

# AgeMatters



**Keep Warm  
This Winter**

**Eating  
Healthily**

**Activities  
and Outings**

VOLUNTEERING + WHAT'S ON + PUZZLE PAGE + INFORMATION AND ADVICE + MUCH MORE





## Is your home cold or damp? Do you sometimes struggle to pay your fuel bill?

If the answer to either of these questions is “yes” and you would like to find out about help, call **0808 202 6204** or email **[healthierhomes@rbkc.gov.uk](mailto:healthierhomes@rbkc.gov.uk)**

The Healthier Homes project has been set up by the Royal Borough of Kensington and Chelsea working in partnership with Public Health and third sector partners to tackle fuel poverty and help residents to live in warmer, safer homes.

Contact us for advice on heating and insulation, fuel tariffs and tackling fuel debt.

**Find out if you are eligible for help to repair, install or upgrade your heating system.**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# At Home Service

*Our At Home Service offers a range of personally tailored packages of care and support to help you stay as independent as possible in your own home. The service covers Kensington & Chelsea, Hammersmith & Fulham, Westminster and Camden areas.*

We offer the following services:

- Personal care: washing, bathing and dressing
- Shaving
- Toe and finger nail cutting
- Simple hair dressing
- Meal preparation
- Cleaning
- Laundry
- General support
- Packing services
- Shopping



**At our last inspection in August 2016 the Care Quality Commission gave this service an overall rating of 'Good', which means they found it to be safe, effective, caring, responsive and well-led.**

**For more information, please call**

**020 8960 8137**

**Or visit [www.aukc.org.uk](http://www.aukc.org.uk)**





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## Meet the Team...

### Editor

Brooke Kerr  
Tel: 020 8969 9105  
Email: bkerr@aukc.org.uk

### Age UK Kensington & Chelsea

1 Thorpe Close, London, W10 5XL  
Tel: 020 8969 9105  
Fax: 020 8206 6589  
Email: administration@aukc.org.uk

### Designer

Laura Lang  
Email: laura@lanceprint.co.uk

### Advertising Sales

Laurence Rowe  
Tel: 01536 526662  
Email: laurence@lancepublishing.co.uk

### Publisher

Lance Publishing Ltd  
1st Floor Tailby House  
Bath Road, Kettering, NN16 8NL  
Tel: 01536 512624  
Fax: 01536 515481  
Email: mike@lancepublishing.co.uk  
www.lancepublishing.co.uk

### Printer

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# Foreword from the Chief Executive



and attended by around 700 people who came for a jam-packed day of activities and information. You can find a full account of the day on page 6.

After such a wonderful long summer the cold weather may have come as a bit of a shock to the system, and in this issue we have lots of information on how you can keep warm and well over the winter months. Turn to page 18 to find out how our Warm Homes Programme could make your home more energy efficient, as well as what help we can provide if you are struggling to pay your fuel bills. We are also delighted to be teaming up once again with the Kensington & Chelsea Foundation for their Winter Warmth Campaign (see page 19) which redistributes donated Winter Fuel Payments to make sure nobody is forced to choose between heating and eating this winter.

From all of us at Age UK Kensington & Chelsea I hope you have a very **Merry Christmas** and a **Happy New Year**.

Jan

Jan Halliday,  
Chief Executive,  
Age UK Kensington  
& Chelsea

Welcome to the second edition of Age Matters!

We have been really pleased to receive so much positive feedback about the first edition of our new-look magazine, and we hope you enjoy this issue just as much.

Thank you to everyone who contacted our Editor, Brooke, with comments and suggestions about the magazine. It seems the puzzle page has been a particular hit with our readers. We are always keen to hear your thoughts, so if you have any comments – positive or negative – please do get in touch.

As always the autumn has been exceptionally busy for us at Age UK K&C, with our Health Fair, AGM, Silver Sunday celebrations and Halloween tea dance all taking place in October and early November.

This year's Health Fair was a great success



# Letter to the Editor

*I thought you might like to know of the result of the Earl's Court Society's appeal to the Leader of the Council, Cllr. Paget-Brown, to consider the impact, particularly on poorer older people, of the very expensive white bag scheme for collecting green garden waste. We feel this new scheme is contrary to the Royal Borough's ethos and principles and its established planning policies regarding keeping Kensington and Chelsea green and improving the environment.*

*The sum of our correspondence with Cllr. Paget-Brown and Cllr. Tim Ahern, Cabinet Member for the Environment, is that we may put out one strong black bag of garden waste, securely tied, together with our ordinary domestic rubbish on the day of collection and it will be taken to be incinerated along with the other normal rubbish.*

*I hope you will be able to tell the recipients of our newsletter this good news.*

Many thanks,

Jennifer Ware  
The Earl's Court Society



# Health Fair 2016

**O**n Friday 7th October over 700 people came to Kensington Town Hall for a free day of entertainment, information, workshops and pampering.

Each year Age UK K&C's Health Fair brings together local organisations, community groups and businesses to celebrate everything this borough has to offer over 55s. Highlights included the live music, cookery tasters, health checks, beauty treatments, fashion show and, of course, the free lunch!

This year the event was opened by the Mayor of Kensington & Chelsea, Councillor Elizabeth Rutherford, and Louise Proctor, Managing Director of West London Clinical Commissioning Group.

We would like to say a huge thank you to all the stallholders, volunteers and staff who worked so hard to make the day a success, as well as to the Department for Work and Pensions and Holland Park School for providing such fantastic helpers on the day.

In addition to this, we would like to express our gratitude to our main sponsors: The Royal Borough of Kensington & Chelsea, West London Clinical Commissioning Group, The Key Safe Company, Peter Jones and Waitrose. Without their support the event would not be possible.

If you would like to find out more about the Health Fair and how you can get involved next year, contact **Kathe Jacob** on **020 3181 0002** or email **kjacob@aukc.org.uk**.





# Christmas Events 2016

As many of our regular readers will know, the December issue of the Age UK Kensington & Chelsea newsletter usually includes a list of all the events and lunches happening in the borough over the festive period. In recent years it has

become increasingly difficult to be able to compile this list ahead of time, mainly due to the fact that the content of the December edition of the newsletter is now prepared in early October before many organisations have been able to plan or finalise their events! However

we are happy to say we have been able to confirm the events below. We will continue to seek out details of any others, so if you get in touch in December we might be able to provide you with more information – just give us a call on 020 8969 9105.

Shutterstock user: ekler

When	Who	Where	What	Cost	Details
Sunday 11th December 6pm	Chelsea Methodist Church	155a Kings Road, London, SW3 5TX	Christmas Carol concert	Tickets are £12 (£7 concessions) in aid of Glass Door Homeless Charity	For more information, contact Carol Grocott on 020 7352 9305 or email office@ chelseamethodist.org.uk
Friday 16th December 12:30pm	Age UK Kensington & Chelsea	To be confirmed	Christmas lunch	2 course lunch and a drink - £8	Please call Deirdre McCarthy on 020 3181 0002 for more details
Sunday 18th December 12:30pm	St Cuthbert's Centre	The Philbeach Hall, 51 Philbeach Gardens, Earl's Court, London, SW5 9EB	Christmas lunch with entertainment	FREE - first come, first served	For more information, contact the Centre on 020 7835 1389
Saturday 24th December 4:30-6:30pm	Community of Sant'Egidio	To be confirmed	Three course Christmas meal and delicious cakes	FREE	Please call Silvia on 07595 931 348 if you would like to attend

## BIG LOTTERY

### Celebrate Fund

We are delighted to say that Age UK Kensington & Chelsea have been awarded money by the Big Lottery Fund to host a festive community lunch. As the numbers are limited invitations have been sent to represent different groups linked to the charity, for instance our volunteers, Friends, users and partner organisations.



## LOTTERY FUNDED



# Will you Become a Friend of

## Age UK Kensington & Chelsea?



**T**hroughout England there are more than 160 local Age UKs working to provide vital services directly to older people in their area. Whilst we work in partnership with the national Age UK, each local partner is a totally independent charity responsible for its own management and finances.

In recent years Age UK Kensington & Chelsea has grown enormously, and we now offer more services than ever to around 6,000 older people in our borough. This recent increase in demand, coupled with deep cuts in funding to the charitable sector, mean that voluntary donations are now more vital than ever.

For this reason we are extremely grateful to our Friends' Group, who make regular donations to the charity and pledge to tell their friends and neighbours about the work that we do. In return they are invited to special get-togethers, receive updates about our work and know that their support makes a huge difference to the lives of their older neighbours and friends.

Now we are asking you to help us grow this network so that we can continue to provide companionship, advice and support to thousands of older people in our community.

**As an independent, local charity, every penny raised in Kensington & Chelsea stays in Kensington & Chelsea.**

To join our Friends group, please see the form on the opposite page. All you need to do is fill it in and return it to us; we'll do the rest and send you our thanks. You can also donate at any time by using our Just Giving page: [www.justgiving.com/aukc](http://www.justgiving.com/aukc).

***For more information about our Friends' Group or any of the other ways you can support us, please contact Brooke Kerr on 020 8969 9105 or email [bkerr@aukc.org.uk](mailto:bkerr@aukc.org.uk).***



# Join our Friends' Group

After filling in your details, please complete **Section 1** OR **Section 2**

**and return to:** Age UK Kensington & Chelsea, 1 Thorpe Close, London, W10 5XL  
(if you prefix the address FREEPOST RSKB-UZUY-JAZA, you don't need to stamp the envelope).

Title:	Name:	Surname:
Address:		
Postcode:		
Tel:	Email:	

## Section 1— Regular donation to Friends' Group via standing order

☐ Yes, I would like to make a regular donation by standing order [please tick]

Your bank name:
Your bank address:
Postcode:

Name of account holder:

Account number:  Sort code:

I authorise my bank to make a gift of £

Starting on: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (DD/MM/YYYY)

And on the same date **annually/half-yearly/quarterly/monthly** (delete as appropriate) until further notice.

Signature  Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (DD/MM/YYYY)

**[Bank use only]** Account to be credited: Age Concern Kensington & Chelsea  
Account number: 43333280 Sort Code: 20-96-55  
Address: Barclays Bank, 137 Ladbroke Grove, London, W11 1PR

## OR Section 2— One-off donation

☐ I enclose my initial subscription to the Friends' Group by cheque  
Please make your cheque payable to Age UK Kensington & Chelsea

*giftaid it*

**Boost your donation by 25p for every £1 you donate! If you are a UK taxpayer, Age UK K&C can reclaim Gift Aid from tax you pay for the current tax year. In order to Gift Aid your donation, you must tick the boxes below:**

☐ I want to Gift Aid my donation of £\_\_\_\_ and any donations I make in the future or have made in the past 4 years to Age UK Kensington & Chelsea.

☐ I am a UK tax payer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year, it is my responsibility to pay any difference.

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (DD/MM/YYYY)



# Meet the Trustees

**F**ew people realise that our dedicated Trustees are actually volunteers who give up their time for free to play a vital role in making important decisions about the Charity. This feature gives you the opportunity to 'Meet the Trustees', and in this issue we are talking to Chris Morgan.



***Chris, how long have you been a Trustee and how did you become involved with Age UK Kensington & Chelsea?***

I have been a Trustee since March 2015. Having worked in local health and social services in North West London for most of my professional life, I felt I could contribute to the organisation with my clinical knowledge and experience in governance. This enables me to support Age UK K&C in the provision and development of the health and social care services that we provide.

In the preceding couple of years I had come to appreciate the work of the charity when family members had received support from their local Age UK, helping them with a range of services which supported them at home.

***What do you enjoy most about the role?***

Since joining the Board I have been overwhelmed by what I have seen of the kind and compassionate care provided by the staff and volunteers and how that care makes a real

difference to the lives of so many older people in our community. It has been a real pleasure to be involved in supporting our staff and volunteers in developing, delivering and ensuring the quality of the services we provide.

I am Chair of the Quality, Performance and Development Committee which provides assurance and recommendations to the Board about the quality and safety of the services we provide. I am also a member of the Finance and Risk Committee and relish the challenge of maintaining our resources and ensuring that they are dedicated to providing the services that our users want and need, and in line with our charitable objectives.

***What do you do when you are not busy being an Age UK K&C Trustee?***

I am a Contraception and Sexual Health specialist nurse and work for Brook, the young people's sexual health and wellbeing charity in its clinics in Brixton, Southwark and Euston. Brook provides clinical services and helps young people to make positive and healthy lifestyle choices and to improve their personal health and emotional wellbeing. I also work

as a Specialist Advisor to the Care Quality Commission. I have been involved in school governance for a number of years and am currently Chair of Governors at Oxford Gardens Primary School, a role I enjoy very much. I have recently come to the end of a nine-year term as a Governor at the Chelsea and Westminster Hospital and remain involved with the hospital as a Foundation Trust member taking every opportunity to support them in some of the very innovative work that they do.

***What do you enjoy doing in your free time?***

Whenever I have any free time I head off to the Thames in Buckinghamshire, my home county. I love being on the water come rain or shine, either boating or kayaking. My other great love is choral music; both singing and listening to live performance, and my treat to myself every year is to attend all eight concerts on the 'Choral at Cadogan' programme.

I also love to travel, both in the UK and abroad, and went south of the equator for the first time this year; there are so many places still to see!



# HEALTH & WELLBEING EVENTS

## Healthwise Events

For more information and to register for any of the events below, please contact Kate Nash on 020 3181 0002 or at [knash@aukc.org.uk](mailto:knash@aukc.org.uk)

### Carers' Get Togethers

<b>Art Workshop</b> With Megan Charles, Art Therapist, BAAT and HCPC registered	Thursday 8th Dec 1-3pm	1, Thorpe Close, W10 5XL
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### Macular Support Group

<b>Wireless for the Blind</b> Simon Parsons	Tuesday 13th Dec 2-4 pm	Earls Court Health and Wellbeing Centre, 2b, Hogarth Road, SW5 0PT
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For more information and to register for any of the events below, please contact the Dementia Team on 020 3181 0002 or at [dementia@aukc.org.uk](mailto:dementia@aukc.org.uk)

## Dementia Team Events

### My Memories Café

<b>Memory Café North</b>	First Tuesday of the month 1-3pm	£2	St Peter's Church, Kensington Park Road London W11 2PN
<b>Memory Café South</b>	Last Friday of the month 1-3pm	£2	Cremorne Sheltered Clubroom, Milman's Street, London SW10 0BY

### Gentle Exercise

<b>Gentle Exercise Sessions</b>	Every Wednesday 2.15-4pm	£2	Cremorne Sheltered Clubroom, Milman's Street, London SW10 0BY
<b>Gentle Exercise Sessions</b>	Every Thursday 2.15-4pm	£2	Salvation Army, 205 Portobello Road, Notting Hill W11 1LU

## Food & Friends Events

For more information and to register for any of the events below, please contact Deirdre McCarthy on 020 3181 0002 or at [dmccarthy@aukc.org.uk](mailto:dmccarthy@aukc.org.uk)

### Lunches

<b>Blackbird pub lunch</b>	Every Tuesday 12:30pm	Lunch and a drink - £5	Blackbird, 209 Earl's Court Road, London SW5 9AN
<b>Queen's Gate lunch</b>	Every Thursday 1pm sharp Booking essential - call Deirdre on 0203 181 0002	3 course lunch - £3	131 Queen's Gate South, London, SW7 5LE
<b>Christmas lunch</b>	Friday 16th December 12:30pm	2 course lunch and a drink - £8	Location to be arranged - Call Deirdre on 0203 181 0002 for more details
<b>Restaurant lunch</b>	Call Deirdre on 0203 181 0002 for more details	2 course lunch and a drink - £8	Once a month at a different location every month





# New EatWell Guide

Age UK Kensington & Chelsea's nutritionist, Deirdre McCarthy, runs a programme of activities around food and healthy eating. Here she tells us about the recent changes to the Eatwell Guide.

## Eatwell Guide

Check the label on packaged foods

Each serving (150g) contains

Energy	Fat	Saturated	Sugars	Salt
1046kJ 250kcal	3.0g	1.3g	34g	0.9g
13%	LOW	LOW	HIGH	MED
	4%	7%	38%	15%

of an adult's reference intake

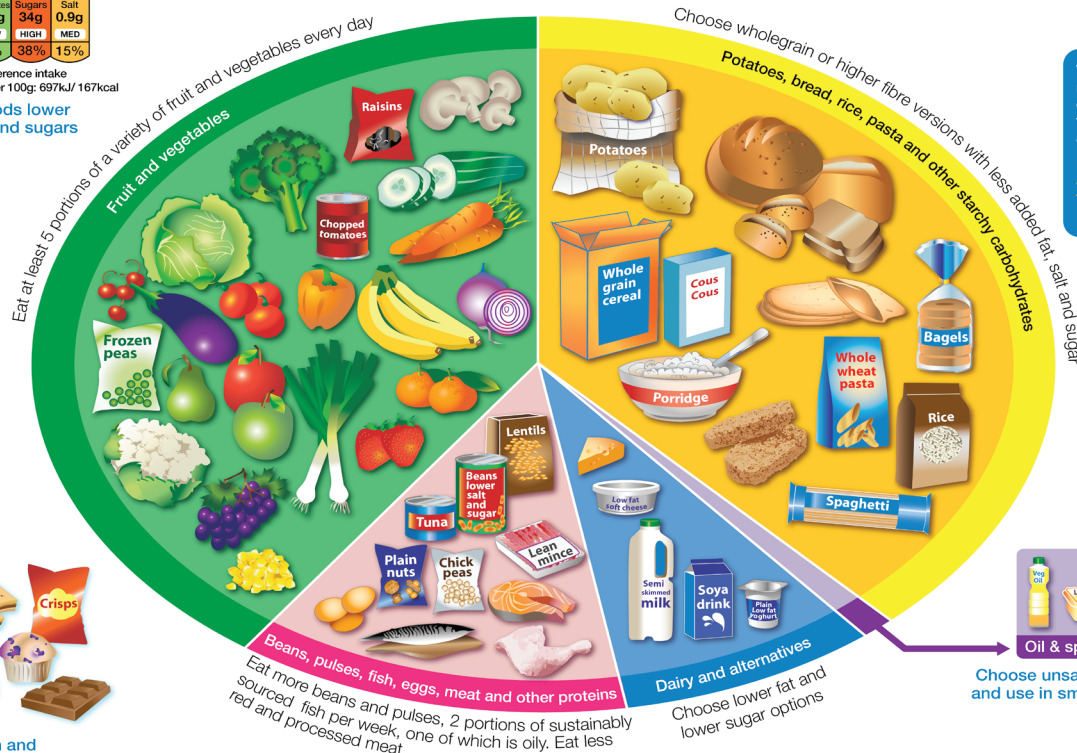
Typical values (as sold) per 100g: 697kJ/ 167kcal

Choose foods lower in fat, salt and sugars

Use the Eatwell Guide to help you get a balance of healthier and more sustainable food. It shows how much of what you eat overall should come from each food group.



Water, lower fat milk, sugar-free drinks including tea and coffee all count.  
Limit fruit juice and/or smoothies to a total of 150ml a day.



Per day 2000kcal 2500kcal = ALL FOOD + ALL DRINKS

## The New Eatwell Guide

In March this year Public Health England launched their new healthy eating model, called the Eatwell Guide. This describes the different types of foods and drinks we should consume – and in what proportions – to have a healthy, balanced diet. It replaces the Eatwell Plate which has been used since 2007.

## So what's changed?

- The new model no longer includes a knife and fork; this is to emphasise that it relates to the diet as a whole rather than every meal.
- Foods that are high in fat, salt and sugars now sit outside the main image as these should be consumed occasionally and in small amounts.
- The guide now includes a very small section of unsaturated oils and spreads (plant/vegetables oils like rapeseed, olive and

nut oils and lower fat spreads). Some fat is essential for health but, while unsaturated fats and oils are healthier choices, all fats are high in calories so should be consumed in small amounts.

It is hoped that the Eatwell Guide will help everyone to make informed choices about the foods, drinks and dietary patterns that promote good health.

*If you would like to know more about the Food & Friends Project, contact Deirdre on 020 3181 0002 or email [dmccarthy@aukc.org.uk](mailto:dmccarthy@aukc.org.uk)*



**The Big Knit** is back for 2016-17 and it's going to be the biggest one ever! Once again drinks company Innocent will be teaming up with local Age UKs across the country to put little woolly hats on their smoothie bottles, and this year the target is **2 million!**

Now in its 13th year, the Big Knit campaign helps to raise vital funds to support local and national winter

projects to help older people keep warm and well in winter through befriending visits, emergency cold weather support, warm meals and other vital services. We are calling on nimble-fingered knitters in Kensington & Chelsea to help us achieve our target of **400 hats** - for each of which Innocent will give us 25 pence.

**Get Involved (It's really simple!)**

1. Visit [www.thebigknit.co.uk/knitting-patterns](http://www.thebigknit.co.uk/knitting-patterns) to choose your design from one of our knitting patterns. For knitters who do not have access to the internet, either drop into our office or call us on 020 8969 9105 and we will send them for you. Alternatively, why not try out your own ideas; it could be

- inspired by anything from a new fashion trend to your favourite fruit!
2. Knit your hats and send them in to us at: The Big Knit, Age UK Kensington & Chelsea, 1 Thorpe Close, London, W10 5XL by **30th December 2016.**
3. Keep an eye out in stores in November 2017 when the hats you have knitted will be sold on Innocent smoothie bottles.

**Don't forget** to share your pattern, pictures and selfies with others online using the hashtag #bigknit and #bigknitkc on our Facebook ([www.facebook.com/AgeUKKandC](http://www.facebook.com/AgeUKKandC)) and Twitter (@AgeUKKandC) pages. We are very grateful for all your help, and remember to tell your knitting friends too so we can make 2017 our best year yet. **Thank you!**

# Volunteers Needed!

If you, or someone you know, can help us support older people living with memory loss we want to hear from you. Volunteering with us is truly rewarding!

It is an exciting time here for Age UK K&C's Health & Wellbeing Team. Our team is growing and so are our volunteering opportunities!

My name is Paul Higgins. I am the new Volunteer Co-ordinator for Dementia Services and I am working with my colleagues here on a whole range of services.

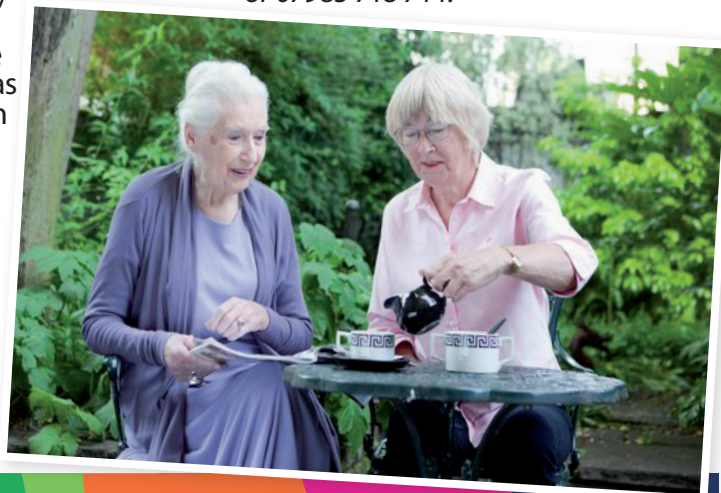
I and my colleagues, Teresa Pope and Gary Rowe, are now actively recruiting new volunteers to work within our services as Befrienders (making regular visits to older people in their own homes) and new volunteers to support people to take a walk in their neighbourhood and/or to do simple chair exercises in their own home. These services provide a vital lifeline to people living with

memory loss and/or conditions affecting mobility and balance.

We are also seeking **volunteer minibus drivers** and **volunteer escorts** to drive and accompany vulnerable older people with memory problems to and from our successful monthly Memory Cafés and weekly Gentle Exercise sessions, as well as work within these sessions. A full induction, training and support are provided for all of the above opportunities. Alongside the regular reward of working with our members

you will have ongoing support from myself and the other members of the team here.

If you would like to know more about these exciting roles, please contact me at [phiggins@aukc.org.uk](mailto:phiggins@aukc.org.uk) or call me on 020 3181 0002 or 07985 718 744.





# FRIENDS & NEIGHBOURS PROJECT

**O**ur Friends & Neighbours Project can help you to lead a full and active social life by connecting you with others with similar skills and interests. Whether you want to meet new people, try a new hobby or take a trip, we offer a huge range of events, activities and clubs to keep you busy. With the help of our dedicated volunteers, more than 250 people are involved in this project.

## Update from Ximena

What a busy summer we have had! There have been day trips to Cambridge and Bath, visits to the Tate Modern and Fulham Palace and performances such as Connaught Opera Concert at Eltham Palace and Sister Act at the New Wimbledon Theatre. We also had the opportunity to be in the audience of popular TV shows such as Rip Off Britain and the X Factor!

Particular highlights included our Summer Party at Mary Smith Court, our barbecue at Ormrod Court, Silver Sunday, the Halloween Party at Venture Centre and a Concert & Afternoon Tea with Opera Holland Park and Glendower Preparatory School.

I would like to take this opportunity to say thank you to the Royal Albert Hall for inviting us for such incredible performances over the summer. Our volunteers and members were privileged to attend Independence Day Live, Space Spectacular, Friendship



*Friends & Neighbours day trip to Bath*

Some outings or events may have to be booked in advance. If you would like to find out more about the Friends & Neighbours Project, or would like to receive the programme of events, call Ximena on 020 8969 9105

Matinee, Dance Proms, Music for Youth Proms and a Tea Dance in the iconic main auditorium.

## What's ahead?

We have a whole host of exciting things coming up over the next few months, including Britain's Got Talent auditions and the Magical Lantern Festival, as well as celebrating St Patrick's Day and International Women's Day.

A highlight will be our annual **Valentine's Party on Saturday 11th February 2017** at Venture Community Centre. Come along to enjoy a day of dancing, live music, great company and a delicious lunch.

**If you would like more information or can help us as a volunteer, please contact me on 020 8969 9105 or email [xchiesa@aukc.org.uk](mailto:xchiesa@aukc.org.uk)**

## Thank you!

I want to say a genuine thank you to everyone who has taken part in the Friends & Neighbours project this year, especially our army of volunteers and partner organisations who helped make it truly special. Next year promises to be even better with new activities, events and projects, and we will continue to work tirelessly to reduce loneliness and isolation in Kensington & Chelsea.

So from me and everyone at Age UK Kensington & Chelsea, I extend the biggest, warmest and most heartfelt Merry Christmas!



*Why not get involved? Here is a timetable of the groups we run:*

<i>Group</i>	<i>When?</i>	<i>Where?</i>
Coffee Morning	Mondays, 11.30–1pm	Mary Smith Court (17–21 Trebovir Road, Earl's Court, SW5 9NF)
Lunch Club	Second Tuesday of the month, 12.30–1.30pm	Ormrod Court (71–117 Kensington Park Road, W11 1NP)
Lunch Club	Last Wednesday of the month, 12.30–1.30pm	Evelyn Fox Court (2 Kingsbridge Road, W10 6QF)
Knitting & Crochet Club	Tuesdays, 1–3pm	St Cuthbert's Centre (51 Philbeach Gardens, Earl's Court, SW5 9EB)
Knitting Club	Thursdays, 10.30–12.30pm	Evelyn Fox Court (2 Kingsbridge Road, W10 6QF)
OLGTB* Group *Older Lesbian, Gay, Bisexual and Transgender	Second Sunday of every month, 12.30–2.30pm	For more information, call Tasio Cabello on 020 8969 9105
Spanish Speakers' Group	Fridays, 12.30–3.30pm	Chelsea Theatre (7 World's End Place, King's Road, SW10 0DR)
Bingo	Second Tuesday of the month, 2–4pm	Ormrod Court (71–117 Kensington Park Road, W11 1NP)
Bingo	Last Wednesday of the month, 1.30–2.30pm	Evelyn Fox Court (2 Kingsbridge Road, W10 6QF)
English Lessons (Intermediate/Advanced)	Mondays, 2.30–4pm	Mary Smith Court (17–21 Trebovir Road, Earl's Court, SW5 9NF)
French Lessons (Intermediate)	Tuesdays, 10–12:00pm	Thomas Darby Court (133 Lancaster Road, W11 1TT)
Spanish Lessons (Beginners)	Wednesdays, 12–1.30pm	1 Thorpe Close Meeting Room (W10 5XL)
Spanish Lessons (Intermediate)	Wednesdays, 2.30–4pm	1 Thorpe Close Meeting Room (W10 5XL)
Internet Café	Mondays to Fridays, 10–4pm	Evelyn Fox Court (2 Kingsbridge Road, W10 6QF)
Computer Lessons	Wednesdays, 10–1pm	Evelyn Fox Court (2 Kingsbridge Road, W10 6QF)
Concert & Afternoon Tea	Third Thursday every month, 2.30–4.30pm	St Cuthbert's Church (50 Philbeach Gardens, Earl's Court, SW5 9EB)



# Intergenerational Project

*Due to unforeseen circumstances, the Intergenerational Project has been put on hold for the next year. This means that for now we are only able to run a skeleton programme, but we are pleased to say that we will be continuing with the following activities:*

## **MiCommunity**

Fortnightly computer classes held at Holland Park School, where students teach Age UK K&C members using the computers in the IT suites. It is also possible to bring your own laptop. Booking required – please contact **Molly** on **020 8969 9105**.

## **One-off IT Support**

A one-off service for people who need IT assistance in their home. We have a few reliable volunteers who can visit once to help with printers, computers, telephones and televisions. Please note there may be some waiting time for an available volunteer. Contact **Molly** on **020 8969 9105** to arrange.

## **Digital Clinics**

Free monthly drop-in sessions at various locations in Kensington & Chelsea, held on the last Friday of every month. Volunteers provide one-to-one assistance with mobile phones, tablets and laptops. We

have one session in the morning (10am–12pm) and one in the afternoon (2–4pm). Contact **Molly** on **020 8969 9105** for details.

## **Computer Classes**

One-to-one weekly computer classes taught by volunteers. Booking required. For more information or to book a place please call **Ximena** on **020 8969 9105**.

## **Internet Café**

Drop into Evelyn Fox Court (2 Kingsbridge Rd, London, W10 6QF) to use their computers for free between 9am and 3pm, Monday to Friday. For more information, contact **Ximena** or **Molly** on **020 8969 9105**.

Existing partnerships between Age UK K&C members and Intergenerational volunteers will continue as normal. We have also compiled a list of other places in the borough where you can find IT support:

### **Venture Centre**

103a Wornington Road, London, W10 5YB  
Tel: 020 8960 3234 [www.venturecentre.org.uk](http://www.venturecentre.org.uk)

Free computer sessions are held on:

- Monday evenings
- Tuesday and Wednesday afternoons
- All day Friday

### **Open Age**

St Charles Centre for Health and Wellbeing, Exmoor Street, W10 6DZ  
Tel: 020 8962 4141 [www.openage.org.uk](http://www.openage.org.uk)

Open Age offers a variety of computer courses and drop-in sessions for people over the age of 50. These take place in a range of locations throughout Kensington, Chelsea, Hammersmith and Westminster.

### **Response Community Centre**

300 Old Brompton Road, London, SW5 9JF  
Tel: 020 7370 4606 [www.responseprojects.org.uk](http://www.responseprojects.org.uk)

Response Community Centre has internet and computers which can be used daily from 50p per hour. They will also be holding computer classes in March 2017.

### **NOVA New Opportunities**

2 Acklam Road, London, W10 5QZ  
Tel: 020 8960 2488 [www.novanew.org.uk](http://www.novanew.org.uk)

NOVA offer a range of computer sessions and courses taking place throughout the week. There is a charge for some sessions and you will need to register in advance. These classes are held in many different locations in the borough. See website for latest available courses. Occasionally Nova also run IT classes for people whose first language is not English.

### **New Horizons**

Guinness Trust Estate, Cadogan Street, SW3 2PS  
Tel: 020 7590 8970 [www.new-horizons-chelsea.org.uk](http://www.new-horizons-chelsea.org.uk)

New Horizons provide a series of computer drop-in sessions with volunteers on hand to provide assistance, as well as computer courses at differing levels. Please call and speak to Simon to find out more.

### **Library Services**

All of the libraries in Kensington & Chelsea have computer on which you can access the internet for free. Computer courses and classes are also held at several libraries in the borough. To book a place, please call 020 7361 3010.

### **Kensington Central Library, Hornton Street, W8 7RX**

Tuesday 10:30am–12:30pm (booking required)  
Thursday 10am–12pm (booking required) Saturday 11am–12pm & 2pm–4pm (drop in sessions)

### **Chelsea Library, Kings Road, SW3 5EZ**

Tuesday 2pm–4pm, Thursday 2pm–5pm

**Brompton Library, 210 Old Brompton Road, SW5 0BS**  
Saturday 10am–12pm (booking required)

# South Outings

**O**ur programme of South outings are for Chelsea residents of the following postcodes: SW1, SW3, SW5, SW7 and SW10.

Please contact **Sam Hatley** on 020 8969 9105 or email [shatley@aukc.org.uk](mailto:shatley@aukc.org.uk) for more information about each outing. Please note that I work from Monday to Thursday. Transport will be provided. The EXACT pick-up times will be confirmed nearer to the date of each outing.

**Tuesday 13th  
December 2016**

**St Martin's lunchtime concert**  
Yume Fujise (Violin) and Maria Tarasewicz (Piano)  
Cost: £1.50  
Pick-ups will start around 10.30am

**Tuesday 7th  
February 2017**

**Sky Garden, City of London**  
Offers wonderful views across London.  
Cost: £1.50  
Pick-ups will start around 11am

**Wednesday 1st  
March 2017**

**Cutty Sark, Greenwich**  
Cost: £12.00 (includes ticket price)  
Pick-ups will start around 10am

**Tuesday 21st  
March 2017**

**Hall Place and Gardens**  
A beautiful Tudor House and gardens on the banks of the River Cray in Bexley.  
Cost: £11.50 (includes ticket price)  
Pick-ups will start around 10am

# Hello there!

Hi there, my name is Suman Kumar and I'm the new Community Outreach Worker supporting residents on the Wornington Green estate. I'm here to support Catalyst residents through the regeneration of the estate by providing one to one support through outreach and home visits. I can connect you with local services offered by Age UK Kensington



& Chelsea and other organisations relating to health, housing, wellbeing and social activities. This role was previously carried out by Muge Ahmet.

I'm new to Age UK K&C and to this part of London, but I'm really looking forward to promoting the fantastic services already available and finding out what other activities you might like to get involved with. I have supported people in social housing for over ten years in various roles including resident involvement and community development for older

people living in extra care sheltered accommodation.

If you're over 55 and live on the Wornington Green estate I will be contacting you very soon, but if you would like to get in touch you can call me on 07825 639 764 (Tue, Wed, Thurs between 9.30am and 5.30pm) or email me on [skumar@aukc.org.uk](mailto:skumar@aukc.org.uk).



**H**ello, my name is Paul Higgins and I am the new Volunteer Co-ordinator within the Health & Wellbeing Team. I am enthusiastic about my new role recruiting, training and supporting volunteers within our Befriending service for people living with dementia. I also work

with colleagues and volunteers who are involved in our Memory Cafés and Gentle Exercise Sessions.

If you would like to get involved as a volunteer, please contact me by emailing [phiggins@aukc.org.uk](mailto:phiggins@aukc.org.uk), or give me a call on 020 3181 0002/07985 718 744. I look forward to hearing from you.



# KEEP WARM IN WINTER



*Are you struggling to pay your fuel bills or adequately heat your home? If you are an older person living in Kensington & Chelsea, we may be able to help you. Until May 2017 Age UK Kensington & Chelsea will be offering help through our Warm Homes Programme to the most vulnerable and fuel poor older people in our community. The programme consists of two parts:*

**1) Home Energy Checks** aimed at improving the energy efficiency of your property, as well as providing information on how to save energy whilst remaining warm and well. A typical energy check will take around 60 minutes in your home and will include:

- Carrying out a comprehensive 'assessment', which will include simple questions on your energy use, type of heating and the insulation on the property.
- Installing simple and practical energy efficiency measures, such as basic draught proofing and energy saving light bulbs.
- Offering personalised information and practical tips on the negative effects of living in a cold home on

your health, and how to conserve energy whilst keeping warm.

**2) 'Benefits take-up' sessions** providing information and advice on benefits, money and related issues, with the aim of maximising income by ensuring you are claiming the benefits you are entitled to and getting the support you need to live independently. Benefits take-up sessions will include:

- A benefits check covering pensions, means-tested benefits and disability related benefits.
- Supporting claims for Warm Home Discount scheme (WHD) where appropriate.
- Information and advice around energy efficiency and possible cost savings (including

switching providers).

- Looking at possible grants and support schemes/services for referrals, such as the Kensington & Chelsea Foundation's Winter Warmth Campaign featured on the opposite page.

If you would like more information on the Warm Homes Programme, please get in touch:

☞ For **Home Energy Checks**, contact **Sharlene Glover** on **020 8969 9105** (Tues-Fri) or [sglover@aukc.org.uk](mailto:sglover@aukc.org.uk).

☞ For **advice on benefits** and saving on **fuel energy costs**, contact the Age UK K&C information & Advice team on **020 8969 9105** or [information@aukc.org.uk](mailto:information@aukc.org.uk).

# HEATING OR EATING?

## Could you donate your Winter Fuel Payment?

**T**he Winter Fuel Payment of £200-£300 is given to all older people and some need it more than others. The Kensington & Chelsea Foundation's **Winter Warmth Campaign** encourages local older people, who can afford it, to donate their Winter Fuel Payment to them. They then redistribute every single penny raised to vulnerable older people in the Borough to help them cope with their winter fuel bills.

The Kensington & Chelsea Foundation works closely with Age UK Kensington & Chelsea, as well as our local Citizens Advice and Nucleus Legal Advice Centre, who not only help with referrals, but also offer wider care and expert advice to those in need.

## Removing fear of fuel costs

When staff from Age UK K&C visited Mr D, his gas bill revealed that no units had been used. He had switched the gas off because he couldn't afford to pay the bill. As well as using no gas, Mr D was also restricting his use of electricity. He lived off sandwiches and cold food. The Kensington & Chelsea Foundation was able to help Mr D with a grant for £500 which gave him the confidence to switch on his energy supply and keep warm.



**As winter approaches, please help by supporting this Winter Warmth Campaign. Your gift will:**

- ✓ Help older people deal with the impact of high energy bills over the winter period.
- ✓ Reduce the need for people living in our Borough to choose between heating and eating.
- ✓ Help provide people with advice on energy efficiency and other areas of concern.

## Need help?

If you are struggling or worried about paying your own fuel bills, please contact one of the Kensington & Chelsea Foundation's Winter Warmth partners for advice:

Age UK K&C Information & Advice Team:  
020 8969 9105  
[information@aukc.org.uk](mailto:information@aukc.org.uk)

Angela Sheeran, Citizens Advice:  
0300 330 1174 / [angela.sheeran@kensingtoncab.org.uk](mailto:angela.sheeran@kensingtoncab.org.uk)

Baljit Badesha, Nucleus Legal Advice Centre, 020 7373 4005  
[baljit@nucleus.org.uk](mailto:baljit@nucleus.org.uk)

**To find out more or make a donation, please contact:**

The Kensington & Chelsea Foundation 111-117  
Lancaster Road London W11 1QT.  
Telephone:  
0207 229 5499



# Puzzle Page

## Wordsearch

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

BLACK ICE	ICE FISHING	SNOW SHOVEL
BLIZZARD	ICICLES	SNOW TIRES
BOOTS	KNIT CAP	SNOWBALL
CARNIVAL	LONG UNDERWEAR	SNOWBOARD
CHRISTMAS	MITTENS	SNOWFLAKE
COLD	OLYMPICS	SNOWMAN
EGG NOG	PARKA	SNOWSHOES
FIREPLACE	SCARF	SOLSTICE
FIREWOOD	SEASON	SOUP
FOG	SKATES	STEW
FREEZE	SKI DOO	STORM
FROST	SKI PANTS	SWEATSHIRT
GLOVES	SKIING	TOBOGGAN
HAIL	SLED	VACATION
HEADBAND	SLEET	WIND CHILL
HIBERNATION	SLIPPERY	WOOL SOCKS
HOCKEY	SNOW CASTLE	
HOLIDAYS	SNOW PLOW	

## Quiz

Test your general knowledge with this quick quiz...

Turn to page 23 for the solutions

- 1 The North pole, said to be Santa's home, is located in which Ocean?
- 2 Marzipan is made mainly from sugar and the flour or meat of which nut?
- 3 Who is the narrator of the 2000 film, 'The Grinch who stole christmas'?
- 4 What is the birth sign of people born on 25th December?
- 5 Christmas crackers was the first christmas edition of which popular UK comedy series?
- 6 Which poem written by Clement Moore was originally titled 'A visit from Saint Nicholas'?
- 7 The character Jack Skellington appears in which 1993 Tim Burton film?
- 8 How many points does a snow flake have?
- 9 Where did christmas trees originate from?
- 10 What's lucky to find in your christmas pudding?



## Sudoku The game of logic

7	3				5			
	4			6				
		1			9		5	
	5				1		9	2
				4	7	5		8
3				7	2			
6	9					2		
			6	3		4		

## Riddle

You will Always find me in the **past**. I can be created in the **present**, but the **future** can never taint me.

**What am I?**

# Annie's View

## 'Glass Half Full'

*"...I am now back to being positive about all or most things!"*

*Writer and Age UK K&C member Annie Redmile shares her 'story of ageing' and some of the discoveries she has made along the way.*

**I** have always been a 'glass half full' girl! I may have lost that ability just for a while when I hit 60, but I am now back to being positive about all or most things!

I was struck when I saw a friend recently, who has just retired, about how it can take some time to adapt to change and a new life. She was having some problems, in particular about adapting to a different regime governing time. Her regular work pattern had centred on very early starts. Although she no longer had to rise early, and her mind tried to tell her that, her body was telling her something different!

I thought about this quite a lot. I understand how different life becomes when you reach a point in time where you no longer HAVE to do things that you don't want to do. It took me quite a time to adapt to this. I carried on feeling 'guilty' for too long. I couldn't just get up late and do what I wanted to do – could I? Yes I could, and I can, and the world won't end if I decide to have a really lazy day.

The precious commodity I now have is 'time' – time to really think things through and do things 'my way'.

And really thinking things through carefully is helping me budget as well. Let me illustrate this. I wanted a new kettle. The existing one was ageing, heavy and I always boiled too much water – adding to my electricity bill, as a picky friend told me one day. After quite a lot of research I found a device that just boils one cup or pot at a time at the touch of a button.

Several companies are selling them – and I found this one in a catalogue from a company based in Bishops Stortford. Collecting catalogues has become a little bit of a habit. I suppose it enables me to do the equivalent of 'window shopping' – 'shopping by page'.

Using the same approach, I came across something else. This time I found a device that filters water and chills it at the

same time. It tastes good and I no longer have to bother buying heavy bottles of water and sticking them in the fridge.

I am now using my time productively and enjoyably doing the research – and I would encourage anyone to do the same. As we get older it seems to me these companies find us! But of course we have the time to be discerning.







# OPEN AGE

## life's just begun

Open Age provides over 380 activities a week for anyone over the age of 50. Activities take place across the borough and include physical activities, socials, trips, lunches, languages, IT courses, creative and performing arts, employment support and much more. For more information, call 020 8962 4141 or go to [www.openage.org.uk](http://www.openage.org.uk).



## Conversations about health

Open Age is running a new programme called 'Conversational Health Cafés'. These sessions will provide an opportunity to learn more about the health service and who to contact when you feel unwell, as well as help people to improve their understanding of health and staying healthy. Specifically designed for people with English as a second language, the course will be a fun and free way to improve your English, feel more confident accessing health services and be a great opportunity to meet new people!

The classes are completely free and run for six weeks at North Kensington Library, Paddington Library and Queen's Park Library. Refreshments will be provided! For more information and to enrol on the course, please call **Russell** on **020 8962 5583** or **Emma** on **020 8962 5590**.

# THE GREAT OPEN AGE BAKE OFF!

**J**oin us for our SEVENTH delicious Bake Off as we sell homemade baked goods, raise money for The Second Half Centre and have lots of fun! All donations are greatly appreciated so if YOU love baking, why not showcase your favourite recipes? Or, if you just love cake,

pop along and grab a slice (or two!).

There will also be competitions and prizes available on the day, so please bring along your friends and family for an afternoon of delicious cake, refreshments and lots of fun fundraising! All profits received will go to Open Age.

*Monday 12th December, 12-3pm*





# My Care, My Way

**T**he integrated care service for those aged 65 and over has launched a dedicated website to explain all aspects and benefits of the My Care, My Way service.

Park and Paddington wards of City of Westminster council, visit [www.mycaremyway.co.uk](http://www.mycaremyway.co.uk) to find out more about how the service can be of help to keep you well closer to home.

experience of My Care, My Way:

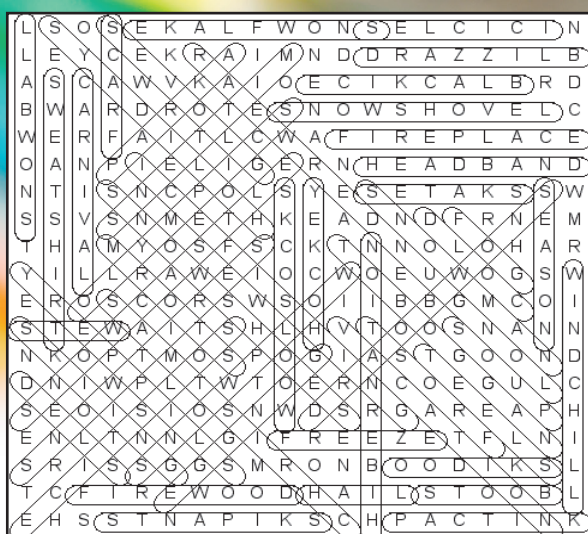
- About the service
- Benefits for GPs and health professionals
- Benefits for patients
- Explaining Self Care.

If you are over 65, or care for someone over 65, and are living in the boroughs of Kensington & Chelsea and the Queen's

The website launches four new videos to explain specific areas of the service in which local GPs, staff and patients talk about their

The website has been designed to work on mobile devices as well as on desk computers.

## Answers & Solutions from page 20



7	3	2	8	1	5	9	4	6
5	4	9	7	6	3	8	2	1
8	6	1	4	2	9	3	5	7
4	5	6	3	8	1	7	9	2
2	7	8	5	9	6	1	3	4
9	1	3	2	4	7	5	6	8
3	8	4	9	7	2	6	1	5
6	9	7	1	5	4	2	8	3
1	2	5	6	3	8	4	7	9

**Riddle: History**



1. Arctic Ocean
2. Almond
3. Anthony Hopkins
4. Capricorn
5. Only fools and horses
6. The night before christmas
7. The nightmare before Christmas
8. Six
9. Latvia
10. A six pence



# ***Free Basic Foot Care Service***

**Do you need support with cutting your toenails? If so, we may be able to help.**

- You may be eligible for this service if you are aged 55 or over **and** live in Kensington & Chelsea.
- The service is currently available at a selection of local venues, or we can visit you at home if you need us to.



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For more information, please call us on **020 8960 8137** or visit [www.aukc.org.uk](http://www.aukc.org.uk)