

# connect

*The Age UK West Sussex,  
Brighton & Hove Magazine*

***In this issue:***

***We welcome  
Age UK Horsham***  
Find out about  
our merger

***Techno Team***  
How we can  
help keep you  
connected

***Thank you!***  
Spotlight on  
our fabulous  
fundraisers

***Enjoy a  
Cream Tea***  
and help Age UK  
raise vital funds



***Get in touch:***



01903 731800



information@ageukwsbh.org.uk

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### How to receive Connect Magazine

If you would like to receive Connect regularly or simply want more copies, please let us know. We are always looking out for free distribution points at local businesses, shopping centres, cafés and coffee shops, doctor's surgeries and hospitals etc. If you can help, please contact us.

### Read online

You can view the latest magazine on our website.

### Write to the Editor

AUKWSBH Connect Magazine  
Suite 2, Anchor Springs, Littlehampton,  
West Sussex, BN17 6BP

If you see an article or picture you would like to copy or reproduce elsewhere, please contact the editor, Vicki Rayment by emailing [information@ageukwsbh.org.uk](mailto:information@ageukwsbh.org.uk) or calling 01903 731800

## Love later life

-  [www.ageuk.org.uk/westsussex](http://www.ageuk.org.uk/westsussex)
-  [www.ageuk.org.uk/brightonandhove](http://www.ageuk.org.uk/brightonandhove)
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# Welcome!

**This is the second edition of Age UK West Sussex, Brighton & Hove's Connect Magazine.**

When we started putting this issue together we thought it would be slightly shorter than the first however, with all of our news, updates and fabulous fundraising, we are able to bring you our summer special "picnic edition" which will take you through July and August!

I can't believe it's been some 15 weeks since "lockdown" began and already we are into July – as restrictions are easing we are reviewing the current services we offer so that we can continue to provide for all of your needs. We are still here with our full range of services including information and advice, our doorstep deliveries as well as our welfare and safety support, information regarding your wellbeing and our befriending services. You'll find more details of this later on in Connect.

As I mentioned, there's been plenty happening here and if you take a look at pages 4 and 5 of the magazine you will find a double page special about Age UK Horsham & District which merged with us on July 1st. This is wonderful news so do have a read.

On another note, if you are spending a lot of time outdoors, whether that's in your garden or at the local park or beach, then why not treat yourself to one of our Age UK Cream Teas? Throughout July and August, we'll be celebrating the great British summer with our cream tea offer, and what better way to raise vital funds for us – treat yourself and support AUKWSBH too – details inside!

Whatever you are doing this summer, enjoy the weather and keep well.

**Take care and stay safe.**

*Helen x*

**Helen Rice**  
CEO Age UK West Sussex, Brighton & Hove

# If you need help we are here

The Government are now briefing the general public daily, usually at around 5pm and as the situation is changing very quickly, we expect that there will be changes to the advice issued most days.

During this difficult time, we have continued to adapt the way we work, so we can be there for you when you need us. With our staff, and generous help of our supporters and volunteers we continue to meet the needs of vulnerable people across our communities in West Sussex, Brighton & Hove.

## We can support you with:

- Information and Advice**  
Including information on social care, housing and welfare benefits.
- Telephone befriending**  
A friendly chat if you're feeling lonely or isolated.
- Doorstep Deliveries**  
We can deliver meals, groceries and essential medication to your doorstep, as well as knitting kits, CDs/DVDs, books and jigsaws to stave off boredom.
- Welfare and Safety Support**  
Helping the most vulnerable with tasks such as cleaning, shopping and laundry, as well as offering respite for carers.
- Wellbeing advice**  
We can share information on healthy living, nutrition, hydration and exercises that can take place in the home or garden.



## If you need support:

If you are practicing social distancing or self-isolation and need support, or you are worried about a family member or friend AUKWSBH are here to help.

## Contact us:

 01903 731800

 [information@ageukwsbh.org.uk](mailto:information@ageukwsbh.org.uk)

## Stay connected

All of our social media channels have been updated. Make sure you are following us for the latest news and advice as well as other ways to enjoy living while social distancing. You can find our new locations here:

### Facebook, Twitter and Instagram

   @ageukwsbh

### YouTube

 Age UK West Sussex, Brighton & Hove



## Never miss an issue!

Our Connect magazine is full of information, advice and great stories to help people across West Sussex, Brighton & Hove to live well, independently.

Stay connected by subscribing to our magazine, and we'll send you our latest edition.

You can register by visiting our website: [ageuk.org.uk/westsussex](http://ageuk.org.uk/westsussex) or [ageuk.org.uk/brightonandhove](http://ageuk.org.uk/brightonandhove) or by emailing us at: [events@ageukwsbh.org.uk](mailto:events@ageukwsbh.org.uk)

# More ways Age UK can help...



*Do you need information and advice?*

Age UK West Sussex, Brighton & Hove offers information and advice to over 50s on an incredibly wide range of subjects. A team of advisors and experienced volunteers can help with queries regarding:

- Welfare Benefits
- Housing Needs
- Finding Help at Home
- Health and Social Care
- Family and Personal Matters
- Leisure and Social Activities
- Money Advice
- Care Planning
- Care at Home
- Advice for Carers
- Advising on rights
- Most other things that affect the quality of life

In the last financial year the team has supported people to claim over £5.2 million in extra benefits. This has allowed people to afford to pay for care in their own homes, help around the home, transport to hospital or shopping and to keep warm in winter.

Might we be able to help you or someone you know? If so, please contact the Information and Advice Team on **0800 019 1310** or email [information@ageukwsbh.org.uk](mailto:information@ageukwsbh.org.uk)



## **Information & Advice hot topics** **This month: Lasting Power of Attorney (LPA)**

### **What is LPA?**

A power of attorney is a legal document that allows someone to make decisions for you, or act on your behalf, if you're no longer able to or if you no longer want to make your own decisions. For more information visit the **Information & Advice pages on our website**.

### **How have things been affected by Coronavirus?**

- The Office of the Public Guardian (OPG) is continuing to process LPA applications but delays are likely. They have issued advice and guidance on how it is responding to the coronavirus outbreak. Full guidance is available on the **gov.uk website**, search for 'Coronavirus guidance'.
- The OPG has published guidance on creating an LPA whilst observing government guidance on social distancing, self-isolating and shielding. Advice is available on the **gov.uk website**, search for 'Coronavirus LPA'.

### **Don't assume!**

If you're married or in a civil partnership, you may have assumed that your spouse would automatically be able to deal with your bank account and pensions, and make decisions about your healthcare, if you lose the ability to do so. This is not the case. Without an LPA, they won't have the authority.

If you would like more help or advice on this topic please don't hesitate to contact us by calling **0800 019 1310** or emailing [landA-WSBH-Team@ageukwsbh.org.uk](mailto:landA-WSBH-Team@ageukwsbh.org.uk)

## Leave a lasting legacy

*A gift in your will can help to ensure that older people in our communities continue to love later life.*

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

It's the reassurance that, when the time comes, our vital support network will be there to help with everyday needs, so people can continue to live with dignity and respect. It's a huge comfort to know we're just a phone call away. **That's why every single gift to us is so valuable.**

We promise that your gift, however large or small, will be spent wisely and make a genuine difference to lives of older people who need our help and support.

At AUKWSBH we rely heavily on donations and legacies to ensure our services remain at the forefront for those in later lives, their families and carers.



In the coming years our services will be more vital than ever, because as a nation we are growing older. Your support of a gift will mean that many more people can go on and enjoy later life.

### Contact us for more information

To request our information on how to make a gift to AUKWSBH in your will, please contact Vicki Rayment on:

 01903 731800

 [vicki.rayment@ageukwsbh.org.uk](mailto:vicki.rayment@ageukwsbh.org.uk)

 [www.ageuk.org.uk/brightonandhove](http://www.ageuk.org.uk/brightonandhove)

## Nail cutting services

**We are restarting our nail cutting services from July 6th and will be offering home visits and clinic based appointments.**

Call us on  
**01903  
731800**



### How we can help

**If you cannot cut your own toenails, but are in good health, we may be able to help you. Our nail cutting service is for those...**

- with impaired eyesight
- with reduced mobility because of arthritic changes
- who cannot reach their feet for physical or medical conditions
- for whom it is impractical or unsafe to do it themselves

### What we offer

Nail Cutting Clinics are held at the Age UK Brighton & Hove office on Prestonville Road (near Seven Dials). This is by appointment only. We can also cut your nails at home if you are unable to get out.

### Cost

Home visits are **£20** and clinic visits are **£15**. In addition, all clients will need their own nail kit which is **£6**. We have these in stock and available to purchase.

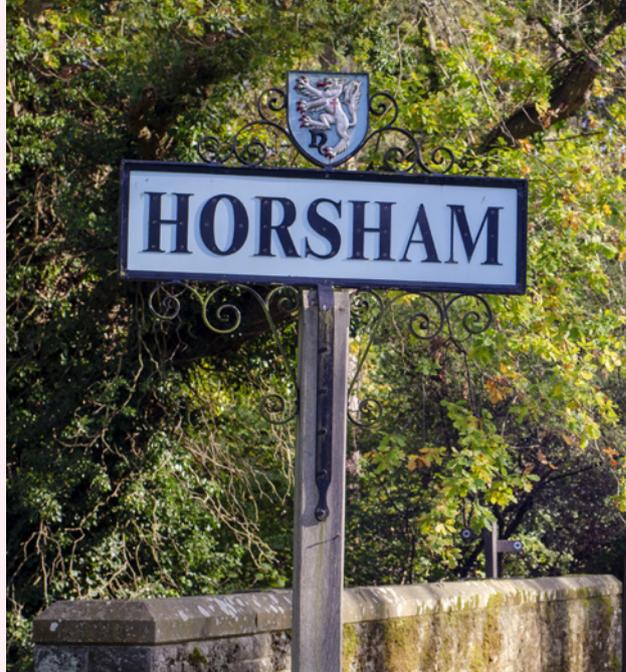
# Welcome Age UK Horsham & District!

Age UK West Sussex, Brighton & Hove and Age UK Horsham District merged on July 1st, allowing the charity to help even more local people.

Originally two independent charities, the merger allows us to share expertise, resources and local knowledge, ensuring our services are sustainable and we are able to support the increased demand generated by Coronavirus. The Horsham District name will remain in that area, while the charity as a whole will be known as Age UK West Sussex, Brighton & Hove.

Although merger discussions were ongoing prior to the pandemic, the impact of Coronavirus on income across the charity sector has emphasized how important it is for charities to work together to reduce overheads. As one larger charity we can be run more efficiently and the money-saving move will mean more of each donation can be directly invested in frontline services.

We have completely changed the way we work during the current crisis, focusing on doorstep deliveries of groceries and medication, befriending phone calls and 'information and advice'. As lockdown eases and things return to a new 'normal,' it's anticipated that the usual services and activities will resume. There will continue to be dedicated staff and volunteers in Horsham and we plan to develop new activities and support options for people aged 50+.



**Maureen Vallon, Trustee at Age UK West Sussex, Brighton & Hove** and previous Chair of Age UK Horsham District said:

***“This merger makes us a stronger, more sustainable charity. With Coronavirus hitting our income hard, there’s no better time for us to come together and pool our resources.”***

“We have an incredible team of staff and volunteers who are working tirelessly at the moment to be there for older people in crisis. We’re putting ourselves in the best position to respond to that need and adapt for the future so people can continue to turn to us in the months and years ahead.”

**Helen Rice, Chief Executive at Age UK West Sussex, Brighton & Hove** said “This is such a difficult time for many older people, so it’s more important than ever that we’re ambitious, efficient and flexible. This merger allows us to protect existing services and develop new ones. Right now, we’re helping some of the most vulnerable people in our community get food and medication and making sure those who are lonely hear a friendly voice regularly. In due course we’ll also be back to helping people make the most of later life through our centres, social groups and activities. I feel so proud to be heading up this bigger team, who are there for people during good times and bad.”

**Pictured left:** The award winning garden at Lavinia House – the Age UK centre based in Horsham

## Spotlight on: *Village Agents & Rural Outreach in Horsham District*

The Village Agents in Horsham offer a rural outreach service in Rusper, Faygate and Colgate as well as Broadbridge Heath. They support local groups and clubs and provide a friendly face assisting those in rural communities with advice and practical help.

They can make sure you have the right information to meet your needs and put you in contact with organisations that provide services to help you live well – by promoting health and independence within the local community.

So, if you need somebody to talk to where you live the Village Agents know their neighbourhood and can also give you information about what is available or signpost you to services that can help.



Our Rural Outreach worker is there to connect you with your community through social activities and events near you. Our Village Agents and Rural Outreach Development Worker will also work with people to support existing and new activities in your village. It might be anything from a book club to a prescription delivery service.

### Contact us for more information

 01403 260 560

 [info@ageukhorshamdistrict.org.uk](mailto:info@ageukhorshamdistrict.org.uk)

 [www.ageuk.org.uk/horshamdistrict](http://www.ageuk.org.uk/horshamdistrict)



### Meet Gaby...

Village Agent for Rusper, Colgate and Faygate

"I have been in the role for 3 years now connecting with people in my patch and in that time we have set up 'Cuppa and Chats' in pubs and a garden centre... plus a games club too. During lockdown I kept in touch by producing a twice monthly newsletter with a colleague. This week we said goodbye to a local resident who is leaving the village after 40 years. We have secretly compiled a photo album of village life which will be given to her, along with a painting of the village done by a fellow resident. So it's all about getting involved and making things happen to promote connection with others and to offer support. A lot of laughing goes on but you really have to be there to appreciate it!"



### Meet Hayley...

Village Agent for Broadbridge Heath

"I am the face of the charity in the village and attend many of the local groups such as the village lunch or the Bingo club to connect with residents there. I help them access our services or if needed, signpost them to other charities or organisations. I also run my own popular cuppa and chat social group once a month in the village pub."



### Meet Nicky...

Rural Outreach Worker covering all of Horsham District

"I love my job! I spend time with groups of people from all over the Horsham District and pass on information with regards to the services, help and support that Age UK Horsham District can offer to the older members of our communities. It makes me proud, not just to work for such a worthwhile charity but to be able to support such an important group of people."

# Digital Connections

## Introducing The Techno Team!

Staying home and staying safe has given rise to lots of new initiatives and ways to virtually access shows, art collections, nature and open spaces – all from the comfort of your home!

If you need digital help to take advantage of this online surge The Techno Team are here for you. They are a group of volunteers who offer a free telephone service arranged at a time and day that is mutually convenient. Whatever your question, we will have a volunteer who can help.

Our friendly and experienced team of volunteers will help you to learn and improve your skills whether you are a beginner or someone with computer experience.

If you want to find information on the internet, organise online shopping, send and receive emails, or organise to Skype and Facetime with your family and friends we can help you.

Our help is free, but should you wish to make a donation please contact us on the details below or go to our Just Giving Pages:

[www.justgiving.com/ageukwestsussex](http://www.justgiving.com/ageukwestsussex)

[www.justgiving.com/ageukbrightonhove](http://www.justgiving.com/ageukbrightonhove)

Call us on: **01903 731800** or

email: [thetechnoteam@ageukwsbh.org.uk](mailto:thetechnoteam@ageukwsbh.org.uk)



## Meet Techno Amy...

### What volunteer work do you do for AUKWSBH?

Normally, I volunteer every week in the IT Drop-In at our Brighton Centre. But at the moment, I'm helping the Techno Team by providing IT phone support to people all over Sussex.

### What do you like most about your volunteer work with us?

I love solving any challenging problems, but most of all I think I just enjoy having a chat! Most of our Drop-In visitors come every week, so it's lovely to catch up with them.

### Favourite place in Sussex and why?

Riding my bike along Brighton seafront or playing on the amusements on the pier!

### Favourite piece of music/desert island disc?

Anything by Queen!

### Favourite hobby?

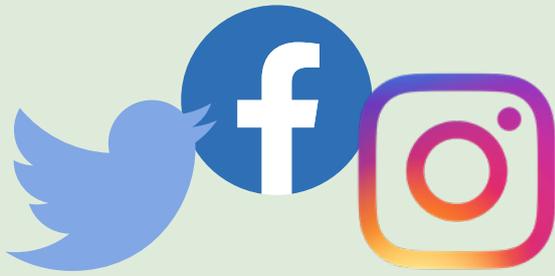
I started making candles during the lockdown and I'm really enjoying that!

### First thing you will do when lockdown is over?

I moved house just before the lockdown so I haven't had a house-warming yet! So I'm looking forward to inviting everyone round for a much needed catch-up!

## Would you like to volunteer for Age UK?

If you would like to know more about our befriending mentoring and peer support or would like to volunteer please call to find out more: **01903 731800** or email [volunteering@ageukwsbh.org.uk](mailto:volunteering@ageukwsbh.org.uk)



## Stay Connected

**STOP PRESS!** We have a new home on Facebook, Twitter and Instagram. Please follow our new pages for the latest information, advice and goings on at **Age UK West Sussex, Brighton & Hove:**

-  **Facebook** @ageukwsbh
-  **Twitter** @ageukwsbh
-  **Instagram** @ageukwsbh

Links to all our new social media sites are also available on the homepage of our websites:

-  [www.ageuk.org.uk/westsussex](http://www.ageuk.org.uk/westsussex)
-  [www.ageuk.org.uk/brightonandhove](http://www.ageuk.org.uk/brightonandhove)



## Facetime Friends

**Our friends and supporters are really important to us so what better way to celebrate Friendship Day on 30th July than grabbing a cuppa and having a chat with someone special.**

Sally, who works for AUKWSBH has recently done just that when she decided to volunteer through our befriending and mentoring service. Since the Covid-19 pandemic the number of people coming forward has increased significantly and Sally decided this would be a lovely way to help people stay connected across our communities.

When someone reached out to us about their elderly mother feeling lonely, AUKWSBH were able to help. It turned out that the 91 year old local lady didn't just want to chat over the phone but instead requested a Facetime call so Sally jumped at the opportunity!

Sally said: "I'd been considering volunteering for some time and when lockdown happened, befriending a lonely older person was an easy way to support someone from home. I am matched with a 91 year old who lives alone. We chat regularly and I easily get as much out of it as she does. I enjoy hearing about her life and her family and feel like I'm doing something tangible to help someone at this difficult time."

### World Friendship Day

The original idea for a day of friendship came from Hallmark Cards in the 1930's and that idea grew over the years to the idea of a day to honour and celebrate friendship with the exchange of gifts between friends. The first World Friendship Day was proposed for 30 July 1958 by the World Friendship Crusade, an international civil organisation that campaigns to foster a culture of peace through friendship.



## Exercise with us on YouTube and Instagram

If you haven't had the chance yet then check us out on YouTube and Instagram as we've got some exercise videos to keep you healthy and active.

We've got everything from seated exercise, chair Pilates, cardio circuits and more! Find us on YouTube and Instagram and look at what we have to offer!

-  **Instagram**  
@ageukwsbh
-  **YouTube**  
Age UK West Sussex, Brighton & Hove

# Time for tea

**Have a cream tea with us and raise vital funds to support our Coronavirus Appeal.**

With all the amazing weather we have been having we have decided to celebrate summer and the great outdoors. What better way to do this than by making our very own Age UK Cream Teas for residents across West Sussex, Brighton & Hove!

July is National Picnic month and so we are delighted to invite our customers, supporters and friends to join our new Cream Tea Campaign!

We are inviting everyone in our communities to take some time out and have a cuppa and some delicious home-cooked scones, and help raise vital funds for older people who have been affected by the Coronavirus pandemic.

## What's in the box?

- 2x handmade classic plain scones
- 1x tub of Rodda's Cornish Clotted Cream (40g)
- 2x portions of Coronet Strawberry Jam (28g each)
- Birchall English Breakfast Tea
- Kendricks sugar sachets
- Serviette



## Thank you Bidfood and Kendricks

**We would like to thank our sponsors, Bidfood and Kendricks who have kindly donated items in this box.** All the money raised from the sales of this Cream Tea will ensure we continue to reach people in the community that need our help during this difficult time, with services such as shopping, cleaning, food deliveries, information and advice and befriending.

Chief Executive, Helen Rice said:

***“We are really excited to launch our Cream Tea Campaign and what better time of the year to do it than in July. It’s a great “pick-me-up” treat for your friends, family or work colleagues so we hope many people will make an order and support our appeal to help older people during the Coronavirus pandemic.”***

Our Cream Teas are perfect for just about any occasion, whether celebrating a special anniversary or birthday, or a special treat for a friend, colleague or loved one. In fact, if you are looking for an idea to treat your bestie then why not order them one of our cream teas in time for World Friendship Day at the end of July!

“Indulging in a cream tea is one of those special moments you’ll always remember and evokes memories of home comforts and time spent with loved ones so what better way to spend a summer’s afternoon while supporting older people in your local communities too,” said Helen.

## How to order a Cream Tea:

To order your cream teas, you can...

-  **Call 01903 792 211**
-  **Email [events@ageukwsbh.org.uk](mailto:events@ageukwsbh.org.uk)**
-  **Visit [www.ageuk.org.uk/westsussex](http://www.ageuk.org.uk/westsussex)**
-  **Visit [www.ageuk.org.uk/brightonandhove](http://www.ageuk.org.uk/brightonandhove)**

We ask for a **minimum donation of £6.50** which includes free delivery to most local addresses. For some postcodes however, there may be a small charge. We will be delivering to one area within Sussex each weekday as follows:

<b>Monday</b>	Horsham
<b>Tuesday</b>	Crawley
<b>Wednesday</b>	Mid Sussex
<b>Thursday</b>	Brighton
<b>Friday</b>	Arun & Adur

We are taking orders throughout July and August while stocks last!



## July is National Picnic Month!

If you enjoy getting out of the house and eating outdoors then July is the month for you, as it’s National Picnic Month!

So why not take advantage of this lovely summer month as it’s a great opportunity to wind down after a busy day, slip on your sandals and head outdoors. From fresh fruit and lemonade, sausage rolls and sandwiches, National Picnic Month is a great way to celebrate being outdoors. You may also want to take the opportunity to order one of our cream teas for delivery and raise money for AUKWSBH!

To get into the picnic spirit our Executive Chef (and cover star) Richard has shared with us one of his favourite recipes for pink lemonade so that you can while away your days in the sun with the coolest drink around!

## Pink lemonade recipe

### Ingredients

- 8 lemons, plus extra to serve
- 200g caster sugar, plus extra to taste
- 140g raspberries, plus extra to serve
- Ice to serve

### Method

1. Pare the zest from the lemons with a peeler – cut away any pith you can from the strips.
2. Juice the lemons and mix the juice, zest, sugar and raspberries together with 1.2 litres of boiling water.
3. Let cool, then sieve, pressing through juice with the back of a spoon.
4. Add sugar to taste and chill in jugs. To serve, add a few lemon slices, raspberries and lots of ice.

# Thank you!

We've been overwhelmed by everyone's support and here's some of the ways you have helped us!

## Thanks to Thermo Fisher Scientific

Our Horsham District Centre, Lavinia House, recently received a donation of 500 face masks from Thermo Fisher Scientific!

Our charity team of staff and volunteers have been wearing them when delivering food and essential items to local older people and when helping the most vulnerable with tasks such as cleaning and laundry. Thank you so much for your kind donation and for helping to keep our team safe Thermo Fisher Scientific!



## Young Supporter of Age UK worth every 'scent'!

The Crawley Centre were delighted when they received a donation for £110 from a young supporter of Age UK in their local area.

Five year old Cully came up with the idea of making some perfume to sell in his community to help lonely older people.

His mum Shelly said that Cully and his brother had been helping each other out with the project and making the deliveries together.

Cully and his Mum have requested their fundraising efforts go towards the Crawley Centre, particularly to do something extra special for the members when social distancing guidelines allow. What a fabulous idea!

## Thanks to Crates Local

We've had an incredible response to our appeal for donations of food and essentials across West Sussex & Brighton & Hove!

Crates Local have been very kindly donating eggs and bread regularly during the coronavirus pandemic for us to deliver to older vulnerable residents who have no one else to help and have been shielding. Crates have been very busy adapting their business to cope with the pandemic and it's lovely that they have been thinking of others at this difficult time.

Thank you so much Crates and everyone who has donated for your kindness, it really means a lot to have your support!



## The Big Knit – working with innocent to combat loneliness



Since 2003 Age UK and innocent's iconic partnership, The Big Knit, has raised over £2 million for national and local services that combat loneliness.

Age UK and innocent's award-winning corporate partnership sees the nation knitting millions of hats every

year and raising millions of pounds too and locally AUKWSBH has benefited greatly thanks to the marvellous knitting groups across our communities. Each little hat is placed on an innocent smoothie bottle and sold in shops across the country. For each be-hatted smoothie sold, Age UK receives 25p.

The money raised from The Big Knit helps us fund vital work locally, in particular keeping older people warm and well in winter.

Could you help us make a difference by knitting some mini hats to keep older people warm and well this winter? There's plenty of different patterns you can choose to knit including the beehive hat, brown owl, crochet tortoise, hippie pattern, fox hat – the list is endless! Why not take a look at the patterns online at [www.thebigknit.co.uk](http://www.thebigknit.co.uk)

If you would like to get involved please call us on 01903 731800 or email us at [events@ageukwsbh.org.uk](mailto:events@ageukwsbh.org.uk)

## Worthing Mosque grocery box donation!

Worthing Mosque is kindly supporting older people locally, having secured the funds for us to make up and distribute 500 grocery boxes.

The boxes, which are made up by AUKWSBH for those self-isolating, include things like bread, milk and tinned foods and will be distributed to people across Worthing over the coming weeks.

Worthing Mosque represents and serves a Muslim Community of over 1500, providing prayer facilities and education services among other things. Since the onset of the coronavirus crisis, the Mosque has carried out several activities to tackle poverty and help vulnerable people within the local community, including this latest collaboration with AUKWSBH.

Also helping to make this exciting project happen is local company, the Kitchen Cleaning Group, who volunteered to help make the deliveries to people's doorsteps.

**Helen Rice, Chief Executive at AUKWSBH** said: "Many older people are still worried about where their next meal is coming from during this pandemic, so grocery deliveries are one of our key priorities. We're so grateful to Worthing Mosque for partnering with us on this and also to the Kitchen Cleaning Group who are helping us with the logistics. Boxes like these make a huge difference and it's lovely to see smiles on the faces of recipients when we deliver."

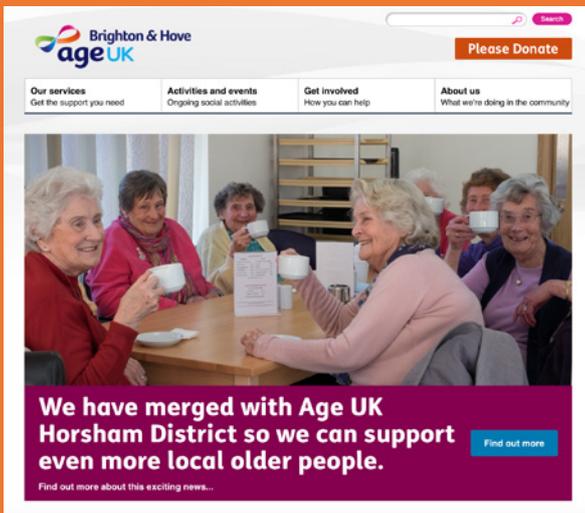


**Ali Abdul Rahman, Chairman of Worthing Mosque** said: "We're very pleased to be working with Age UK West Sussex, Brighton and Hove to deliver this vital support to people in the area. Islam teaches us to respect and care for older people, and at a time like this, when many older people are more vulnerable and isolated than ever, it's important we come together as a community to help in any way we can."

# Emergency Appeal

Help us continue supporting vulnerable older people who desperately need us during this crisis.

## Donate online



## Please Donate

You can donate online now using the 'Please Donate' button.

- Visit [www.ageuk.org.uk/westsussex](http://www.ageuk.org.uk/westsussex)
- Visit [www.ageuk.org.uk/brightonandhove](http://www.ageuk.org.uk/brightonandhove)

## Donate over the phone

If you would prefer you can make a donation over the telephone – call us on 01903 731800

## Donate via post

Alternatively, you can send us a cheque, the address is:

Age UK West Sussex, Brighton & Hove,  
Suite 2, First Floor,  
Anchor Springs,  
Littlehampton,  
BN17 6BP

Thank you for your support.

# Brain teasers

Why not grab a cuppa, put your feet up and have some fun with our Sudoku challenges!

## Beginner Sudoku

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

## Advanced Sudoku

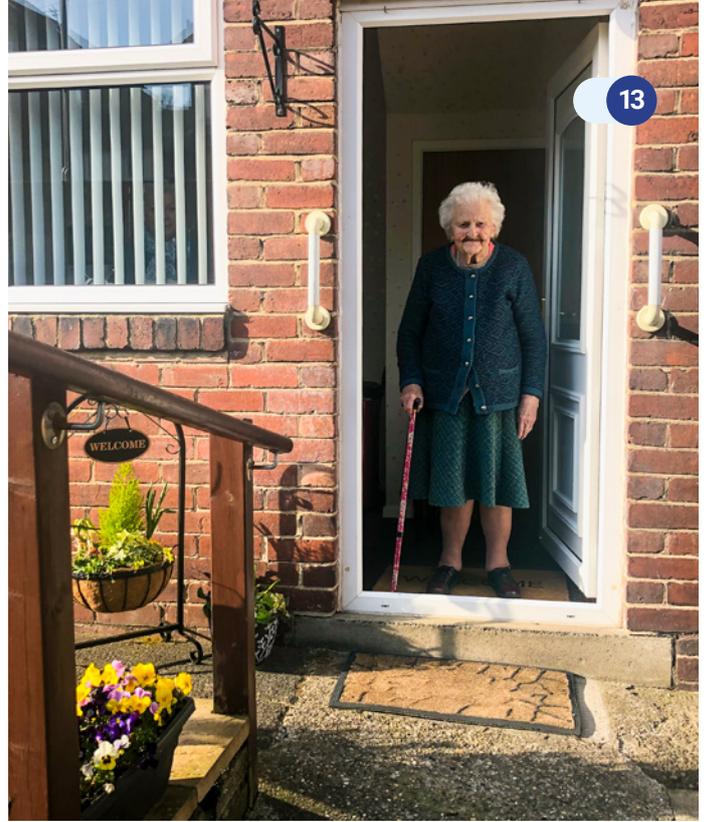
	8		6					4
		1	2	5				
6			7					
5			3			7	9	
	7		9		5		4	
	3	6			2			1
					6			5
				3	7	9		
1					9		2	

## Want more puzzles?

We have Activity Packs, DVDs and CDs available for delivery to anyone who needs them! If you are isolated and in need of some fun activities to pass the time, please don't hesitate to call us on 01903 731 800 or email [information@ageukwsbh.org.uk](mailto:information@ageukwsbh.org.uk)

# Friendly Gestures

We've been really touched by all the lovely warm and friendly cards and messages of appreciation that have been sent to us in recent weeks. As its International Friendship Day at the end of July, we think there's no better time to share these messages with our reader and supporters! Here's what our customers, colleagues and friends have to say:



"My mum has not been long out of hospital has very limited mobility and is very deaf. She has 3 carers a day preparing her food so she is having a lot of ready meals, however she was delighted with the tins, fruit, bread, milk, eggs and sweets. The potatoes and onion we have given to another elderly neighbour who will make good use of them. Thank you all for this, every single volunteer at Age UK and at Kitchen Cleaning Group."

**Happy family member**

*"Dear Emily and Romaine, firstly may I thank you both for all your help over the past week. It has been life changing."*

**Information & Advice customer**

*"To all the ladies and gentleman at Age UK West Sussex, Thank you all for your kindness and your support during this difficult time. It is much appreciated. £100 donation received."*

**Satisfied customer**

*"Thank you so much Marilyn!! It is a great help knowing you are there to follow up these vulnerable patients. Thank you!"*

**Nurse Practitioner, Bognor Health Clinic**

*"I have just received a second hamper from you and I am writing to say Thank You very much what a lovely thought - it is much appreciated. There is very little to cheer us in these difficult times so it feels a bit like Christmas to find all the goodies that you have included."*

**Shopping Delivery customer**

## Customer Survey

A big thank you to those of you who have already taken part in our survey. We are still interested to hear from our customers who have used our services during the Coronavirus Pandemic. Your feedback is really important to us and we'd be delighted if you can tell us about your experience.

Please call **01903 731800** or email [information@ageukwsbh.org.uk](mailto:information@ageukwsbh.org.uk)

# What to do if there's a problem

## 1. If you develop any coronavirus symptoms you should self-isolate for at least 7 days

Call **111** if your symptoms become unmanageable, don't improve or you have been advised to shield and notice any symptom.

## 2. Contact your GP if you have any health concerns – even if they're not coronavirus-related

If it's urgent you should call **111** and **999** in an emergency – if you cannot speak press **55** on a mobile.

## 3. If anyone helps you at home, think about who else could help if there are any changes

If there's a problem with your care, contact your local council or care provider.

## 4. Eating something is better than eating nothing

If you notice unintentional weight loss, it's important to seek advice.

## 5. Anyone can fall victim to a scam, so think before parting with money or information

Contact your bank immediately if you think you've been scammed and report it to Action Fraud on **0300 123 2040**.

*Age UK can help you understand government guidance and help with everyday things like caring and shopping*



## Further useful numbers

-  **Age UK Advice Line**  
01903 731800  
Or visit us online at  
[www.ageuk.org.uk/westsussex](http://www.ageuk.org.uk/westsussex)  
[www.ageuk.org.uk/brightonandhove](http://www.ageuk.org.uk/brightonandhove)
-  **The Silver Line** is there for anyone who wants to chat on 0800 4 70 80 90. Open 24 hours a day, 365 days a year
-  **Carers Support West Sussex**  
0300 028 8888 (hours vary)
-  **National Domestic Abuse**  
24 hour helpline: 0808 2000 247
-  **Samaritans**  
24 hour helpline: 116 123
-  **Action Fraud**  
0300 123 2040

**Keep me safe**  
Cut me out and stick on your fridge!

**Together, we will get through this**

