

Living Well

Winter 2019



WINTER IS COMING
Information and advice to

Information and advice to help you stay safe, warm and well this winter

ADVICE CENTRE
ANNIVERSARY
The Isle Help Hub
celebrates 1 year!

HIGHLIGHTS OF 2018/19 Find out what we have achieved View the retirement apartments for sale

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Our beautiful apartments offer low-maintenance living for those enjoying retirement. Each featuring a spacious living area, modern fully-fitted kitchen, generously-sized bedrooms and contemporary shower rooms, they have everything you or your loved one need to remain independent in retirement.

Call us to find out more about our retirement apartments currently for sale near to you.



About Somers Brook Court

- One & Two bedroom apartments available
- 24hr Staff & Estate Manager
- Communal lounge
- Beautiful landscaped gardens
- In-House Restaurant
- Regular social activities
- Friendly Community





One & Two Bedroom Apartments Private Balcony | Close to Harbour



Medina Court, Newport

Two Bedroom Apartment | Juliette Balcony | South Facing

To find out more about our developments, call 0345 556 4105 or email resales@mccarthyandstone.co.uk





Winter is coming! Get your home ready...

Our Home Safe Service are offering FREE home energy efficiency equipment to help you reduce your fuel bills this winter.

If you or someone you know are over 65, in receipt of a low income and / or claiming Attendance Allowance we can offer you & install for FREE.....

> 24h plug socket timers on/off remote control sockets **LED** night lights energy efficient light bulbs door draught excluders letterbox brush flaps heat reflector radiator panels

Call (01983) 525282 asking for the Home Safe Service or email technician@ageukiw.org.uk

Advertise here

Call: (01983) 525282 Email: marketing@ageukiw.org.uk



WELCOME

As I write this in early November with Christmas fast appraoching, it's probably about time that I start getting organised! I know that I need to put special thought into this year's celebrations because a close family bereavement will leave a hole that I want to reflect on and recognise as well.

Yet, for all my worrying, I am lucky because at least I have people to think about organising Christmas for. For those who have no one around them, Christmas can be a sad and lonely time.

On page 7 of our newsletter, you will find more information about the launch of our annual fundraising campaign to try to ensure that all year round, 'no one should have no one'. Your donations will help us be there to answer the next call and we are grateful for whatever you can give.

We are also very proud to share with you what we have achieved for older Islanders in our annual review, and the difference being made through the Age Friendly Island project and the Isle Help Advice Centre.

Finally, I wanted to say my own thank you to Malcolm, who has been an amazing volunteer for Age UK Isle of Wight over so many years. the difference he made to others by cannot be understated. Malcolm, you're a star!

Jo Dare – Chief Executive Officer, Age UK Isle of Wight

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WINTER IS COMING

Winter isn't everyone's favourite season and there is no doubt that the cold weather can be a worry for many of us, but whether it is fuel and energy costs, health and wellbeing concerns or safety matters, the voluntary sector is here to help. Age UK IW works throughout the year in partnership with organisations such as The Footprint Trust, Citizens Advice, and the Foodbank to support people to live well in their own homes. Winter is a time when our help is in demand but there are many things you can do to help yourself.

Stay Safe

Autumn is a good time to review home safety and insulation. Age Uk Isle of Wight's Homesafe team can help install a wide range of equipment to save energy and keep you safe in your home.

Timers for lights both inside and out are useful as the evenings get darker. Checking smoke and CO detectors, having the boiler serviced, and getting your chimney swept are also advisable.

Icy mornings are no surprise, so consider whether a grab rail might be a helpful addition to your front path or steps, Age UK Isle of Wight's Homesafe team can help you with this too.



Stay Warm

If you're exposed to a cold environment for a long time, or to extreme cold for only a short time, your blood pressure rises. Even if it isn't a severe winter, cold weather makes us more vulnerable to certain illnesses. Hospitals always see a rise in admissions 10 days after a cold snap, so planning to look after your health can make all the difference.

Having room thermometers in the living room and bedroom are a good idea, so that the cold doesn't catch you out. Help is available from the Footprint Trust to ensure you are getting the best deal from your energy supplier, so you can afford to keep the heating on when the temperature drops.

Stay Well

You can ask your pharmacist what medicines you should have at home to get through the winter. They can tell you about the right medicines to take for illnesses like cold, coughs, sore throat or earache.

The best way to help protect yourself against flu is to get the flu jab. This is free if you are 65 or over, or already have a health problem. If you care for an older person or a person with a disability you may also be able to get a free flu jab.

If you do become unwell, rest and keep warm, drink lots of liquids and have at least one hot meal per day and remember to take any antibiotics or other medicines that your GP or pharmacist tells you to.

Make sure you have all the medicines you need before your pharmacy or GP practice closes for Christmas. If help is needed and they are closed you can phone NHS 111 and they will direct you to a nearby service, give advice and send help if it is an emergency. Only call 999 if it is a life threatening condition.



Call: 525282 | Email: info@ageukiw.

Help to stay safe, warm and well this winter



Speak to Age UK Isle of Wight about local help available and look out for out Winter Wrapped Up Guide, a booklet full of useful information to help you stay and well warm this winter, with a room thermometer included.

Look out for them at GP surgeries, St Mary's Hospital and in Libraries.

Winter wrapped up

A guide to keeping warm and well this winter



Useful Contacts

The Footprint Trust
Riverside
The Quay
Newport
PO30 2QR
01983 822282
footprint-trust.co.uk

Citizens Advice IW
Isle Help Advice Centre
County Hall
High Street
Newport
PO30 1UD
01983 823898 ext. 2828

Isle of Wight Foodbank Love Lane Cowes PO31 7ET 01983 292040

Age UK Isle of Wight 147 High Street Newport PO30 1TY 01983 525282 info@ageukiw.org.uk



aeuk

ove later life

SPOTLIGHT ON MALCOLM

2019 marks a very poignant year in the Age UK IW calendar; it is the year that Malcolm, our longest serving (and double award-winning) volunteer, hung up his befriending phone for the last time, and retired from his volunteering role which started back in the 1970s.

Here we celebrate and thank Malcolm for his many years of dedication to supporting thousands of older Islanders.



I was working as a valuation surveyor for the Isle of Wight Council back in the 70s, when I had my first stroke. It was completely out of the blue, I lost my sight and my ability to drive. My mother also had a stroke shortly after, and sadly passed away, and I had a further two strokes of my own. I became quite depressed.

My speech therapist suggested that I get a hobby doing something I enjoyed, and to consider doing some volunteering. I started going along to a woodturning workshop and I happened to know the lady who, by then was the chairman of Age Concern (as it was then). She mentioned that they were looking for volunteers so the timing was right.

Which volunteering roles did you carry out?

Firstly I carried out general office tasks then I moved onto the phones, taking calls from people with questions, problems, concerns.

The Telephone Befriending Service developed from there. It was clear through the calls I was taking that there were a lot of lonely, housebound people who had no friends or family locally to speak to day to day, so I worked with the Good Neighbour Scheme team and I became their first Telephone Befriender. I used to come into the office once a week, and call people for a chat. Through those conversations

I was also able to identify if we could offer additional support. For many of them, I was the only person they would speak to that week. I got to know about them and their interests, chatted about their family on the mainland etc; I regarded them as friends.

What do you feel were the benefits of volunteering?

I found it really rewarding, because, rather than feeling 'useless' as I first did after my stroke, suddenly I felt that I could do something that mattered, it put me back on the road again. So I gained from it, and I like to think that I've helped other people too.

Over the years I've spoken to thousands of people, I always joked with them that if we walked towards each other in the street we would pass each other without even knowing, but once we were on the phone, we were chatting like old friends!

So, what's next for you Malcolm?

I have some mobility difficulties now so I'm revelling in the opportunity to relax a bit more and spend some time in my workshop. I still love woodwork, and am in the middle of repairing some bird tables after recent stormy weather; I'm taking my time over them, there's no rush. As for whether I will be doing more volunteering in the future, well, never say never!

FUNDRAISING UPDATE

No One Should Have No One. especially at Christmas

Over 2.5 million older people in the UK feel that they have no one to turn to for help and support.

Around 1.9million people (aged 65 & over) feel ignored or invisible.

At Age UK Isle of Wight we believe that no one should have no one to turn to. Not ever.

Thousands of people rely on us every year, and we can only be there with your support.

By Donatina £10, you could help us be there to answer the next call. To donate, visit ageukiw. org.uk and help us make sure that no one has no one to turn, especially at Christmas.

If you are lonely, Age UK Isle of Wight is here. Call 525282 or visit us at the Isle Help Advice Centre based at County Hall, Newport.

Our No One Should Have No One Campaign is kindly supported by Megan Baker Estate Agents.



Kick off the festive season with our Christmas Film Festival!

For the fourth year running, Age UK Isle of Wight are inviting Islanders to come along and join them in the comfort of the deluxe screen at Cineworld Cinemas throughout December, to watch exclusive screenings of your favourite classic Christmas Films!

This Christmas we are showing:

- The Holiday Sunday 1st December at 4:30pm (rated 12A)
- The Santa Clause Sunday 8th December at 4:30pm
- Elf Sunday 15th December at 4:30pm

For a donation of £10 Adults, £5 Children (Under 14) or £25 Family (2 Adults, 2 Children) you will recieve admission to the screening of your choice, along with a fun filled themed Christmas pack.

100% of all proceeds stay on the Island, supporting our 'No One Should Have No One' appeal, helping Age UK Isle of Wight to combat loneliness.

Each classic film is showing for one night only, so reserve your place today by visiting: www.ageukiw.org.uk or call (01983) 301343.













THE HUB CELEBRATES 1 YEAR

1st Birthday success for Island's 'One Stop Shop'

As a charity, we are working hard to achieve a person-centred approach to supporting Islanders. We'd like to see people telling their 'story' only once, rather than having to seek out different services from different sources in different locations

One of the ways we are doing this is through the Isle Help Advice Centre, also known as 'The Hub', based at County Hall in Newport. The Isle of Wight Council, Citizens Advice Isle of Wight and Age UK Isle of Wight are all on hand to offer advice and information on a range of topics including health, social care, money management, benefits and crisis support, all under one roof.

The Hub opened in November 2018, and is about to celebrate a very successful first year. Read the story of Hazel and Arnold (opposite), to see how staff from The Hub worked together recently to help them, following Arnold's stroke.



How to access The Hub

Location	Ground floor, County Hall, High Street, Newport
Location	Ground Hoor, County Hall, High Street, Newport
Opening times	Pop in during office hours, Monday to Friday
Who can help me?	Isle of Wight Council Age UK Isle of Wight Citizens Advice Isle of Wight
What will happen?	You will be greeted by a friendly representative from the Hub. They'll ask you a little about the nature of your query, and you will be asked to take a seat. Someone from the most appropriate service will then call you over to chat
What can they help with?	A range of topics including housing, tax support, benefits, social care, health, support in crisis, debt and money management etc
Other facilities	Automatic doors, wheelchair access, ground floor location, accessible toilets, bright and airy space, telephone facilities, computer access, coffee machine and water dispenser. The space is designed to be age friendly (Age Friendly Island were consulted and involved in the design and set up of The Hub)

If the hub cannot assist you directly with your query, they will work together to help you find the right support elsewhere. So even if they can't help, they can find someone who can.

Case Study: Hazel and Arnold

Meet Hazel and Arnold; together they live a happy, peaceful life in their lovely bungalow in the West Wight. Since Arnold had a stroke a couple of years ago, things have become a bit harder for them both. Arnold's mobility has suffered, his memory isn't quite what it was and he needs help from Hazel with some day to day tasks.

Arnold's an engineer at heart, and they have some beautiful hand-crafted bird tables in their garden to prove it! Unfortunately, he is no longer able to use his tools.

With so many changes since Arnold's stroke, when a Blue Badge renewal application form came through the post at the beginning of this year, Hazel began to worry. She knew how important it was to get the form filled in correctly, and how vital the Blue Badge was to them both and so decided she needed some help with filling it out.

Hazel was directed down to 'The Hub' at County Hall, "There was a fellow on the front desk, he was very helpful and we got a lovely welcome. We spoke to a lady from the Council about our situation and the Blue Badge application form, and she helped us with the form there and then. She then suggested that we have a chat to Age UK IW as we might be entitled to additional income. She swivelled her chair around, and introduced us to the lady from Age UK IW, it was that simple!"

Our Age UK IW advisor spoke to Arnold and Hazel, booking them a home appointment for a Care Navigator to carry out a benefit check, to see if they might be eligible for extra income. She also provided

details about a range of our services including Men In Sheds, home help aids "It's marvellous that and adaptations, Active Minds Social Clubs and information on Carers IW.

people haven't got to go here, there and everywhere to find different things. I think it's a wonderful idea!"

"The Care Navigator from Age UK IW came to the house and she was so lovely,



she talked to us about Attendance Allowance. We hadn't even heard of it, but she said that we should be entitled to this because of Arn's stroke, and she helped us with the forms. A few weeks later we got the letter to say we had been awarded Attendance Allowance. and it was backdated, I couldn't believe it! We are both 81 and on a pension, so this has really helped us out and makes things like running the car a little easier. Arn really struggles with his mobility, so the car is vital for us both".

"The help that we got at The Hub that day was brilliant! If I had another problem I would have no qualms in going back there again, I found them all so helpful".







AGE FRIENDLY LEARNING & LEGACY EVENT

On the 19th of September 2019 the Age Friendly Island team celebrated 5 years of working to make the Isle of Wight a great place to grow old at their Legacy & Learning event. The evening, held at Lakeside Park Hotel, saw 76 guests from across the Island's private, statutory and charitable sectors come together to look back at 5 years of achievements, as well as look to the future.

John Metcalf, Chief Executive of the Isle of Wight Council, lead the celebrations with his key note address, emphasising how Age Friendly practices and training have been embedded within the Isle of Wight Council and the positive difference they have made.



Ange Jones (Age Friendly Communities Manager at the Centre for Ageing Better) then spoke of how the Isle of Wight, and the work of Age Friendly Island, is regarded as a beacon of excellence within the UK network of Age-Friendly Communities.

Age-Friendly communities foster healthy and active ageing, making it possible for people to continue to stay in their homes, participate in the activities they value, and contribute to their communities, for as long as possible.

The team were delighted to present the Age Friendly Island film which was shown at the event. The film has been produced to showcase the project's stakeholder engagement and as an information tool when introducing the concept of Age Friendly to a new or different audience.

Key achievements to date include:

- 550 professionals from 45 organisations have undergone Age Friendly Training
- 29 organisations have been represented on the Age Friendly Island Steering Group
- 500+ older people have engaged through the public forums
- 5,891 young people have been involved in Age Friendly Awareness Sessions
- 39 organisations have signed up to the Age Friendly Charter

Emma Lincoln (Age Friendly Island Team Leader) said of the event:

"The Age Friendly Island Professional Event 2019 gives professionals from the public, private and voluntary sectors the opportunity to find out about the legacy and learning from this five-year project. Age Friendly is about shifting cultural attitudes and influencing policy and strategy change, to support our older Islanders, and we now have clear evidence of this happening across the Island. I am delighted with how organisations are thinking about the needs of older people, and taking action to embed Age Friendly practices in their day-to-day operations."

If you would like to find out more information about the Age Friendly Island Project please contact us on **01983 525282** or visit www.agefriendlyisland.org or www.ageukiw.org.uk

NEWS AND UPDATES



Awards Night for the Living Well Partnership!

The collaboration of four Island charities was shortlisted for the Third Sector Award for Charity Partnership of the Year 2019, making the final five of the 300+ that entered.

Ultimately losing the top spot to the National Schools Breakfast Programme, we are so proud of Age UK IW, Carers IW, People Matter IW and The Way Forward Programme for making it to the finals, and having the life changing work that the Living Well Programme do recognised.

Wolverton Manor Garden Fair breaks records- AGAIN! Raising £25,000!

The cheque was presented by the Wolverton Committee at a thank you coffee morning for all of their hard working volunteers who supported the weekend. 100% of the funds raised stay on the Island, helping the charity to meet the ever-growing demand on their services, to support our older Island residents.

Next year's show as always, is the first weekend after the August bank holiday, on **Saturday 5th and Sunday 6th September**.



Islanders share their experiences with dementia to help improve the support available

Age UK IW, Alzheimer Cafe IOW, Carers IW and Healthwatch IOW are working in collaboration with the Isle of Wight Council, NHS Trust and IW Clinical Comissioning Group to develop a strategy for dementia care for the Island.

By means of focus groups, an online survey and engagement events, Islanders gave their feedback to help us shape and improve the support available for those living with dementia.

Local leaders sign open letter pledging to stop "outdated attitudes" to ageing

Local leaders, including Chief Executive of the Isle of Wight Council John Metcalfe and Chief Executive of Wightfibre John Irvine, have committed to challenging ageism within their own communities and organisations.

Co-ordinated by the UK Network of Age-Friendly Communities, the letter expresses the need to ensure that the voices of older people are at the heart of our local decision making.

ANNUAL REVIEW 2018-2019

In order to ensure that Age UKIW help as many people on the Island as possible, it is important that who we are and what we do is understood. With more than 13 different projects supporting older people across the Isle of Wight in a variety of ways, understanding everything that we have to offer is no easy task!

To give you an idea of what we have been up to and the difference that we make to the clients that we support and community that we operate in, read on for some highlights from the past year...

79%

of Living Well clients reported gaining confidence to self care, live well and retain independence

9600 hours of befriending carried out

£957,424 in welfare benefits and one off grants raised for clients



15,832 contacts with clients



For every £1 invested in fundraising

£3.79

is brought back into the Charity



76%

of people who engaged in an Ageing Better project delivered by Age UK IW, showed an increase in health & wellbeing

66 events

made up October's Celebrating Age **Festival**



228

Santa hats

helped make the Christmas film festival a sellout success



8268

hours spent at Men in Sheds

Highlights from the past year

27,214

hours of Just **About You** home help provided



For every





directly on service deliverv

176

Individuals received Age Friendly Training



7407

enquiries dealt with by our Information & advice team

13,260

toe nails cut



Patients were supported to speed up their discharge process after Age UK IW assisted on the Compton Ward for 97 days

384

hours spent by our

Homesafe **Technicians** installing hand rails



64%

felt they had improved connections with their local community and reduced isolation after engaging with an Age UK IW Ageing Better project

135

people were involved in Age Friendly Island **Public Forums**



47%

of Living Well clients stated that they would have gone to Adult **Social Care** if Living Well Support was not avaialble

386 new digital inclusion clients

2194 referrals recieved

by the Living Well **Project**



DATES FOR YOUR DIARY

Age Friendly Island

Public Forums - A place to share information, discuss ideas and help us to find sustainable solutions to issues affecting older Islanders. Everyone is welcome to come along and have their say

LOCATION	DATE AND TIME
FRESHWATER – West Wight Sports Centre	Thursday 5 th December 10:00-12:00
NEWPORT – Lord Louis Library	Tuesday 3 rd December 14:00-16:00
RYDE – All Saints Church	Thursday 28 th November 14:00-16:00
SANDOWN – Sandown Library	Thursday 28 th November 10:30-12:30

Light refreshments will be provided, and transport can be arranged for those with mobility issues. Contact: Age UK Isle of Wight on 525282 and ask for Helen or email hello@agefriendlyisland.org

Dementia Friendly Church Services- Informal services with the needs of people living with dementia in mind. The service includes accessible booklets, and traditional hymns and prayers followed by tea & coffee

NEWPORT- Congregational Church	Monday 16 th December 11:00-11:30
RYDE- St. John the Baptist Church	Thursday 19 th December 14:30-15:00

FREE Digital Inclusion Drop-In Sessions Informal friendly drop-in sessions, offering digital support to

Informat, mentaty drop-in sessions, offering digital support to those agea 301	
LOCATION	DATE AND TIME
BRADING – The Brading Centre	1st and 3rd Tuesday of the month, 10:00 – 11:30
FRESHWATER – Our Place Café, West Wight Sports Centre	2 nd and 4 th Tuesday of the month, 10:00 – 12:30
NEWPORT – Lord Louis Library	3 rd Wednesday of the month, 10:30 – 12:00 3 rd Friday of the month, from 14:30 - 16:00
RYDE – Ryde Library	2 nd and 4 th Wednesday of the month, 10:30 – 12:00
SHANKLIN – Shanklin Library	2 nd and 4 th Wednesday of the month, 14:30 – 16:00

This is a FREE service, but donations are welcomed. Just drop in, no need to call and book. Contact: Age UK Isle of Wight on 525282 and ask for Dan or email digital@ageukiw.org.uk

Active Minds Social Clubs

Friendly, welcoming groups open to anyone who would like to keep their mind active. Activities are varied and interesting, and will challenge members through reminiscence, puzzles, music, games gentle exercise and guizzes

LOCATION	DATE AND TIME
LAKE – Lake Lions Club	Every Tuesday, 10:00 – 15:00
NEWPORT – Newport Congregational Church	Every Monday, 10:00 – 15:00
RYDE – United Reformed Church	Every Thursday, 10:00 – 15:00

Cost is £25.50 for a full day / £14.00 for a half day. A healthy lunch can be provided for £5.00 or members are welcome to bring their own packed lunch if they prefer. Contact: Age UK Isle of Wight on 525282 or email activity.groups@ageukiw.org.uk

Age UKIW Men in Sheds

A place where men (primarily aged 50+) can get together, produce something great and drink plenty of tea! Below is a list of the Age UKIW Sheds which are currently seeking new 'Shedders'

LOCATION	DATE AND TIME
BRADING MEN'S SHED – Brading Youth Club	Thursdays, 10:00 -12:00
BEMBRIDGE MEN'S SHED – The Shed, Steyne Park, Steyne Road	Tuesdays, 14:00
BRIGHSTONE MEN'S SHED – Brighstone Grange Care Home	Mondays, 10:00 – 12:00
NETTLESTONE & SEAVIEW MEN'S SHED – Seaview Pavilion	4 th Friday of the month, 14:00 – 16:00
NEWPORT ACOUSTIC MUSIC SHED – The Isobel Centre, Furrlongs	Wednesdays, 18:30 – 20:30
NEWPORT MEN'S SHED – Age UK Isle of Wight, 147 High Street, Newport	Wednesdays, 13:00 – 16:00
WIGHT AVIATION MUSEUM SHED – Wight Aviation Museum Hangar, Sandown Airport	Tuesdays, 11:00 – 13:00
SHANKLIN MEN'S SHED – YMCA Winchester House, Sandown Road	Mondays, 14:00 – 16:00
TOTLAND MEN'S SHED – Turf Walk, Totland	Thursdays, 14:00 – 16:00
WEST WIGHT MEN'S SHED – Totland Recreation Ground, Bowling Green Lane	Mondays, Wednesdays and Fridays, 10:00 – 14:00
WOOTTON ACOUSTIC MUSIC SHED – The Old School, New Road	Fridays, 14:00 – 16:00

Men's Sheds have been the subject of photographer Jim Owers. An exhibition of Jim's images will be held at Newport's Lord Louis Library from Monday 25th November to Saturday 30th November.

Contact: Age UK Isle of Wight on 525282 and ask for Lois or email lois.prior@ageukiw.org.uk Visit the Men in Sheds Association to find out more about sheds: www.menssheds.org.uk

Fundraising Events and Activities

We like to put the FUN into Fundraising! Come along to one of our upcoming events and support your local charity!

LOCATION	DATE AND TIME
Christmas Film Festival All screenings take place in the Deluxe Cinema, Cineworld, Coppins Bridge, Newport, PO30 2TA	Sunday 1 st December - The Holiday Sunday 1 st December - The Santa Clause Sunday 1 st December - Elf All screenings start at 16:30 For full details please see page 7

Contact: To find out more about our fundraising activities and events, or to volunteer, contact Age UK Isle of Wight on (01983) 525282 or email fundraising@ageukiw.org.uk



Elegance by Design

Unit 1, Newbarn Business Park, Main Road, Merstone. PO30 3BT (On the main road from Newport to Arreton)

> Showroom opening times 9am – 5pm Monday to Friday 10am, - 1pm every Saturday



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