

Spring 2022

Love Later Life

with



Isle of Wight
ageUK

Digital Inclusion

Workshops and drop-ins
to help you get better
with technology

Dementia Care Navigators

Helping those with
dementia to live
independently

Changing with the Seasons

Find out how Age UK
Isle of Wight's many
services can support
you this spring



Welcome

Hello and welcome to the Spring edition of Age UK Isle of Wight's Newsletter.

You will notice that we have a new name; "Love Later Life". With the transfer of the contract to Aspire Ryde and partners to deliver the Living Well service (see page 3), we wanted to avoid any confusion between the service and our newsletter. We feel that our new name captures the essence of our ethos to enable all Island residents to love later life. This is our key objective and the reason that Age UK Isle of Wight exists!

In this edition you will read about some much needed new services and some services that we will no longer be delivering directly. A wise person once told me that "Change is inevitable, except from vending machines!" This is certainly true in the Charity Sector, when funding comes, and sometimes goes. You can see the range of services we are still delivering on page 4, and we will continue to be here for everyone aged 50+ on the Island who needs friendly and trusted information, advice, or support.

You will also read about the sudden death of our beloved Trustee Alan Thorne. Alan was a



force of nature, who clearly loved his later life. I have taken some inspiration from him and his "joie de vivre" and signed up to abseil down the Spinnaker Tower to raise funds for our services. This is a big challenge for me as I have spent half of my life battling vertigo. There may be a photo in the next edition if I make it over the edge!

Finally we are proud to publish the findings from our Digital Survey and share the digital inclusion support available.

I hope you find something of interest in this edition. If you have ideas about articles you would like to see in future issues, do please let us know by contacting marketing@ageukiw.org.uk

Until next time, be well and keep safe!
Rachel, CEO Age UK Isle of Wight

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Spotlight on:

Dementia Care Navigation



The Team Kim. W, Kim. M, Tracy, Josie, Bridget



Dementia Care Navigators promote self-confidence to increase a person's health and wellbeing. They can help to improve quality of life, maintain independence and support individuals and the family of those who have had a diagnosis of Dementia and those who have not.

What happens when you are visited by a Dementia Care Navigator?

A Dementia Care Navigator can visit you and a family member, either in your own home or a place convenient to you. They will take the time to listen to what is important to you and help you navigate the health, social care system and memory services.

Together a plan can be agreed which will provide tailored and creative solutions to your daily challenges.

Dementia Care Navigators will offer:

- Support to do the things you would like to achieve
- Support to access the things you can't do for yourself

A Dementia Care Navigator can help with:

- Emotional support through challenging times, for you and your family
- Accessing social and community activities
- Accessing domestic support and help around the home
- Advice on falls prevention around the home
- Home safety, including fitting minor aids and equipment
- Welfare and Benefits
- Support through other personal challenges
- Being an on-going point of contact for yourself and the family around you
- Work alongside Adult Social Care and The Memory Service

I feel very privileged to be able to offer some support. Most of the people we have contacted have let us into their lives, and the gratitude we get is amazing. People are so thankful as there is very little out there to guide them. I spoke to someone on the phone a couple of weeks ago, when I explained who I was, her words to me were "There's someone out there!" Her and her family have been managing on their own for so long that she had started to lose hope.

Kim McGrorty, Dementia Care Navigator

To find out more, or make a referral:

Call: 01983 525282 Email: dementiacarenavigators@ageukiw.org.uk



Changes to the *Living Well Project*

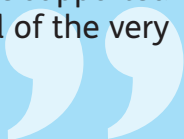
From the 1st April 2022, The Isle of Wight Council have awarded the contract to deliver Living Well services to Aspire, Ryde.



A message from our CEO, Rachel McKernan:

I would like to reassure you that whilst we will no longer be contracted to deliver Care Navigation & Living Well support, Age UK Isle of Wight are still here providing vital support services to anyone that needs it, whatever their situation. This includes; Information & Advice, Welfare Benefit support, Befriending, Crisis & Community support, Dementia Care Navigation, Help around the Home and Digital Inclusion.

It has been our pleasure to have supported you so far, and we wish you all of the very best for the future.



If you are currently a Living Well Service user:

As part of the transfer of the service, your support worker will also move to be employed by Aspire, Ryde. This means that there should be no break in the service you receive.

If you would like to make a new referral to the living well service:

Contact the new Living Well service providers at Aspire, Ryde by emailing LWEH@aspireryde.org.uk

See overleaf for Age UK Isle of Wight's list of current services.

Our *Services*

Age UK Isle of Wight offers lots of services designed to work directly with older residents, or enable their family, friends, or carers to promote independence and support health and wellbeing.



Good Neighbour Scheme

Vital assistance, friendship and reliable support for local older people who have no one else to turn to.



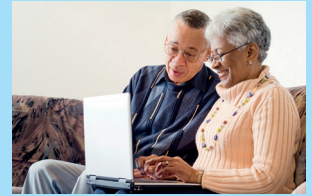
Information & Advice

Free and impartial information & advice for older people, carers and family members.



The Hospital Project

Crisis & Community Support working within St Mary's Hospital to provide support to older Island residents.



Digital Inclusion

Offering workshops and drop in sessions to support with all of your technology needs.



Welfare Benefits Advice

A free and confidential service for anyone 50+ who requires help with their benefits.



Dementia Care Navigation

Support to help you navigate the health, social care system and memory services.



Restorative Justice

A victim focused approach empowering victims of crime by providing opportunity to communicate with offenders helping them to move forward.



Help Around The Home

Our friendly & trustworthy personal assistants help with a range of domestic tasks to ensure you live well at home.



Age Friendly Island

Working to change culture and create an environment where the IW community is set up to help older people live safely, enjoy good health and stay locally involved.



Daily Respite Service

Offering a little bit of time out for those caring for another. If you are a carer and want the opportunity to pop out to the shop, run errands or socialise, we can help.

To find out more about any of the above services:

Call: 01983 525282

Email: info@ageukiw.org.uk

Visit: www.ageukiw.org.uk



Tribute to: *Alan Thorne*

It is with deep sadness that we are informing you of the sudden death of our colleague and Trustee, Alan Thorne.

Alan joined the Age UK Isle of Wight Board of Trustees in 2019 having recently retired after 40 years' service with the NHS, and immediately added strength and depth to Board discussions drawing upon his considerable knowledge and experience of the health and social care sector. He intelligently probed the basis upon which decisions should be made, but in ways that were thoughtful, supportive and well-intentioned. In so doing, he gained the respect and admiration of his fellow Trustees, AUK IW management and staff, alike.

Sheila Evans, Chair of Trustees, Age UK IW
Rachel Mckernan, Chief Executive Officer, Age UK IW

Alan's enthusiasm for life was infectious, he never lost his sense of fun. He was happy to become involved in fundraising events and undertake Good Neighbour Scheme befriending to support the charity. In particular, his energy and planning skills were put to good effect by bringing together his two favourite charities on the Island - Care in the Garden and Age UK Isle of Wight - to deliver Operation Geranium. He was currently engaged in project planning this Spring's initiative and we in partnership with Care In The Garden will continue with these wonderful acts of kindness in tribute to Alan.

John Goodenough, Chief Executive Officer, Care In The Garden

Alan had only been with us for a relatively short time, but he had made such an impact, and had made over 50 friends at Care In The Garden. He was like a breath of fresh air to this company and his intelligent insights will be greatly missed. Alan's friendly manner and enthusiasm touched the lives of all our staff, volunteers, and supported workers. His compassionate professionalism is a quality you don't find in many people. On a personal note, a big thank you Alan, for coming into our lives and helping me realise the true value of what we do here and the importance of family in all our lives.

Steve Double, dear friend of Alan

Alan loved music and was thrilled his alternative rock band 'No Exit' used their platform to further promote Operation Geranium throughout their local live music tour, raising money after each gig for future donated geraniums.

He and like-minded friends followed the ethos that "if you are doing something that is good, and it makes a difference in the lives of others, don't stop, keep on going" and we will.

Plans for this years Operation Geranium are already underway and we will continue to honour Alans memory throughout our community work.

As much as we mourn his loss, our first thoughts rest with his wife and family who have lost the centre of their world in such an unexpected manner. To them we express our heartfelt condolences at this desperately sad time.

Operation Geranium

The geranium is a simple plant that symbolises good health and friendship.

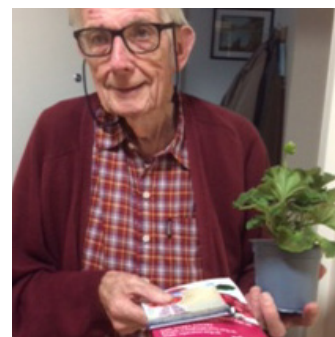
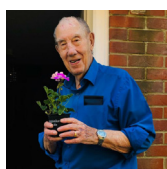
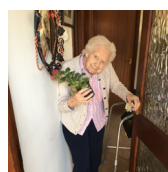
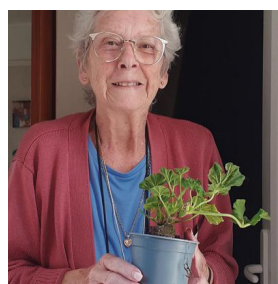
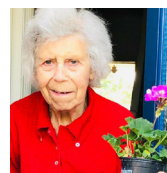
Operation Geranium was founded by Steve Double, a local NHS employee working up at St Mary's Hospital. It began in 2020 when Steve purchased and then donated plants from local charity Care In The Garden for distribution to members of our community who were socially isolated during the COVID outbreak. The results were so positive, that WightAID and Rouse Wealth Management donated a further 500 plants that were distributed to similar members of our community through Age UK Isle of Wight's network of staff and volunteers.

Last year The IW High Sheriffs trust also donated alongside Rouse and Care in the Garden helping us to bring a further 400 smiles to the faces of older Island residents across the Island. Alan Thorne our beloved Trustee, co-ordinated our generous team of volunteers to make our deliveries.

The year in his memory Care In The Garden and Age UK Isle of Wight, will continue to spread local joy by flower bombing the Island from Mid-May.

If you would like to be involved by volunteering for geranium deliveries: simply call (01983) 525282 or email gns@ageukiw.org.uk

You can donate a geranium that will be delivered to an older resident in store at Care In The Garden, at Palmers Brook Community Nursery, Wootton.



Digital Survey

You Said, We Did

Age Friendly Island completed a Digital Survey last year accessible online, by post or telephone. We asked for older people's feedback on their digital concerns, confidence levels and preferred support options.

A huge thank you to the 760 respondents. The results highlighted that older people are actively seeking assistance to access online services and we have responded by offering new digital support services across the Island.

You said:

More than a quarter of respondents said that they would like to be able to book and attend virtual GP appointments online.

We did:

We are working with the NHS to improve digital access and we have carried out a survey in partnership with Tower House Surgery about people's experiences of using their website. The recommendations will be used to make changes, so patients have a better resource to access their surgery. The findings will be shared so other surgeries can use our learning to make their own website improvements.

You said:

Respondents with low digital confidence would like to be able to take part in a wide range of online digital activities.

We did:

We have developed a programme of workshops, delivered across the Island, that will be able to offer support in a wide range of digital activities.

You said:

A third of respondents said that they are worried about scams and online fraud.

We did:

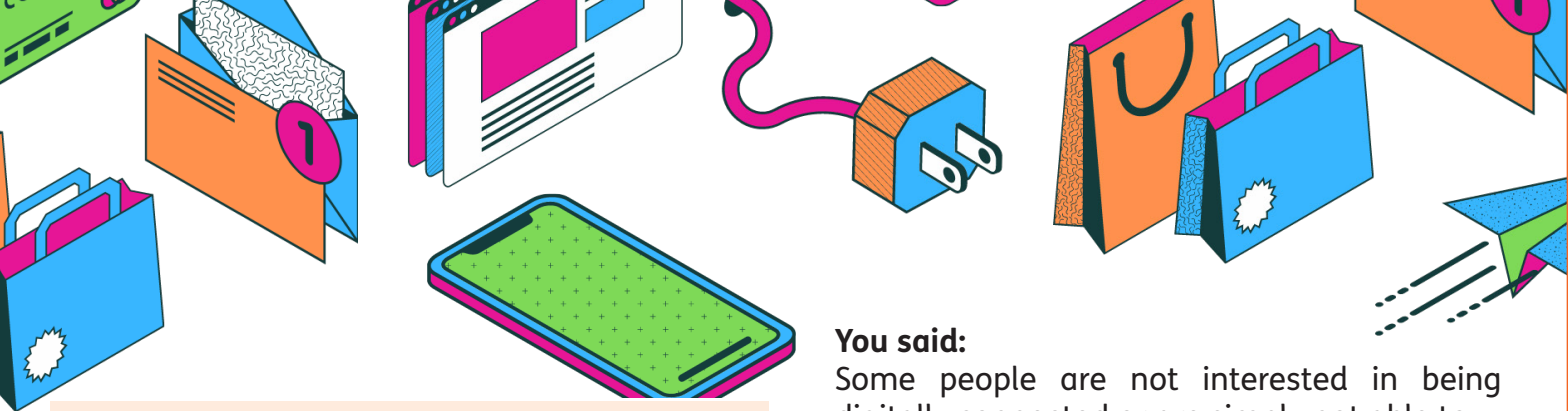
We are helping older people to understand how to stay safe online through our programme of workshops and handouts. We are working with Isle of Wight Against Scams Partnership (IWASP) and other digital experts to deliver support and share knowledge.

You said:

People like to receive support in different ways. The type of support people prefer depends on their level of digital confidence.

We did:

We are providing FREE support in a variety of ways so that people can choose the way that works best for them, including library drop-ins run by volunteers, pre-booked workshops run by our expert staff, delivered in person and online, and we can offer some one-to-one support for those that need it. We are developing resources and handouts around specific topics, and we also have links on our website to online learning and videos.



You said:

Support should be advertised to a wide audience using local newspapers, newsletters, local radio and noticeboards and through local groups and communities.

We did:

We are advertising through local libraries, newspapers and noticeboards. We will also promote through the Town & Parish Councils and are contacting more local groups. We have a large network of Age Friendly Island partners who spread the word to those who are more excluded and vulnerable.

You said:

Some people are not interested in being digitally connected or are simply not able to.

We did:

Through our Digital Friendly Island scheme, we work with Island organisations to support those who are not digitally connected, encouraging businesses to consider equality of service offering an alternative to digital where possible.

Funding

All our digital support services are currently provided for FREE. We are applying for further funding in the hope that we will be able to continue this essential service. Donations are very welcome.

Digital Support Workshops

Spaces are limited - booking essential

Date	Time	Venue	Topic
Weds 4th May	10.00- 12.00	Bembridge Library	Socialising Online
Mon 9th May	11.00- 12.00	Zoom	Using Public Services Online
Tues 10th May	10.30- 12.30	Ventnor Library	Socialising Online
Mon 16th May	11.00- 12.00	Zoom	Online Scams (IWASP guest)
Weds 18th May	10.00- 12.00	Bembridge Library	Online Safety
Mon 23rd May	11.00- 12.00	Zoom	Online Banking (Barclays guest)
Tues 24th May	10.30- 12.30	Ventnor Library	Online Safety
Mon 30th May	11.00- 12.00	Zoom	IT Troubleshooting

Informal and friendly community based 'IT help' drop in sessions

Ventnor Library

1st & 3rd Tuesday
of the month
11:00 - 12:30

Ryde Library

2nd & 4th Wednesday
of the month
10:30 - 12:00

West Wight Community Centre

Tuesdays
10:30 - 12:00

Newport Library

2nd & 4th Thursday
of the month
10:30 - 12:00

Brading Youth & Community Centre

2nd Monday of the Month
11:00 - 13:00

For more information

Call: (01983) 525282

Email: digital@ageukiw.org.uk

Fundraising Update



A big thank you to Macie!

In February we were delighted to be presented with a cheque for £370 by 15-year-old Macie, who fundraised by holding a Christmas raffle on social media along with a little help from her Mum. Macie chose to donate to us (as well as five other charities!) as her Nan has had support from one of our Care Navigators in the past.

Macie is no stranger to fundraising as she started holding online raffles during the pandemic and has raised approx' £11,000 for local charities as well as delivering Christmas gifts and Easter eggs to care home residents. What a tremendous effort Macie, very well done!

Save The Date!

Wolverton Manor Garden Fair is hosting its 22nd show in 2022 in aid of Age UK Isle of Wight!

This years show dates are Saturday 3rd & Sunday 4th September from 10am 'til 5pm both days - More info will be featured in our next edition!



Last chance to get your knit on!

Help us reach our target of 12,500 tiny Big Knit hats by the end of June before they get packed up and popped on innocent smoothies for everyone to purchase next Winter.

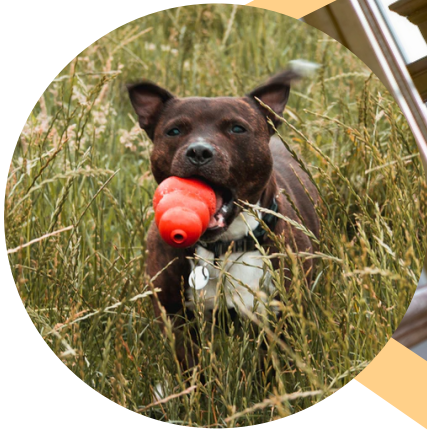
Age UKIW Receive 25p per hat knitted that helps us to continue to support local older residents who have no one else to turn to – so those little hats really do make a big difference! Visit: bit.ly/BigknitIW

Calling all adrenaline junkies!

Tick something off your bucket list whilst raising some much needed funds for local charity Age UK Isle of Wight by jumping from over 12,000 ft in a tandem Skydive over Sandown airport this August!

Participants must be over 18 (or over 16 with written parental consent). All participants can secure their place with a £80 payment, plus commit to raising a minimum sponsorship of £400. Visit: bit.ly/skydive22





Just About You

The 'Just About You' service offers friendly & trustworthy support workers to help you to maintain independence and live well at home.

Meal preparation

General housework, cleaning & hoovering

Laundry & Ironing

Shopping - escorted or on your behalf

Help with your pets- walking, feeding, etc.

Outings & transport

Paperwork & Bill paying

Daily respite service

The Just About You Service is flexible. You choose how you use your DBS checked support worker's time each day, week or month. Any profits made from the service go directly back into the Charity to enable us to provide free support & companionship. This service is available to anyone aged 18+

Call 01983 525282 Email JAY@ageukiw.org.uk