

April 2020

**FREE!**



**BEAT SOCIAL  
DISTANCING BOREDOM**  
25 ways to live well  
whilst staying home

**FOUR LEGGED FRIEND**  
Meet Yardley, Age UK  
Isle of Wight's cutest  
volunteer!

**BRAIN TEASERS**  
Puzzles and games to  
keep your mind active



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## WELCOME

Welcome to a slightly different issue of Age UK Isle of Wight's Living Well magazine! In light of current circumstances, a few changes have been made as most of us will be staying safely inside our homes.

Rather than a quarterly publication, a new, shorter issue of Living Well will be published once a month over the next three months to ensure that information included is as up to date as possible.

As government guidelines dictate that there should be no unnecessary travel of any kind, we will not be distributing any copies of Living Well physically. Instead, for the foreseeable future, it will only be available digitally (you are of course welcome to print it yourselves). We hope that you understand that this decision was not taken lightly, one of our biggest aims when we created the Living Well magazine was to ensure that our news and updates reached those who did not have the ability to read it online, but we feel that we cannot put our staff and volunteers at risk by asking them to distribute physical copies.

We hope that this issue is still as insightful, despite having fewer pages, and that stories such as Yardley our canine volunteer, 24 tips to live well whilst socially distancing, and the inclusion of a few puzzles and games help bring some joy to your days!

Above all, I hope you stay safe and look after yourself.

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

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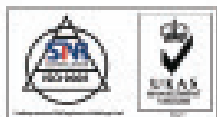
Volunteers come in all shapes and sizes, some even have 4 legs!

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# HELP AT THIS TIME

Times like the one we are in now are tough, they are bleak and they can make us all feel disheartened. However, it is also times like this that show just how generous and empathetic people are. Hundreds of people across the Island have offered their time to support Age UK Isle of Wight meet the needs of vulnerable Islanders, and their community spirit and selflessness is appreciated more than they realise.

Age UK Isle of Wight's volunteers can support you with:



## Shopping

Collecting and delivering vital groceries to vulnerable people, unable to make the trip themselves.



## Prescription Collection

Picking up medication from pharmacies and surgeries and delivering them to clients



## Digital/Telephone befriending and wellbeing checks

For many isolated vulnerable Islanders, your phone call could be the only contact that they receive for days

We want to thank you to everyone who has already signed up, we were overwhelmed by the number of applications and had to briefly pause our emergency recruitment to process all the applications. Sign-up is once again open and we are appealing for support with Shopping & Prescription collections. If you are aged 18+ and are able to offer volunteer support, please fill in our online form to register: [bit.ly/AUKIWVolunteer](https://bit.ly/AUKIWVolunteer)



## 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 Age UK Isle of Wight are here to help.

### Contact us:

Tel: 01983 525282

Email: [info@ageukiw.org.uk](mailto:info@ageukiw.org.uk)

Web: [ageukiw.org.uk](http://ageukiw.org.uk)

To ensure that you are receiving Age UK Isle of Wight updates live, follow us here:

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# SPOTLIGHT ON: DAN

Known by many as 'Digi Dan', Dan Taylor was a well known face of Age UK Isle of Wight (AUKIW) for almost five years, through our Digital Inclusion service. Dan has recently said a fond farewell to the charity, on to pastures new, but in his new role he continues his good work in the community through a local business. Here we give a nod to Dan, a celebration of his achievements and a 'good luck' from all of us at Age UK Isle of Wight.

## Can you tell us a little about your time with Age UK Isle of Wight?

I joined the charity back in 2015, initially working with the Good Neighbour Scheme team, arranging projects for our volunteers to get involved in.

The charity was successful in securing some funding from the BIG Lottery, and so I took on a new role; setting up a new project which would support older Islanders with all things digital. I ran the project for almost five years, our aim being to create opportunities across the Island for older people to access digital technology.

## What do you feel have been the project's greatest achievements for older Islanders?

Ultimately, I wanted to break down barriers for people who were missing out on accessing information and advice; so often we hear 'go online for more information' or 'fill out an online form', but as an Island with 50% of the population being over 50, this isn't always easy for many people.

My volunteers and I supported a range of clients; from those who had never set foot in the digital world, to those who wanted to top up their knowledge. We also helped people to become less socially isolated, through digital technology; one of my clients was a 94 year old who had never touched technology before, through support and tuition we helped her to achieve her goal of independently Skyping with her family in Australia.

Influencing Sainsbury's was also a real achievement; when I heard in 2018 that the Island would be piloting a new online-only



Nectar loyalty app, I spoke to the Head of Development, voicing concerns that they might not have fully considered the Island's older people in switching to a wholly online scheme. I held in-store drop-ins, and the store realised that a purely online scheme would be excluding a lot of loyal shoppers, so they reintroduced the old scheme to run alongside the new. When subsequently trialling the scheme in Wales, Sainsbury's worked with the local Age UK to provide their customers with the same model of support.

## So, what are you up to now?

I'm working for WightFibre, heading up a couple of their new community-focused projects. I visit customers who have difficulties with their phone or broadband; sometimes the problem is purely the equipment, but other times, it can be that the customer just needs a little support face to face, and that's where I step in. I pop around to the customer, and give guidance or tuition to help the customer overcome the problem, and to feel confident in handling the problem if it were to crop up again.

I'm also leading their Connected Communities Programme which will be launching soon. It aims to help Island charities and Community Interest Companies, through low cost or no cost phone / broadband, face to face support and tailored training for their volunteers, (helping them to become digitally skilled to better serve the charity).

## The Wightfibre Technology Stop

At WightFibre we want to help you get to grips with technology and learn how it all works. We now have a dedicated support advisor to do exactly this. If you are a WightFibre customer read on to see how we can help you, free of charge. If you have ever thought "I wish I could just call someone that will sort this out for me", now you can! Call us on 01983 24 24 24 and ask to speak to Digi-Dan, he will be more than happy to assist you.

### ● Troubled by Technology?

- Help with setting up a new email address - particularly after switching broadband supplier to us (for example from talktalk.net to a Gmail/Outlook account)
- Help to setup and connect devices to your WiFi
- Help connecting with family and friends through email and video calling services
- Support to help customers avoid becoming victims of scams
- Support to assist you in making informed choices about technology, and what will best suit your needs

### ● Stuck with a Smart Phone?

- Support to download and understand apps such as WhatsApp
- Help with learning how to use WiFi / mobile data
- Help with general day to day smartphone use, including texting, making calls, taking photos and using the internet

### ● Baffled by Broadband?

- Advice on how broadband might benefit those who have never had it before
- Help to educate customers on what it can enable them to do - for example shop online, connect with family and friends, look up information/advice on the web
- Help to understand what full-fibre is and the benefits of it



# 25 WAYS YOU CAN LIVE WELL WHEN SOCIAL DISTANCING

When life gives you lemons, make lemonade. Or at least, that is one approach to Social distancing, to see it as an opportunity, a chance to spend time at home doing the things you don't normally get time to do and to do it without the 'guilty' feeling that you get when you could be doing something else. To help you come up with some ideas of how to spend the time, we've made a list of 24 things you can do to live well during social isolation:

01

## Look after your mental health

Checking the news? Read the good stories too

04

## Get active indoors

Climb your stairs, exercise from your chair or search for work out videos or apps to guide you

07

## Keep your mind active

Have you filled in the puzzles from any magazines you have lying around? Check pages 11 & 12 for more!

11

## Get reading

Read or re-read a book or two!

12

## Declutter

Clear your shelves, cupboards and wardrobes and save any items to donate or sell at a later date

08

## Keep in contact

Regularly phone your family and friends. At least you don't have to worry about them not being home!

13

## Learn a new skill

Start drawing, get singing, pick up the guitar you keep in the loft!



02

## Have a duvet day

The joy of everyone socially isolating, there is no fear of missing out!

05

## Spring clean!

Dust the skirting boards, polish your mirrors. All the stuff you don't normally have time to do!

09

## Spend time in the Garden

Sow seedlings, get weeding or start the vegetable patch you've always wanted!

14

## Movie time!

Watch your favourite films

03

## Crochet or Knit

Maybe even knit or crochet hats for the Age UK Isle of Wight Big Knit?

06

## Embrace your inner artist!

You only need a pen and paper to get drawing!

10

## Relax in the bath or shower

Break out the scented candles and smellies you got for Christmas!

16

## Potter in the Shed

Maybe even build a bug hotel or bird box to donate to Age UKIW?



17

**Spend time with your pets**

Teach your budgie to talk or your dog to roll over

18

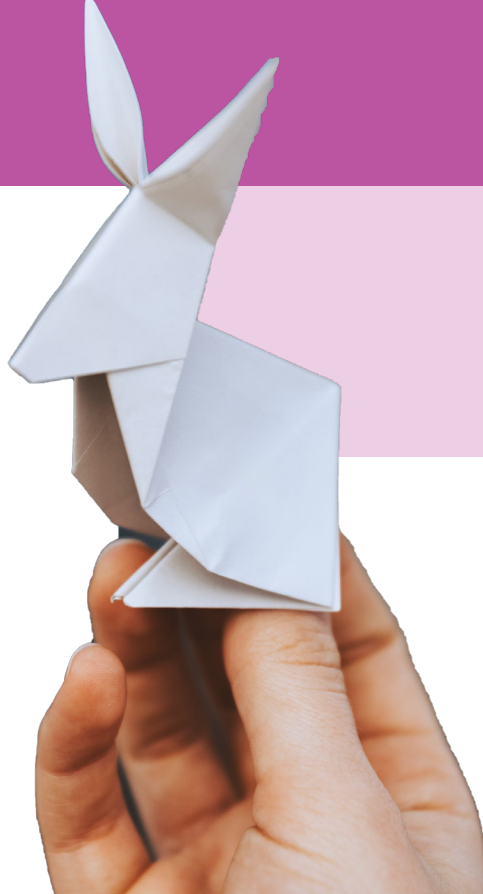
**Tend to your indoor plants**

Do they need watering? Pruning? Repotting?

19

**Get creative with your cooking**

Sites such as foodcombo.com or supercook.com will give you recipes based on ingredients in your cupboards



22

**Get Crafty**

Make origami or collages with old magazines

23

**Write a bestseller!**

Or not... maybe just a journal, or a poem or two

24

**Get decorating**

Hang some pictures, touch up some paint work

21

**Try something new with your hair or make up**

Finally find out what you'd look like with winged eye liner or plaits

20

**Break out a pack of cards**

For a game of Solitaire, or a magic tricks. It's dealers' choice!

25

**Take an online fieldtrip**

Many museums, zoos or landmarks offer online tours



# THE PAW-FECT VOLUNTEER

Meet Yardley and his owner Christine. Yardley is a very special member of the Age UK IW team; most Thursday mornings, he can be found at our Active Minds Social Club in Ryde, enjoying lots of fuss from the group members!

Yardley is a PAT dog (Pets As Therapy); he helps to enhance health and wellbeing in the community by attending our weekly Active Minds Social Club, where members can spend time with, stroke, and make a fuss of the friendly Golden Labrador.

Yardley is a retired guide dog, who has lived with owner Christine for just over 2 years. With such a docile, friendly nature, Christine felt that Yardley still had so much to offer to others after his retirement, and signed him up for Pets As Therapy. As well as being a firm favourite at our AMSC in Ryde, he also goes along to a local retirement home for



**The members often say to me that it makes such a positive difference having Yardley at the group**

weekly visits, where the residents adore him. Christine comments with pride: "Yardley loves going along to the Active Minds group; everyone makes a fuss of him, he is made to feel very welcome and is much loved by the members and the other volunteers. The members often say to me that it makes such a positive difference having Yardley at the group".

Traci is a Group Assistant at the Ryde AMSC group, "There is a real change of atmosphere at the group when Yardley bowls through the door every Thursday with his big smile. He is very at home and will lay next to whoever takes his fancy (although this is often the person with the most biscuit crumbs!) He is a calming influence to anyone feeling anxious in the group. Some members enjoy petting



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him, and others just enjoy watching him, there is a real connection between Yardley and the members.”

Yardley is such a firmly embedded member of the group, he even has his own Age UK IW Volunteer ID badge, which he wears with pride to each session.

When asked what Yardley enjoys doing when he isn't being made a fuss of at the group, Christine explains, “He's 10 ½ now and enjoys a quieter life these days, so eating, sleeping, walking and sniffing....but mainly eating!”

Our Active Minds Social Clubs normally run every week in Ryde, Lake and Newport\*. Groups are friendly, welcoming and informal, and are open to anyone who would like to keep their mind active. Contact Age UK Isle of Wight on 01983 525282 or [activity.groups@ageukiw.org.uk](mailto:activity.groups@ageukiw.org.uk) to find out more about your local group.

\*Please note that groups are currently suspended as per government advice. You can of course register interest for when they resume.

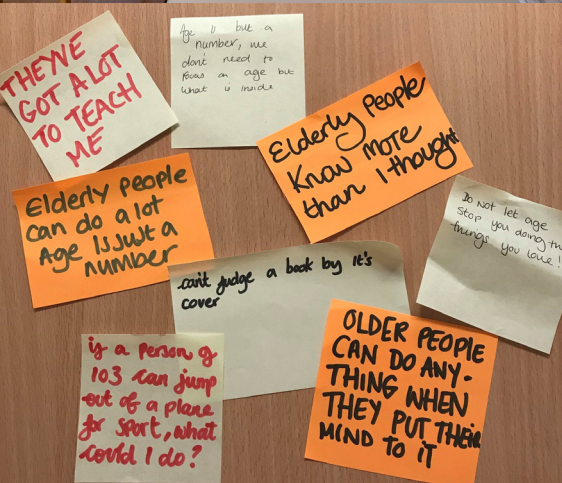


**He is a calming influence to anyone feeling anxious in the the group... There is a real connection between Yardley and the members**





# GOOD NEWS FROM AGE UK ISLE OF WIGHT



## Hard at work in the Hospital

At the start of the year, a new team was put into place at St. Mary's Hospital. The Team included Living Well Hospital Support Workers and Community Coordinators, with the aim of providing support on wards and to help patients that are medically fit to return home, and remain there.

This team has had a huge impact since they were put into place, in the first 8 weeks of them being there they have helped 1,691 people! 42% of which were supported to go home.

A recent case also involved a visit from one of our hospital team to a client's home, when they noticed that the client did not have a cooker. Another staff member spoke to someone in their family who was clearing a house and they kindly donated a cooker; they then spoke to Lemlec Ltd who sent an electrician round to install it in the client's flat. The client is now safe at home with a working cooker, thanks to the hard work of this team! That's just one example of the difference they have made.

## All aboard the Age Friendly Training

In 2018/19 Age Friendly training was provided to 176 people from a range of organisations including, Southern Vectis and the Isle of Wight Council. Age Friendly training aims to show people what it is like to live life as an older person, by giving a taste of how it feels to experience life with visual impairments or hearing loss for example.

Recently, training was provided to pupils at Cowes Enterprise college as part of their Everyone Matters social action work. Students' preconceived ideas of what it means to be an older person were challenged when they got to ask questions in person to older people and found out that some abseiled, some were educated from air raid shelters and some once had six packs! By the end of sessions, one student fed back "Age is just a number, we don't need to focus on age but what is inside"

This year training has also been provided to two Gosport fire and rescue watches, with aims to deliver more within Hampshire's fire & rescue service.





# PUZZLE TIME

Battle the boredom that social distancing brings with some puzzles!

## Spot the difference

There are 5 differences between these two pictures. Can you find them all?



## Riddle me this

Can you work out the answer to these three riddles?

1. What can travel all over the world whilst not moving from one corner?
2. Mr & Mrs Mustard have six daughters. Each daughter has one brother, how many people are in the Mustard family?
3. Samuel was out for a walk when it started to rain. He did not have an umbrella and he wasn't wearing a hat. His clothes were soaked, yet not a single hair on his head got wet. How could this happen?

More puzzles, and answers overleaf



# PUZZLE TIME

## Which Isle of Wight Attraction are you?

Find out which popular Isle of Wight attraction you are by answering the following 5 questions:

### Where is your favourite place to walk the dog?

- A. Somewhere with a view
- B. Somewhere with wildlife
- C. Somewhere with historical significance

### You're spending a day at the beach, where are you most likely to be found whilst you're there?

- A. In the sea of course!
- B. Searching in rock pools
- C. Building sandcastles

### Which TV series are you most likely to spend an evening watching?

- A. Love Island
- B. Anything with David Attenborough
- C. Game of Thrones

### Where is your dream holiday destination?

- A. Australia
- B. The Galapagos
- C. Rome

### Which type of ornaments are most likely to be found in your home?

- A. Nautical Knick-Knacks
- B. House Plants
- C. Antiques



#### Mostly A answers

##### **Salty Sea Dog**

You're all about sun, sea and sand! In the summer, we bet you'll most likely be found on the beach or in the sea

You Are: **The Needles**



#### Mostly B answers

##### **Wild at Heart**

Flora and fauna are a few of your favourite things. You probably know all the best spots for red squirrel sightings

You Are: **Parkhurst Forest**



#### Mostly C answers

##### **Steeped in History**

You've read a book or two and you're the person everyone wants on their team during the history round of a pub quiz!

You Are: **Carisbrooke Castle**

## Answers



1. A Stamp
2. Nine, the daughters share the same brother
3. Samuel is bald