

**Royal Parks Half
Marathon 2019**

**Be Aware of
Scams!**

Services for Older
People

Upcoming
Activities & Events

December 2019-January 2020

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Love Later Life | December 2019 & January 2020

Welcome from our CEO

Welcome to the Festive Edition of the Age UK Kensington and Chelsea Newsletter! As you will see, there are lots of exciting activities and events planned over the next couple of months. Now we are drawing nearer to Christmas, one of our Dementia support workers, Vasiliki Katsouri has written a very thoughtful piece on Living with Dementia at Christmas. It contains some great tips on how to make what can sometimes be an overwhelming time as enjoyable as possible.

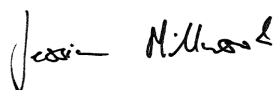


We're also looking at Scams in this edition and best ways to spot and avoid them. I was shocked to learn that over 65s are three times more likely to lose money to fraudsters than to be burgled. In 2018, 1315 reports of Fraud and Cyber-crime were made to Action Fraud by residents of Kensington and Chelsea with an average of £10,000 per victim. The figures are bad, but we can fight back against the fraudsters by knowing what to look out for. Most importantly, remember that fraudsters like to pile on the pressure, so don't be rushed into anything, and if something doesn't feel right, just hang up the phone or close the door.

As we near the end of the year, we've been in reflective mood, looking back over 2018-2019. We've included some of the highlights in this Newsletter, and looking back we felt pretty proud of all the things that had been achieved. A lot has happened but there is still so much more to do, and we're always looking for new ways to support and empower older people in Kensington and Chelsea to stay independent, safe, happy, healthy and connected. If you have any ideas, do get in touch. We always love to hear from you!

Our next Newsletter will be a Special Love Edition in February. We'll be holding our Valentines Party and I'm already working on my Valentines Quiz questions! See you in February!

Best wishes,



Jess Millwood, CEO

Royal Parks Half Marathon Success

The Royal Parks half marathon started in 2008 as a way to set up as an annual fundraising initiative, raising sustainable funds for the Royal Parks to support London's eight Royal Parks, and enabling charities of all sizes to be involved in a major challenge event. It has now become an annual event that is on its 11th year of existence and runs through four of the eight London Royal Parks. (They are; Hyde Park, Green Park, St. James's Park and Kensington Gardens.)

Over the last eleven years the event has exceeded all expectation in raising nearly £43 million for around over 1,000 UK charities.

This year was Age UK Kensington and Chelsea's first time taking part in the Royal Parks Half Marathon. We would like to thank all of the 11 amazing runners who ran for us. Some of whom volunteer with us and all finished around the two and a half hour mark, which is an amazing accomplishment.



Georgina Dumler (picture) is a volunteer at our charity, being an avid runner; she used to participate in marathons and half marathon in her 30's. Now in her 60's she stays fit by running 5 miles each week, and also taking part in spin and body pump classes.

She took on the ambitious task of training for the 13.5 miles of the half marathon in 7 weeks to support Age UK K&C and give herself "a fitness challenge to work to."

She did an amazing job of finishing the half marathon in 2.24 hours, and had this to say about her experience: "At 8 miles I regretted not having done any runs longer than 7 miles in training! I found it pretty tough from then on. But it was a great course, very well organised and good support from Age UK!"

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Kiyomi Ran (left) heard about the event from her partner, Alex (right) who is a volunteer with Age UK Kensington & Chelsea. She has plenty of experience running half marathons and marathons and has been an avid runner for the last three years.

She wanted to run for Age UK Kensington & Chelsea because the work we do was very important to her and Alex “since aging is one of the few inevitable things in life. We understand how important companionship is in old age (as Alex has seen it through his volunteering) and we hope that one day, when we are old, we will still be able to maintain independent and active lives.”

Kiyomi did an amazing job in the half marathon, managing to maintain a steady pace all the way, and finishing in 2.12 hours.



Kirsty (left) and Graham (right) Vernon ran the half marathon as a couple. They have previous experience running and have run for Age UK for the past few years. This year they finished in 2.31 hours, raising over £500 on Justgiving!

They had this to say regarding why they wished to fundraise for Age UK Kensington & Chelsea: “...we believe that with an increasingly aging population everyone needs more support as they become older, whether that's with getting advice or just having someone listen & talk to them. Age UK provide a great service and provide assistance in the local community and that makes a real difference to people's lives and reduces the isolation that many older people have nowadays.” (Graham)



Zoe Nation (right) and Sammy Newell (left) who also ran on behalf of Age UK Kensington & Chelsea, both finished the half marathon in 2.26 hours.. Here they are at the start up line!

We would also like to send a special thanks to Nick North, Lauren Barwell, Dana May, Rachel Bedford, and Marine Leduc-Soudan for fundraising on behalf of Age UK Kensington & Chelsea. Also a thanks to Makayla Drummond-Murray for running in place off Dana who was unable to run.

Be Aware of Scams!

What is Friends against Scams?

Friends Against Scams is a National Trading Standards Scams Team initiative which aims to protect and prevent people from becoming victims of scams by empowering people to take a stand against scams.

Friends Against Scams is designed to inspire action, highlight the scale of the problem, change the perceptions of why people fall for scams and make scams a community, regional and national topic.

By attending a Friends Against Scams awareness session or completing the online learning, anyone can learn about the different types of scams and how to spot and support a victim. With increased knowledge and awareness, people can make scams part of everyday conversation with their family, friends and neighbours, which will enable them to protect themselves and others.

Anyone can be a Friend Against Scams and make a difference in their own way.

For more go to www.friendsagainstscams.org.uk

What to look out for?

Scams come in many forms; uninvited contact is received by email, letter, and telephone or in person making false promises to con victims out of money. There are many of these sorts of scams but some of the most common are fake lotteries, deceptive prize draws or sweep stakes, clairvoyants, computer scams, and romance scams. The criminals attempt to trick people with flashy, official looking documents or websites, or convincing telephone sales patter, with the aim of persuading them to send a processing or administration fee, pay postal or insurance costs, buy an overvalued product or make a premium rate phone call. Doorstep Scams are crimes carried out by bogus callers, rogue traders and unscrupulous sales people who call, often uninvited, at people's home under the guise of legitimate business or trade.

Where to get help?

Citizens Advice Consumer Service

Citizens Advice Consumer Service can offer support if you or someone you know has been scammed. They will give you advice on what to do next.

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You can visit the website (www.citizensadvice.org.uk) or call Citizens Advice Consumer Service on **03454 04 05 06**.

Action Fraud

Action Fraud is the UK's national reporting centre for fraud and cyber-crime where you should report fraud if you have spotted a scam or have been scammed, defrauded or experienced cyber-crime.

You can visit the website (www.actionfraud.police.uk) or call Action Fraud on **0300 123 20 40**.

Mail & Telephone Preference Service

To reduce the amount of junk mail you receive register for free with the Mail Preference Service.

The Mailing Preference Service (MPS) is a free service to enable consumers to have their names and home addresses in the UK removed from lists used by the industry.

Register on the MPS website (www.mpsonline.org.uk) or by calling **0207 291 3310**.

To help stop marketing phone calls register for free with the Telephone Preference Service.

The Telephone Preference Service (TPS) is a free service. It is a legal requirement that all organisations (including charities, voluntary organisations and political parties) do not make calls to numbers registered on the TPS unless they have your consent to do so.

Some scams pose as the TPS and may contact you requesting you to renew your TPS registration at a cost. Remember the TPS is a free service and any call trying to charge you for it is a scam.

Register on the TPS website (www.tpsonline.org.uk) Contact the TPS on **0345 070 0707**.

The Police

If you encounter a person carrying out a doorstep scam and their behaviour is threatening then you can call the emergency services for immediate support, if there is no immediate danger you can contact your local police.

You can call the emergency services on **999**.

You can call your local police force on **101**.

Or visit the website www.police.uk

Age UK

Age UK run a Freephone service offering advice and information on money, care and health.

You can visit the website (www.ageuk.org.uk) or you can call Age UK on **0800 055 6112**.

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The At Home service team of 23 carers provided an average of 280 hours a week of care to service users in the Borough. Basic Foot Care provided 3,700 free appointments.

36 Health talks were delivered to 15 different organisations in the Borough. 738 Exercise at Home and Walking support sessions were delivered.

We are part of an innovative pilot programme at Chelsea and Westminster Hospital where we have a Health and Social Care Assistant based. They have facilitated new referrals to My Care My Way and improved information sharing between the community and the hospital. He has worked with 247 patients so far since being appointed in 2018.

Health & Social Care Assistants in total have provided support to 7,596 people over 65 years old in 37 GP surgeries across West London.

The Safe at Home project helped 80 people by removing trip hazards to reduce falls in their homes.



Health & Wellbeing

Highlight year 20

Adding Value



2 staff members have taken part in the 'Go the extra mile' marathon and raised £4,681 towards helping combat loneliness and isolation.

We received £14,700 from several trusts and foundations primarily towards activities and events; and £969 in individual donations.

Our volunteers provide key support in a range of activities such as practical support, companionship, shopping trips escorting, groups and much more!

The Dementia Advisor received referrals bringing her caseload to 104. She made 104 onward referrals, 104 to UK K&C and to external organisations.

13 volunteers supported by the Octavia Foundation supported 125 clients. Garden Guernsey the Octavia Foundation supported 125 clients.

Volunteers provided decluttering. 104 supported 35 clients. 104 hours of volunteering.

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The Friends and Neighbours programme has been working in partnership with around 50 community organisations and over 15 corporate partners to connect isolated people with their community and support them to join activities.

56 Regular volunteers escorted 154 people to get to 772 appointments, activities and events, 1380 hours across the year.

Approximately 180 volunteers have spent 16,000 hours in making a difference to older people in the borough.



Connecting Communities

40 Volunteers have made regular visits to 50 older people bringing companionship to some of those most isolated in the Borough.

459 Clients attended over 488 activities and events. These were supported by 34 regular volunteers and around 369 corporate volunteers.

Results of the 2018/19

Information and Advice supported 591 people with 1,228 enquires. The team managed to bring around £550,000 to local residents in unclaimed benefits.

Our Carnival Getaway took 42 people who live on the Carnival route to Eastbourne whilst the Notting Hill Carnival took place, for a fun and relaxing weekend.

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...y 3 staff members ...ndy person tasks ...ardians, funded by ...upported 14 clients.

...ided 106 hours of ...4 shopping trips ...ents through 1,800 ...ering.

Staying Independent



Through the One to One Dementia service 103 referrals were received, 1,558 sessions delivered and 12 trips made throughout the year. In total we were supported by 15 dementia befriending volunteers with a further 30 volunteers assisting across our Memory Cafés and Exercise for the Mind.

“The most wonderful time of the year”

With preparations for Christmas underway we asked a Dementia Support Workers, Vasiliki Katsouri, about the impact family gatherings can have on someone with dementia and how to reduce stress for everyone.

I visited Mrs Dean who is an independent lady living with dementia. She has a large caring and supportive family who enjoy inviting her over for family get-togethers. For Christmas Day, Mrs Dean would usually be picked up in the car and spend the festivities with her relatives in the company of plenty of excited children.

As the dementia progressed, Mrs Dean told her family that she wanted to start spending Christmas alone. She simply could not cope with the sensory overload and the difficulty in following conversations with the hubbub of her relatives and friends enjoying Christmas in the background. Mrs Dean simply found it all too stressful and exhausting.

Mrs Dean's family found it difficult to understand her wish not to join them for Christmas Day. However once they heard how overwhelming an experience it is for her, they agreed a compromise. Mrs Dean would stay at home with a few family members popping in on Christmas Day morning for a quiet and relaxed exchange of presents over breakfast.

Learning from Mrs Dean's experiences, here are some top tips to help make the festive period enjoyable for people with dementia:

- It is important to listen to the person with dementia about how they would like to spend Christmas. Consider how they have celebrated past Christmases and what is realistic for both you and them.
- Involving the person in meal and table preparations can help them feel included and useful improving their self-esteem.
- Plain dinner plates will assist the person with seeing the food on their plate. Don't be tempted to overload the plate, as this can be overwhelming.
- Be prepared to introduce and reintroduce family members to assist the person with recognising relatives.
- Help the person to join in with conversations by keeping a check on background noise levels.

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Age UK Kensington & Chelsea is an independent, local charity working at the heart of the community to ensure older people's voices are heard, their needs are met and their independence is supported. We have a real difference to the lives of thousands of older people in our borough by providing practical and emotional support.

Services

Information & Advice

Age UK Kensington & Chelsea offers a free and confidential information and advice service for older people, their families and carers.

We can provide assistance with a number of issues including:

- Benefits and income maximisation - we can help make sure you are receiving everything you are entitled to.
- Health and disabilities
- Housing
- Social care needs
- Advice on energy efficiency and fuel poverty - we may be able to help if you are struggling to pay your energy bills
- Assistance with form filling

We provide a generalist information and advice service, as well as casework to deal with more complex enquiries.

Please note: we do not provide advice on immigration or consumer debt.

How to access the service:

We offer appointment, telephone, outreach and home visit services.

Our Information & Advice office is based on the ground floor at 1 Thorpe Close, London, W10 5XL

Telephone advice is available Monday to Friday, 9:30am - 5pm (closed for lunch 1-2pm) depending on the availability of our advisers. Please call **020 8969 9105** and ask for the **Information & Advice team**.

Volunteering with Age UK Kensington & Chelsea

Volunteering is an excellent way to give back to your community and gain new skills. There are lots of different ways you can get involved as a volunteer. Depending on the project, we will ask for a short, medium or long term commitment. You will have the opportunity to meet new people and the pleasure of knowing you are helping others who need it.

Anyone who is over the age of 16 with time to spare is welcome to apply to be a volunteer. Our volunteers are as diverse as the community we serve, ranging in age from 16 to 92. All you need is enthusiasm and a bit of time and we will provide the rest!

There If you would like to get involved or find more about it, please contact **Teresa Pope** on **020 8969 9105** or by email volunteer@aukc.org.uk.

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Dementia & Memory Loss

If you, or someone you know, are aged over 55 and a Kensington & Chelsea resident living with dementia or memory difficulties, we can offer support and advice in a range of ways, both in groups and on a one-to-one basis.

Group Support

Memory Cafes

Our Memory Cafés are monthly gatherings for people with memory difficulties and their friends and family. They provide a great opportunity to socialise and lunch is provided. It is a safe place to connect, socialize, share resources, create and support one another.

To find out more and to arrange transportation, please contact **Mandy Andrews** on **020 3181 0002** or email at mandrews@aukc.org.uk

Date	Event	Venue
December 3rd 2019	North & South Christmas party with Christmas songs & dancing	St Peter's Church, Kensington Park Road, W11 2PN
January 7th 2020	Arts & Crafts	St Peter's Church, Kensington Park Road, W11 2PN
January 31st 2020	Arts & Crafts	Cremorne Club Room, Millman's Street, SW10 0BY

Exercise for the Mind

Our Exercise for the Mind project is a twelve week group exercise course for people with dementia and memory loss. These sessions are held on a weekly basis and make up a structured programme designed to improve mobility, whilst also providing the opportunity to socialise and enjoy yourself.

For more information about Exercise for the Mind, contact **Jo Reilly** on **020 3181 0002** or email jreilly@aukc.org.uk.

We are currently able to provide transport to both of these groups for those who need it.

One to one support

Dementia Support Workers make weekly visits to people with dementia to support you to pursue your interests, maintain independence and retain social contacts.

Dementia Advisors: If you have been recently diagnosed with dementia, our Dementia Advisor can provide support to you and your carers or family to navigate local services.

For more information on one-to-one support, contact the Dementia team on **020 3181 0002** or email dementia@aukc.org.uk.

Simple DIY service

Our Practical Help service is open to Kensington & Chelsea residents over the age of 55 who need some help with small tasks around the house. This service is free of charge, however donations are always welcome.

Which jobs can our Practical Help volunteers help with? Examples include:

- Fitting spyholes and door chains on your front door (people who live in sheltered accommodation will need to ask for permission from the housing provider before fitting a door chain)
- Hanging mirrors and pictures
- Fixing hinges in cabinets or cupboards
- Fitting curtain rails on the wall
- Taking down your curtains and putting them back again after they have been washed
- Putting up shelves
- Assembling flat pack furniture
- Simple draught proofing of doors and windows
- Packing draught proofing of doors and windows
- Replacing lightbulbs and fuses



Please note our volunteers cannot carry out any tasks for which you would need a professional electrician, plumber, decorator, carpenter or locksmith.

If you would like more information, contact [Guy Simpson](#) on **020 8969 9105** or email gsimpson@aukc.org.uk.

Befriending, Escorting, Exercises At Home and Walking Support.

Escorting

If poor mobility prevents you from getting out and about, our volunteer Escorts may be able to help by lending an arm or pushing your wheelchair.

The Escorting service is open to people aged 55 and over who are residents of Kensington & Chelsea, who need a bit of help getting to a one-off appointment or visit.

Where can I go with a volunteer?

Our volunteers can help you get to a range of destinations on foot, by taxi or on public transport, including:

- Doctors' or hospital appointments
- To the shops - for groceries, clothes etc. (please note volunteers cannot do your shopping without you)
- The bank or Post Office
- Other appointments e.g. hairdressers'
- To activities and events, for example concerts or exhibitions

If you would like more information about our Escorting service, please contact [Will Porter](#) on **020 3181 0002** or email wporter@aukc.org.uk.

What is befriending?

Our Befriending volunteers help to combat loneliness and isolation by making regular visits to older people in their homes, providing companionship and a listening ear.

Who is the service for?

This service is open to residents of Kensington & Chelsea who are aged 55 and over. If you find it difficult to get out and about, and are on your own for long periods of time, a volunteer befriender could be right for you. If you think you or someone you know would benefit from a volunteer Befriender, please contact **Will Porter** on **020 3181 0002** or email wporter@aukc.org.uk.

Exercises At Home and Walking Support

Participating in a series of chair based exercises in you own home or being accompanied on a short walk in your community with an assigned volunteer for an hour per week for ten weeks.

Seated Exercises

If you struggle to exercise on your feet due to a long-term illness, seated exercises can improve your mood and is found to be beneficial for your mental health. A series of repetitive movements while sitting down will help improve your posture and balance. You can also use resistance bands to strengthen your muscles if you feel ready.

Walking Support

Walking support can help to increase confidence and fitness levels enabling the person to move on to other physical activities. The regularity of the walks can facilitate an improved sense of wellbeing as it will provide a regular opportunity to leave their home and to socialise with other people.

Exercise improve the strength and tone of your muscles. This mean you are less likely to have an accident or a fall and injure yourself. As well as these benefits, regular exercise can help:

- Your ability to continue with everyday activities and be independent
- Your brain - how well it works and your memory
- Your sense of wellbeing and self-esteem

If you feel that you would benefit from our services and are registered with a GP practice all you have to do is get in touch with your local Health and Social Care Assistant or contact Age UK Kensington & Chelsea who will register you onto the system and a member of the Age UK K&C team will be in contact to arrange an assessment date and visit.

If you would like more information, please contact **Ranvir Ryatt** or **Jo Reilley** on **020 8969 9105** or by email at rryatt@aukc.org.uk / jreilly@aukc.org.uk.

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Health & Strength

The Kensington Macular Support Group meets second Thursday of each month between 1 and 3:00 pm at the Essex Unitarian Church, 112 Palace Gardens Terrace, W8 4RT.

December 12th : Andrew Hatch from Transport for London's Accessibility Team will talk about support for people with visual impairment and other mobility issues to use public transport.

January 9th: Mark Sturgess from Optelec will demonstrate equipment to support people with age-related macular degeneration make the best use of their vision.

Contact **Kate Nash** on **0208 969 9105** or by email **knash@aukc.org.uk** for details.

Group shopping trips

How do the group shopping trips work?

If you cannot use public transport due to disability or frailty, you may be able to join our group shopping trips. Trips are run every Wednesday and Thursday and a mini-bus will pick you up from your home and take you to a local supermarket. Who can go on the trips?



The service is open to people who are:

- 55 and over
- Residents of Kensington & Chelsea
- Unable to use public transport and find it difficult to carry heavy shopping bags

How much does it cost? The charge for each round trip is £2 as a contribution for the transport.

If you would like more information about our Shopping Service, please contact **Guy Simpson** on **020 8969 9105** or email **gsimpson@aukc.org.uk**.

Supermarkets:

3rd December	Southside Wandsworth Shopping Centre
4th December	Sainsbury's Imperial/ Fulham Wharf
5th December	Tesco's Warwick Road
11 th December	Tesco's Warwick Road
12th December	Sainsbury's Ladbroke Grove
18th December	Sainsbury's Imperial/Fulham Wharf
19th December	Sainsbury's Ladbroke Grove
23rd December	Tesco's Warwick Road
3rd January	Tesco's Warwick Road

8th January	Sainsbury's Imperial/Fulham Wharf
9th January	Sainsbury's Ladbroke Grove
15th January	Tesco's Warwick Road
16th January	Tesco's Warwick Road
22nd January	Sainsbury's Imperial/Fulham Wharf
23rd January	Sainsbury's Ladbroke Grove
29th January	Tesco's Warwick Road
30th January	Tesco's Warwick Road
5th February	Sainsbury's Imperial/Fulham Wharf

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Get Together for Carers

Are you caring for another person who has a long term health condition? Age UK K&C organizes events for carers. Respite care is available.

Time and location varies. Events include information workshops, visits to art galleries, guided walks and coffee meet ups. There is also a support group for male carers.

To find out more or put your name on the mailing list: Contact **Kate Nash** on **020 3181 0002** or by email **knash@aukc.org.uk**



Tuesday November 26th 11:00 am

Visit to Dennis Severs House

Dennis Severs house at 18 Folgate Street Spitalfields is more than just a time capsule. It is both a breath-taking and an intimate portrait of the lives of a family of Huguenot silk-weavers from 1724 to the dawn of the 20th Century. As you follow their fortunes through the generations, the sights, smells and sounds of the house take you into their lives.

At the time we are visiting the Annual Christmas Installation will be in place.

There will be a suggested charge of £7 for this visit.

Thursday January 23rd 2020, 1:15 to 3:15 pm

Angela Fox from Age UKs Information and Advice Service will answer questions about issues of relevance to unpaid carers.

Essex Unitarian Church, 112 Palace Gardens Terrace, W8 4RT, close to Notting Hill Tube. Bus routes 52, 452, 328, 28 and 7.

A light lunch will be served.

Tuesday February 25th 2020, 10:30 am to 12 noon

Visit to Tate Britain with Mary Attwood, art historian and mindfulness teacher

Mary will guide us in a visit to Tate Britain to look at a small selection of inspiring works of art. We will share our reactions to them as well as hearing more about the history of each painting.

Followed by coffee

Tuesday March 31st 2020, 11:00 am to 1:00 pm

Sunita Ahmed from Healthwatch will talk to carers about standards for long term care homes and home care.

Essex Unitarian Church, 112 Palace Gardens Terrace, W8 4RT, close to Notting Hill Tube. Bus routes 52, 452, 328, 28 and 7.

Light refreshments will be available.

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Meet-Up Groups

Peter Jones, Sloane Square in the café on the top floor

Pop in for a cup of coffee and chat with other carers. Meet second Friday of each month between 10:30 and 12 noon. The dates in 2020 will be Friday January 10th, Friday February 14th and Friday March 13th. Meet top floor café at the table near the top of the escalator.

Men's Group

Meets first Tuesday of the month at 10:30 am in Café Nero, Ladbroke Grove. The dates in 2020 will be: Tuesday January 7th, Tuesday February 6th and Tuesday 5th March.

Notting Hill

Meets third Friday of the month between 10:30 am and 12 noon at Paul Rhodes Bakery, 26 Notting Hill Gate W11 3HX (Corner of Linden Gardens). The dates in 2020 will be Friday January 17th, Friday February 21st and Friday 20th March.

If you are interested in attending any of these events, please register by calling **Kate Nash** on **0208 969 9105** or **07508 327970** or **knash@aukc.org.uk**.

Respite Care

Carers can apply for between two to four hours a week of free respite care, so they can have a break.

This service is provided for an initial three month period. Please contact the **At Home** service on **0208 960 8137** or by email at **home@aukc.org.uk** to arrange an assessment. Respite care does not include housework or personal care.

If you would like any more information about any of the events or respite care, please contact me. If you have any ideas for future events for carers let me know and I will try to arrange it.

If you no longer want to receive information about events and activities for carers please let me know and I will take you off the mailing list.

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At Home Service

With our At Home services you will receive flexible, personalised care within the comfort of your own home. Whether you require short term, occasional or long term support, we can tailor a care package to suit your needs. Our aim is to help you stay as independent as possible in your home. The service is for adult residents of **Kensington & Chelsea, Westminster** and **Camden** aged 55 years and over, or who have physical and learning difficulties.

Our dedicated team of care assistants are trained to provide a range of support services including personal care, basic foot care, escorting to appointments, shopping, respite care, post hospital discharge care and light housework. Where possible, we aim to ensure that you receive care and support from the same carer on an ongoing basis, and our carers will always visit for at least an hour to ensure we offer a personalised service that meets all your needs.

Personal care refers to a range of tasks including but not limited to:

- Help with bathing and personal hygiene
- Help getting dressed and personal grooming
- Support moving position to avoid pressure sores
- Help getting in and out of bed
- Incontinence care and catheter/stoma care
- Medication prompting



How much does it cost?

We charge £19 per hour for Practical Support; £22 per hour for Personal Care services. We also offer a Hairdressing service for £22 per hour.

For toenail cutting we provide home appointments for £22 per hour and clinic appointments for £18 per hour. The first appointment will cost £8 extra for a toenail cutting kit, which you are to keep with you for future appointments. Each person is required to have their own kit for health and safety.

Who do I contact?

If you would like more information, please contact the **At Home** team on **020 8960 8137** or email home@aukc.org.uk. When you contact us, our care assessor will arrange to visit you at home for an initial assessment to discuss the type of support that would best meet your needs. The assessment will record basic details such as name, address, date of birth, GP details and the type of care needed. Taking into account your routine and preferences, a personalised care plan will be written. The assessor will then allocate the most compatible carer(s) to visit.

Activities & Events

Our Activities & Events programme is an innovative programme which seeks to bring together communities to engender a sense of belonging. This project helps you to lead a full and active social life by supporting you to join group activities and connecting you with others who have similar hobbies and interests. Whether you want to meet new people, take a trip or learn a new skill, we offer a huge range of events, activities and clubs to keep you busy.

If you would like to join but you lack confidence or find it difficult to get out and about, don't worry - we might be able to help. Just have a chat with the Events team and we'll see what we can do to support you.

General Information

We will be taking **bookings** for outings and events from **Friday 29th November at 10am**.

Please note that for events or outings which are not free you will need to **pay in advance to secure your place**. Refunds will only be given if spaces can be re-sold or they are cancelled a month before the trip. Occasionally trips can be cancelled or the venue may change the date/time.

If you have any problems on the day of the outing, you can contact us on 07508 342205

We are always open to suggestions, so if there is something you really want to do or a place you want to visit, why not let us know and we will see what we can do.

Winter Term: Monday 13th January 2020 - Friday 3rd April 2020

Valentine's Break: Monday 10th February to Friday 14th February (we will run special activities during this week)

Easter Break: Monday 6th April 2020 to Friday 17th April 2020

Group	Cost?	When?	Where?
Italian Lessons (Beginners)	FREE	Mondays , 11am - 12.30pm	Mary Smith Court (17-21 Trebovir Road, SW5 9NF)
Computer Lessons (One to One)	FREE	Mondays , 10.30am- 1pm	Evelyn Fox Court (2 Kingsbridge Road, W10 6QF)
Knitting & Crochet Club	FREE	Mondays , 1pm-3pm	Ormrod Court (71-117 Kensington Park Road, W11 1NP)
French Lessons (Beginners)	FREE	Tuesdays , 10 - 11.30am	Ormrod Court (71-117 Kensington Park Road, W11 1NP)

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Group	Cost?	When?	Where?
Chair Exercises with different Activities	FREE	Tuesdays, 10.30 - 11.30am	Big Local World's End (Unit 8, World's End Place, SW10 0HE)
Chair Exercises with different Activities	FREE	Tuesdays, 11.30 - 12.30am	Pepper Pot (1A Thorpe Close, W10 5XL)
Lunch Club (NEW) Starting 21st January	£8.99 (2 Courses - includes a drink)	Tuesdays, 12.30 - 2.30pm	The Blackbird Pub 209, Earl's Court Road, SW5 9AN)
Lunch Club & Bingo	<u>Lunch</u> : £4 Lunch <u>Bingo</u> : 6 games for £1	Second Tuesday of the month, 12.30 - 4pm	Ormrod Court (71-117 Kensington Park Road, W11 1NP)
Chair Exercises with different Activities	FREE	Tuesdays, 2.30 - 3.30pm	Evelyn Fox Court (2 Kingsbridge Road, W10 6QF)
Knitting & Crochet Club	FREE	Wednesdays, 10am–12pm	Big Local World's End (Unit 8, World's End Place, SW10 0HE)
Painting & Drawing	FREE	Wednesdays, 11am - 1pm	Mary Smith Court (17–21 Trebovir Road, SW5 9NF)
Spanish Lessons (Beginners)	FREE	Wednesdays, 12–1.30pm	1 Thorpe Close Meeting Room, W10 5XL
Spanish Lessons (Intermediate)	FREE	Wednesdays, 2–3.30pm	1 Thorpe Close Meeting Room, W10 5XL
English Conversation Lessons (Intermediate/Advanced)	FREE	Wednesdays, 2.30–4pm	Mary Smith Court (17–21 Trebovir Road, SW5 9NF)
French Lessons (Intermediate)	FREE	Thursdays, 10.30-12pm	Thomas Darby Court (133 Lancaster Road, W11 1TT)
Lunch Club (NEW) (Booking in advance)	£5 (2 Courses - includes a drink)	Last Thursday of the month, 12.30 - 1.30pm	Pepper Pot (1A Thorpe Close, W10 5XL)
Lunch Club	£3	Thursdays, 12.45 - 2pm	Queen's Gate School, (133 Queen's Gate, SW7 5LE)

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Group	Cost?	When?	Where?
Walking Group	FREE	Fridays , 10am to 2.30pm (except last Friday of the month)	Different Parks
Gentle Yoga	FREE	Fridays , 11am - 12.30pm	Mary Smith Court (17–21 Trebovir Road, SW5 9NF)
Lunch Club (Booking in advance)	£11 (3 course meal & 1 drink)	Last Friday of the month, 12.30–3.30pm	Mona Lisa Cafe (417 King's Road, Chelsea, SW10 0DR)
Bingo & Afternoon Tea	Bingo : 6 games for £1	First Friday of the month, 2.30 – 4pm.	Mary Smith Court 17–21 Trebovir Road, SW5 9NF

Digital Inclusion

Have you been having problems using your laptop, mobile phone, digital camera or tablet? One to one volunteers will help show you how to use your digital device.

Digital Clinic	FREE	Second Friday of the month, 2pm—4pm	Kensington Library (Philmore Walk, London, W8 7RX)
Digital Clinic	FREE	Last Friday of the month, 10am– 12pm	Chelsea Library (King's Road, London SW3 5EZ)
Digital Clinic	FREE	Last Friday of the month, 2pm—4pm	Ormrod Court (71-117 Kensington Park Road, W11 1NP)

IT Support

We have knowledgeable volunteers who can also provide one-off technical support and troubleshooting to assist you with installing broadband connections, printers and virus protection. For more information, you can contact us on 020 8969 9105 / email event@aukc.org.uk



Walking Group






Whether you are walking to improve your health or simply for the pleasure of exploring new places, our walking group makes making new friends and enjoying the great outdoors easy.

It is low impact exercise, so it is easy for you to get involved - even if you are not feeling your best. In fact, walking could help you feel great again! **Advance booking essential.**








Parks	Cost?	When?	Meeting Point?
Green Park & James's Park	FREE	Friday 17th January	Pret a Manger, 230 - 232 Earls Ct Rd, Earl's Court, London SW5 9RD at 10.30am
Battersea Park	FREE	Friday 24th January	Pret a Manger, 230 - 232 Earls Ct Rd, Earl's Court, London SW5 9RD at 10.30am
Clapham Common	FREE	Friday 7th February	Pret a Manger, 230 - 232 Earls Ct Rd, Earl's Court, London SW5 9RD at 10.30am
Wandsworth Common	FREE	Friday 14th February	Pret a Manger, 230 - 232 Earls Ct Rd, Earl's Court, London SW5 9RD at 10.30am
Kennington Park	FREE	Friday 21st February	Pret a Manger, 230 - 232 Earls Ct Rd, Earl's Court, London SW5 9RD at 10.30am
Peckham Rye Park & Common	FREE	Friday 6th March	Pret a Manger, 230 - 232 Earls Ct Rd, Earl's Court, London SW5 9RD at 10.30am
Streatham Common	FREE	Friday 13th March	Pret a Manger, 230 - 232 Earls Ct Rd, Earl's Court, London SW5 9RD at 10.30am
Mitcham Common	FREE	Friday 20th March	Pret a Manger, 230 - 232 Earls Ct Rd, Earl's Court, London SW5 9RD at 10.30am




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<p>Age UK K&C Christmas Party</p> 	<p>Date: Tuesday 3rd December Time: 13:00 - 15:00 Address: St Peter's Church, 90 Kensington Park Road, W11 2PN Description: Light refreshments will be on offer, with some Christmas cheer and a chance to listen to some beautiful renditions of some of Christmas classics. FREE (donation welcome) - Advance booking essential.</p>
<p>K&C Rotary Club Annual Concert</p> 	<p>Date: Wednesday 4th December Time: 17:00 - 21:00 Address: Chelsea Old Town Hall, King's Road, SW3 5EE Description: The Rotary Club Kensington & Chelsea will be holding their Annual Concert, complete with musical entertainment, refreshments, and a free raffle to conclude the evening. A perfect opportunity to soak up the festive spirit with some lovely live music. FREE - Advance booking essential.</p>
<p>Christmas Lunch</p> 	<p>Date: Thursday 5th December Time: 12:30 - 15:00 Address: Queen's Gate School, 133 Queen's Gate, South Kensington, SW7 5LE Description: Join us for a fabulous festive feast at Queen's Gate School and enjoy great food, with beautiful decorations and a fantastic atmosphere! FREE - Advance booking essential.</p>
<p>Classical Concert with Afternoon Tea</p> 	<p>Date: Thursday 5th December Time: 15:00 - 16:45 Address: HTB Onslow Square, London SW7 3NX Description: An afternoon celebration with a musical performance followed by afternoon tea. If you would like to attend, please do turn up on the day - there is no need to book in advance. FREE</p>
<p>Bingo & Afternoon Tea</p> 	<p>Date: Friday 6th December Time: 14:30 - 16:30 Address: Mary Smith Court, 17 -21 Trebovir Road, London SW5 9NF Description: Come and join our Bingo and Afternoon Tea. Bingo: 6 games for £1 Advance booking essential.</p>

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<p>Open Dress Rehearsal and Tea</p> 	<p>Date: Thursday 5th December Time: 17:00 - 21:00 Address: POSK Theatre, 238-246 King Street, Hammersmith, W6 0RF Description: W11 Opera will once again bring a new piece to life with a cast of nearly 70 young people this year. FREE entry - Advance booking essential.</p>
<p>Christmas Tea Dance</p> 	<p>Date: Friday 6th December Time: 16:00 - 18:00 Address: The Cardinal Vaughan Memorial School, 89 Addison Road, London W14 8BZ Description: The Cardinal Vaughan Memorial School invites us for the Senior Citizens' Christmas Tea Dance. FREE - Advance booking essential. - Only 10 spaces</p>
<p>Portobello Orchestra</p> 	<p>Date: Saturday 7th December Time: 19:30 - 21:30 Address: St Peter's Church, 90 Kensington Park Road, London W11 2PL Description: The Portobello Orchestra is made up from a lively, friendly, innovative group of amateur musicians. Please arrive early for the best seats. Advance booking essential - First come first served basis (Donation Welcome). Please collect the tickets at Age UK K&C office.</p>
<p>Meet Me in St Louis</p> 	<p>Date: Monday 9th December Time: 12:45—14:00 Address: Royal Albert Hall, Kensington Gore, South Kensington, SW7 2AP Description: Join us for a screening of the classic MGM Christmas film Meet Me in St Louis, starring Judy Garland. Directed by Vincente Minnelli, the much loved musical is renowned for the debut of many standards by Garland including The Trolley Song, The Boy Next Door, and Have Yourself Merry Little Christmas. £5 - Advance booking essential.</p>
<p>Lunch Club & Bingo</p> 	<p>Date: Tuesday 10th December Time: 12:30 - 15:30 Address: Ormrod Court, 71-117 Kensington Park Road, London W11 1NP Description: Come and join this lunch club for £4 Advance booking essential.</p>

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<p>Digital Clinic</p> 	<p>Date: Friday 13th December Time: 14:00—16:00</p> <p>Address: Kensington Library, Philmore Walk, London, W8 7RX</p> <p>Description: Have you been having problems using your laptop, mobile phone, digital camera or tablet? One to one volunteers will help show you how to use your digital device.</p> <p>FREE</p>
<p>Christmas Carols at Wembley Arena</p> 	<p>Date: Sunday 15th December Time: 14:00—17:30</p> <p>Address: The SSE Arena, Arena Square, Engineers Way London HA9 0AA</p> <p>Meeting Point: Starbucks, Cineworld Cinemas London Designer Outlet, Wembley Park Blvd, Wembley HA9 0FD at 2pm</p> <p>Description: Hillsong Church London invites you to celebrate Christmas at Wembley Arena, and they are excited to spend it with you! This is the biggest Christmas Carol event in London with a spectacular creative production that we would love you, your family and friends to be part of.</p> <p>£5 (including transport for people with walking difficulties) - Advance booking essential</p>
<p>Guy Barker's Big Band Christmas</p> 	<p>Date: Thursday 19th December Time: 14:30—17:00</p> <p>Address: Royal Albert Hall, Kensington Gore, South Kensington, SW7 2AP</p> <p>Description: Guy Barker's inimitable mixture of jazz classics, unearthed treasures and Christmas oddities will put a swing in your step as the festive season kicks off.</p> <p>With Barker's musical mastery and illustrious guests raising the roof, Guy Barker's Big Band Christmas can convert even the grumpiest bah humbugs to the joy of Christmas.</p> <p>£5 - Advance booking essential.</p>

Age UK Kensington & Chelsea at Portobello






Friday 6th and 13th December, 10am to 4pm

Age UK Kensington & Chelsea will have a Christmas stall next to the Tesco on Portobello Road selling knitted items to raise extra funds for our exciting Christmas activities! We would love your help.

Our knitters are working hard to have their products ready to show and sell. Come and say hello! It's going to be a fun day so don't miss out!



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<p>Lunch Club & Bingo</p> 	<p>Date: Tuesday 14th January Time: 12:30 - 15:30</p> <p>Address: Ormrod Court, 71-117 Kensington Park Road, London W11 1NP</p> <p>Description: Come and join this lunch club for £4 - From 12:30 to 14:00. Bingo: 6 games for £1 - From 14:00 to 15:30</p> <p>Advance booking essential.</p>
<p>Bingo & Afternoon Tea</p> 	<p>Date: Saturday 18th January Time: 14:00 - 16:30</p> <p>Address: Mary Smith Court, 17 -21 Trebovir Road, London SW5 9NF</p> <p>Description: Come and join our Bingo and Afternoon Tea. Bingo: 6 games for £1</p> <p>Advance booking essential.</p>
<p>Chinese New Year Celebration</p> 	<p>Date: Friday 24th January Time: 14:00 - 17:00</p> <p>Address: Mary Smith Court, 17 -21 Trebovir Road, London SW5 9NF</p> <p>Description: Join us to celebrate the year of the rat with dancing, delicious food and fun!</p> <p>Tickets: £5 - Advance booking essential.</p>
<p>Cover Girl</p> 	<p>Date: Monday 27th January Time: 12:00 - 14:00</p> <p>Address: The Gate Cinema, 87 Notting Hill Gate, Kensington, W11 3LZ</p> <p>Description: John Coudair was wounded long ago when his fiancée called off their engagement, and when he spots the woman's granddaughter, comely stage performer Rusty Parker (Rita Hayworth), he's reminded of what he lost.</p> <p>Tickets: £4 (include coffee/tea and biscuits)- Advance booking essential</p>
<p>Classical Concert with Afternoon Tea</p> 	<p>Date: Thursday 30th January Time: 15:00 - 16:45</p> <p>Address: HTB Onslow Square, London SW7 3NX</p> <p>Description: An afternoon celebration with a musical performance followed by afternoon tea. If you would like to attend, please do turn up on the day - there is no need to book in advance.</p> <p>FREE</p>

Imperial College London

Chariot
register



**Dementia affects over
850,000 people in the UK
and the numbers are rising.**

**Would you like to know more
about ongoing research into
Dementia prevention?**

**If you are between 50–85 years old
and have not been diagnosed with dementia
or memory problems,
we would like to hear from you.**

**To request a sign-up pack or for
more information please call us on:**

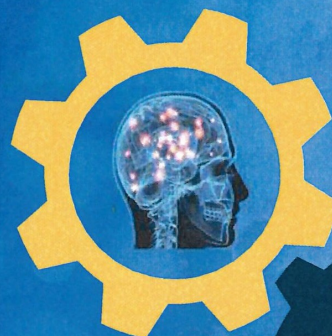
020 7594 7371

email:

dementia.prevention@imperial.ac.uk

web:

www.chariotregister.org



**Interested
in helping
dementia
prevention
research?**



Join our Friends' Group

Simply fill in the form and return it to us at the Freepost address above.

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

Now please complete **SECTION 1** OR **SECTION 2**

SECTION 1— REGULAR DONATION VIA STANDING ORDER

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

Bank name:	Account no:
Bank address:	Sort code:
	Name of account holder:

I authorise my bank to make a regular gift of:

☐ £10 ☐ £15 ☐ £20 ☐ £50 ☐ £100 ☐ My own amount £

Frequency: ☐ monthly ☐ quarterly ☐ six-monthly ☐ yearly

Starting on:

Signature

Date

[Bank use only]

Account to be credited: Age Concern Kensington & Chelsea

Account no: 43333280 Sort Code: 20-96-55

Address: Barclays Bank, 137 Ladbroke Grove, London, W11 1PR

SECTION 2 — ONE-OFF DONATION VIA CHEQUE OR POSTAL ORDER

☐ I enclose my initial subscription to the Friends' Group

As a Friend of Age UK K&C we'd like to contact you to acknowledge your donation[s], send you details of our events and keep you updated with our work. Please tick the boxes to let us know all the ways you'd like to hear from us:

☐ By post ☐ By email ☐ I would prefer not to be contacted

giftaid it

Gift Aid Declaration

Please add to your donations through Gift Aid. If you are a UK taxpayer, we can reclaim 25p for every £1 you donate.

☐ Yes, I want Age UK Kensington & Chelsea to treat all donations I have made for the four years prior to this year, and all donations I make from the date of this declaration until I notify you otherwise, as Gift Aid donations. I am a UK taxpayer 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.

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.

We can help you with:

- Personal care
- Toenail and fingernail cutting
- Hair dressing and shaving
- Meal preparation
- Light housework



**For more information, please call 020 8960 8137
or visit www.aukc.org.uk**