometimes find that you get quite attached to the client. You do care, and go the extra mile because you bond with them.” It is clear that Anne and Sheila get on very well. Anne said “I admire Sheila enormously, and like to hear about her professional life as a senior psychiatric social worker. She spent a lot of time helping people make the transition from life in an institution to life in the community, and clearly cared deeply about their wellbeing. We talk a bit, but mostly I concentrate on getting on with the cleaning, as this is what she really needs from me. Her house contains a lifetime of memories, and it takes time to dust and clean it all properly but by the time I leave I know I have made a real difference to her. It’s very satisfying, and I always look forward to my next visit.”

Are you an older person living in Hertfordshire and finding it a struggle to keep your home as spick and span as you’d like? Perhaps you need a Home Helper. To find out more and for details of costs, contact the office nearest your home.

Mid and North Hertfordshire

Tel: 01707 386066

Email: helpinthehome.mn@ageukherts.org.uk

South West Hertfordshire

Tel: 01923 224472

Email: helpinthehome.sw@ageukherts.org.uk

East Hertfordshire and Broxbourne

Tel: 01992 747959

Email: helpinthehome.eh@ageukherts.org.uk

St Albans and District

Tel: 01727 477970

Email: helpinthehome.sta@ageukherts.org.uk

Maybe you are someone in search of flexible, satisfying part time work in the county? If you are interested in becoming a Home Helper, please call the HR Team
Tel: 01707 386068

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Healthwise – using music and movement to keep fit and healthy



Vicky Kelly, Head of Active Ageing, discusses a key ingredient of this scheme

Enjoying moving to music is a key ingredient of Age UK Hertfordshire's Healthwise scheme. The exercise element of the Healthwise sessions is incredibly popular with attendees.

Exercise is vital for keeping active and looking after our physical health. It is also a very important way of boosting mood and creating that 'feel good feeling'. The exercises that we use in Healthwise are gentle yet very effective in helping to strengthen muscles and improve flexibility and stamina. Many of our clients have provided feedback in support of the positive effects they have experienced since taking part not only in the exercises but also the Healthwise sessions overall.

Healthwise takes the form of 10 weekly one hour sessions that consist of healthy eating, gentle exercise, digital inclusion (computer skills) and social interaction. The fully funded sessions are aimed at helping people with depression/early dementia to keep happy and healthy. They are fun and interactive and provide an opportunity to improve overall health and wellbeing in a friendly, sociable and supportive

*Name has been changed

environment. If you are feeling lonely or isolated it is an opportunity to meet people and make new friends.

Healthwise sessions take place in various community locations throughout the county, such as village halls, community centres and sheltered housing scheme lounges. The following case study demonstrates the positive benefits that Healthwise can have on older people.

Elsie* – getting to know her neighbours

Elsie recently took part in the Healthwise sessions at the sheltered housing scheme where she is a resident. Elsie is quite shy and had been feeling very down. The sessions provided her with a weekly opportunity to spend an enjoyable time socialising with and getting to know her neighbours. Being part of such a positive, mood boosting group experience has increased Elsie's confidence.

Participating in gentle exercise, enjoying healthy eating sessions which often include food tasting, taking part in team quizzes and games and learning new computer skills has offered Elsie a purposeful but relaxed and fun point of social contact and support.

Many Healthwise attendees like Elsie comment on the positive change that taking part in Healthwise has made to their level of social interaction. Making new friends is for many a pleasant, yet unexpected, outcome of attending the sessions and groups often continue to meet after the Healthwise sessions have finished.



If you would like to join a Healthwise group contact the Information and Advice Team for details of your nearest sessions **Tel: 0300 345 3446**
Email: info@ageukherts.org.uk

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Men in Sheds – a social space for older people that's now open twice a week



Sometimes tweezers are necessary for the more fiddly parts. Everyone is enjoying themselves even though some mistakes are made and later corrected.

Breaks are taken often, sometimes for tea, perhaps for an anecdote or maybe reminiscing. Putting the world to rights is a big part of the conversation but it's always done in a friendly manner.

New projects are being planned including woodworking, making signs and creating scrap art. Enthusiastic new members are joining week by week and so the shed membership will grow.

Kerry James, Project Lead at the Clitheroe Health and Wellbeing Centre, reports on the latest developments to this brilliant new project

Men In Sheds at the Clitheroe Health and Wellbeing Centre is a project that encourages older people to socialise in a relaxed and informal way.

At the first meeting, two months ago, those attending chatted over a cuppa and talked about their working lives and hobbies. Most had been employed in a variety of roles with some changing careers completely. Most of the conversation was about hobbies, what the members do now and what they wanted to take part in. A couple of people expressed an interest in making models and other members agreed that they would like to take part in this activity. After much discussion they decided to assemble a tank vehicle using a kit. As one of the members had experience in model making they were asked to lead this activity. Those new to model making soon found out that it wasn't as simple as it might seem. There are lots of detailed parts and these need painting before being snipped and trimmed from the plastic sheets to which they are attached. Then the parts have to be assembled.



If you would like to join the Men in Sheds group or you know someone who would, why not get in touch **Tel: 01923 256360**
Email: Clitheroe@ageukherts.org.uk

Images copyright©Age UK Hertfordshire

“It’s wonderful to see teenagers giving us this day out”



Watford students treat Clitheroe Centre clients to a great day out. Alison Smith reports

In a moving speech Christine, a Clitheroe Health and Wellbeing Centre client, had nothing but praise for Event Management and Hospitality students from The Watford UTC (University Technical College) who treated her and 19 other clients to a complimentary three course meal and an afternoon of entertainment at their premises in Watford. “It’s wonderful to see teenagers giving us this day out, it makes such a big difference to our lives. I think they’re lovely and I hope this makes the papers”, she said.

The special event was put on to mark the end of the school year. Teams of students from The Watford UTC competed against each other to come up with the best idea for a themed three course lunch and entertainment for up to 20 guests. Lorraine Davenport, Director, Travel, Tourism and Hospitality at The Watford UTC decided to invite clients from Clitheroe Health and Wellbeing Centre.





The windows to the room where the event took place were decorated with murals depicting London landmarks by talented artist Joey. "This was awesome to work on" he said. "It took me about two hours and I did it free hand using images from the internet." Joey is originally from Auckland, New Zealand but his parents moved to the UK so that he could attend The Watford UTC. He is clearly enjoying his experiences.

Jeb and his team also came up with a menu which was provided by a catering company. Whilst the clients were served a starter of tomato soup followed by cottage pie with seasonal vegetables and a trio of desserts to finish, they were treated to a very melodic version of a heavy metal classic by students Tom, on guitar, and Anna, on violin. Tom said "It's a piece I knew already and we had it especially adapted for the violin. We played it at the House of Commons a few weeks ago." Musical entertainment was also provided by Josh on piano and Tim on guitar.



Guests, Sheila and Gwen, who told me their nickname is the 'terrible twins', clearly enjoyed themselves. "Everything was very good and tasted very nice" said Sheila. "It was quite novel the way they served everything" added Gwen. Sheila, said "It was lovely, they did everything so well and really looked after us." Gwen, agreed, "Many of us live

Jeb,15, was the Team Leader for the winning group of students and explained, "We went to Shoreditch in London to look at up and coming trends in restaurants". The team considered everything from décor to cutlery. Jeb continued "I came up with the idea of the Great British Pop Up Restaurant". He and his team then spent two weeks researching their ideas before presenting their concept to Emma Loveland the Principal of The Watford UTC. "She loved it" he said. "We wanted to go for things that people like to think of as British." This included: bunting and a table runner made of fake grass on which were placed a tennis ball, Tardis, vases of English roses and, most impressively, a 3D printed Big Ben.

alone," she said "so this event was such a change".



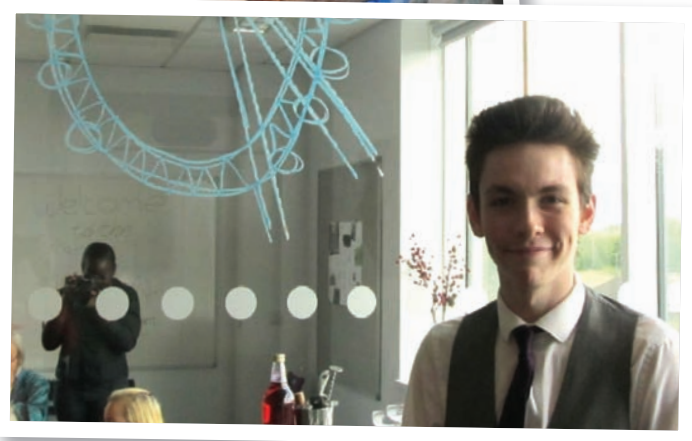


After the meal, clients were encouraged to form teams of two and join in with a general knowledge quiz which caused much furrowing of brows, my own included. Dora and her friend were puzzling over who had a hit with 'Saving all my love for you' Dora, who told me she will be 96 this year, said of the college "It's such a beautiful place. I'm very impressed with it." She is especially pleased because her great grandson will be studying at The Watford UTC. As she sipped her tea Dora added that "It tastes so much better out of those cups." The fine bone china cups and saucers were all evidence of the attention to detail and hard work that Jeb and his team had put into this event.

Another student, James, gave the clients a mocktail (mock cocktail made with non alcoholic drinks) demonstration. He asked for two volunteers and soon Shirley, a client, was in full swing shaking up a glorious pink creation watched by Avril, an Age UK Hertfordshire volunteer.

Aime, one of the waitresses commented "It's the first time we've done something this big. We've never served three courses to 19 people before." Aime clearly enjoyed the event. "They are all such lovely people and so interesting to talk to", she said of the clients.

As the afternoon came to a close Sandra Stunt, Activity Assistant at Clitheroe Health and Wellbeing Centre, thanked the students for putting on the event. "So many of our older people feel lonely and isolated," she said. "Events like this, where they can get together with food and friends, are essential to their overall wellbeing. They really appreciate the effort you have gone to on their behalf – a huge thank you to you all."



Age UK Hertfordshire would like to thank Emma Loveland Principal of The Watford UTC, Lorraine Davenport, Director, Travel, Tourism and Hospitality for inviting us to this event and all who made it possible.

Event Management and Hospitality students at the Watford UTC study for their usual GCSE and A Levels, but as per the ethos of University Technical Colleges, also undertake a technical qualification – in this case a BTEC in Hospitality. For more information about The Watford UTC visit www.watfordutc.org

If you would like to attend Clitheroe Health and Wellbeing Centre in South Oxhey please
Tel: 01923 256360 To volunteer at the centre
Tel: 01707 386060 Email: volunteering@ageukherts.org.uk
www.ageuk.org.uk/hertfordshire

Top image copyright©Ellen Kouyate a student at The Watford UTC

What do John Profumo and Lady Chatterley have in common?

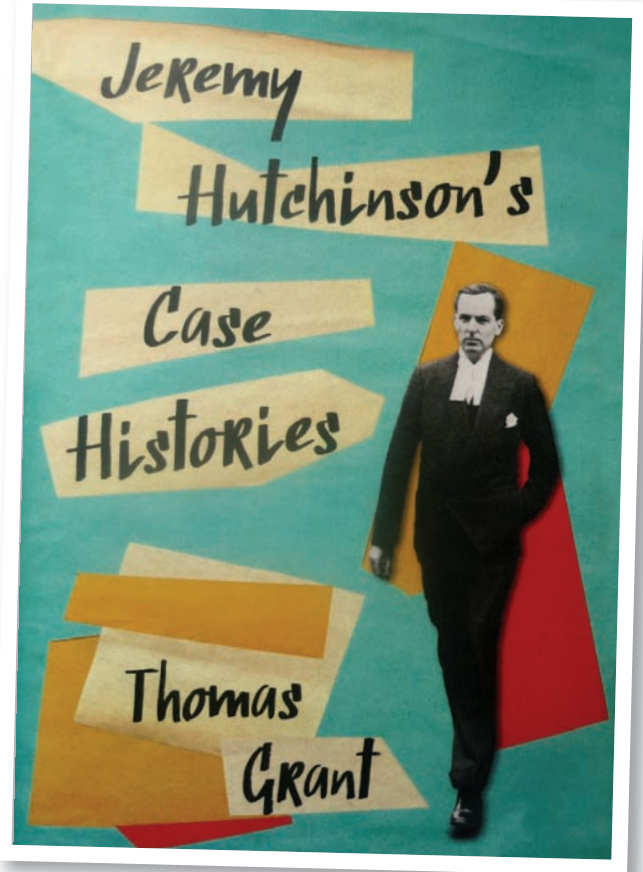
Philippa Le Marquand finds out...

I am embarrassed to confess that before I read Thomas Grant's rather marvellous book, "Jeremy Hutchinson's Case Histories", I had not heard of Baron Jeremy Hutchinson of Lullington. At 100 years of age, he is our oldest living life peer. He grew up in the heart of the infamous Bloomsbury set and once accidentally shot a policeman. His first wife was the actress Dame Peggy Ashcroft, seven years his senior, with whom he had two children. Hutchinson was one of the greatest criminal barristers of all time – and funny with it! He has never written his memoirs, alas, and although the book kicks off with a scene-setting biographical outline, it is actually an account of fourteen of his most famous legal cases.

One of these cases was the well-known Profumo affair. I expected to be riveted by Hutchinson's perspective on this case, with all its apparent glamour, controversy and complexity, but I was left dismayed by the circumstances leading to the suicide of Stephen Ward (an osteopath), who was also one of the central figures in this case. There were months of trials and intrigues involved in the case and the public appeared to have been whipped into a frenzy by the extensive high profile media coverage.

The central figure of the Profumo affair was Christine Keeler, a great beauty alleged to be a prostitute. The basic proposition of the case was that she could have passed on state secrets from Profumo, a minister of the Crown, to Ivanov, alleged to be a Russian spy. (He was not). Hutchinson, who defended Keeler at her trial for perjury, says, "She may have been at the centre of a vortex that had seen a cabinet minister resign, a government rocked, two men jailed and one take his own life, but in truth she was a wholly passive party... a victim of circumstances, and of a kind of unquenchable male desire."

For me, the best part of Thomas Grant's book is his account of Hutchinson's career-defining defence in the Lady Chatterley obscenity trial of 1960. Penguin Books were acquitted of publishing an obscene book. The book in question was the uncensored version of *Lady Chatterley's Lover* by DH Lawrence, written just two years before he died. The Judge, Mr Justice Byrne was a devout Roman Catholic and allegedly sympathetic to the prosecution. Hutchinson says, "I had a vision of Lawrence, slight, pale skinned and red bearded, with his sharp darting eyes, sitting alone in that enormous dock normally reserved for those on trial for the most heinous crimes. And for what? For writing an allegedly pornographic book, with the



avowed purpose, in Lawrence's words, of restoring the beauty and sacredness of the physical relation of two people in love."

Some of the greatest writers and thinkers of the day, including Aldous Huxley, Graham Greene, E.M. Forster, Iris Murdoch and Bertrand Russell, were lined up for the defence in this case. The prosecution was led by Mervyn Griffith-Jones, whose case fell apart when he turned to the largely working class jury, some of whom were unable to read, and asked them if this was a book they would like their wife or servants to read? What a marvellous moment that must have been to witness and the outcome of this case is credited with the start of a more liberal stance on publishing.

Jeremy Hutchinson's Case Histories by Thomas Grant is published by John Murray (£25) and if you enjoy social history it is a right riveting read! If you would like my almost new review copy just send a letter to the editor about anything that has inspired you in this issue of *agematters* – and the best letter wins the book.

“People tend to leave here feeling incredibly happy”



Tim surveys his fields of blue

Philippa Le Marquand visits her next Quirky Place, Hitchin Lavender

Do you know there is a marvellous lavender farm in the village of Ickleford, near Hitchin? It definitely qualifies as a quirky place, and is run by the Hunter family; exceptionally charming people who really love what they do and want to share their passion for lavender with you, even after waving goodbye to their third coach load of the day!

Five generations of the family have worked on the land at Cadwell Farm over the last 100 years. It is a traditional arable farm and Alexander and Zoe Hunter made a great success of it, whilst bringing up their two sons, Tim and Nick. I arranged to meet Tim on one of the busiest days of his year when he was under enormous pressure, but even so he spent some time with me, and introduced me to his parents and his Argentinean wife Noel. As Tim showed me round the fields he evidently loves so much, he gradually relaxed and he told me the story of Hitchin Lavender.

“In 2000, my father decided he wanted to plant something different that would also look lovely. He knew that Hitchin had once been famous for its lavender as far back as the 1600s but it became even more popular when Harry Perks

established a pharmacy in 1760, and used lavender for medicinal purposes. It is a good antiseptic. His son Edward started planting it commercially in the early 19th century and over the next 150 years three generations of the Perks family won a series of awards for their lavender. Perks went into partnership with Charles Llewellyn and their pharmacy took over the shop that later became Woolworths, on the main street. My parents remember it and the original lavender fields. Perks and Llewellyn established a countrywide reputation for their lavender products.”

“The commercial uses of lavender died out in the 1960s due to competition from French perfumeries and the development of modern drugs. My father loved the idea of reintroducing this quintessentially English, historic and beautiful plant, and coming up to retirement thought lavender fields would look wonderful

from the windows of the farmhouse, where they still live. He had no idea how big a part this decision would play in the future of the family – or the village.”

“As soon as the lavender fields were established, people wanted to see them and my father would casually show them round, and others used the public footpaths that still cross our land. We then offered tours, and opened at weekends for walkers. My father cleared a space at one end of our 17th century barn and dragged in some old sofas. It was still a working barn then, with no fridge and just an old kettle. He had no idea the barn would soon be a thriving café! As more people came, we established Hitchin Lavender as a separate business and it is now a big attraction. In July and August tens of thousands of visitors come here.”

“My brother Nick and I grew up on the farm, but we both needed to spread our wings, and left to do other things. I met my wife Noel when we were at college 14 years ago. I was studying Public Service Management and she was learning English. I lived in Argentina for a while, and have done various jobs, but we came back in 2009 to run the lavender business. We live on the estate in our own house and are bringing up our sons, Jasper and Camilo, to have the same sort of childhood I was fortunate enough to enjoy.

Noel's Mum comes over from Argentina regularly and the children are growing up bilingual. We are involved in village life as much as possible, which is not difficult with two boys at the school. My brother also came back and now works on the main farm, where we grow crops such as barley and have horses for riding."

"Hitchin Lavender is managed for most of the year by just three of us – me, Noel and my father. However, for a few weeks every summer we have to take on and train another 20 staff to cope with the crowds. We open between May and September and the flowering season is from mid June until the end of August. We had a bit of rain yesterday, and three coach loads of people all converged on the café at once, which was challenging. The local WI celebrated its 60th anniversary here last year. We do wedding receptions in front of the lavender, and are booked up to 2018! We have a wedding here every weekend for the next five Saturdays."

"Noel and I have been given the freedom to develop the business and make it our own. Social media has been a huge bonus because it is easy to promote a nice picture and backdrop – what's not to like? English lavender is traditional with a very wide appeal. It's what people want. We also have fields of sunflowers now – definitely not traditional, but they look gorgeous and people love them. They flower any time in August for a couple of weeks, and can get badly battered by wind and rain but if it all comes together they look wonderful next to the lavender. We grow it as an attraction so we don't harvest the seeds. We let the birds have them."

"We get a lot of groups such as the Fiery Fascinators who are here today. Older people love lavender because it brings back memories and associations. Young children love it as they can run wild here, up and down the rows, and also they can pick the lavender. Many families bring a picnic and make a day of it. We had a group of Buddhist monks and nuns here recently; they live in the moment and have a wonderful philosophy. We charge £4.50 for adults to get into the fields, and pick as much lavender as they like – we even provide a bag and scissors. You get your ticket at the counter in the café. Before you get to the fields there is a display area with 60 different varieties of lavender. This area is free and so is parking, so people come here to enjoy the flowers, walk their dogs or meet for coffee or lunch in the barn, visit the shop and maybe buy lavender plants."

"We have great wildlife including dozens of varieties of butterflies and several kinds of bees. There are swallows, and skylarks nest in the lavender, as we never harvest to the ground so the nests remain intact. We also have birds of prey such as buzzards, sparrowhawks and red kites. We now have 25 miles of lavender. It is not totally organic, we use herbicides as there is a huge amount of work involved in keeping the fields presentable, with a lot of hand weeding and picking. We harvest the lavender oil and export 3-400 litres a year. We harvest the flower – just the

head where the oil is found – with a special, custom made harvester developed for us by Cranford University. The oil is sold to several producers of toiletries and has even been sent to China. We also use it for our own products."

"Our products are made by a lady soap maker based in Norfolk. It is just a

small outfit, but getting bigger as our business grows. She has now extended her skills to other toiletries. We try to keep things as natural as possible, with no parabens* and no artificial colour. The soap is transparent and the creams are white. Everything is manufactured in the UK, and we have just launched a new design for our packaging. Most people who come here buy something and we sell to Hatfield House, Knebworth and Lambeth Palace."

"This year the lavender is flowering slightly earlier than usual. I don't have much time to admire it or think about it but I still love to see the different colours and the way the light changes all through the day. On a windy day it looks like an ocean with the breeze creating ripples. There are wonderful views from the top of the hill. People tend to leave here feeling incredibly happy."

Well, it worked for me. It's too late for this year, but next summer be sure to go and see Hitchin Lavender for yourself. It is quirky, smells wonderful and will make you happy – it's official!

* Parabens are any of a group of compounds used as preservatives in pharmaceutical and cosmetic products and in the food industry



Noel and Tim



Fiery Fascinators: Rikki Harcourt, Mags Johnstone and Sheila Corner visiting Hitchin Lavender

Volunteering Roles in Focus

Could you be a part of a team that provides a warm, welcoming and fun day for older people at an Age UK Hertfordshire 10 to 3 club?

Our 10 to 3 clubs operate one day a week and are an essential social lifeline for older people. The clubs offer an opportunity to make friends, take part in activities or events and enjoy a hot meal. Our service would not be as wonderful as it is, without the support of our incredible volunteers, so why not come and join our team? We currently require volunteers in the following areas:

- Royston
- Hitchin
- Baldock
- Letchworth
- Great Offley
- Woolmer Green

Could you help an older person to attend a club?

We are currently recruiting volunteer car drivers from the Watford area who would be happy to use their own cars to assist with transporting older people to and from our Clitheroe Health and Wellbeing Centre in South Oxhey.

Providing transport to our social clubs is key to ensuring that older people have access to the support they may need and it is also an opportunity to provide friendship during the journey. Many of our clients comment on how, for them, the enjoyment of the day begins as soon as the transport arrives.

We are also currently recruiting volunteer minibus escorts to assist with our current transport routes. Our centre is open Monday – Friday but hours are flexible.

Help older people after a stay in hospital

It seems that every time we read the newspaper or turn the television on these days we hear of the number of older people being discharged from hospital who need help to return home safely.

Have you ever wondered what it would be like to be an older person who lives alone, becomes unwell and then requires a visit to A&E or admission to hospital? It can be a very frightening experience with the worry of how you will cope when you go home. This is where we need your support.

Do you think you could help an older person settle in back at home after a stay in hospital? We need volunteers who can help our clients with shopping, take them to

appointments or accompany them on walks or perhaps just visit them to share a cup of tea and a chat to reassure them help is at hand.

Over the past year we have seen an ever increasing need for the support that we provide and in order that we can continue to help as many older people as possible we urgently need more volunteers. If you have a couple of hours to spare a week or perhaps at weekends we would love to hear from you. We will provide training and any more support you need.

The Role of an Information and Advice Volunteer

The Information and Advice service has a team of Benefits Outreach Volunteers who can visit clients in their homes and help them with benefit applications. Many older people are put off from claiming their benefit entitlements, despite suffering financial hardship as a result, due to the length and complexity of the forms. Our fully trained and supported Benefits Outreach Volunteers address this issue by going through the forms with clients and answering any queries they may have. This role requires a commitment of at least one client visit per week. It is very flexible for people who have a busy schedule as the time and day of your visit is agreed between you and the client. A full driving licence and use of a car are essential for this role but you will not be expected to travel any further than you are happy to.

Our Telephone Advice Volunteers are based in either our Hitchin or Watford office and support older people by taking Information and Advice Line telephone calls and dealing with enquiries sent to us by email or Skype. The role requires a good telephone manner, experience with using computers and working within a team. The role can be worked anytime between 8am-5pm Monday to Friday and can be flexible to your schedule. Full training and resources are provided. This role would suit someone looking to develop their administrative skills or who enjoys speaking with people, listening and helping improve their situation by providing information and advice.

If you are interested in volunteering for these roles or any of those listed on page 38 appeal to you, please contact the Volunteering Team Tel: 01707 386060 Email: volunteering@ageukherts.org.uk Apply online at: www.ageuk.org.uk/hertfordshire

Volunteering News

A roundup of the news from our Volunteering Team

Third place in the 'Valuing Volunteer Management in Hertfordshire' awards

During the summer we came third in the prestigious Volunteer Centres Hertfordshire 'Valuing Volunteer Management in Hertfordshire' awards.

At a gala event held at the Beales Hotel in Hatfield Joy Stimson, Age UK Hertfordshire's Volunteering Coordinator, was presented with the award by Jonathan Trower, the High Sheriff of Hertfordshire. Joy Stimson said "It was good to know that so many of our volunteers feel that Age UK Hertfordshire values them and nominated us for this award. This is the first time our volunteers have put Age UK Hertfordshire forward for this award so to come third is a great achievement. It is gratifying to know that our volunteers think we are worthy of this accolade. We think they are amazing and Age UK Hertfordshire would not be able to provide the level of service to our clients if it were not for the time and effort that our volunteers give".

Volunteers' Week – saying thank you

Alison Smith reports on a very uplifting occasion

In June our volunteers were invited to a special event in Welwyn to mark Volunteers' Week and celebrate their dedication and support.

Our volunteers had a brilliant time. They exchanged stories, took part in a free raffle followed by a highly entertaining quiz which was organised by Bob Tustin, a fellow volunteer, and enjoyed delicious pastries. There were speeches by Joy Stimson, Volunteering Coordinator, and Jan Gough, Acting Chief Executive, who thanked the volunteers for their "unstinting dedication and tireless support".

Our volunteers are a lovely bunch of people and I had a very enjoyable time talking to them. They come from all walks of life and were attracted to volunteering for many different reasons but what they all have in common is their dedication to, and enjoyment of, their roles. They had some very interesting stories about why they had volunteered.

Marie volunteers for the Information and Advice service. She loves getting out, meeting people and "helping them claim what's rightfully theirs". Marie said "It is so satisfying knowing that you've helped someone and changed their life."

Tony decided to volunteer for Age UK Hertfordshire because "it's important to think about how you would like to be assisted when you get older." Tony's greatest pleasure clearly comes from visiting 101 year old Elena*. "I'm widening my knowledge of social history," he says enthusiastically. Tony added that he has learnt so much from someone "who has experienced the past first hand." Elena* evidently benefits from his visits too. "We both get something from it" he said. "She often enjoys telling me about the past and often asks me to look up things on my



Volunteers Tony, Marie and Abigail

mobile phone such as the name of a famous war reporter."

Having experienced a life changing event, InTouch Volunteer, Abigail, was keen to help others in a similar predicament. I enjoy it when people say "Thank you for listening I don't feel so alone." Abigail is passionate about her role "Every hour is important."



Jan Gough thanks the volunteers

Linda, has been a Visiting Scheme Volunteer for four years. She says "I get a real sense of satisfaction from helping people. It's a social thing too because I get to meet other people at volunteer meetings and events such as this."

As the event came to a close Joy Stimson announced that Age UK Hertfordshire had come third in Volunteer Centres Hertfordshire's 'Valuing Volunteer Management in Hertfordshire' awards and thanked the volunteers for their support.

*Name has been changed

Join our team of volunteers helping local older people

Volunteers are vitally important – without them we would struggle to run our services. From visiting lonely older people to assisting at one of our social clubs or from providing support over the telephone to helping older people to keep active, we have a wide variety of roles to suit you. To find out more and to apply online visit the 'Volunteer for us' pages on our website www.ageuk.org.uk/hertfordshire Alternatively: **Email volunteering@ageukherts.org.uk** or **Tel: 01707 386060**

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

Information and Advice, Benefits Outreach and Telephone Advice Volunteers

Support our Information and Advice Team by providing help and advice

Weekdays, hours variable. Need to be available daytime Required countywide

Clitheroe Health and Wellbeing Centre in South Oxhey need Volunteer Transport Escorts

Approx 6 hours a week Weekdays

Ideally based in Abbots Langley/Garston area

Home and Hospital Support Service Volunteers

Provide short term, practical and emotional support to an older person in their home

1-2 hours or more a week Weekdays and/or weekends Urgently needed in North Herts, Stevenage, Welwyn Hatfield, East Herts, Broxbourne and surrounding areas

10 to 3 Club Volunteers urgently needed

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

To help assist with activities at the following clubs:

Ware on Mondays, Great Offley on Tuesdays, Royston on Wednesdays, and Hitchin on Fridays

Hospital Discharge Scheme Volunteers

Provide short term, practical and emotional support to an older person in their home

1-2 hours or more per week Daytime weekdays Urgently required in St Albans, Watford and Three Rivers

Clitheroe Health and Wellbeing Centre, South Oxhey needs Drivers

Few hours a week weekdays

Ideally based in Abbots Langley/Garston area
Must have own car and hold a full driving licence. Taking older people to the centre and back home again

Healthwise Volunteers 1-2 hours a week weekdays

Help groups of people aged 50+ remain independent and enjoy a healthy and active life

Required countywide

Clitheroe Health and Wellbeing Centre in South Oxhey need IT Volunteers

Approx 3 hours, weekdays

To show older people how to use the internet, email, photographs, Skype etc

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

Visiting Scheme Volunteers

Approx 1-2 hours a week on a regular basis In all parts of the county

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

Do you speak Punjabi?

If so we need volunteers at our friendly and vibrant

Asian 10 to 3 Clubs in Hitchin on Tuesdays and Letchworth on Tuesdays, Wednesdays and Thursdays

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

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Keep It In the Family

Worried about Inheritance Tax?

Concerned about Care Fees?

On Friday 18th September 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 telephone Andy Todd on 01992-300333 or e-mail him on andy@longmores-solicitors.co.uk with your details and he will send you an invitation.

Please note that we hold Seminars regularly throughout the year. If you are not able to come this time, please contact us and ask to be added to the mailing list for an invitation next time.

We hope to see you on Friday 18th September 2015.



Nichole Giddings

Nichole Giddings, who runs the Department, 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. Nichole has now been joined by a new member of the Department, Georgina Crane.

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



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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.



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

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.



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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.

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.

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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!

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.



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