



**...WHO ARE AGE UKIW?**  
The facts about your  
local, independent  
charity

**THERE'S NO PLACE  
LIKE HOME**  
Support at home  
when you need it

**PUTTING THE FUN IN  
FUNDRAISING!**  
Will you join our  
fundraising superstars?

The Digital Inclusion team offers a range of support & services to individuals, groups & businesses, aimed at all levels of ability, including:

- 1-to-1 tuition
- Drop-in support
- Workshops



**525282**  
**digital@ageukiw.org.uk**

Age UK Isle of Wight Registered Charity Number 1118711

Do you have jobs around the house that you're struggling to do yourself?

Our trusted and experienced team can help with:

- Handrails
- Grabrails
- Steps
- Hanging curtains & blinds
- Keysafes
- Assembling furniture
- And more.....

Registered Charity Number 1118711



**525282**  
**technician@ageukiw.org.uk**

**Give your NHS a helping hand**



**Make your personal health pledge today**

Help celebrate 70 years of the NHS - give us a helping hand by making a personal health pledge. Whether it's pledging to turn up your appointments, using services appropriately or leading a healthier lifestyle - raise your hand pledge your support for the Island's NHS today.

**Learn things**  
**Make things**  
**Drink tea**



**Newport Men's Shed**

Every Wednesday from 1pm - 3pm  
At Age UKIW, 147 High Street,  
Newport (Next to County Hall)

**For more info call Lois on: 525282**  
**Email: lois.prior@ageukiw.org.uk**  
**Visit: www.ageukiw.org**





# WELCOME

Welcome to the very first issue of *Living Well*, our Age UK Isle of Wight quarterly newsletter! As you may know, we have grown rapidly over the last few years, meaning that we are able to support more Islanders than ever before. It therefore felt right that we should bring together the details of all of our services, into a single newsletter, which I hope you will enjoy.

It also gives me the perfect opportunity to thank the hundreds of volunteers, donors and fundraisers who have supported us during 2018. As a local, independent charity, we rely heavily on the generosity and donations of the general public, in order to achieve our objective of helping older people to survive and thrive. You can read the stories of some of those incredible people in this issue.

I hope that, as you flick through the pages, you learn a little something new about us, perhaps a service you didn't know we offered, or an event that you weren't aware of. You might be inspired by Tom, who ran 106km to raise funds for us earlier in the year, and come up with your own ways to support us in 2019. Or, you might read an article and think 'That could easily be my Nan', if you do, I would urge you to share what you have learned with those who might benefit from our support. By working together, we can achieve positive change in 2019 for older Islanders.

**JO DARE - Chief Executive Officer, Age UK Isle of Wight**

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# .....SO, WHO ARE AGE UK ISLE OF WIGHT?



It's likely that you recognise our logo, and it's possible that you have used one of our services, but how much do you really know about Age UK Isle of Wight?

## How We Support Islanders:

We provide support and services designed to help the Island's older population to live well, independently:

### Information and Advice

We provided personalised support and guidance to almost 5,500 people last year

### Support when coming home from hospital

We worked with the British Red Cross in supporting 480 people after discharge from hospital last year

### Practical help around the home

Our Just About You (JAY) service provided 25,000 hours of support to people last year, with general housework, shopping, dog walking etc.



## Did you know?

Although we share the logo of the national charity, we remain entirely independent, focusing on the needs of Islanders

Call: 525282 | Email: [info@ageukiw](mailto:info@ageukiw)



# The facts about your local, independent charity



All of our services are available to those aged 50+, with some services being accessible to those aged 18+

We have been supporting older Islanders since 1973

## Help with staying connected to the digital world

229 people received personalised digital support last year, to stay safe online and connected to friends and family

## Identifying the need for early support to avoid crisis

In its first year, our Living Well Approach team helped 1,574 people to manage their health and wellbeing, reducing the pressure on adult social care and the NHS

## A range of social groups and clubs

2,457 hours of social opportunities were offered last year through our Men's Sheds, Community Memory Groups and Active Networks Social Clubs

## Nail cutting clinics at ten convenient, community locations

We delivered 1,036 nail cutting appointments last year, to 236 clients

## Community resilience, personalised support for the LGBT+ community

Our LGBT Hate Crime & Domestic Abuse Support Service hosted the Isle of Wight's first LGBT conference last year

# MEET MAUREEN

We are working hard to develop a more person-centred approach to our support and services, putting Islanders and their needs right at the centre of our thinking. We'd like people to only have to tell their 'story' once, and we are doing this by working more closely across our internal teams, and with other organisations and charities. Maureen's story illustrates how we are achieving this:



This is Maureen, she's 82, a fan of the soaps, cooking, watching the football, and she loves getting out and about on her scooter.

Following knee and shoulder surgery, Maureen had been struggling; she was waiting for a hip operation and was having problems walking, making daily life quite difficult. Her GP, Dr Vloemans, referred Maureen to Age UKIW, for some support and assistance.

Rudi, one of our Care Navigators, acted quickly, obtaining a wheelchair for Maureen. He took her to The Storeroom to pick out a suitable recliner chair, so she would be more comfortable at home, and moved some of her furniture, so she could manoeuvre more easily around her bungalow.

"From that point onwards, Rudi has always looked after me. I'd been struggling with doing bits and pieces around the house, so Rudi put me in touch with their JAY (Just About You) Team, and now a lovely girl called Beckie helps me out with my cleaning.

Beckie also rearranged things so I can reach what I need without stretching, she always makes sure that I've had something to eat, and we always have a good chat when she visits."



*“I can’t thank Age UKIW enough for what they have done, the work they do is brilliant”*

Maureen’s husband sadly passed away in 2011, her daughters are on the mainland and visit their Mum often, but Maureen sometimes misses day to day contact.

Rudi put her in touch with our Good Neighbour Scheme, and she now receives visits from Jenny, a Volunteer Befriender. “Jenny pops around and we have a good chat about Emmerdale, EastEnders and Corrie, we sit and chat with a cuppa, and I find that really comforting.”

Our Homesafe team helped Maureen with some adaptations at home, and the Digital Inclusion Team provided Maureen with digital support, so that she could safely and securely stay connected with her friends and family.

“I can honestly say that without Rudi helping me the way that he did, I wouldn’t have known what to do. He sorts everything out, and you don’t have to worry, because he is there for you when you desperately need help.”



**Dr Monica Vloemans - Maureen’s GP – Medina Healthcare**

“I work regularly with Rudi and Age UK IW’s Care Navigator Team; Rudi comes to our monthly meetings, which are also attended by District Nurses, the Palliative Care Team and other agencies. These meetings mean that we can all work together on a patient’s care, both clinically and socially. I knew that Maureen was really struggling before her operation, so I referred her to Rudi for some assistance.

“Although GPs can be an easy port of call, sometimes patients’ difficulties reach beyond the medical. With Rudi’s involvement, what followed was a much more holistic package of care for Maureen. If it weren’t for people like Rudi, our ability to help would be much more limited.”



**Rudi - Age UK IW Care Navigator**

“My role as a Care Navigator is to promote self-confidence and self-management.

“When I meet clients for the first time, we chat, and agree a plan together, of what they would like to achieve, so I work with clients to help maintain their independence, and improve their situation and wellbeing.

“I often hear people say that they are frustrated at having to deal with so many different organisations to get help, I’m able to liaise with other professionals to access the help they need.

“The Care Navigator Service here at Age UK IW allows people like Maureen to tell their story only once, and gives them the assurance that someone will be there to help them every step of the way.”

**Read on to meet the rest of the team who helped Maureen...**

# MEET THE REST OF THE TEAM WHO SUPPORTED MAUREEN

## Beckie - Age UKIW Support Worker



“When I started visiting Maureen, she was in a lot of pain and frustrated that she wasn’t able to do everyday jobs for herself. The things I do for her are just little things really, but by doing them, I am able to hand her back some of her independence, and that makes a huge difference to Maureen, and to me.

“We chat the whole time I’m there; talking to Maureen is like chatting to a friend, it feels like I have known her for years, she is absolutely brilliant company!”

## Jenny - Age UKIW Volunteer Befriender



“I’ve been visiting Maureen for a few months now. I go around and we have a chat about the soaps and we have a catchup on how her girls are doing, Maureen is such a character; she really makes me laugh.

“I lost my own Mum when I was in my 20s, so I enjoy being able to chat to someone of my Mum’s generation, and hearing her stories. I live on my own, and I can get lonely too sometimes, so for me, visiting Maureen is a two-way thing, as I always look forward to going around.”

## Adrian and Keith - Age UKIW Home Safe Technicians



“Being able to help older people live safely and independently in their homes is what we are all about here in the Home Safe team.

“We were able to help Maureen by fitting a grab rail in her bathroom, to help her in and out of her shower, and we’ve recently fitted a keysafe and a free Carbon Monoxide alarm, to help her feel safer at home.”

## Brian - Age UKIW Digital Inclusion Project Volunteer



“Maureen’s computer allows her to stay in touch with friends and family, but she was worried about viruses. I gave her advice on staying safe online and provided peace of mind by installing a free anti-virus application and explaining what her PC was protected against.

“I recovered some applications for Maureen which had been unintentionally deleted, and installed some others which she said she would find useful. I’m so pleased to be able to assist people like Maureen to confidently get connected once again”



# LIVING WELL APPROACH

Living Well service celebrates one year anniversary success

In late 2017, we launched a new, free service in collaboration with Carers IW, People Matter IW and the Way Forward Programme. The Living Well Approach is designed to support Islanders aged 18+ and focuses on early prevention, to safeguard against minor difficulties spiralling into crisis.

One year on, and the service has seen huge successes, with **1,574** Islanders being supported since its launch. **76%** of clients who provided feedback reported increased confidence to live well, with **74%** saying that they felt more confident to manage their own care.



(Above) The Living Well Team

**Living Well aims to reduce pressure on local statutory services at St. Mary's Hospital, in the community, and Adult Social Care**

Charlotte Price, Living Well Project Manager, commented: "Early preventative support is so important to the wellbeing and independence of the person; by working in partnership, we are now able to ensure that we offer the right support at the right time for the right person."

*"The emotional and practical support I have received from Living Well has been incredible. They have helped me to plan, to remain independent and have given me back my confidence, I dread to think where I would be without them"*  
A Living Well client



## How Living Well helped Susan:

Our Living Well Support Worker was first called in to help Susan complete a Blue Badge application, but it quickly became clear over a cup of tea, that she was also having some financial struggles.

Susan wasn't confident filling in forms, which was contributing to her anxiety. Our Support Worker assisted in completing a Council Tax Hardship form and Discretionary Housing Benefit form, then handed in the completed forms. Susan received the help she was entitled to and later commented on how valuable it was, having someone to support her through the whole process.

**To find out more about the Living Well Approach, contact us on 525282 and ask for the Living Well Team.**

# INDEPENDENCE AT HOME TEAM

Offering you a helping hand at home



**(Above) The Independence at Home Team**

**It can't be disputed that there is really no place like home. It's often the place where we feel most comfortable and content, our 'happy' place. Perhaps it's the place we raised our children and where we held laughter-filled parties. It is also about community; our sense of belonging with family, friends and neighbours.**

It's no surprise then that older people tell us they want to be able to stay at home if they can. Helping you to live well, independently and maintaining community life is the sole aim of our new 'Independence at Home' team, which has brought together the Good Neighbour Scheme with the Independent Living Team, to improve our service to you.

Now if you come to us needing support, you will be talking to someone within the office-based team who will be able to help with all of your needs. Sometimes this will be through the support of one of our volunteers, at other times, your needs may be met best through one of our Community Support Workers.

By working together as one team, not only can we get to know you better, we can get help to you quicker and more effectively, whether that's at home or at one of our clinics or groups.

Depending on the support you require, charges may apply, but you can be assured that our services are competitively priced and you will always be made aware of any charges up front (we offer Direct Debit facilities, for your convenience).

You will also have the peace of mind you would expect from choosing Age UKIW; all volunteers, staff, support workers and group leaders are DBS checked, trained, and have the needs of you, the client, at the centre of every service they provide.

All profits generated through our charged-for services are reinvested back into Age UKIW, so that we can continue our good work in local communities.

**Call: 525282 | Email: [info@ageukiw](mailto:info@ageukiw)**



*“There are so many lonely people, a phone call once a week makes a difference to them” Liz*



**Whether it's driving someone to a hospital appointment or helping at an Active Minds Social Club, our volunteers provide vital support in reaching out to the Island's most lonely people.**

**Liz (above) has been volunteering with Age UKIW for over 5 years:**

“I was keen to do some volunteering; the staff at Age UKIW suggested telephone befriending, which was ideal as I'm visually impaired with a guide dog, and can do it from home. I call 4 people each week and chat with them; there are so many lonely people, a phone call once a week makes a real difference.”

As well as being a volunteer, Liz has herself received support from Age UKIW. “Alysha comes out walking with me every week, we go into town and she finds different bits of shopping for me.”

**Alysha (right) Age UKIW volunteer:**

“I visit Liz every week, to go out for walks together. Being able to help Liz get out and about and remain independent is really important to me.

We chat a lot during our walks, she's so easy to talk to, and we have some great conversations. Helping Liz isn't like work; it's like hanging out with a friend.”



## How could the Independence at Home Team support you?

- General DIY and gardening
- Fitting internal / external grab rails and other home adaptations
- Walking your dog
- Getting you to and from your hospital appointments
- Matching you with a Befriender
- Helping with housework, shopping, meal preparation and outings
- A sitting service, providing respite for carers
- 1-to-1 home-based Memory Therapy
- A professional nail cutting service held at 10 convenient community locations
- Active Minds Social Clubs, held in Newport, Ryde and Lake
- Teapot Clubs held across the Island

# SHARING OUR SUCCESS

Our teams are always out and about, representing the Island's over 50s, learning more about the ways we can support Islanders, and sharing our learning and successes with others.



## 'Digital Dan' invited to share technology know-how at national conference

Our Digital Development Officer, Dan Taylor, was invited to sit on the 'Technology and Older People' panel at November's national Ageing Better conference in Margate. Dan heads up our Digital Inclusion project, which provides technology support to the Island's over 50s. "This was a great opportunity to showcase some of the project's good practice, and to share our knowledge with others".



## Age Friendly Training celebrates 100% success rates, and CPD accreditation

Our Age Friendly Island team has delivered 'Age Friendly Training' to more than 400 professionals within 20 organisations, including Red Funnel, Southern Vectis and Southern Water. The course uses simulation suits and equipment to replicate eye diseases, hearing loss and mobility issues and has recently received CPD accreditation. 100% of delegates say the training has made a positive change to their confidence in assisting older people.



## Anna speaks out at transgender charity conference

Anna Murray represented us in April at the first ever Chrysalis conference (a charity supporting transgender people). Anna, (our LGBT+ Project Lead) spoke with passion at the conference about the pioneering work she has undertaken with the trans community on the Island. "My presentation was well received and I had a lot of interest in the work that I have been doing, in particular the Trans Pamper Days that I developed with Boots and Smashbox".



## Age UK Isle of Wight welcomes Kent colleagues for quiz and bacon butties!

In the summer, our Ageing Better team welcomed colleagues from Thanet (Kent) to demonstrate some of the good work that is being done on the Island, for older residents. The Thanet team's two-day trip to the Island incorporated visits to the Start Me Up 50+ and Care Navigators projects, along with a visit to 'Pitch Up' at Brading Roman Villa, where they were able to chat to regular members, take part in the quiz and enjoy tea and bacon butties!



# CREATING AN AGE FRIENDLY ISLAND



*"It gave me back my confidence when I was the lowest I have ever been. It saved me without me realising it. If not there, there is nothing else that could take its place."*

Singabout attendee, 88

**We all know that the Island is a beautiful place to live, but at Age UK IW, we are also striving to make our Island a great place to grow old.**

In 2015 we secured five-year funding from the BIG Lottery, to develop creative ways for older people to be actively involved in their communities, helping to combat social isolation and loneliness.

We have been working with 10 partner organisations to deliver 12 projects across the Island. Projects include helping older people to start their own business, music therapy groups, social groups for men, digital technology support and help for those with dementia.

**3,940 local older people were supported by Ageing Better projects in 2017-18**

Each October, we host the Celebrating Age Festival; an opportunity to bring the projects together in a week of activities and events. The 2018 Festival was the most popular so far, with more than 50 events for the over 50s being offered across the Island.

Unfortunately, BIG Lottery funding ends in April 2020. We are working hard towards the sustainability of these services, but we require your support. Please visit page 15 to find out how you can help.



**Alongside Age UKIW, other partners in the Ageing Better Programme are:**





# THANK YOU!

Thank you to all of our fundraising superstars. Your enthusiasm and support make a very real difference to Islanders, with every penny you raise staying right here on the Island!



## Powder Run

Our 1st Powder Run saw fundraisers run through every colour of the Age UK Isle of Wight rainbow (pictured) at Porchfield Cricket Club!

**8,000**

people visited the annual Wolverton Manor Garden Fair and helped raise an incredible £22,000!

**106km**

ran by Tom Johnson who raised £2,383.60 completing the epic Isle of Wight Challenge!

**£1,650**

raised by the Isle of Wight Portsmouth Supporters Club as their charity of the year!

**14**

brave skydivers completed tandem skydives from over 12,000ft at Sandown Airport!

**£2,500**

raised by players and sponsors of the West Wight Tennis Tournament!

Interested in getting involved? Contact us to find out how

Call: 525282 | Email: [info@ageukiw.org.uk](mailto:info@ageukiw.org.uk) | Visit: [www.ageukiw.org.uk](http://www.ageukiw.org.uk)



# Charity Begins at Home

1 in 6 Island homes are occupied by someone aged 65+ living alone

By 2026, the number of Island residents aged 85+ will increase by 40%

For every £1 you give, 78p goes directly on local service delivery to help older, vulnerable Islanders

Age UK Isle of Wight are a local independent charity, supporting older Island residents to improve their quality of life and to live well, independently.

**So, if you give local, it stays local!**

## Fundraise:

Sign up to support, or volunteer at events to help raise much needed funds



## Donate:

One off donation, become a regular giver or leave a gift to us in your will

**Call:** 525282 | **Email:** [info@ageukiw.org.uk](mailto:info@ageukiw.org.uk) | **Visit:** [www.ageukiw.org.uk](http://www.ageukiw.org.uk)

**Like us:** Facebook/AgeUKIW | **Follow us:** Twitter/@AgeUKIW

Registered Charity Number. 1118711

## Designed for the over 50s

- ✓ Home Insurance
- ✓ Car Insurance
- ✓ Travel Insurance
- ✓ Funeral Plans
- ✓ Legal Services
- ✓ Equity Release Advice Service

For more information visit your nearest Age UK office<sup>^</sup>



Age UK Isle Of Wight  
147 High Street, Newport, Isle of Wight PO30 1TY  
Open 9am - 5pm Monday to Thursday  
9am - 4.30pm Friday

 Call **0800 032 9906\***  Visit [ageco.co.uk/products](https://ageco.co.uk/products)

Donations to Age UK's charitable work from Age Co sales are expected to reach £3 million each year



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<sup>^</sup>Not all Age UK offices offer Age Co products. Please phone before visiting.

\*If you call the 0800 number and your nearest office is not available, your call will be answered by Age UK Enterprises Limited or Ageas Retail Limited.

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