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agematters

Issue 40 Spring 2016

New State Pension

How it may affect you

Home and Hospital Support Service

We're there for you

Spring in your step

Hertfordshire Health Walks

Domestic Abuse

How to get help

World War II Hero

Receives award

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Hertfordshire ageUK

Calls may be recorded for quality, monitoring and training purposes.

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Where to get your copy of *agematters*

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Age UK Hertfordshire Information and Advice Tel: 0300 345 3446

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



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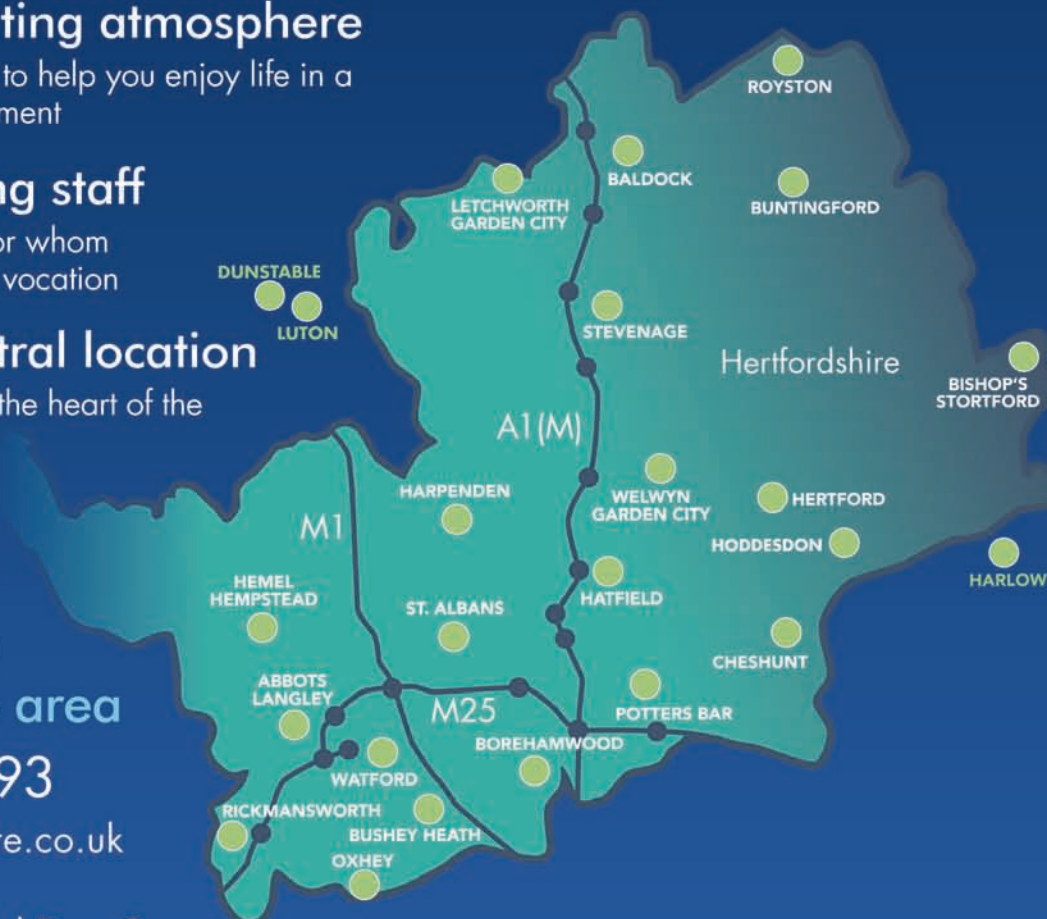
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Welcome from the Chief Executive

More than £6 million in benefits claimed for older people and their carers

Welcome to our new style magazine. We are going with a new image, less shiny paper and slightly larger print. Thank you to everyone who took part in the agematters survey in 2015 – your comments and suggestions have resulted in this new style magazine which we hope you will enjoy. You will see more articles about support available from other Hertfordshire organisations, and information on how to get involved in health and lifestyle activities e.g. Hertfordshire Health Walks.

Agematters also thanks our donors for their support – it would have been difficult to miss the John Lewis Christmas advert ‘Man on the Moon’ and the impact it had on so many people – it appeared to pull at everyone’s heartstrings. The advert not only resulted in gifts for older people at Christmas, but an increased number of people wanting to volunteer for us – we thank everyone new who came forward, and all that continue to volunteer. Apparently the advert also increased the numbers of telescopes sold over the holiday period!

Our fundraising was supported by the clients who use our services, with an impressive number of Innocent smoothie hats being knitted to raise funds for Winter Warmth Packs. The packs include emergency provisions / vital supplies during times of ill health or adverse weather. Our sincere thanks to Innocent and to our clients who helped so many older people stay warm and well during the winter months.

The 2015 agematters survey highlighted how you valued the articles about our services, so we continue to include information about them, and the difference they are making to people’s lives. This issue includes an article about the New State Pension and our Information and Advice Team is happy to respond to any queries you may have about these changes. **We are delighted to report that the Team brought in more than £6 million in unclaimed benefits for older people and their carers in Hertfordshire in 2015.** Congratulations to the Team, and sincere thanks to the Big Lottery for supporting this service.



The Information and Advice Team

You will find lots of information about our other services in this issue and on our website; or you can always call our Information and Advice Line
Tel: 0300 345 3446
Email: info@ageukherts.org.uk

Age UK Hertfordshire only exists because of the support we receive from the community and our funders and because of the commitment of our volunteers and staff. We are very grateful to everyone who supports us in whatever way they can. Sometimes we all need to stop and think and ask whether what we are doing really makes a difference. When you read about the difference our services make to people’s lives it is easy to see why we are so committed. But it would not be possible to deliver these services without donations, gifts in wills, or the funding we receive from Hertfordshire County Council, the Clinical Commissioning Groups, Welwyn and Hatfield Borough Council, Sanctuary Housing, Three Rivers District Council, Garfield Weston Foundation and Thrive Homes.

Finally, our sincere thanks to our contributors, who have written about their organisations and the services or products they provide. We will continue to feature such articles so we can inform you about what’s happening in our county.

Jan Gough
Chief Executive

We'll be there, day after day

If you remember us in your will



For many older people, a visit or call from Age UK Hertfordshire can be a lifeline. It can mean the difference between feeling alone and vulnerable, or supported and secure. Sometimes just knowing we're there is enough. You can make sure we always are, by remembering Age UK Hertfordshire in your will. Just call or go online to find out more.

Tel: 01923 252947 **Email:** legacy@ageukherts.org.uk

www.ageuk.org.uk/hertfordshire

Registered charity number 1116662

Fabulous Fundraisers - John Lewis Staff

Teams from John Lewis Stores in Watford and Welwyn Garden City show their support for local older people



Sarah McKie, Help in the Home Coordinator gives out flyers at the Age UK, Man on the Moon' stand at John Lewis, Welwyn Garden City.

In November 2015, Age UK launched an exciting partnership with John Lewis aimed at tackling loneliness. The 'No one should have no one at Christmas' campaign included a memorable television advert featuring the 'Man on the Moon' and was a great success for Age UK Hertfordshire.

Age UK Hertfordshire has a good relationship with the two Hertfordshire John Lewis stores located in Watford and Welwyn Garden City, enabling opportunities for fundraising, raising awareness of local services and recruiting local volunteers.



Members of staff from John Lewis store helping decorate Clitheroe Health and Wellbeing Centre"

Putting the sparkle into the festive season

In December, members of the John Lewis Team at the Watford store helped decorate the Clitheroe Health and Wellbeing Centre in preparation for the festive period. They also assisted at some of the Christmas lunches held at both Clitheroe

Health and Wellbeing Centre and Douglas Tilbe House Health and Wellbeing Centre. For these events, John Lewis very kindly donated some supplies for each lunch, including Christmas crackers and non alcoholic mulled wine. They also generously supplied some great gifts for club members!



June Lee, Project Lead at Douglas Tilbe House Health and Wellbeing Centre with John Lewis staff who helped at the centres Christmas lunch.

Other festive activities included afternoon tea for our clients at the John Lewis Watford store, and fundraising events in store including a 'Giving Tree'. The Giving Tree was set up at both stores before Christmas and enabled John Lewis customers to take a gift tag from the tree, purchase a gift and donate it to the store. All of the gifts donated by customers were then wrapped and distributed amongst clients of Age UK Hertfordshire's Visiting Scheme.

John Lewis donate £1,000 to Clitheroe Health and Wellbeing Centre

Kerry James, Age UK Hertfordshire's Project Lead for the Clitheroe Health and Wellbeing Centre was delighted to be presented with a generous donation of £1,000 by Pearl Robson, Community Liaison Officer for the Watford John Lewis store.

The Community Matters Scheme - money making green tokens

Age UK Hertfordshire took part in the Community Matters Scheme at the Hertfordshire John Lewis stores. Every three months, each John Lewis store selects three local groups or charities to help as part of their Community Matters Scheme. John Lewis customers then get to vote for the organisation they would like to support by using a token provided to them after using the restaurant. At the end of the three months, each group or charity receives a share of money based on the number of tokens donated. It is a wonderful scheme and it really benefits local causes.

A big thank you to the teams at John Lewis in Watford and Welwyn Garden City, and special thanks to each store's Community Liaison Coordinators Pearl Robson and Val Fowler for their support in this fantastic partnership fundraising initiative.

Are you planning on fundraising for charity? If so, why not do it in aid of Age UK Hertfordshire? Participating in a challenge or event can be really rewarding and also great fun. By fundraising for Age UK Hertfordshire you'll be helping older people in your local area get the vital support they need. Interested? Please get in touch, as we would love to hear from you.

Tel: 01707 386070

Email: fundraising@ageukherts.org.uk

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- community care queries
- housing options
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- IT training

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www.ageuk.org.uk/hertfordshire

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It's not just about chocolates and roses – raising awareness of abusive relationships

Hertfordshire's County Community Safety Unit report

February the 14th is globally recognised as the day of love – but how are you 'treated' by your Valentine? That was the question asked by Hertfordshire's County Community Safety Unit to raise awareness of domestic abuse and coercive control, as it launched its current campaign.

Coercive control is defined as a continuing act or pattern of acts which are used to harm, punish or frighten a victim and can take many forms including:

- stopping a victim from socialising
- limiting access to family, friends and finances
- monitoring a person via online communication tools, for example using tracking apps on mobile phones
- threats to reveal or publish private information

New legislation, which came in on 29 December 2015, now makes it possible for charges to be brought in domestic abuse cases where there is evidence of a pattern of repeated 'controlling or coercive behaviour'.

These legislative powers will help authorities intervene in cases where offenders subject spouses, partners or other family members to a range of emotional and psychological abuse.

The legislation was introduced after a government consultation found that 85% of domestic abuse victims did not believe the law offered them adequate protection from offences including harassment and stalking – either face to face or using social media – controlling their finances, trying to isolate them from family and friends and preventing them from socialising.

The County Community Safety Unit is working with Age UK Hertfordshire and other agencies – including cafés and coffee shops – to raise awareness of domestic abuse with the help of chocolates that are being distributed across a number of clubs, groups and places where



people may meet, each with messages and information about where to go for more help and support.

Police Neighbourhood Teams have also supported this by raising awareness of domestic abuse at a number of engagement events across the county where the chocolates and other information on how to report such incidents and where to get help are being distributed.

Is it 'True love' if someone you're supposed to trust...

- calls you names?
- hurts you?
- forces you to do things you don't want to do?
- controls who you see, where you go, what you wear?

Abuse can happen in lots of ways and in all kinds of relationships. It doesn't matter how old you are or who you are. It's never okay and there are people you can talk to in confidence.



If you or anyone you know is suffering from domestic abuse, please visit the Herts Sunflower website: www.hertssunflower.org or call Hertfordshire Domestic Abuse Helpline on 08 088 088 088, it is free to call and is open from 10 am – 10 pm Monday to Friday. Alternatively call police on 101 or visit: www.herts.police.uk/domesticabuse

Join England's most successful healthy walking programme

By Hertfordshire Health Walks

"If a medication existed which had a similar effect to physical activity it would be regarded as a wonder drug or miracle cure!" Sir Liam Donaldson, the Chief Medical Officer, March 2010.

Taking regular exercise is especially important as we get older; our metabolism slows, and our strength reduces. Advice from the National Institute for Health and Care Excellence (NICE) is that walking is the best way for adults of all ages to be more mobile and boost their physical activity. Walking is free, requires no equipment or membership, is low impact (and therefore accessible to the majority of people regardless of fitness level) and you can build stamina gradually.

Hertfordshire Health Walks are providing the motivation for many Hertfordshire residents to get more active outdoors. We offer more than 50 free, local, and friendly, health focused walks every week. With all walks led by our enthusiastic army of trained volunteers, everyone can walk at a pace that suits them, so no one gets left behind. Our walks range from a gentle 20 minutes with regular rest stops, to a brisk 90 minutes; there's something to suit everyone.

A healthy, active lifestyle can reduce your risk of developing a range of physical ailments including heart disease, high blood pressure and Type 2 diabetes. Physical activity can also help us in our recovery from health issues – Macmillan Cancer Support even recommend walking as a way to improve recovery following the treatment of certain cancers.

Walking outdoors, visiting some of Hertfordshire's pleasant green spaces and attractive countryside, can be great for our mental wellbeing – a great reliever of stress! The walks tend to start and finish in locations where a café is nearby and people tend to walk in groups. Friendships develop through conversations on the walk or afterwards over a hot drink and many of the participants start other group activities with the friends they make on a health walk. Two recently married couples met each other on a Hertfordshire Health Walk!

What our walkers say

"The beauty of Hertfordshire Health Walks is the social aspect. They are so welcoming and friendly... it motivates me to make the effort." **Rodney, Hemel Hempstead.**



"I can feel my shoulders start to relax and drop when I start to walk. I get to see some lovely places and meet some really nice people." **Jackie, Hertford.**

"I hadn't been very well when I heard about the Health Walks. It improved my health tremendously and so I trained to be a walk leader myself. It's great fun!" **Barry, Potters Bar.**

Celebrate walking in Hertfordshire this May

Throughout the month of May, the Countryside Management Service is hosting a Hertfordshire Walking Festival. The countywide festival will showcase the best Hertfordshire has to offer from nature trails, singing jaunts, pub heritage walks and introductions to bird watching and photography. To find events to interest you, visit www.hertsdirect.org/walking



Get started

Visit www.hertfordshirehealthwalks.org or telephone **01992 588433** for a copy of your local programme of walks.

Hertfordshire Health Walks have been coordinated since 2001 by the Countryside Management Service, part of Hertfordshire County Council.

HIV and Sexual Health in the over 50s



Suzanne Bannister, Executive Director, Herts Aid reports

It is no surprise that people in their 50s, 60s, 70s and 80s are having sex with new partners.

Some people are coming out of relationships and dating again. Some have always been single. And many over 50s are enjoying fantastic sex and finding new love at this point in their lives.

The problem is that lots of people over 50 (single or dating) don't think that safer sex applies to them. If you're coming out of a long term relationship, it may not be something you've had to think about for years. And, after the menopause, using condoms can be easily forgotten about. As a result, STIs (Sexually Transmitted Infections) are making a comeback in a new generation.

STIs don't care about greying hair or a few wrinkles. If you're having unprotected sex, an STI will find you just as attractive whatever your age.

Most of you reading this article will be old enough to remember the National AIDS prevention campaign back in the 1980s with stark tombstone images saying "Don't die of ignorance" and warning people to protect themselves against contracting HIV. There has not been a national campaign of this kind since. Many people now think HIV is no longer a problem in the UK.

There were more than 6,000 new diagnoses in 2014, taking the numbers of people living with HIV in the UK to over 100,000. Older people are the fastest growing group in the UK with HIV. Their numbers will double over the next 5 years. The good news is that treatment for HIV is very effective and people who are diagnosed early, and who start treatment at the appropriate time, can expect a near normal life span.

One of the problems we have in the UK is late diagnosis of HIV. Nationally, just over 40% of people with HIV are



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diagnosed late and in Hertfordshire 49.5% of people are diagnosed late. People whose HIV infection is diagnosed late have a 10 fold increased risk of dying within the first year of diagnosis, compared to those diagnosed early.

Herts Aid is a local HIV and Sexual Health Charity working across Hertfordshire, providing a range of support for people living with HIV and for their families. This includes rapid HIV testing that takes just 10 minutes with immediate results, as well as education and prevention programmes.

Please get in touch with us if you need to access our services, want more information about HIV and Sexual Health, or think you would like to have an HIV test. Our services are free and confidential.

**Ware office: 01920 484 784
Watford office: 01923 803 440**

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Can you help protect older people from fire?

Hertfordshire Fire Service report

Hertfordshire County Council's Fire and Rescue Service is asking people to keep an eye out for older people by helping to spot fire risks in their home.

Although many over 65s are active and healthy, older people are at higher risk of death or injury in a fire, mostly due to age related problems with mobility.

It's important to us that we do everything we can to keep older people safe in their own homes, and the friends and families of older people have a key role to play in helping to keep them safe.

There are simple things to look out for:

- not having smoke alarms, or smoke alarms that don't beep when tested
- overflowing ashtrays, or burn marks on clothing, furniture or carpets





- smoking in bed
- hoarding and clutter
- unsafe use of fire sources open / portable fires
- frequently leaving cooking unattended
- unsafe use of candles and other flames
- overloaded plug sockets

If you see these signs, please let us know. We carry out free Home Safety Visits where we check for potential fire risks, help residents develop an escape plan and can provide expert advice and discuss specialist equipment to help keep vulnerable older people safe.

You can request a visit for yourself or someone you know at www.hertsdirect.org/firesafety or by calling **0300 123 4046**

NICHOLLS LODGE Bishop's Stortford ■ SHELDON LODGE Berkhamsted

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Choose Churchill Retirement Living and leave loneliness behind

At Churchill Retirement Living we understand that loneliness can be a problem as loved ones get older. Our "Leave Loneliness Behind" campaign, supported by Dame Esther Rantzen, aims to raise awareness and help everyone enjoy a happy, active retirement.

Living alongside like-minded neighbours provides reassurance that there is always someone nearby, to chat to or have a cup of tea with. Meanwhile, the regular group events at our Lodges enable our Owners to take part in a ready-made social life if they wish.

Find out more about Churchill Retirement Living today – and make loneliness a thing of the past.

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Age UK Charity Shops

Age UK has 15 charity shops in Hertfordshire offering a wide and ever changing range of goods at very reasonable prices

The shops don't just offer donated goods, they sell brand new products including gifts, thermals, homeware, food and many more great items all at fantastically low prices too. No Age UK shop is the same and you are bound to find something of interest.

Supporting people in later life

Age UK shops are all about supporting people in later life, both through the services and products they provide, and the funds they raise to support Age UK's work at a national and international level.

Free Information and Advice in every Age UK shop

Each Age UK shop is stocked with a green hub that is the outlet for all Age UK's leaflets giving you and your family much needed free information and advice.

You can find information on health and wellbeing, money and home and care. Age UK shops also have leaflets advertising our products including home and travel insurance and stairlifts.

Your local Age UK Shops - quality goods at bargain prices	Telephone Numbers
128 Shenley Road, Borehamwood , Hertfordshire WD6 1EF	020 8381 5210
83 Turners Hill, Cheshunt , Hertfordshire EN8 9BD	01992 622360
6 Harding Parade, Harpenden , Hertfordshire AL5 4SW	01582 767021
14 Bridge Street, Hemel Hempstead , Hertfordshire HP1 1BF	01442 268711
8 Market Street, Hertford , Hertfordshire SG14 1BD	01992 553311
1 Sun Street, Hitchin , Hertfordshire SG5 1AE	01462 452082
98 High Street, Hoddesdon , Hertfordshire EN11 8HD	01992 443510
26 East Cheap, Letchworth , Hertfordshire SG6 3DA	01462 484812
110 Darkes Lane, Potters Bar , Hertfordshire EN6 1AE	01707 656904
171 High Street, Rickmansworth , Hertfordshire WD3 1AY	01923 711726
15 Church Lane, Royston , Hertfordshire SG8 9LG	01763 242893
46 Bell Street, Sawbridgeworth , Hertfordshire CM21 9AN	01279 600959
26 High Street, Ware , Hertfordshire SG12 9BY	01920 463051
233 St Albans Road, Watford , Hertfordshire WD24 5BQ	01923 235883
16 Howardsgate, Welwyn Garden City , Hertfordshire AL8 6BQ	01707 375619

Swapping slippers to prevent falls

Alison Smith, reports on two popular events aimed at health and safety

Many of us probably have a cosy pair of slippers that we love snuggling our feet into. They may be a few years old but are very comfy and, until they fall apart, they are probably the last thing we think about replacing.

Surprisingly, slippers can be dangerous. If they are poorly fitting or worn, they can present a real

hazard. Have you ever had that horrifying moment when you've slipped down the stairs or tripped over seemingly nothing, and all because of your favourite footwear?

However, a Health and Safety Executive (HSE) report says that swapping old slippers for new, safer ones can cut falls by up to 60%. Dr Nitin Joshi, a GP at Willowbrook Medical Centre in Leicester says: "Falls are a real danger for older people. One reason for falling is poorly fitting footwear. If shoes or slippers don't fit properly, they cause the person to shuffle rather than properly lifting their feet as they walk."

Slipper Swap success in Stevenage

Members of staff from Age UK Hertfordshire's Social Enterprise and Information and Advice Teams were invited to take part in the Hertfordshire Libraries Slipper Swap in Stevenage in January this year. They were "rushed off their feet", such was the demand for a fabulous pair of cosy footwear. There were queues of people, old slippers in hand, waiting to be fitted for a new pair.

Tobi Nehm, Head of Social Enterprise, said: "It was great to meet so many lovely people and to listen to their stories. Many were full of praise for the work that Age UK Hertfordshire does." Claire and Anne, Information and Advice Coordinators, really enjoyed themselves too, chatting to visitors, providing them with a comfy and safe pair of slippers and giving out details of the services we offer.

Having a wonderful time at Watford's Slipper Swap

Another Slipper Swap event, also organised by Hertfordshire Libraries and held in Watford, proved to be a resounding success. "What a fantastic morning," said Tobi Nehm, Head of Social Enterprise. "So many people turned up."

Deborah, Visiting Scheme Coordinator, and Robert, Information and Advice Coordinator, were absolutely inundated with older people coming to swap their worn out slippers for new, safer pairs. "There was a huge amount of interest in Age UK Hertfordshire's services," said Tobi. "We also got lots of compliments for the support the charity provides. People were super grateful."

The oldest visitor was 88 years old and he came with his 85 year old wife. "He didn't think he was old enough for the slippers" said Tobi.

Our thanks to everyone who helped out at the event and to all those who attended.



Anne gets ready to hand out some new slippers



Tobi with the oldest visitor to the event



Tobi, right, with visitors to the Slipper Swap

The New State Pension - how will it affect you?

Mark Hanna, Director of Operations, reports

From 6 April 2016 a new State Pension is being introduced for people who reach State Pension age on or after this date. It will affect women born on or after 6 April 1953 and men born on or after 6 April 1951.

If you were born before these dates then you will remain under the existing State Pension system, even if you have chosen to defer receiving your pension until after 6 April 2016.

As with the current system, you can still get a new State Pension if you have other income like a personal pension or a workplace pension, and you may still have to pay tax on your State Pension. You don't have to stop working when you reach State Pension age but you'll no longer have to pay National Insurance contributions.

Why has the New State Pension been brought in?

The existing system is complex and has led to inequality. For example, women tend to have lower State Pensions than men, and in some cases women, carers and self employed people haven't previously received much by the way of additional State Pension. The aim is to introduce a simpler and fairer system in which people have a clearer idea about what their State Pension will be, making it easier for them to plan for their retirement.

How will it be calculated?

The New State Pension will be a single weekly amount. The full amount has been set at £155.65 for the financial year 2016/17. However, the amount you receive will take into account the National Insurance (NI) contributions you have already made, so you may get more or less than this full amount, depending on your individual circumstances.

The full amount will be given to people with at least 35 years of NI contributions or credits. Those with between 10 and 34 years of contributions will receive a proportion



of the full amount, and anyone with less than 10 years of contributions will not be entitled to any amount.

As most people claiming the new State Pension will have already built up NI contributions under the old system, their amount will be calculated under transitional arrangements and they will be given a 'starting amount'.

This will be the higher of:

- the amount you would have received under the current system, including basic and additional pension elements
- the amount you would get if the new State Pension had been in place at the start of your working life

If your 'starting amount' is more than the full amount of the new State Pension, any amount over that level will be protected and paid in addition to the new State Pension when you start to claim it.

If your 'starting amount' is less than the full amount of the new State Pension you may be able to build up more pension for any years of contributions or credits between 6 April 2016 and when you reach State Pension age.

Under the current system, if someone was self-employed all their working life they would only be entitled to £119.30 per week of basic State Pension. Under the new scheme, however, a self-employed person's NI contributions count in full.

It is important before you reach State Pension age to get an idea how much your State Pension will be. In some situations it may be possible to increase your entitlement and it will help you plan your retirement. If you are 55 or over, you can do this by asking for a State Pension Statement by calling the Future Pension Centre on **0845 3000 168** or downloading the application form BR19 at www.gov.uk/state-pension-statement.

If your State Pension Statement reveals that you are not on course to receive a full State Pension on your own contributions you may be able to increase your entitlement in a number of ways:

- if you have not yet reached State Pension age, you may be able to increase your State Pension if you continue to work and pay NI contributions
- paying voluntary NI contributions to increase your entitlement
- seeing if you are eligible (or were previously eligible) for NI credits through various benefits, such as Carer's Credits

For more information about increasing your entitlement in these ways, contact the Pension Service on 0800 731 7898.

Deferring your State Pension

There are new rules for deferring if you reach State Pension age on or after 6 April 2016. You will have to defer for at least nine weeks and your new State Pension will increase by 1% for every nine weeks you defer. That equates to just under 5.8% for a full year. Any extra amount from deferring is paid on top of your new State Pension and counts as taxable income.



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All other benefits such as Housing Benefit and Council Tax Support are unaffected by the changes. Pension Credit and other means tested benefits will continue to provide a safety net for people with low incomes, but the savings credit element of Pension Credit will be abolished from 6 April 2016 - it will remain for existing claimants.

You can claim online to get your State Pension paid directly into your bank account when you're within four months of your State Pension age at www.gov.uk/claim-state-pension-online





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Tel: 0300 345 3446
Email: info@ageukherts.org.uk
Skype: [ageukhertfordshire](https://www.skype.com/name/ageukhertfordshire)

Registered charity number 1116662



Help in the Home

Are you struggling with cleaning, shopping or household tasks?

We can help. Call:

South West Herts: **01923 224472**

Mid, North Herts: **01707 386066**

East Herts, Broxbourne: **01992 747959**

St Albans District: **01727 477970**

Making life easier for you

www.ageuk.org.uk/hertfordshire

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

Registered charity number 1116662



Home and Hospital Support Service – serving the local community

Dave Greenhill, Home and Hospital Support Service Duty Manager, and former Police Officer, reports



The team also helps older people who are suffering with ill health whilst at home.

The main focus of the Home and Hospital Support Service is to promote patient recovery and to minimise the risk of admission or readmission to hospital. The various tasks performed by the team include the provision of transport home from hospital and ensuring those newly discharged patients readily settle back in their homes with sufficient food, drink and heating.

We also provide short term practical and emotional support and help with such things as shopping, accompanying clients to appointments and building confidence. We provide information and put clients in touch with other services provided by Age UK Hertfordshire as well as suitable external organisations who may be able to assist with continued recovery.

Case Study: Helping Ethel find her voice

Ethel*, 87, was hospitalised following a stroke. The stroke had affected her speech and when she returned home the Home and Hospital Support Team were there to help. Ethel lives alone so she had limited opportunities to talk. The Home and Hospital Support Service Coordinator arranged for one of the Service's volunteers to support Ethel during the first few weeks after leaving hospital. By being supported in the comfortable setting of her own home Ethel built up her confidence to such an extent that she was able to visit a local florist and order some flowers for her granddaughter.

For more information about how this service could support you or someone you know please contact the Scheme Coordinator:

Tel: 01707 386076 Monday - Friday

Tel: 01438 285300 Saturday - Sunday

The Home and Hospital Support Service is looking for volunteers to help us provide this service to an ever increasing number of people. If you would like to join the team please contact our Volunteering Team **Tel: 01707 386060**
Email: volunteering@ageukherts.org.uk
or visit **www.ageuk.org.uk/hertfordshire**

*Name has been changed



Having spent 30 years as a Police Officer, I was up for a new challenge. You would think that a role with Age UK Hertfordshire's Home and Hospital Support Service would be a complete change; however there are many similarities. I joined both organisations because I wanted to help people, and

many of the people we help are vulnerable, whether it is as a victim of crime or through ill health.

I spent the last 18 months of my service as a Detective Sergeant on an operation designed to prevent vulnerable adults from becoming victims of rogue traders and distraction burglars. The key to working as a Police Officer was an ability to communicate and get on well with people. My current role with the Home and Hospital Support Service is very similar and I am surrounded by dedicated staff and volunteers, whose daily purpose is to support those members of our community who need our assistance.

A further similarity to my previous role is our close working relationship with our partner organisations. This includes other teams within Age UK Hertfordshire who provide an amazing range of services, as well as external partners with whom we work closely, including NHS staff, local councils, care homes and community hospitals throughout Hertfordshire. It is this great partnership working that enables the Home and Hospital Service to continually build on its success.

The Home and Hospital Support Service Team work to support clients who have been discharged from hospital wards, A&E Departments, Urgent Care centres or following a stay in a local community hospital or care home.

Nifty Knitters Share Their Skills

Clitheroe Health and Wellbeing Centre clients take part in The Big Knit



On a bright, sunshiny day three talented knitters, Beth, Brenda and Rose, from Clitheroe Health and Wellbeing Centre travelled to Ocado's offices in Hatfield. The trio had been invited to share their skills with staff from Innocent and Ocado as part The Big Knit *.

The event was hosted by staff from Innocent and right from the start Beth, Brenda and Rose were inundated with people wanting to know how to knit the delightful little hats for the Innocent smoothie drinks. "The place

was buzzing" said Kerry, Project Lead at Clitheroe Health and Wellbeing Centre.

"So many people turned up for the knitting lessons and the clients had such a great time." It was clear that the staff had a brilliant time too. "They were so keen to learn" said Kerry. "It was wonderful seeing them chatting so avidly with our clients, appreciating the finer points of knitting and acquiring new skills. Beth, Brenda and Rose really enjoyed teaching them too."

***What is 'The Big Knit'?**

In 2003, Innocent, the company that makes fruit drinks and smoothies, decided that they wanted to help older people who were at risk because of the cold. They came up with the ingenious idea of asking people to knit little woolly



hats for their smoothies. For each one of these bottles with hats on that are sold Innocent donate 25p to Age UK. They call their campaign 'The Big Knit'.

Since the campaign started a whopping five million hats have been knitted. The hats come in every imaginable design from a conventional bobble to strawberries, ice creams, monsters and even one adorned with a unicorn! It seems that there is no limit to the imaginations of the army of avid hat knitters.

A total of £1.7m has been raised since the scheme's inception and a proportion of that money goes to local Age UK's. Age UK Hertfordshire has used the money in the past to help fund Winter Warmth Bags – which help people when they are unable to go to their club due to cold weather.

The bags contain:

- a woolly hat
- a scarf
- gloves
- a warm blanket
- packets of soup
- puzzles

Vicky Kelly, Head of Active Ageing, says "I would like to say a big thank you to Ocado and Innocent for putting on such a great event and to everyone that took part and helped out on the day. It is great for our clients to get involved in events such as these and they were made to feel so welcome. I think The Big Knit is a brilliant campaign that is having a really positive impact on the lives of local older people."



If you would like to join in the fun at Clitheroe Health and Wellbeing Centre, South Oxhey, Watford please call **Tel: 01923 256360**. Our team looks forward to welcoming you.



Fred Archer, World War II hero, honoured

Helen Grant, Active Ageing Team Leader, reports on a special day for a 10 to 3 Club member



Fred receives his medal



Fred with his medal

Fred Archer, long time member of Age UK Hertfordshire's Woolmer Green 10 to 3 Club, received a very special medal in December 2015 for his services to France during World War II: the Legion of Honour (Ordre national de la Légion d'honneur).

A close friend and neighbour of Fred's, Judith, got in touch with Helen Grant, Active Ageing Team Leader, to discuss the possibility of holding a small presentation at the Woolmer Green 10 to 3 Club. Helen spoke to Valerie, Club Supervisor, and together they helped organise Fred's very special event.

On the day of the presentation, the Woolmer Green 10 to 3 club was also holding their annual Christmas party and members were in very high spirits as well as feeling and looking very festive.

A photographer from the Welwyn and Hatfield Times arrived to take some photographs of Fred with his medal, along with two very special guests. Councillor Lynne Sparks, The Mayor of Welwyn Hatfield, visited to congratulate Fred and was accompanied by a representative from Buckingham Palace who presented Fred with his medal.

The whole club was buzzing with excitement, especially Fred who said he felt like a celebrity! Everybody was given a glass of fizz to help congratulate Fred when he was presented with his medal and he gave a very moving speech about his time in France during the war.



Fred with the team from Woolmer Green 10 to 3 Club

The Mayor also gave a wonderful speech thanking Fred for his services during World War II. Judith, Fred's friend, told club members a bit more about him and his eventful life.

After Fred was presented with his medal everyone cheered and raised their glasses. He then had lots of photographs taken by everyone who wanted to remember this very special day. Fred's journal from his time during World War II was also passed around for everyone to look at and included a wonderful picture of Fred as a young man.

It was such an honour to share this special day with Fred, who is a popular member of this vibrant 10 to 3 club. We wish him the very best and give him our warmest congratulations on the award of his very special Legion of Honour Medal.



If you would like to join one of our vibrant 10 to 3 Clubs please contact:
East Herts and Broxbourne
Telephone: 01992 747956
North Herts and Welwyn Hatfield
Telephone: 01462 420911
We look forward to welcoming you.

Over the Moon

John Lewis and Small Acts of Kindness – helping local older people



Pearl (L) with Kerry

John Lewis put on a fabulous afternoon tea for clients and donated £1,000

They also donated a TV to Clitheroe Health and Wellbeing Centre

Age UK Hertfordshire would like to say a massive thank you to Pearl Robson, Community Liaison Coordinator at John Lewis and to partners (staff) at the Watford store for treating 25 members of Clitheroe Health and Wellbeing Centre to a fabulous afternoon tea and for donating £1,000 to the Clitheroe Health and Wellbeing Centre.

Clients enjoyed delicious sandwiches, fabulous cakes and a free raffle with prizes for all. Katie, who attends the centre said “It’s absolutely wonderful, so kind of them to put on this lovely tea, I’m so glad my daughter signed me up for the club.” Pearl Robson said “It was hugely rewarding to meet some of the centre’s members and spend time talking to them whilst offering a cup of tea too.”

Partners have also been raising money with cake sales, raffles, tombolas and pop up sales which they used to purchase a television that will be used at Clitheroe Health and Wellbeing Centre.

Ian Maden from John Lewis said “Following an immensely successful Christmas TV commercial in 2015, it seemed a natural link for the company to choose Age

UK as their chosen charity for 2016”. The advert featured a lonely older gentleman on the moon communicating with a little girl, and illustrated the need for society to be inclusive of the older generation.

As the event came to a close Pearl Robson presented Kerry, Project Lead at Clitheroe Health and Wellbeing Centre with the cheque. Clearly moved, Kerry thanked Pearl and her amazing team for such generous gifts and a fantastic afternoon.

Small Acts of Kindness donate 100 winter warmth bags

Lynne Misner FRSA, CEO and Founder of Small Acts of Kindness reports

During cold days and dark evenings, many people find it increasingly difficult to keep warm at home. Small Acts of Kindness is a social enterprise that delivers gifts to older people in Watford, Three Rivers and Hertsmere. Our Warm in Winter gift bags contain a lovely, large fleecy blanket, a thermal hat, gloves and socks and a mug with hot drinks and soup, all conveniently packed in a useful reusable bag. They are perfect for adding some extra warmth over the winter.



Katie, a centre client, with her Warm in Winter Bag

Small Acts of Kindness were delighted to be invited to the Clitheroe Health and Wellbeing Centre in December 2015. We brought 100 Warm in Winter gift bags with us to give to the clients who come to the centre each week. It was wonderful to meet some of the amazing people who visit the centre, the team who work there and the kind and caring volunteers without whom the centre couldn’t operate. Everyone was absolutely delighted with their gift packs.

If you or someone you know would like to know more about Small Acts of Kindness then please call Lynne on 01923 372717 or email lynne@smallactsofkindness.co.uk.

If you would like to join Clitheroe Health and Wellbeing Centre in South Oxhey, Watford Tel: 01923 256360. The team look forward to welcoming you.



Clitheroe Health and Wellbeing Centre is run in partnership with Sanctuary Housing



Men in Sheds

Men in Sheds

Improving health and wellbeing through social activity

Men in Sheds is a safe, fun, welcoming place for men aged 50+ to meet, share knowledge and learn new skills whilst taking part in meaningful and fun activities. The project has now been running for almost a year and what a busy year it has been.

Sessions take place twice a week, Monday and Thursday from 10am – 12pm.

Activities which have taken place so far include:

- painting
- model making
- woodworking
- gardening

Members decide for themselves the types of activities they would like to organise and take part in. The ownership of the session content is very much in the hands of the Shed members.

There are many benefits to attending the Men in Sheds project. Not only is it a place to make new friends and



put the world to rights over a cup of tea, but it is also a supportive environment

which aims to make a positive impact on physical, social and emotional wellbeing.

It is widely recognised that taking part in purposeful activity can improve self esteem, increase one's sense of identity and strengthen feelings of value and accomplishment, all of which can have a positive impact upon general health and wellbeing.

Members of the Men in Sheds project also have access to other services that can offer support, such as Age UK Hertfordshire's Information and Advice service, which can assist with a range of issues such as benefits and computer skills training.

If you are interested in joining Men in Sheds at Clitheroe Health and Wellbeing Centre in South Oxhey, Watford or would like further information, then please contact our team on **Tel: 01923 256360.**

Healthwise – the story continues



“After 10 weeks many groups continue to meet” says Vicky Kelly, Head of Active Ageing

Healthwise sessions consist of one session, once a week for 10 weeks. During the 10 weeks Healthwise aims to not only support people aged 50+ living with dementia and/or depression to make changes to their health and wellbeing, but also to enable and empower group participants to carry on meeting and supporting each other within the community. Healthwise sessions take place throughout Hertfordshire. Sessions focus on:

- Healthy eating
- Gentle exercise
- Digital inclusion
- Social interaction

Healthwise aims to create the opportunity for older people to contribute to and participate in fun activities and to develop positive, meaningful friendships with others. It is universally acknowledged that having the opportunity to make friends and develop social relationships is key to improved wellbeing.

After 10 weeks Age UK Hertfordshire’s Healthwise groups often continue in a variety of different ways, independent of the charity. Some groups continue to meet and conduct exercise sessions using a DVD, or they may decide to hire the services of an instructor for Zumba or Tai chi. Other groups have decided to continue to meet for coffee mornings whilst a small number have become official groups and secured their own small group funding to enable them to continue in a more structured manner.

A Healthwise group that recently took place in St Andrews Church in Hertford has continued to meet and participate in an exercise class. The instructor who leads the class, Viv, is in fact a former participant of Healthwise, who enjoyed and engaged with the exercise so much, that she went on to acquire a qualification.



Hands up...



...if you like Healthwise

Case Study: Mr and Mrs Rose* – support through exercise

Mr and Mrs Rose attended their local Healthwise sessions together. Mr Rose was living with dementia and Mrs Rose was her husband’s main carer. They do not have any children and as a result have always enjoyed an active social life together, which was becoming more and more difficult due to Mr Rose’s dementia.

The Healthwise session they joined takes place at a local venue and the group included members from the local community. Since the Healthwise sessions have come to an end, Mr and Mrs Rose have both continued to meet and take part in activities with the rest of the group.

Mrs Rose loved the exercise so much that she has now gone on to join a local weekly exercise class.

To find out more about Healthwise groups in your area: **Tel: 0300 345 3446**

*Names have been changed

Your Letters

“I see neighbours happily open their doors to complete strangers” says Alison Wall who wrote to agematters about scams and crimes

I have thoroughly enjoyed the autumn edition of agematters. I usually pick up a copy at my local charity shop.

I was particularly drawn to your article on “protecting your money” (pages 20-21). The Hertfordshire OWL* email system is brilliant and keeps the community aware of local scams and crimes. I make sure that I forward the email to a network of residents and encourage them to sign up. It is so simple.

Fraud is on the increase unfortunately and older people, who are generally very trusting, do not imagine that others will be so devious as to try to extract money or possessions from them.

I see neighbours happily open their doors to complete strangers and leave the door wide open. An accomplice could easily enter with a colleague. It is important to reinforce the importance of security to our friends and neighbours.

One of my bugbears is the fact that our postmen sometimes don't push mail right through the letterbox. If it is left half way through the box, it's obvious no one has picked it up and could encourage a burglary. I have contacted our local Post Office to ask them to stress to



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their employees to stop this practice and push mail right through the door. I also check my neighbours' doors and make sure they are safe.

Thank you for your comments on the important topic of security and the various steps we can take to minimise being targeted.

Very best wishes
Mrs Alison Wall

The Editor responds *Thank you for writing in to agematters and for your comments on this important topic. If readers have any concerns about security issues or would like to know about neighbourhood security schemes please contact our Information and Advice Line Tel: 0300 345 3446 Email: info@ageukherts.org.uk*

**OWL keeps communities safe, helps reduce crime and keeps people informed of what's going on locally. It's a shared, secure platform for the public and local authorities to maximise the potential of Neighbourhood Watch, Rural Watch, Business Watch and dozens of other schemes. OWL sends those that sign up the latest local crime alerts and provides management tools for maintaining and expanding watches.*



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Send your letters to:

Alison Smith, Editor, agematters, Age UK
Hertfordshire, 1 Silver Court, Watchmead,
Welwyn Garden City, Hertfordshire AL7 1LT

Email: publicity@ageukherts.org.uk

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.

InTouch – short term telephone support that makes a big difference

Trudie Harrington, InTouch Team Leader, discusses how this service helps

InTouch welcomes Debra Ruddock who joins the team as an InTouch Coordinator. Debra has spent over 30 years working in the care industry covering a wide range of areas and brings a wealth of experience to her new role. Debra joins the staff and volunteers in providing telephone support to people who are facing life changing, challenging and emotional situations.

The InTouch team give callers the opportunity to discuss the issues affecting them and to explore their feelings about the situation that they are in. Whilst we may not be able to solve the caller's problem – they may have been recently bereaved or simply feeling down – we can give them support to work through their thoughts and feelings and the confidence to realise that they have choices. We can make referrals to services offered by both Age UK Hertfordshire and other providers, such as HertsHelp or give details of additional support available, as appropriate.

Case Study: Mrs Harris gets the financial support she needs

Mrs Harris* is in her 70s. She had been in a private hospital for quite a while and on arriving home she found that she had received lots of correspondence which included an unpaid mobile phone bill of £200. Understandably, she was extremely distressed and she decided to call our InTouch service for support. The InTouch Team listened to her concerns, reassured her that support could be provided and gave Mrs Harris the details of HertsHelp who can assist with household administration.

The InTouch Team provided follow up support calls to ensure that Mrs Harris had received the help she needed which then gave Mrs Harris the confidence to call us again. This eventually led to our team making a referral to the Age UK Hertfordshire's Visiting Scheme which helps people who experience loneliness by providing a befriender. Through the InTouch Team listening and exploring appropriate support options, Mrs Harris was able to get the emotional support she needed during a time of distress and get both short term and long term support services in place to help reduce the anxiety and loneliness she experienced.

Case Study: Mrs Munroe finds the confidence to get support

Mrs Munroe* was interested in receiving a befriender from Age UK Hertfordshire's Visiting Scheme. However, even



L-R Debra Ruddock, InTouch Coordinator with Trudie Harrington, InTouch and Visiting Scheme Team Leader and Jane Atkins, InTouch Coordinator

though she felt isolated and lonely, she was very anxious about people visiting her in her own home. The Visiting Scheme Coordinator spoke to her about InTouch and she agreed to talk to the team.

Through regular telephone conversations with the InTouch Team, Mrs Munroe discussed her past and talked about her anxieties. As the weeks went on she expressed concern about her finances and also an interest in learning how to use her laptop computer. The InTouch Team referred Mrs Munroe to Age UK Hertfordshire's Information and Advice Team who were able to provide her with advice on benefits and support with making an application for Attendance Allowance. They also provided computer training in her own home free of charge to improve her confidence in using online services.

Mrs Munroe is now in receipt of the lower rate of Attendance Allowance. She can access the internet and feels this has opened a whole new world of communication and knowledge. Mrs Munroe still has anxious moments but she is now much more confident about inviting a Visiting Scheme volunteer into her home.

Both case studies illustrate how, with the support of InTouch, people can regain their confidence and their independence without needing to be referred to statutory bodies.



If the InTouch Team could help you then please contact us on
Tel: 01992 629358 or 01992 634964

*Names have been changed

Celebrating volunteers with a visit to the Palace of Westminster

Dee Holmes, Visiting Scheme Volunteer, has a wonderful time at Anne Main MP's Thank You Party

Patricia, Visiting Scheme Volunteer, and I were privileged to be chosen by Age UK Hertfordshire to attend Anne Main, MP's annual 'Thank You Party for Volunteers'. The event was held in the Jubilee Room at the Palace of Westminster, in December last year.

We were looking forward to this wonderful experience and we caught the train to London early. Soon we arrived at the Palace of Westminster where we were ushered through security.

On our way to visit Westminster Hall we came face to face with a view of Big Ben. Beyond this magnificent building we could see The London Eye, The Embankment and many famous buildings lit up in the night sky. Fabulous.

Westminster Hall is the oldest part of the palace. It is a vast building and was originally constructed in 1097. Over the years it has served many functions. As a High Court it was the venue for the trials of Guy Fawkes and Sir Thomas More. Later it became a Banqueting Hall which hosted coronation banquets including that of George IV in 1821. More recently Sir Winston Churchill and Her Majesty Queen Elizabeth the Queen Mother both lay in state here and foreign leaders, such as Nelson Mandela and President Barack Obama, have addressed Members of Parliament in this imposing structure.

We made our way to the Jubilee Room where nibbles, sandwiches and drinks were being served to various charities and organisations from the St Albans area. It was here that we met our host for the evening, Anne Main MP.

The wine flowed and it was great to mingle and chat with people from various local groups including MIND, Alzheimer's and local churches.

There was a lovely retriever, with its owner,



from Hearing Dogs for Deaf People who was keeping an attentive eye on the nibbles.

We were treated to a raffle and the prize, Tea for Two with Anne Main at The House of Commons, was won by Macmillan and Women's Refuge.

At the end of our visit we were taken to see the Chapel of St Mary Undercroft. It was originally a crypt that had fallen into disuse but was restored to a chapel in 1860. It needs to be seen to be believed. It has beautiful gold painted ceilings, marble columns and decorated floor tiles. In 1911 the suffragette, Emily Davison, hid in a cupboard in the chapel overnight. What history!

All too soon it was time to leave but what a great memory to have forever. We would like to thank Anne Main, MP for inviting us.

If you would like to volunteer for Age UK Hertfordshire please contact the Volunteering Team:

Tel: 01707 386060

**Email: volunteering@ageukherts.org.uk
www.ageuk.org.uk/hertfordshire/volunteer-for-us/**

Join our team of volunteers helping local older people

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

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

Home and Hospital Support Scheme Volunteers

Provide short term, practical and emotional support to an older person in their home (not personal care)

1-2 hours or more a week
Weekdays and/or weekends
Urgently needed in North Herts, Stevenage, Welwyn Hatfield, East Herts, Broxbourne and surrounding areas. For more information call Lynne Tel: 01707 386060

Information and Advice, Benefits Outreach and Telephone Advice Volunteers

Help older people access the information, advice and support they need

In all parts of the county
Flexible weekday hours available
For more information call Lynne Tel: 01707 386060

10 to 3 Club Volunteers Urgently needed

4-5 hours each week between 10am to 3pm. To help deliver our programme of activities at the following clubs:

Ware and Letchworth on Mondays, Great Offley, Baldock, Codicote, Hitchin and Cheshunt on Tuesdays, Royston on Wednesdays, Hertford and Whitwell on Thursdays, Hitchin and Letchworth on Fridays
For more information call Lynne Tel: 01707 386060

Clitheroe Health and Wellbeing Centre in South Oxhey needs Driver Escorts

Approx 6 hours a week
Weekdays

Ideally based in Abbots Langley/Garston area

For more information call Lynne Tel: 01707 386060

Hospital Discharge Scheme Volunteers

Provide short term, practical and emotional support to an older person in their home (not personal care)

1-2 hours or more per week
Daytime weekdays
Urgently required in St Albans, Watford and Three Rivers
For more information call Lynne Tel: 01707 386060

Do you live in Welwyn Garden City?

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

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

Assist with activities at this friendly and welcoming club.

We also require
Kitchen Volunteers

on Tuesdays, Wednesdays and Thursdays 10.30am-2pm
To serve lunches and help with kitchen tasks

For more information call Lynne Tel: 01707 386060

Visiting Scheme Volunteers

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

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

For more information call Lynne Tel: 01707 386060

Do you speak Punjabi?

If so we need volunteers at our friendly and vibrant

Asian 10 to 3 Clubs

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

For more information call Lynne Tel: 01707 386060

Day Centre Volunteers

4-5 hours a week weekdays

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

For more information call Lynne Tel: 01707 386060

Healthwise Volunteers

2-4 hours a week weekdays
Countywide

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

For more information call Lynne Tel: 01707 386060

Admin Volunteers

1-2 hours or more per week
Daytime weekdays (Countywide)

For more information call Lynne Tel: 01707 386060

Helping Britain beat rising funeral costs

Help save loved ones worry and money



For your FREE guide pop into:

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

Open: Weekdays 9am-3.30pm

Or call **01923 252947**

Please quote reference AMT020AC



LONGMORES

— *solicitors* —

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Concerned about Care Fees?**

On Friday 20th May 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 20th May 2016



Nichole Giddings

Nichole Giddings, who runs the Department for the Older and Vulnerable Client, 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.

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



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



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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.

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

Here at Life's Wonderful, our promise is to offer the best product range and most efficient, friendly service in all of Hertfordshire. We're a small, family run business that aims to become a firm favourite for all your comfort and mobility needs.

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

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

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

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



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