

# connect

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

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Reunited**  
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reopened centre

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mask appeal**  
Calling all  
crafters!



**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

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

**As Summer begins to draw to a close, I hope you are well and managing to adapt to this 'new normal' way of life.**

Covid-19 continues to affect all our lives in big ways and small and my heart goes out to those who have been worst affected by the pandemic. We are always here for you, whatever it is you are facing.

With some of the hottest temperatures on record, keeping cool has been a particular challenge at times, but it's also meant some glorious days to enjoy as we all begin to venture out more often following lockdown. I'm delighted that our centre in Bognor Regis has been able to reopen some of its services. You need to call ahead to book, but it's lovely to see friends reunited over a coffee in the sunshine, or people getting a boost with a haircut in our salon. As well as enforced separations, Covid-19 has also brought people together. We have a lovely story in our centre pages this month of two people who became friends during lockdown.

Our cream tea has been a real success, enjoyed by all those who received this special doorstep delivery. Thank you to everyone who helped fundraise by making an order. The story was covered on BBC Sussex, where the team there had the age old 'jam or cream first?' argument. Either way, it's delicious!

I hope the month ahead is a positive one, where you are able to reconnect with family and friends and get back to some of the activities you enjoy. Next month is *Older People's Day* and we've got a little treat in store, which we hope will put a smile on some faces – more details on that in next month's issue.

**In the meantime, take care and if you need us, we're here.**

*Helen x*

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

# If you need help we are here

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 or @AgeUKHorshamDistrict  
 🐦 @ageukwsbh or @AgeUKHorshamD  
 📷 @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 the website for your area:**

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



# Friends Reunited

**When lockdown began back in March, so many people were feeling trapped in their homes and lacking contact with family and friends.**

A friendly voice at the end of the phone soon became a welcome weekly highlight for some. Now 6 months on, some of our members are starting to reunite in person. One of our Bognor centre customers and a member of our AUKWSBH team recall their experiences of that time and how it felt to finally reconnect.

## ***Our cover star – Terry’s story***

**Seventy-four year old Terry Collins, a member of the Bognor Laburnum Centre had been used to living alone prior to lockdown and as an active Chair of the Felpham Art Club he was always busy. Terry had also been visiting the Laburnum to use their gym on a regular basis.**

Terry said: “Lockdown has been a different experience for everyone. I was alone and I don’t live close to a lot of my family. I have daughters and a son. So in lockdown I taught myself how to do a Skype and video call. Beforehand I couldn’t get it together technically but I learnt how to do it and I’ve had some fabulous contact!

I agreed with one of my daughters that we’d share music that meant something to us every day. We are still doing it today and we try to avoid the numbers ones. It’s a great way to connect and have a conversation about how we feel about it,” he continued.

As the chair of the local art club, Terry also found much of his time was absorbed by winding down their forthcoming programme however he did find some spare time in the day – and at night, to enjoy painting, a much loved hobby.

Terry remembers that he’d also started to receive catch-up calls from Karen at AUKWSBH which he said he “really looked forward to” and valued so much because as time went on he was able to share with her some of the happy times and experiences as well as the sad times.



He said: “Karen was so kind to me when she phoned. The big negative was I lost my wife in lockdown. Although we were separated we remained good friends. People like Karen really helped. She picked it up in my voice. It did knock me but her regular phone call brought me back.

Thanks to people like her we could flip from that subject to her laughing at my first efforts at baking. I’ve even brought in my recent recipe for Karen to try!”

As well as finding new friendships there have been other positives to come from lockdown for Terry, including a 14th grandchild which he sees on Skype. Also, once he was reassessed and removed from shielding, he was able to go out and enjoy the good weather.

“I went off out to paint the inside of my beach hut yellow and then Connect magazine was posted to our block of flats.”

***“It’s been great to catch up on the news from Age UK and to be honest it’s nice to hear other people’s experiences and to touch base with the outside world.”***

Looking forwards Terry is now hoping to get back to his exercise at the Bognor Laburnum Centre gym we well as nipping out on his three wheeler. As he says “I love a chat and everyone loves to come over. I do get a lot of people socializing with me!”



## **Karen's story**

**One of our AUKWSBH  
befrienders during  
the lockdown**

**Within a week of lockdown, the teams at AUKWSBH reacted swiftly to assist in managing issues being faced by its local communities – isolation was a particular issue as many were told to shield or stay at home.**

In her usual role Karen works at the Bognor Laburnum Centre as an activities worker. However during lockdown Karen was able to support the community in a different way – she became part of a team of befrienders. In the weeks and months that followed, Karen and the other befrienders would contact a large number of people across West Sussex, Brighton & Hove to provide a friendly ear to those most at need. Karen used to call Terry during this time. She recalls:

***“We both looked forward to our weekly chats, both sharing a love of music and Terry would tell me about what he had been up to in the week.”***

“We would chat about his family and he was very excited to have had a new grandchild, he was also very grateful for our chats especially when he sadly lost someone close to him which was especially hard for him during this difficult time.”

When the centre opened its doors recently Karen was delighted to see Terry and they enjoyed a cup of tea together – face to face!

“I was pleased to hear my calls had given him something to look forward to in the 3 months of lockdown and I find that most rewarding. Giving people the opportunity to talk and share their concerns was a real benefit to them. For me, it was so gratifying to know that one call could be really appreciated.”

## **Could you volunteer with us?**

If you would like to find out more about volunteer befriending or any of our volunteer roles please call us on **01903 731800** or email us at **[volunteering@ageukwsbh.org.uk](mailto:volunteering@ageukwsbh.org.uk)**



## **Our Laburnum Centre in Bognor Regis has reopened!**

We are happy to announce the Laburnum Centre is now open Monday to Friday from 8am to 4pm. Services include:

- Café
- Hair Salon
- Beauty Therapy
- Holistic Therapies and
- Gym facilities

Please book in advance by calling us on **01243 827 185**. We look forward to welcoming you back, and please get in touch if you would like any more information. Find us on: **Lyon Street, Bognor Regis, PO21 1UX.**



## **In the next issue...**

Next month, read more about Patricia Macdonald, one of our regular Laburnum Centre members.

# Community news across our localities

## Brighton & Hove



### Coffee in the Park

With lockdown easing, we're taking advantage of these lovely summer days and meeting friends in the park. On Mondays at 10:30am, a small group of us have been meeting in Dyke Road Park for a socially distanced coffee or tea. The park is beautiful at this time of year, with views of the sea and fragrant gardens.

Due to government guidelines, we must ensure that groups do not exceed a maximum of 6 people, so booking is essential. Please email [brighton.info@ageukwsbh.org.uk](mailto:brighton.info@ageukwsbh.org.uk) or call **01273 720603** to book your place. We hope to set up more of these groups up across Brighton & Hove, so please do get in touch if you would be interested in meeting old and new friends.

### Online Art Club

Join our new online Art Club starting on the 10 September! No experience necessary, anyone can join – you just need access to emails.

Every fortnight we will set a project and give you some simple instructions as a rough guide to creating your own art piece. Then send us your lovely works of art or some photos and we will share them with the rest of the club. It's a great way to get creative at home and most importantly have fun. To register, please email us on: [artclubonline@ageukwsbh.org.uk](mailto:artclubonline@ageukwsbh.org.uk)



### Thanks to Homesense

We'd like to say a huge thank you to Homesense who donated 136 bags of goodies to us at the beginning of lockdown – and to our lovely volunteer Roz who spent her Saturday ferrying car loads of the bags back and forth from the Homesense shop to our centre in Brighton.

All the donated items have been used in the goody bags and food delivery boxes that were distributed across Brighton by our crisis team and volunteers during lockdown, to ensure not only people had enough to eat, but also had some tasty treats too.



## West Sussex

### Sky's the limit!

Engineers from Sky have been delivering frozen meals to our members in Haywards Heath, Crawley and Burgess Hill 3 times a week.

A slightly different home service than they are use to providing but one they have really been enjoying! Our members very much appreciated getting their deliveries from the Sky engineers and have loved having a chat too. Thank you to all the volunteers from Sky.

Here's a picture of Norma Somerville receiving her meal delivery from AUKWSBH. Norma enjoys her meals from us very much!



### Operation Cream Tea

The lovely team at Haywards Heath have been busy over the past few weeks putting together all the orders for our delicious cream teas. The boxes went on sale in July to celebrate National Picnic Month and have helped raise vital funds for older people who have been affected by the Coronavirus pandemic.

## Horsham



### Face Mask Appeal takes off in Horsham!

One of our Horsham supporters is helping out with our Face Mask Appeal to provide vulnerable older people with face coverings when they are out and about.

Jane Akerman started donating face masks as a thank you for all the support she received after a car accident four years ago.

***"I am delighted to be able to support Age UK in a small way and hope they are successful in helping some of our more vulnerable residents return to a more normal way of life in the weeks and months ahead", said Jane***

Having made some face masks for family and friends, Jane spotted our appeal on social media for face coverings for older residents coming out of shielding following the easing of lockdown restrictions.

She immediately bought more fabric and has set about making more face coverings, which she has begun to send to her local Age UK centre, Lavinia House, in Denne Road.

**Story credit:** West Sussex County Times

# A guide to our services

## Help at Home

Our Help at Home Service specialises in cleaning for the over 50s and includes:

- Weekly or fortnightly cleaning
- Hoovering, dusting and general housework
- Cleaning of hygiene areas and floors
- Laundry and ironing
- Bed making and changing
- Curtain and net changing
- Simple clothes mending
- Dog walking

### Home Help Sue says:



"It's been great to get back and see my customers again. During lockdown we were not able to assist with housework so instead I went shopping for some of them. They were so grateful for this support. The people I didn't see I stayed in contact with by phone and called them every week or so just to check they were OK. When we were eventually allowed back into people's homes my customers were so excited! I think they had missed my company more than the housework!"



### Need help with shopping?

We can take you shopping or go on your behalf. We can also collect prescriptions on request. This list is not exhaustive; please get in touch to find out more!

### Find out more about our Help at Home Services

☎ 01903 726 276

@ helpathome@ageukwestsussex.org.uk

🌐 www.ageuk.org.uk/westsussex

## Crisis Care

**If you need emergency care support, call us!**

Our Crisis Care Service provides temporary emergency support when other services are not available. It is a free short term support service available for up to 14 days following an illness, hospital discharge or if you are finding it impossible to cope in a domestic emergency. The service can help support with various tasks including personal care, shopping for essential items and collecting prescriptions, quick/light meal preparation and 'comfort' calls after an emergency or bereavement.

### Get in touch with our Crisis Care team

All Crisis carers are carefully selected, trained and supported. The service is CQC registered with a good Standard. To make a referral or for more information call us on:

☎ 01273 328 555

**Please note:** Our Crises Care services are available in the Brighton & Hove area only.

## Daybreak Respite for Carers



We are pleased to announce that our Daybreak Respite services are now open again, although these services will continue to look a little different for some time due to Covid-19. Our carers are once again benefiting from the respite they receive and are comforted in knowing those they care for are being supported in a safe, stimulating and enjoyable environment.

### Contact us to discuss Daybreak membership

To discuss membership for Daybreak, please contact **Charlie Rayner** on:

 **07904 977 251 or 01903 792 015**

 **daybreak@ageukwestsussex.org.uk**

### We are open on the following days and venues:

<b>Monday</b>	Rustington (Woodlands Centre) Respite Day
<b>Wednesday</b>	Haywards Heath (Age UK Centre) Respite Day
<b>Wednesday</b>	Crawley (Age UK Centre) Early On set activity
<b>Thursday</b>	Crawley (Age UK Centre) Respite Day
<b>Thursday</b>	Bognor Regis (Holy Cross Church Hall) Carers and Cared For Peer Support Group
<b>Friday</b>	Bognor Regis (Laburnum Centre) Respite Day

## Nail Cutting

Try our nail cutting service to help you to stay comfortable on your feet.

### 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.



### Contact our Nail Cutting Services team

Contact us to find out more, or to book an appointment. Our nail cutting clinic is only available in our Brighton centre at:  
**29 Prestonville Road, Brighton, BN1 3TJ.**

 **01273 720 603**

 **nailcutting@ageukwsbh.org.uk**

 **www.ageuk.org.uk/brightonandhove**

# Reusable face mask appeal

**We are asking people who are handy with a needle and thread to make reusable cotton face masks for us to distribute to older people locally.**

The masks will go to people accessing our services, many of whom may be on a low income or beginning to come out of isolation after a long period in lockdown.

The masks will form part of the contents of this year's 'Bags of Support' initiative, where we distribute cotton tote bags filled with information and freebies to the over 50s. This year, we are hoping to provide a reusable face mask, some soap or hand sanitiser and an activity pack along with information and advice on our services, including befriending.

**Claire Long, Head of Relationship Management at AUKWSBH said:** "As those who have been shielding start to get out and about again, we thought it would be a great idea to help by providing reusable masks in our 'Bags of Support' this year. We've been there for older people throughout this pandemic and we're still here for them now as we all try to adjust to the 'new normal' of face coverings and social distancing."

***"If you can help us out by making some masks, we'd be so grateful. In the meantime, we want older people to know they can turn to us at this time, whatever it is they are facing."***



## How you can help:

### What we need:

Masks must be new, unused and ideally made with plain coloured cotton.

### Where to send them:

They can be posted to or dropped into any of the AUKWSBH offices below. Let us know if you have difficulty getting to us and we may be able to collect.

**Littlehampton:** Suite 2, First Floor, Anchor Springs, Littlehampton, BN17 6BP

**Brighton:** 29 Prestonville Road, Brighton, BN1 3TJ

**Bognor Regis:** The Laburnum Centre, Lyon Street, Bognor Regis, PO21 1UX

**Horsham:** Lavinia House, Dukes Square, Horsham, RH12 1GZ

**Crawley:** 1 Town Barn Road, Crawley, RH11 7XG

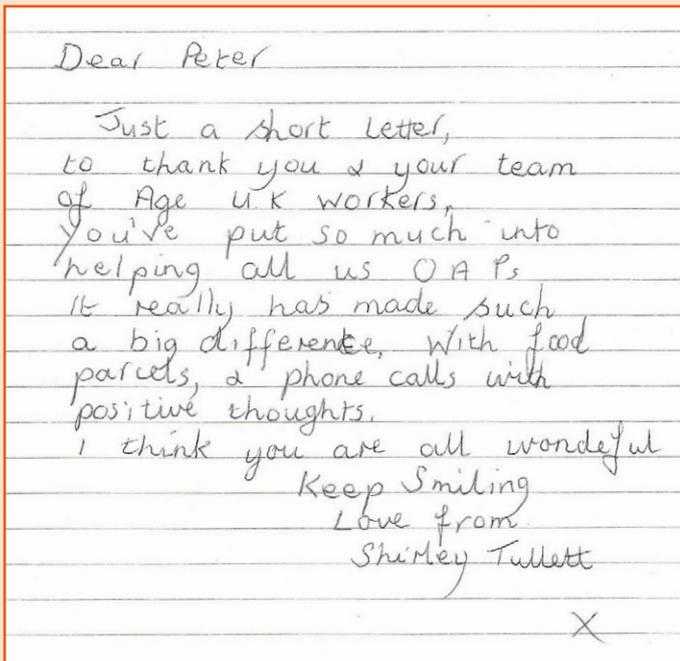
**Haywards Heath:** Lamb House, 2 Kleinwort Close, Butlers Green Road, RH16 4XG

 01903 731 800

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

# Sharing the love

We've been overwhelmed by all the messages of appreciation and kindness that our customers have been sending so we wanted to share a few with our readers:



"What a lovely surprise! A cream tea delivered today. Thank you so much. I'm gluten free and have never attempted to make scones so I had a go and they weren't too bad! We both really enjoyed the gift and the kind thought behind it and we look forward to returning to the Laburnum Centre sometime. Thank you again and God bless."

**Delighted cream tea customers**

"You have turned my life around and I'm no longer in that constant dark place. I am so humbled and grateful for all of the help you've given me including regular calls, food parcels, shopping, activity packs, money advice and help walking my dog daily."

**Happy Brighton customer**

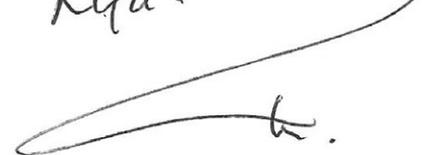
KAREN



THANKYOU VERY MUCH  
FOR ALL THE HELP YOU  
HAVE GIVEN US DURING  
THE REIGN OF THE  
PANDEMIC.  
TAKE CARE.

THANKYOU

Rifa & Michael



## If you need support

Over 50s who need advice or support at this time can contact Age UK West Sussex Brighton & Hove on 01903 731 800 or email [information@ageukwestsussex.org.uk](mailto:information@ageukwestsussex.org.uk)

# Need information or advice?

Age UK West Sussex, Brighton & Hove offers information and advice to the 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: TV Licences

### What's the latest?

The BBC Board recently announced that the new scheme covering the over 75s TV licence fee concession would begin this month. They have now started writing to those households affected.

**You don't need to take any action until you receive your letter from TV Licensing and there will be plenty of time to set up this up.**

### Is the new scheme Covid-19 safe?

Yes it is. No one will need to leave their home to claim a free TV licence or pay for one; you can apply online or talk to one of their advisers who will take you through the verbal declaration process.

The letter gives information about applying for a free licence for those receiving Pension Credit and the payment options that will be available for those needing to buy a licence. This includes the new 75+ Plan which will allow people over 75 switching from a free licence to a licence they pay for, to spread the cost in weekly, fortnightly or monthly payments to make it easier to manage. No one will be expected to pay for a new licence until they have received their letter.

## How we can help:

AUKWSBH have a team of advisors that can help you to check if you may be eligible for a free TV licence. If you would like a sample copy of the letter we can help you with this too. Email us on: [information@ageukwsbh.org.uk](mailto:information@ageukwsbh.org.uk) or call our freephone number **0800 019 1310**

Remember to take care and not give out your confidential details to somebody that calls you asking for bank account details including passwords or if someone comes to your door. Be scam aware, if you are worried that a caller is not genuine hang up and if possible use a different phone and call TV licence on **0300 790 6165**