

AgeMatters



**LET'S GO
THE EXTRA MILE**
TO REDUCE LONELINESS IN K&C

FUNDRAISING + WHAT'S ON + ACTIVITIES AND EVENTS + MUCH MORE

Do you find it difficult to use public transport?

Westway CT works to provide a positive impact on the health, happiness and well-being of people living in Kensington & Chelsea and Westminster. Through its '**Services for Individuals**', Westway CT offers a range of services to help people stay independent. Members can access all three services:

- > Volunteer Cars
- > Shopper Services
- > Mobility Scooters

Volunteer Cars

Driven by a team of volunteers who use their vehicles to take passengers wherever they need to go, be it to attend activities or classes, visit friends and family or just go about their everyday business. Trips are charged at subsidised rates and vary depending on which borough you live in. This service is not a taxi service and is run by volunteers so journeys cannot be guaranteed until a volunteer is paired with your booking.

If you are interested in using the Volunteers Cars please call **020 8964 1114** weekdays between 1 pm – 4 pm for a Membership Pack and more information.

Shopper Services

Run in an accessible minibus every weekday. A timetable is set so that members are taken to the same supermarket on different days of the week. Shoppers know what day they will travel and which supermarket they will be attending. Members can get their weekly shop without the hassle of finding their way around a new store or trying to juggle bags while getting on and off public transport. A passenger assistant is on-hand to help passengers on/off the vehicle and assist with shopping bags.

There is a charge depending on which borough you live in.



If you are interested in using the Shopper Service please call **020 8960 9020** weekdays between 1 pm – 4 pm for a Membership Pack and more information.

Mobility Scooters

Westway CT has a range of scooters situated at the offices in Acklam Road, W10 and another two scooters held at Holland Park, park's office. The scooters are available to members, during office (and park) hours. Training is provided and individuals can test ride a scooter before they commit to signing up as a member.

If you are interested in using a Mobility Scooter please call **020 8960 8774** weekdays between 1 pm – 4 pm for a Membership Pack and more information.

If you live in Kensington & Chelsea you can read more information about services available to you on the Westway CT website.
www.westwayct.org.uk/services/rbkc-residents

If you live in Westminster you can read more information about services available to you on the Westway CT website.
www.westwayct.org.uk/services/westminster-residents

"We hope that using a combination of the Volunteer Cars the Shopper Service and the Mobility Scooters will have a positive impact on local people's health, happiness and well-being," says Tracey, Westway CT's Communications and Marketing Manager.

If you would like to know further information about becoming a member of Westway CT's Services for Individuals, please get in touch. There is a team waiting to hear from you.

The primary number is **020 8964 1114** and this line is manned **weekdays between 1 pm – 4 pm.**



Beth & Jon go the extra mile04
Support Age UK K&C staff in their marathon fundraising efforts

Listen Up!05
Making sure our members' voices were heard at our listening event with local Councillors

Transport Mobility Forum.05
Jon reports on the Forum's latest activities

GDPR is coming!06
Find out about the new General Data Protection Regulations

The loneliness issue07
We take a look at what's being done locally and nationally to combat loneliness and isolation.

Why are we so lonely?. 08
Sue Baker takes a look at some of the causes of loneliness

The benefits of volunteering09
Volunteering is a two way street which benefits everyone involved

Facing up to loneliness. 10
Donald Zec offers his tips on how to stay young at heart

Annie's View11
Annie considers the important role communities play in defeating loneliness

Is one the loneliest number?.....11
Will Porter considers a different take on spending time by yourself.

Digital companionship. 12
Can technology help us to stay more connected?

Activities & Events 14
Find out about all the exciting things we've got coming up

Shared reading groups with The Reader 16
If you love stories, poems and great literature, The Reader's groups could be for you

My Care, My Way17
Find out more about the integrated care service in Kensington & Chelsea

Unlocking the V&A. 18
Exploring the treasures of the Victoria & Albert museum

One step closer to preventing Alzheimer's. 18
The Imperial Memory Unit share their latest research on preventing Alzheimer's

Open Age20
Keep active and healthy with Open Age's programme of activities.

Puzzle page21
Exercise your brain with our Sudoku and wordsearch puzzles

Scam alert 22
Don't fall victim to this latest telephone scam



Foreword from the Chief Executive



strive to do as much as they can, often going above and beyond.

This month do look out for our publicity about Jon and Beth who will really be **going the extra mile** when they run a marathon around the borough to raise funds for our front line services. Their route around Kensington and Chelsea will see them hopefully whizz past a location near you on 28th April, so come out and wave to them if you can. A list of approximate timings and details of how you can support Beth, Jon and the campaign are on page 4.

We will also pass the anniversary of Grenfell before our next magazine and we are mindful of the difficulties for those who have lost loved ones and those who have been relocated. The anniversary in June will be hard. We are increasingly hearing of older people finding themselves on their own in a new area, and we want to remind everyone that we can provide support to help people find their feet in a new place. If you are affected by Grenfell, or know someone who could do with a little extra support, please get in touch by calling our office on 020 8969 9105.

Sue Baker

I write as winter, rather belatedly this year, finally turns to spring, although this edition of Age UK K&C's magazine will cover the period through to the summer. For most of us time flies by, but for many this is simply not the case as we age.

This edition has a particular focus on isolation and loneliness and, whilst we understand more and more about the impact this can have on health and wellbeing, it seems harder and harder to prevent it creeping up as a significant aspect of life for many as we get older.

From research undertaken by Age UK it seems that its effects on our sense of worth and confidence can create a downward spiral, making it harder for older people to take positive action themselves or seek support. And we are painfully aware of the pressure on resources to help. But our staff always

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Beth & Jon

go the Extra Mile to combat loneliness and isolation in Kensington & Chelsea.

On 28th April Age UK K&C staff members Beth Colquhoun and Jon Fryer will be running a marathon to raise money for our front-line services.

The pair say: "We've designed a marathon route that takes us around the borough, making good use of the green spaces – including Brompton Cemetery and Kensington Gardens – and taking us past many of our members' houses and flats. We'll start at Sloane Square and finish in Holland Park.

"Some bright spark has also decided that we should live up to the campaign billing and do the extra mile,

so we will actually end up doing 27.2 miles.

"You can see an outline of the route, and some rough timings of when we will arrive at each point, below.

"We might not have time to stop for tea and biscuits, but we'd love to see as many of you as possible on the day, so please come out and support us. You can also show your support by making a donation – either online here: www.mydonate.bt.com/fundraisers/aukc-extramile, or by cheque made out to Age UK Kensington & Chelsea."

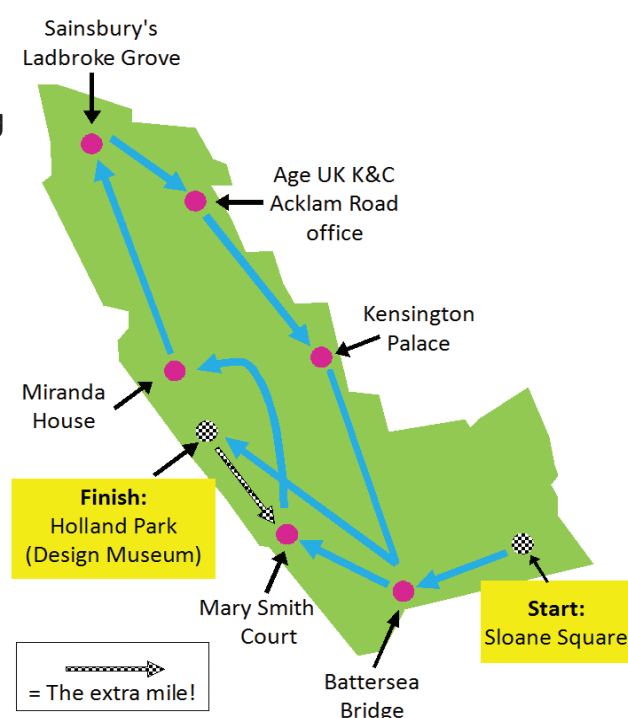
As many of you know, we have been providing wonderful, caring and



crucial volunteer-led help to the older people of K&C for decades, first as Sixty Plus, then Age Concern K&C and now Age UK K&C. Whether you are a member, future member, volunteer, or someone who refers regularly to our services, you can show your appreciation by donating to Beth and Jon's Extra Mile Campaign.

Donations will be essential in helping our staff and volunteers deliver these services for a long time to come.

Sloane Square	8am
Battersea Bridge	8.30am and 11.40am
Mary Smith Court	9am and 12pm
Holland Park (Design Museum)	9.20am
Miranda House	9.30am
Evelyn Fox Court	9.45am
Sainsbury's Ladbroke Grove	10am
James Hill House	10.40am
Acklam Road (Age UK K&C Office)	10.50am
Kensington Palace	11am
Holland Park (Design Museum)	12.20pm



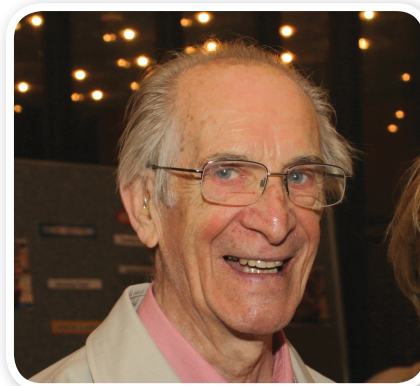
Remembering Cai Martinez (1923-2018)

It is with great sadness that we report that Age UK K&C member, volunteer and former trustee Cai Martinez passed away in February this year.

Cai and his brother Jose came to England in 1937 from Barakaldo in Spain, during the Spanish Civil War. He quickly integrated into British life and in later years got involved with the local community in Ladbroke Grove. He became an essential part of the Management Committee at Sixty Plus, which later merged with

Age Concern Kensington & Chelsea (now Age UK Kensington & Chelsea).

Cai was part of Sixty Plus as trustee, member and volunteer at the office since 1994. Many of you will know that he set up our card recycling project, making beautiful birthday and Christmas cards and working with other volunteers to send them out. Thousands of people have benefited from this project over the years, and their gratitude is demonstrated by the number of thank you cards and donations we receive in return.



Cai was also very much involved with the annual Valentine's Party, which we have organised in partnership with the Venture Community Centre and Open Age for the last 15 years. Every year we still hang Cai's wonderful hand-painted decorations on the walls of the Venture Centre for the party.

He is truly going to be missed.

Tasio Cabello
Community Engagement Manager

Listen Up!

As part of our first Ordinary General Meeting of the year, we organised a listening event which brought together local Councillors and older residents to talk about what's good and what's not so good about being an older person in Kensington & Chelsea.

Councillors Charles Williams, Pat Healy, Robert Freeman, Catherine Faulks, Judith Blakeman and Emma Dent Coad sat down with our members to hear their views on a range of topics including transport, health, social care, crime and housing. The aim of the event was to improve understanding,

inform local priorities and ensure the voices of older people in our community are heard.

Across each of the five groups there were some key themes which came up several times, including:

- The lack of affordable, social and sheltered housing in the borough
- Reduced trust in the Council/TMO following the fire at Grenfell Tower, and concerns about the lack of suitable homes available for victims
- Pollution and poor air quality
- Cyclists riding on the pavement
- The lack of step-free access in tube stations,

in particular Ladbroke Grove and Latimer Road

- Difficulty in getting face-to-face GP appointments
- The closure of Notting Hill police station, coupled with concerns around increased knife and moped crime
- Almost every group stressed how essential the Freedom Pass is to their independence.

We have sent a fuller report on the issues raised at the event to all Councillors, as well as to key officers in the NHS and local authority. We hope that it will help to inform priorities going forward, and we will be following up with elected representatives later in the year.

Age UK K&C at the Town Hall – representing our members

By Jon Fryer

In March this year, I attended the quarterly Transport Mobility Forum at Kensington Town Hall. As mentioned in a previous article, this forum is chaired by the Council's Transport Policy Manager and is a great way to get transport issues faced by our members raised at a borough level. It is not uncommon for problems to be solved when they find their way to the correct department in the Council.

A recent example of this is a request from a member of Age UK K&C for a map of all the drop kerbs in the borough. This member had recently started using a mobility scooter and had realised how helpful it would be to know where she could get on and off the kerbs near her flat in Chelsea. This request was put to the Mobility Forum, and within a couple of weeks they had produced this handy map: www.rbkc.gov.uk/parking-transport-and-streets/your-streets/roads-and-pavements/dropped-kerbs

(This can be printed for those without access to the internet). Other topics discussed at the recent meeting were:

- Cycling on the pavement
- Hospital access by bus
- RBKC bus shelters – additional seating being put in place after requests at the Forum
- Pedestrian access when there are building works
- Training for bus drivers, specifically on assisting passengers with reduced mobility or disabilities to ride the buses safely



If you would like to discuss these issues, or have some other transport related questions, then please let me know by calling 020 8969 9105 or emailing jfryer@aukc.org.uk



General Data Protection Regulation (GDPR) and your information

New rules about data protection will be coming into effect on **25th May 2018**. These affect any organisation that wants or needs to keep any information about people using their services.

An important implication for Age UK Kensington & Chelsea is that we will need to contact people using our services to let them know:

- What information we keep
- Why we keep it
- How long we keep it for
- How people can request a copy of any personal information we hold (called a Subject Access Request)

We are currently updating our records and reviewing our practices to ensure our compliance with the forthcoming legislation. Over the coming weeks we will be checking the personal details we hold about people who are in touch with us, checking that these details are correct, and, where necessary, writing to confirm your consent for us to retain the information for the purposes we hold them.

If you receive this magazine from Age UK K&C, but do not use our other services, then please note that we keep your contact details solely for the purpose of sending the magazine to you. Please let us know if you no longer wish us to do this and would like us to safely destroy these details.

Further information will be made available via our website in an updated privacy policy detailing how we process and store personal data.

The Loneliness Issue

The words 'loneliness' and 'isolation' seem to be on everybody's tongues at the moment, but how serious is this problem? And, more importantly, what can we do about it?

How serious is the problem?

- Research carried out by Age UK in 2016 found that 1.9 million over 65s in the UK 'often feel ignored or invisible' and 3.7 million agree the television is their main form of company.
- According to the Campaign to End Loneliness, loneliness is as bad for you as smoking 15 cigarettes a day, worse for you than obesity and increases your risk of dementia, heart disease and depression.

What's being done nationally?

The Campaign to End Loneliness is a network of organisations and individuals working together to ensure that loneliness is treated as a public health priority. They do this by campaigning, carrying out research and providing commissioners and policy makers with the latest evidence. Visit **www.campaigntoendloneliness.org** to find out more.

The Jo Cox Commission on Loneliness is calling on the Government to produce a UK wide strategy for loneliness and to fund initiatives which tackle the problem. In January this year the government appointed its first Minister for Loneliness, Tracey Crouch MP.

What's being done locally?

Here at Age UK Kensington & Chelsea we feel it's important to encourage local people and businesses to do what we can in

support of older members in our community. That's why, in addition to the raft of services we provide, we have launched our **Extra Mile Campaign** encouraging everyone to do their bit to end and prevent isolation and loneliness.

Going the Extra Mile: what can I do?

- 1. Donate** – Help us continue to provide companionship and support to hundreds of older people in Kensington & Chelsea by sponsoring Beth and Jon's Extra Mile Marathon. Find out how you can do this on page 4.
- 2. Volunteer** – Make a real difference to the life of a lonely person by signing up to volunteer. We have a wide range of opportunities to suit your skills and availability. Please see page 9 for more information.
- 3. Join the conversation** – Whether it's talking to your elderly neighbours, visiting a relative, starting a conversation on the bus, asking your family and friends to sponsor Beth and Jon, sharing this magazine or engaging with us on social media, there are small steps we can all take to end and prevent loneliness in our community.

Connect with us!
Find us on Twitter:
@AgeUKK&C and Facebook:
www.facebook.com /
AgeUKKandC



What can I do if I feel lonely?

If you have been feeling lonely, a first step is to identify how you feel, even if just to yourself; this can help you to think about what you could do to help yourself, or how to ask for help from others.

1. If you are able to get out and about, you could:

- Find out about activities and events happening near you – for example those run by Age UK K&C (page 14), Open Age (page 20) and the University of the Third Age (www.u3a.org.uk / 020 8466 6139).
- Share your skills and time with others by volunteering – turn to page 9 for more information about volunteering with Age UK K&C.

2. If you find it hard to get out, you could:

- Get in touch with Age UK K&C about our befriending service
- Sign up to the national Age UK's telephone befriending service, Call in Time, for a weekly friendship call from a volunteer. Call 0800 434 6105 for more information.
- Join online communities such as Gransnet (www.gransnet.com) to chat to like-minded people.

3. Speak to a health worker if you feel very lonely.

Long term loneliness could contribute to later depression and other health problems. Your GP should be able to direct you to local services that can help.

Sue Baker considers some of the causes of loneliness and what can be done to help

My 87 year old mum feels lonely.

She lives in a street surrounded by, albeit increasingly fewer, long standing friends and my sister and brother are only minutes away. A neighbour pops by most days and she goes to dinner with my sister most nights. Dial-a-Ride is there for shopping and she orders a taxi every fortnight to get her hair done. The lady that helps with the cleaning always stops for a cuppa and a chat. Mum is a member of the local ladies' fellowship and is still just about able to go the 200 hundred yards (yes, yards for mum) under her own steam - weather permitting.

In terms of social isolation, my mum sees more people in a week than many her age. But she still says she feels very lonely.

There is more to combating loneliness than being around others and most of us have experienced this at some point or other in our lives. It's something about a sense of place in the world as we experience it, a sense of connection, being part of something rather than feeling like an outsider looking in on life. It's a feeling of life being around you, rather than an aching silence. And feeling you are part of it –

something that may well have not been noticed at other times when life was sometimes all too full on.

When age brings limited mobility and ears hear less well in groups, the absence becomes too much the presence, and feelings that accompany it can be hard to live with. For those more mobile it might be just the monotonous strain of only making decisions about yourself – what to eat today, where to go – the lack of anyone else to have to take into consideration. What at other times in our lives might have felt like blessed freedom turns into feeling imprisoned, unanchored, and directionless and without purpose.

The way life is today - with scattered families and disparate communities - does not help, and even our weather has its own impact. I spent a lot of time in a small town in Greece where the clement weather had most people strolling around, catching up with friends each evening. Easy access to shops and cafés and the local church meant even the very elderly were firmly rooted and a vital part of community life.



Here in bustling Kensington and Chelsea, whilst some might well be more able and have more opportunity than others to take matters into their own hands, it's not so easy and the psychological impact of loneliness can affect us all. As we have come to realise, it can lead to reduced health and physical wellbeing and create a vicious circle.

This is why Age UK Kensington & Chelsea will continue to see tackling isolation and loneliness as the golden thread running through our organisation. And, talking of running, it's why two of our staff are running their own 'Extra Mile marathon' on 28th April. Supporting people to combat isolation and loneliness is not easy to do on a scale that makes a difference to all across the borough. And it's certainly not easy to do with

Features

reduced funding for our services – having seen an actual reduction, as well as that caused by inflationary pressures over the years. We can only make a difference if we have the resources to do so.

Staff feeling this passionate about what they do, and taking matters into their own hands to make a difference, is to be treasured and celebrated. We will all be coming out in force into the streets to support Beth and Jon in running through Kensington and Chelsea to raise funds for our work

on behalf of older people. And we hope as many of you will be there to wave to them as they pass - details of their route can be found on page 4.

Doing what we can involves everyone. Practical support and access to social events and other ways of making the most of later life are fundamental. But as my mum's experience shows, we need to go even further and understand what, on top of getting these things right, makes a more lasting difference to how people feel. We want to know what helps people feel able to make a difference to their own lives and those of others, and how

can we can work towards preventing the devastating impact of loneliness taking hold in the first place.

Many of our members have experienced loneliness and, although they may not have been able to solve it altogether, they have found ways of taking the edge off and finding hope and encouragement through giving this to others. It would be great to build up a dossier of ideas and stories as to what has made a difference to you – **so please start sending these in and we will see what we can do!**

Volunteering is a two way street

Age UK K&C's Volunteer Coordinator, Teresa Pope, explains how volunteering benefits everyone involved.

Age UK K&C makes a real difference to the lives of many people in the borough through a range of volunteer services, in particular befriending. Regular visits, a friendly face and an occasion to look forward to are just some of the benefits of befriending, and for many it's much more. When people become isolated their mental and physical health and wellbeing are compromised, accessing information becomes problematic and a lack of social interaction leads to a loss of confidence and independence.

But befriending is very much a two way street, and there are equally many advantages for volunteers

who offer their time to befriend an older person. **Loneliness isn't confined to the elderly; it's something that many may experience at some time in their lives. Volunteering is seen as an effective way to combat this.** Helping others is therapy for helping yourself.

Other benefits may include the opportunity to become a dynamic



part of your community, make new friends and learn new skills, as well as learn more about yourself. Above all, significantly helping others feels good!

If this has made you think about becoming a volunteer and you would like more information on all of our volunteering opportunities, give me a call on 020 8969 9105. We will also be holding a drop-in morning on Wednesday 2nd May, where you can pop in and have a chat with us about volunteering. We will be in the large meeting room at 1 Thorpe Close (London, W10 5XL) between 10am and 12pm and we would love to see you there!

Facing up to loneliness

by Donald Zec

In the last edition of *Age Matters* we introduced you to Age UK K&C member Donald Zec, whose fantastic art exhibition and auction raised over £23,000 to help us develop and expand our intergenerational work. We asked Donald for his thoughts on the topic of loneliness and isolation, and here's what he had to say...

Loneliness and isolation affects each of us differently. If we're very old - I'm in my hundredth year - it's likely we will be impaired in ways that make coping with being on one's own very tricky indeed. If you have difficulty in reading, watching TV, hearing the radio, going for walks, or sometimes even being taken for a walk, then how do you face up to it? Of course if you have a chummy family around then that's a blessing. And if you're not that fortunate then access to young people - with their optimism, their curiosity, their genuine interest in what things were like when you were young, can be an absolute delight.

But what if we haven't access to any of the above? Hang in there, old sports! Attitude of mind is everything! Now when I am asked how I feel these days,

I simply refuse to go into an organ recital, because actually, nobody really wants to hear it. But just in case anyone thinks 'it's alright for him' - I have lost the sight of one eye, have limited vision in the other, wear two hearing aids and still say 'Wha..?' when shouted at. I have blood pressure problems and at night crawl early to bed nestling into the arms of insomnia.

When I go to the bathroom I cannot wait for the mirror to steam over so that I am not confronted with someone, something, I inwardly feel I am not. In my MIND I can still pot the black, throw a triple twenty, play a forward defensive stroke, kick a winning penalty, leap a fence, snog, sing, and cheer. I could pick a decent Burgundy off the top shelf of a supermarket, and if I was indignant enough, write a stinging 'letter to the Editor' and generally engage with life.

Ah...then the steam fades from the mirror. I do not exactly recoil at what I see. But I do wonder who on earth is that staring-eyed, pallid, largely bald creature dribbling toothpaste under the strip-light? Where are the biceps I thought I still had? There was a time when the blood-pressure sleeve fitted my upper arm as snugly as a football captain's arm band. Now when my night carer slides the thing on it's like poking a chopstick through a hula hoop.

In short, my dear fellow elderlies, we can gripe or we can grin. What has all this to do with facing up to loneliness?

It is simply because I believe that if we can, in reasonably good humour, accept what age must inevitably do to our bodies, then the same attitude is required to face loneliness and the isolation that comes with it.

This need not be as depressing as it sounds. Acceptance of the realities does not mean you have to take them lying down; literally or figuratively. You will have within you stores of memories, experiences, and anecdotes which are well worth recalling in the quieter moments - but sharing them with a younger person pays rich dividends and Age UK K&C's scheme for inter-generational contact is an invaluable resource in this area.

Sorry if I've been a bit long-winded on this subject. It's just that I feel strongly that the old in years should still, with a little help, strive to be young in heart. And if you can make contact with a generous-hearted, open-minded teenager, so much the better.





According to the Campaign to End Loneliness, set up in 2011, there are 1.2 million chronically lonely older people in the UK who lack the friendship and support we all need. Half a million older people go at least five or six days a week without seeing or speaking to anyone. There are over 2.2 million people aged 75 and over living alone in Great Britain.

Perhaps we shouldn't be too surprised at those statistics. After all, we are living longer and families do not always

Age UK K&C member Annie Redmile considers what we as individuals can do to strengthen our communities.

take care of their older relatives. And, there are those who do not have partners or families.

St Philip's Church on the Earl's Court Road in Kensington has had increasing concerns about people living alone in its parish. To help them identify where people are living alone and what help they might need, they are about to hire a part-time outreach worker to specialise in this area. Rev. Pippa Thornton, now the vicar in charge at the church, said she supports the project wholeheartedly. Churches like St Philip's are always looking to find ways of tackling problems in their community.

And, I believe we can all do something to help. Whether it's checking on a neighbour,

supporting local initiatives like the one at St. Philips, or joining a national cause like The Campaign to End Loneliness, we can all make a difference. Since its launch the Campaign has grown in strength and has supporters from the world of business, the voluntary sector and more than 3,000 individual supporters.

As individuals, we can make a renewed effort to be a 'good neighbour' and work to support and boost community life. A strong Community is so good for our health and wellbeing.



Is one the loneliest number?

Will Porter considers a different take on spending time by yourself.

I never understood why Wordsworth's wandering cloud was so lonely; the grey skies of Britain are generally filled with clouds. That said, it is possible to be lonely in a crowd - as many a Londoner will testify.

There remains a flip side to this of course; perhaps our fluffy friend chose to wander to a quieter part of the stratosphere for some peace and quiet. In the hubbub of the world's greatest city it can be important to take time

to yourself. While this issue of our newsletter is focused on helping our readers becoming less isolated, we shouldn't forget that we also have lots of members who always seem to be on the go. For those people it's easy to forget the value of taking time to yourself.

From the busy market stalls of Portobello to crowded Kensington High Street, the energy of our borough is so relentless you should never underestimate the virtue of occasional solitude.

A walk around the park, time with a good book, a wander around a museum (we have

so many!) can be good for the soul. It's a time to reflect, to take stock, to indulge your own needs. No man is an island but sometimes it's nice to sit in the shade, stare at the palm trees in the breeze and enjoy watching the waves beside them dance.

Each of our members engages with our services in a different way and it's important we as an organisation understand and respect that some people enjoy their own company more than others. Next time you see that cloud that floats on high over vales and hills, just consider that it might not be lonely but in blissful solitude.

Digital companionship: can technology help us stay more connected?

By Jack Cloves-Hayden

Since the inception of the internet, the opportunity for modern technology to benefit our lives in many ways has continually grown. Everything has become accessible at the touch of a few digital buttons: whether you want to buy groceries, watch the latest movies or have a quick chat with family on the other side of the world, it's all possible and very easy with the use of technology.

Without doubt, technology has made the world smaller and everything more accessible. The younger generation has grown up with this technology and therefore has grasped these skills naturally; however it is time that the older people of Kensington and Chelsea were shown how much they could gain from interacting with the digital age, and flex their technological muscles!

As a local community charity, we are committed to fighting social

isolation – something which is often achievable via the use of the internet.

With social media on the rise, it has never been easier to connect with people across the globe. Between Facebook, WhatsApp, Skype and Instagram there is a constant stream of communication that can be shared with anyone and everyone you would like to see it.

The use of search engines such as Google has allowed any information to be delivered instantly. It will answer

the majority of questions with very little hassle. Questions like 'When is the next 295 bus?', 'How long should I cook my rice for?' and 'Who won the World Cup in 1952?' can be answered in the click of a button. The quest for information has never been easier and, to be honest, it'll make you very good at the pub quiz.



BigTunaOnline / Shutterstock.com

Throughout the year, Age UK K&C run classes designed to let you socialise and learn in equal measure:

- **Every Monday morning at Evelyn Fox Court in North Kensington from 10am until 1pm we have one-to-one tuition, to help get your computer skills up and running.**
- **Every Tuesday of the school term we have an intergenerational project between 3pm and 4pm at Holland Park School, where you can develop your skills under the guidance of your own assigned student.**
- **When you're feeling a bit more confident, we have our Digital Clinics a few times a month, where we offer a surgery full of tech specialists, to battle any issues you have encountered.**

It would be great to see you at one of our classes in the near future! So if you would like more information, call **Ximena** or **Rhoda** on **020 8969 9105**.



Welcome to Rhoda

Hello there!

My name is Rhoda Cookey and I am writing to introduce myself as the new Events & Activities Intern at Age UK Kensington & Chelsea. I am looking forward to carrying on the amazing work from my predecessor, Jack.

We have so much planned for the months ahead and I cannot wait to share these with you.

I am so excited to meet you all over the next few months at our fantastic events. I am always happy to meet new faces and have a good chat, so do pop by and say hello!



Valentine's Celebrations 2018



by Ximena Chiesa, Events and Activities Coordinator

At Age UK K&C we think one of the best ways to tackle loneliness and isolation is to show love for one another. For this reason, the Valentine's events are an opportunity to come together as a big family and demonstrate that our members are not on their own; we are going through life together and support each other in good and bad times.

work together. We have received amazing testimonies which show how people who attended the event were inspired by the message of love, companionship and partnership that we gave and they went on to become volunteers or take part in group activities. Their lives were transformed and now they feel part of the neighbourhood, less

isolated and changed their way of seeing the future.

Thank you to everyone who came to these events and helped make them so special and powerful. I would like say an especially big thank you to every single one of the volunteers for all they did to make it so great. We couldn't have done it without them. We love and appreciate them all.

The Valentine's Concert & Afternoon Tea at St Cuthbert's Church was a special event and, with the help of our partners Opera Holland Park and wonderful volunteers from the Department for Work & Pensions, Ninja Tunes and University College London, we showed our love for our community and demonstrated the impact we can have when we all



Activities and Events

Update from Ximena

Our Activities & Events project actively combats loneliness and isolation by connecting people with their communities and supporting them to join group activities. In doing this, you can get to know new people and build friendships which will hopefully continue for years to come. Through our huge range of events, courses and clubs we provide plenty of opportunities to meet like-minded people, take trips and learn new skills.

If you haven't yet joined one of these projects, have just signed up, or even if you have been coming for a while, we would love to see you at one of our events. We are looking forward to getting to know you over a delicious meal or cup of tea, where you can make some new friends and get you know some of us. You can contact me or Rhoda on 020 8969 9105 or by emailing events@aukc.org.uk.

Highlights

We had a full house for our Concert & Afternoon Tea at St Cuthbert's Church with Opera Holland Park in February and Bassett House School Choir in March. Both performances were stunning and I would like to take this opportunity to say **THANK YOU** to the performers, as well as to the army of volunteers who helped during both events.

Other highlights included our Christmas Carols with Glendower Primary School and Opera Holland Park at St Cuthbert's Church, Christmas Party at Mary Smith Court, Valentine's Party at the Venture Community Centre, International Women's Day at Kensington Palace, Spring Party at St Cuthbert's Centre and the St Patrick's Day Celebration at Mary Smith Court. I also want to take this opportunity to say a big **thank you** to all our partners who gave us the opportunity to visit incredible places including: Ideal Home Show at Christmas at

Olympia, Portobello Orchestra performances, Classical Concert with Afternoon Tea at HTB Onslow Square, Rotary Club Annual Concert, Open Dress Rehearsal and Tea at Posk Theatre, Victoria & Albert Museum exhibitions, Royal Albert Hall performances and Britain's Got Talent.



What's Ahead?

We've had a great winter and I'm happy to say the fun continues into the spring. We have a whole host of exciting things coming up over the next few months, including trips to Isabella Plantation, Mayfield Lavender Farm, Kensington Palace, Royal Albert Hall, Opera Holland Park performances and amazing summer outings.

Highlights will be our **Royal Wedding Celebration, World Cup and Summer Events!** They will provide great opportunities to invite your friends and have a fantastic time together.

Our next Concert & Afternoon Tea events at St Cuthbert's Church will be on **Thursday 17th May, Thursday 21st June, Thursday 19th July and Thursday 16th August** from 2.30pm to 4.30pm. These events are free, although donations are always welcome.

We are going to send the new activities and events programme out in the last week of April. Please keep an eye out for more important announcements!

If you would like to find out more about this project, or would like to receive the programme of events, please call Ximena or Rhoda on 020 8969 9105 or email events@aukc.org.uk.

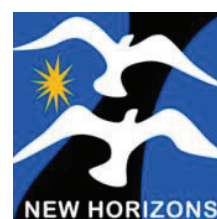


Creativity and Wellbeing Week is an initiative from London Arts in Health Forum and it will take place from 4th – 10th June 2018. As part of this we will be running some special activities:

What	When	Where
Reading Club Taster Session	Tuesday 5th June, 11am	Ormrod Court 71 – 117 Kensington Park Road, London, W11 1NP
Card making session	Wednesday 6th June, 11am	Mary Smith Court 17 – 21 Trebovir Rd, SW5 9NF
Join a Choir – Sing with Opera Holland Park	Wednesday 6th June, 2pm	Mary Smith Court 17 – 21 Trebovir Rd, SW5 9NF
Knitting Club	Thursday 7th June, 10.30am	Evelyn Fox Court 2 Kingsbridge Road, W10 6QF
Digital Clinic	Friday 8th June, 2pm	Kensington Library, Philmore Walk, W8 7RX

Activities at New Horizons

In collaboration with The Camden Society, the New Horizons café will be holding **Cook & Taste** sessions:



Description	Cost	Dates	Time
Pie Making Participants will make their own pies and get to take them home.	£3 per person	Friday 20th July	2-4pm
Halloween Biscuit Making Participants will make and decorate their own biscuits to take home	£3 per person	Friday 26th October	2-4pm

Please note there are a maximum of 15 places for each of the sessions. Booking is essential – please call New Horizons on 020 7590 8970.



Shared Reading groups with The Reader

Do you love stories, poems and great literature? Would you like to find out what Shared Reading is?

Did you know that there are many Shared Reading groups going on in your local neighbourhood running every week?

Meet **The Reader**, an organisation that is passionate about the power of reading together.

We at The Reader are the pioneers of Shared Reading. The volunteer Reader Leaders who run our weekly groups bring people together to read great literature aloud.

Groups are open to all, readers and non-readers alike. Come along and listen to stories and poems read aloud. It's an opportunity to read and talk together in a friendly and relaxing environment. Free refreshments provided!

Our Shared Reading groups have been running locally for many years, bringing Shared Reading to the residents of Kensington & Chelsea. We work in libraries, community centres, churches and other organisations spreading the joy of Shared Reading.

We are also very pleased to be strengthening our ties with Age UK Kensington & Chelsea running a joint group at Miranda House and getting involved with Age UK

K&C activities, offering tasters and poetry readings. Read on to find a group near you.

Here's what our group members have to say about Shared Reading:

- *"I've felt really happy since the session with you - I bought myself some flowers the next day...and went for a long walk while listening to music— all in one day. Our happy thoughts trigger happy chemicals in our brain." Aysha*
- *"An anchor during the week"*
- *"It always makes me feel more fulfilled than the other days"*

Our evaluation data for Shared Reading groups in 2017 showed that:

- 95% look forward to the group as an important event in the week!
- 84% think the reading session makes them feel better!

Here are some groups to try:

Venue	Day and Time	Address
Brompton Library	Tuesdays, 10.30am -12.30pm	210 Old Brompton Rd, SW5 0BS
Chelsea Library	Tuesdays, 2.00pm-3.30pm	Chelsea Old Town Hall, King's Rd, SW3 5EZ
Community Living Well	Wednesdays, 10.30am-12pm	St Charles Health & Wellbeing Centre, Exmoor Street
North Kensington Library	Saturdays, 10.30am-12pm	108 Ladbroke Grove, W11 1PZ

We look forward to welcoming you to a group soon. To find other Shared Reading groups in your area contact:

Erin at erincarlstrom@thereader.org.uk or mobile 07483 972 020, or

Liz at lizison@thereader.org.uk or mobile 07807 106 815.

Our website has lots more information too:

www.thereader.org.uk



Are you aged 65 or over?



Your local NHS has launched an integrated care service to better meet the physical, emotional and social needs of patients aged 65 and over.

The service, called **My Care, My Way**, was introduced in response to feedback from people aged 65 and over who said they wanted their health and social care to be more consistent and coordinated.

My Care, My Way gives patients more time with their GP and access to a host of professional staff who will collaborate with anyone aged 65 and over living in Kensington & Chelsea, as well as the Queen's Park and Paddington areas of Westminster. This means patients can stay independent for longer and avoid emergency hospital admissions.

The pioneering service is a collaboration of local organisations working together as partners including local GPs, local hospitals, community services, social care, charities such as Age UK

Kensington & Chelsea and other voluntary organisations.

Patients have already been positive about the results, with one saying "I feel more relaxed and able to express myself".

"It's good to have all your illnesses and ailments considered at the same time. It's tiring to see people at different places", said another patient after a visit to St Charles Integrated Care Centre.

"I have been the patient's GP for the past 15 years, but I found out more about them in the session at the St Charles Integrated Care Centre today than I have in the 15 years of looking after them - this is really positive for patients", said one GP.

NHS West London Clinical Commissioning Group has introduced two Integrated Care Centres to provide patients with services including basic foot care, diabetes clinics and social care services conveniently all under one roof, reducing the number of appointments in different places. The St Charles Integrated Care Centre is in Ladbroke Grove and the Violet Melchett Integrated Care Centre is in Chelsea.

Henry Leak, the Development Manager at Violet Melchett explains "The patient is at the heart of My Care, My Way as it focuses on what the patient needs in terms of health and social care. It puts the patient in partnership with their GP and with other health and social care professionals, so together they can actively plan care specific to a patient's needs".

One essential part of the My Care, My Way service is self-care. This offers an approach to everyone to keeping well and looking after themselves with ideas and supportive information on various activities. Self-care goals are things that you decide that you want to do, in order to keep yourself as well and as active as you can. Goals can range from deciding to eat more vegetables in your diet, to trying out a class or workshop with some new people.

Want to know more?

For more details about My Care, My Way please ask your GP, or alternatively visit our webpage:

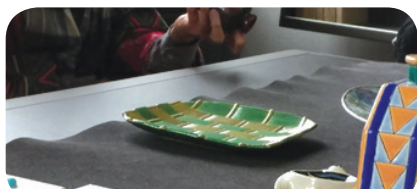
www.mycaremyway.co.uk

Unlocking the V&A

By Adi Zeira, Dementia Support Worker

The Unlocking the V&A project is a collaboration between Age UK K&C's dementia services and the Victoria & Albert Museum. The sessions are held once a week and are attended by people with memory problems, as well as staff and volunteers from both organisations.

The project brings people together and gives them an opportunity to get to know other local residents, share knowledge and explore the treasures of the V&A. Each person brings their own unique perspective



into a world of art and objects. After enriching our knowledge, the participants enjoy a cuppa and a chat.

The participants of the project have told us they feel less isolated, and that coming to the V&A lifts their spirits. They enjoy the opportunities to learn about a variety of subjects, experience the awe-inspiring landmark museum and meet new people.

On our journey so far we have:

- Been to the Medieval & Renaissance galleries and heard the love stories told by 13th century stained glass windows.
- Looked at paintings and drawings of England and London and reminisced about the days when we were young and free.
- Seen and heard stories told by the 300 hundred year old Iranian carpets.

- Handled and learned about ceramics in different sizes and shapes.
- Admired watches, necklaces and rings, some of which were found in deep sea and others in between bricks. We admired the fine artistry and craftsmanship each piece required.

Our journey has yet to end and we are still exploring and enjoying the magic that is inside the walls of the museum. Thank you to the V&A and the staff and volunteers for this lovely project and sharing their time and knowledge with us. We are enjoying this wonderful journey.



One step closer to preventing Alzheimer's

By Nyla Haque, Clinical Research Coordinator at Imperial Memory Unit, Charing Cross Hospital



Unlike current clinical studies that are trialling medicines on people who already display symptoms of Alzheimer's, a new approach will see a drug being trialled on healthy adults who have a higher risk of developing dementia in later life.

Dementia is an umbrella term which describes many conditions that cause progressive loss of memory and other thinking functions that affect our everyday activities. Alzheimer's disease is the most common form of dementia, accounting for about 70% of cases. It currently affects 850,000 people in the UK.

Health

There are many general lifestyle changes which can reduce the risk of developing dementia through general health factors. These form part of an important public health initiative to encourage people to lead a healthy lifestyle in terms of diet, exercise, mental and social engagement, moderating alcohol intake, stopping smoking, and ensuring that blood pressure and blood sugar levels are well controlled. It is likely that 20 to 30% of the risk of developing dementia can be affected by these lifestyle measures.

Whereas it used to be thought that dementia was an inevitable part of normal aging, we now know that it is a progressive brain disease where there is abnormal build-up of proteins called amyloid and tau in the brain that lead to loss of nerve cells and loss of thinking or cognitive function. Amyloid protein may build up 10 or 15 years before symptoms develop and abnormal tau protein probably 5 to 10 years. It is becoming clear that if we want to affect this process, then it is important to target treatment in the earlier stage of the disease, and that means even before symptoms develop.

However at the moment there are no drug treatments available that can slow down or halt the disease process once it takes hold.

For the last 10 or 15 years there has been a huge push in drug development to try and develop new medications that can clear the abnormal brain proteins and slow down or prevent worsening of the condition. Unfortunately, it would seem that although these medications seem to be effective in reducing the brain proteins, it is often too late and by the time symptoms develop, the disease itself has really taken hold.

A new approach that is being used is to identify people whose genetic profile suggests an increased risk. These are not genes that can predict whether or not somebody will or will not develop Alzheimer's disease, but they can determine whether there is an increased risk or not. We all have APOE genes and the pattern of results on an APOE gene testing can identify those people who are at a particular increased risk of developing the disease.

Clinical trials for these new medications that are aimed to reduce or clear amyloid protein from the brain are now taking place in the UK. The Imperial Memory Unit based at Charing Cross Hospital in West London have recently started such an initiative whereby people aged 65 to 75, who have no memory symptoms, but whose gene testing suggests they are at risk of increased risk of developing Alzheimer's

disease, are invited to take part in the clinical trial of a new medication over a period of five years to see if it prevents the onset of Alzheimer's disease.

Dr Richard Perry, the Principal Investigator at the Imperial Memory Unit says "This is a whole shift in the way in which we approach the treatment of conditions like Alzheimer's disease. Instead of trying to treat it after the symptoms have started, we are now trying to prevent the onset of the condition by identifying people who are still healthy and without symptoms, but are at an increased risk of going on to develop Alzheimer's disease".

If you would like to learn more about new research taking place to target Alzheimer's disease, please contact Nyla on 020 3311 5083.

If you or someone you know have a diagnosis of dementia or are worried about memory loss, Age UK K&C can offer support in a range of ways, including one-to-one support and group activities. For more information, contact the Age UK K&C Dementia Team on 020 3181 0002.



We're Open Age

We know life doesn't have to stop when you get older. That's why we work with you and others over 50 to create chances to work, learn, take part, and stay healthy in body and mind.

IT courses, socials, trips, lunches, and much more.

Join us by becoming an Open Age member - it's completely free. Call us on **020 8962 4141** or go to **www.openage.org.uk**

We provide around 400 activities every week, including creative and performing arts, employment support, physical activities,

 **OPEN AGE**
life's just begun

Get back into a healthy, active life

Would you like to take part in leisure activities whilst making new friends, but are not sure how to?

Whatever's holding you back, we're here to give you support on getting started with our exercise groups, arts, language and computer courses, social groups, lunches, trips and much more.

Would you like to go to a choice of low cost/free activities near where you live, but don't feel ready?

Whatever the difficulty, big or small, call **Catrin** or **Donna** on **020 8962 5584** or email **cevans@openage.org.uk**.

Open Age's LINK UP service is especially for you, if you are finding it difficult to get to one of our activities.



Healthy Lungs Exercise Class

Open Age offers structured exercise classes for people who have a diagnosed lung condition and difficulties breathing. They are suitable for beginners, with chair based exercises available.

Timetable:

Westway Sports Centre, 1
Crowthorne Road, W10 6RP
Tuesdays 10:30am - 11:30am

Earls Court Health & Wellbeing Centre, 2b
Hogarth Road, SW5 0PT
Fridays 10:45am - 11:45am

Second Half Centre, St Charles Hospital,
Exmoor St, W10 6DZ
Fridays 2:00pm - 3:00pm



WORDSEARCH

Find and cross out all the listed words. The words may go horizontally, vertically, diagonally, not backwards. The remaining letters will spell a secret message. One word is already crossed out to help you get started.

AKITA
BARBET
BEAGLE
BORZOI
BOXER
BRIARD
BUSSET HOUND
CANE CORSO
CHIHUAHUA
COLLIE
DALMATIAN
DINGO
GREAT DANE
JAPANESE CHIN
KEESHOND
MUDI
MUTT
PAPILLON
PEKINGESE
PLOTT
POODLE

PUG
PULI
SAINT BERNARD
SHIH TZU
~~SPITZ~~
VIZSLA
WEIMARANER

B	U	S	S	E	T	H	O	U	N	D	P
A	P	P	C	A	N	E	C	O	R	S	O
S	H	I	H	T	Z	U	D	I	N	G	O
S	A	I	N	T	B	E	R	N	A	R	D
P	A	P	I	L	L	O	N	E	N	Z	L
U	E	P	G	R	E	A	T	D	A	N	E
G	S	W	E	I	M	A	R	A	N	E	R
C	B	L	B	K	E	E	S	H	O	N	D
B	O	R	Z	O	I	V	I	Z	S	L	A
E	A	L	I	P	X	N	L	M	E	R	L
A	S	R	L	A	L	E	G	M	U	E	M
G	A	P	B	I	R	O	R	E	U	T	A
L	K	N	U	E	E	D	T	N	S	D	T
E	I	E	N	L	T	H	U	T	N	E	I
D	T	E	C	H	I	H	U	A	H	U	A
J	A	P	A	N	E	S	E	C	H	I	N

HIDDEN: _____

QUIZ

1. Yellowstone National Park is primarily in which U.S. state?
2. Where in the British Isles can Lady Isabella be found?
3. Praxis was a 1978 novel by which novelist?
4. Shakespeare's Timon of Athens was either a tragedy, a history or a comedy?
5. Going to the Match is an acclaimed work by which Lancastrian artist?
6. Sheridan Smith portrayed which celebrated entertainer in a 2014 TV biopic series?
7. In which year was the Battle of Poitiers?

Yoga4Health

Yoga4Health is a new service for adults over 18 who:

- Suffer from stress or anxiety
- Need to lose weight, keep your heart healthy, or lower the risk of Type 2 Diabetes
- Need help to feel well, healthy and supported

If this sounds like you, you could be eligible for a 10-week yoga course, at a venue close to your home.

There are two ways to join the programme:

1. Discuss it with your GP and fill out a referral form (available from your GP practice)

2. Refer yourself by calling Freephone 0800 246 5863

For more information on the service, visit:

www.yogahealthcarealliance.com



Yoga4Health

FREE YOGA CLASSES
Improve your health and wellbeing
www.yogahealthcarealliance.com

Scam Alert

At Age UK K&C we work closely with a range of other organisations such as the Police and Action Fraud to increase awareness of scams and help our members protect themselves. Below are details of a relatively new scam which has been brought to our attention.

False Telephone Preference Service scam:

Fraudsters are cold-calling victims, falsely stating that they are calling from one of the well-known telephone service

providers, such as BT. They claim to provide a 'Telephone Preference Service' - an enhanced call-barring service, which reduces nuisance telesales calls.

The fraudsters ask victims to confirm/provide their bank account details, informing them that there is a one-off charge for the service. Victims instead see monthly debits deducted from their accounts, which they have not authorised. The fraudsters often target elderly victims.

In all instances, direct debits are set up without

following proper procedure. The victim is not sent written confirmation of the direct debit instruction, which is supposed to be sent within three days.

On occasions when victims attempted to call back, the telephone number provided by the fraudster was either unavailable or the victim's direct debit cancellation request was refused.

During 2017, there were 493 Action Fraud Reports relating to this fraud.

Action Fraud
National Fraud & Cyber Crime Reporting Centre
0300 123 2040

Protect yourself:

- **The Telephone Preference Service (TPS) does exist. It is the UK's official 'do not call' register for opting out of live telesales calls. BUT the genuine TPS is FREE to sign-up to and they will never charge for registration. You can register for this service at www.tpsonline.org.uk. If you don't have access to the internet, Age UK K&C can help you set this up – just give us a call.**
- **You will always receive postal confirmation of genuine direct debits. If you notice unauthorised payments leaving your account, you should contact your bank immediately.**
- **Always be wary of providing personal information, or confirming any personal information the caller already claims to hold. Always be certain that you know who you talking to. If in doubt hang up immediately.**

If you have been affected by this, or any other type of fraud, report it to Action Fraud by visiting www.actionfraud.police.uk or by calling 0300 123 2040.

Puzzle Page Answers

Wordsearch

Hidden Answer:

Appenzeller Sennenhunde

Quiz

1. Wyoming
2. Isle of Man
3. Fay Weldon

4. A tragedy
5. Laurence Lowry
6. Cilla Black
7. 1356

Credit unions used to be regarded as a last resort for people borrowing small sums to get them through to the end of the month, but actually today's unions are really like community banks – a safe place for savings and loans for everyone. "We're like a bank, but pride ourselves on being friendly and accessible, where you will be dealing with someone who knows you by name and has the time to sit with you and talk things through"

The Kensington-based union has more than 1500 members in the Royal Borough and offers ISAs and savings accounts with a competitive annual return of 2% – topping the interest offered by banks and building societies. In recent years the union has seen an increase in the number of members aged 50-plus taking out loans or depositing money into savings accounts and ISAs. "The fact that the UK Government has demonstrated such strong support for credit unions has helped raise awareness and convinced people we offer a viable and reliable alternative to the traditional banking sector,"

In terms of loans, the union typically deals with sums in the region of £2,000 to £7,500 to fund anything from buying a new kitchen, or a walk-in shower, or to visiting family members overseas. The credit union is a co-operative organisation where all money is invested locally, keeping money circulating within the local economy. Your Credit Union includes among its members; MP for Chelsea & Fulham, Greg Hands; Kensington MP, Kemi Badenoch, Westminster North MP Karen Buck and Hammersmith MP Andy Slaughter. Savings accounts are covered under the Financial Services Compensation Scheme protected up to a total of £85,000.

346 Kensington High Street
London
W14 8NS



DO YOU NEED TO MAKE A WILL?



If you die without a will the "Rules of Intestacy" will apply and any money or property or possessions you have may not go to the people you would like.

A will can sometimes reduce the amount of tax payable on your estate.

Trying to make your own will can lead to mistakes and could mean your will is invalid.

Don't take any chances. Have your will prepared by a professionally trained local solicitor.

We can also help with Lasting Powers of Attorney, Living Wills, Inheritance Tax Planning, Nursing Home Fees and more. We can visit you at home if required.

Supporters of the Cancer Research Wills Scheme

David Tagg & Co Solicitors

119 Harwood Road, London, SW6 4QL
www.davidtagg.co.uk Telephone: 020 7736 0999

Regulated by the Law Society



Connecting you with businesses that you can trust!

Looking for a reliable and trusted business? Then use the Age UK London Business Directory, we have an extensive list of businesses that have all been checked and vetted.

Call us free on
0800 334 5056
or go online at
www.trustedtraders.london
to find your nearest
service today!



www.trustedtraders.london

Registered charity number: 1092198



Your home from home



The Chiswick Nursing Centre offers a welcoming and caring environment for older people and for those who are now too frail or ill to continue living in their own home. Our dedicated, fully qualified staff offer the highest standards of person-centred, residential and nursing care.

Our experienced staff appreciate that no-one's needs remain the same over time, so we tailor our care to your changing requirements. You can rest assured that you or your loved one are in the safest hands and will be treated professionally, with dignity and compassion. We are registered and inspected by the Care Quality Commission (CQC). Referrals can be made personally or by GPs, consultants or by your Health and Social Services team.

In addition we can help with a range of other care needs:

- ✓ Long-term care
- ✓ Short-term respite care
- ✓ Palliative care
- ✓ Care for younger people with disabilities
- ✓ Outpatient physiotherapy

The Chiswick Nursing Centre is a dynamic environment with many events and activities arranged each week. Mealtimes are important, social occasions and we pay great attention to ensuring that our food is both nutritious and delicious. In addition, we have an on-site physio gymnasium, internet café, occupational therapy kitchen, snoezelen therapy room and hairdressing salon.

To arrange a visit or to find out more information call **020 8222 7800**

or email enquiries@chiswicknursingcentre.co.uk