

Holiday Season

Influenza (flu)

Prevention

Free Home Energy
Check

Meet The New
Trustees

Covid-19 emergency
Response

October to December 2020

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Welcome from our CEO

Dear friend

We are coming towards the end of 2020 and what a year it has been! It has been such a turbulent time and we have all had to adapt so much to try to cope with Covid-19 as best we can. For many, this has been incredibly challenging, bringing extended periods of isolation, without seeing friends and family in-person. Recent days have brought a glimmer of hope that there is now light at the end of the tunnel – news of a number of successful vaccine trials bring the hope of a return to something more normal in the Spring, if not before. It is clear that the NHS is working really hard to roll out the vaccine as quickly as possible, and if you are offered the opportunity to have the Covid-19 vaccine, I urge you to take it, as well as the flu jab.



We're really pleased to introduce you to our new Trustees in this Edition, they have arrived full of energy and a real passion for improving the lives of older people in RBKC. We have also said Goodbye to three Trustees – Barbara Ilias, Moya Denman and Tim Nicholls who was our Treasurer. We are so grateful for their dedicated support, in Barbara and Moya's cases for many years. They often attended our big events, and hopefully will continue to do so in future!

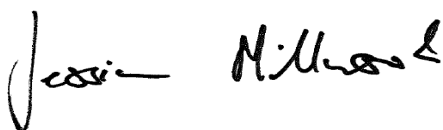
Due to restrictions around Covid-19, we are continuing to deliver all our activities and events online, and this is likely to continue into the Spring until it is safe to bring groups back together again in-person. However, we are very aware that many older people do not have access to the internet. Some of you have told us that you have no interest in

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getting online, and we fully respect that. We will always keep working to find alternative ways to reach people, such as our telephone check in and chat service. However, if you would like support to get online, you may be interested in our new Digital Library service (page 28). This new service will loan out devices and internet connection, along with support to help you get your device set up and learn new skills to find your way around the internet. If you are interested, do get in touch by calling 0208 9699105 and hopefully we will see you at one of our online groups soon!

Our next Edition will be in the Spring. I really am hopeful that things will be in a much better situation then in terms of the pandemic. I am so looking forward to a time when we can all get together in person again. Until then, we will keep in contact with you in every other way we can. Please do contact me directly on jmillwood@aukc.org.uk or on 0208 9699105 if you have any ideas, feedback or suggestions. I always appreciate hearing from you.

Best wishes

A handwritten signature in black ink that reads 'Jess Millwood'.

Jess Millwood, CEO

Meet the New Trustees



Ian Hill is the Director of Resources, with responsibility for Financial Management, Financial Services, Procurement, Property, Facilities and IT.

Ian joined Together for Mental Wellbeing in January 2019. His experience includes serving on the boards of an NHS Trust and a social housing provider, and he has also worked for a number of large corporates in a range of financial, operational service delivery and sustainability roles.



Charlie Booth is Head of Legacies at The Royal Marsden Cancer Charity and is responsible for strategic planning, legacy fundraising, marketing and legacy administration. Her first campaign at The Royal Marsden won an award at the National Fundraising Awards in 2019. She has worked in the charity, healthcare and higher education sectors and has over 12 years' experience in fundraising.



Nikki Hill is a communications specialist and has raised awareness and public support for a range of challenges that prevent us enjoying a healthy, fulfilled and engaged older life. These have included campaigns on caring in older age, loneliness, isolation, ageism as well as age related health conditions. She's worked for a range of charities including Help the Aged (now Age UK), Independent Age, Stroke Association and Carers UK.



Nicola Maguire has worked in the insurance industry for over 30 years, both as an insurer and a broker. She is a qualified Chartered Management Institute (FCMI) Fellow and has a passion for younger, older and vulnerable people. Nicola sits on the Inclusion and Diversity committee for The Insurance Institute of London whilst heading up British Insurance Brokers' Association's (BIBA) Young Broker Strategy, making sure succession planning is at the forefront of the industry.



Kate Scally is currently the Director of Engagement at Royal Botanic Gardens, Kew, prior to which she has held senior marketing roles in both the not-for profit and commercial sectors.

Following a career in marketing, primarily in the retail and media sector, Kate worked for organisations including Marks & Spencer, Waitrose, Hearst, BBC, and DMGT. Latterly, Kate transferred into the charity sector working initially in an interim capacity for Marie Curie and then

Bloodwise (now Blood Cancer UK) during times of organisational restructure. Age UK K&C is Kate's first role as a Trustee and it follows on from a term as a co-opted Governor for a local school.



Sarah Fahy has worked in the City for over 30 years holding roles in investment banking, consultancy and now the legal industry. Right now she manages the global research and library function for international law firm Allen & Overy. She has experience in contract, risk and budget management which she is hoping will be of use to Age UK K&C - She is incredibly honoured to be accepted onto the Board.

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Like most people she misses seeing her adult children and friends during these difficult times, however she is looking forward to the world returning to a version of normal that will allow her to eventually meet her fellow Board members in person.

InterAct Stroke Support

Professional actors reading to
stroke survivors to aid recovery

We are **InterAct Stroke Support**, a charity that utilises storytelling to provide mental stimulation, support, and much needed company to stroke survivors across the UK.

InterAct at Home

We want to bring our service **directly to you at home**, using video calls or regular phone calls.

We will **connect you with actors**, one-on-one or in virtual stroke groups.

This service will be completely free and catered to you.

If you would like to hear more about InterAct at Home, please send an email to:

admin@interactstroke.org

website: www.interactstrokesupport.org



Covid-19 Emergency Response

The rapid spread of Covid-19 in early 2020 faced all of us with an unprecedented challenge. We did not have a blueprint, and scientists and medics were racing to understand, limit and treat the virus. Our major concerns for older people in the Royal Borough of Kensington and Chelsea focussed around three main strands:

- Access to food and basic supplies;
- Social isolation and
- Maintaining health and wellbeing.

Identifying these strands early on enabled us to communicate our plans clearly and simply, both internally and externally, and to keep our focus in a fast moving environment. We knew that as soon as lockdown happened we would need to be ready to carry out our Emergency Covid-19 Response, and time to plan was incredibly short.

Fortunately community partners, including *Al Manaar*, the *Volunteer Centre, Kensington and Chelsea Social Council* and *Bay 20*, stepped up immediately to support the effort, and *RBKC* and the *NHS* responded by setting up almost overnight a Community Resilience Group, bringing together key players across public health, the NHS, the local authority and the voluntary sector. Throughout much of the lockdown this Group met daily, ensuring that the response was joined up, fully informed and responding to local needs effectively.

The essential question for us was how to respond not whether to respond, despite not

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having any external funding attached to the project when we first began. We are incredibly grateful to the *Julia and Hans Rausing Trust* for supporting our project so early on and to our many other funders for enabling us to reach the most isolated older people across the Borough. Our food response stepped down at the end of July as lockdown restrictions lifted but we continue to support older people remotely, and face-to-face where we can.



Our Responses in Numbers

Over **1,000** older people supported every week with food, social contact and health and wellbeing projects



350
online groups



7,474
Care packs

248

older people
were linked with

60 volunteers for
a weekly friendship
telephone call



11,662
fresh meals

**OUR
EMERGENCY
RESPONSE
IN
NUMBERS.**



199 older
people supported by
our Information and
Advice Team



200
Dementia
Activity Packs



1335

contacts with people living
with Dementia and their
carers to ensure they were
receiving support



250

older people were
supported to set up
& access Zoom to
enable them to access
activities online



750
Mini Care packs

10 Diabetes
Support Sessions



Our Volunteers

Volunteers became the backbone of our projects and without them the programme would not have been the success that it was. The Volunteer Manager contacted all volunteers to explain that usual services were stopping due to Covid but that there were emergency response projects that we needed help with.

Three strands were identified:

- Food package deliveries
- Medication collection from pharmacists
- Telephone Check in and Chat



Medication collections involved volunteers picking up & delivering prescriptions to people's homes. Volunteers responded immediately to requests and we were able to recruit and match volunteers locally to avoid using public transport.

Our volunteers quickly adapted to change. Our face-to-face befriending service went remote via phone calls, and we scaled up the service to reach hundreds more isolated older people with a weekly phone chat from a volunteer.

Our Volunteers were flexible, committed, kind, tolerant, caring and went the extra mile!



Jennifer - A volunteer's story



On an average day of deliveries, I visit 35-40 different homes. That is exposure to the lives of 35-40 different people I would most likely not have come into (social distance) contact with. One of the things that has surprised me most when I knock on these doors is how completely different and unique each person's experience of the lockdown is.

Behind some doors are people who are genuinely terrified for their lives when it comes to the virus.

Behind other doors they are counting the days until they are "released" and can go to the pub just like everyone else. I have learned to be extra sensitive and remind myself that just because I am not particularly frightened - it doesn't mean that other people aren't.

I have been amazed at the utter gratitude shown by 99% of those who are receiving the Age UK K&C care packages and fresh meals. Elderly people from all backgrounds and religions are constantly telling me "God bless you" and they genuinely seem to mean it. I have met people who have done fascinating things and led storied, wonderful lives. They don't want to be isolated any more than the rest of us. They don't want to feel old. But it will happen to all of us eventually - if we are lucky - we will all get old.

Volunteering during the lockdown has highlighted to me just how well we look after each other in the United Kingdom. I have lived in this country and the Borough of Kensington & Chelsea for 16 years and have not really had much exposure to social and sheltered housing. While no country is perfect, the UK does an extraordinary job of helping house and shelter vulnerable people who might otherwise be unable to afford a place to live.

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That safety net in combination with assistance from a voluntary sector charity like Age UK K&C has made it possible for thousands to get through this crisis in a far better way than they otherwise would have.

I have been partnered with drivers and vans ranging from Net-a-Porter to TfL Westway to most recently the Mayor of Kensington and Chelsea's driver! I spent my career sitting down at a trading desk for almost 20 years and I was not used to the hard, physical work of carrying large bags of groceries up six flights of stairs while wearing a mask. Having said that, I certainly don't have to go to the gym (if they were open) after a day of dropping off food!



Age UK Kensington and Chelsea is one of the most organised charities I have ever had the pleasure of working with. Good organisation on the operational side makes all of the difference to the quality of volunteers you are able to attract. Teresa and Michael are constantly asking me and the other delivery volunteers for feedback on how to improve things. They know that we can offer insight from the “front line” that they might not see from where they are sitting. Volunteering for the Age UK K&C Covid Response has been enlightening to me in ways that are far too many to count.

For the full Covid-19 response report go to: <https://www.ageuk.org.uk/kensingtonandchelsea/about-us/news/articles/2020/covid-19-response-report/>

Are you looking for a trader you can trust?

Put your mind at ease and visit the Age UK London Boroughs Business Directory



A large selection of businesses and tradespeople
that have been checked by AUBD staff

Call us free on **0800 334 5056**
or visit us online at **www.aubdlondon.co.uk**

Influenza (Flu)

Prevention

This autumn it's more important than ever for older people to help protect themselves against the flu.

While we're still learning about coronavirus, we know a lot about the flu and can help to protect people against it.

If you're 65 and over, getting your free flu vaccination is a very important way to help protect your health this winter.

What is the Flu?

The flu is an illness that affects the respiratory system. It's caused by the influenza virus and is very contagious.

It's in season throughout winter. Even if the weather's mild, you can still catch it.

What are the symptoms?

- a fever
- a dry cough
- sore throat
- headache
- muscle aches
- feeling sick and being sick
- Diarrhoea
- feeling very tired.

How can I treat it?

As the flu is a virus, antibiotics won't relieve flu symptoms or help your recovery.

To help you get better you should drink plenty of water, rest as much as possible and try to keep warm. Taking ibuprofen and paracetamol can help ease some of the symptoms.

How can I stop myself catching the flu?

Influenza is a very infectious virus. To reduce the risk of spreading it make sure you wash your hands often, use tissues whenever you cough, or sneeze and bin used tissues as quickly as possible.

There is a vaccine available for those who are at a higher risk of the flu.

Even if it's a mild winter, flu is in season, so it's important to have an annual free flu jab if you're eligible. This helps protect you and any person you care for.

Who can get a free flu jab?

The Government announced that a number of additional groups are able to get the free flu jab. This is to help relieve pressure on the NHS should there be increased coronavirus infection over the winter months.

You can get a free flu jab from your GP or pharmacist if:

- you're aged 65 and over
- You live in residential care or another long-stay care facility
- You provide care for an older or disabled person
- You live in the same household as someone who is on the Shielded Patient List or is immunocompromised

People of any age who have certain health conditions. A full list of can be found on the [NHS website](#).

- Pregnant women

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- Children aged two to eleven

People aged 50-64 may become eligible later in the Autumn. Check on the [NHS Flu page](#) to find out when this comes into effect.

If you're a frontline worker in the NHS, the NHS will pay for your vaccination.

If you work in social care your employer should organise and pay for your vaccine. If your employer does not offer the vaccine and you work for either a registered residential care or nursing home, a registered home care organisation or a hospice, you may be able to have a free vaccine at your GP or pharmacist.

You should be able to get a free flu jab from your GP or pharmacist if you provide health or social care through Direct Payments (personal budgets) or Personal Health Budgets (such as Personal Assistants) or both.

Speak to your GP or pharmacist if you think you could be eligible.

When should I have the flu jab?

Most surgeries and pharmacists start to offer the jab in late September or early October.

It takes up to 14 days for the vaccine to take effect, so it's better to have it as early as possible.

However, the flu season lasts until the end of March, so it's well worth protecting yourself up until then.

Where can I get my flu jab?

You can have your flu jab at your GP surgery or a local pharmacy offering the service. Where you go is your decision.

For more information and advice go to: <https://www.ageuk.org.uk/information-advice/health-wellbeing/conditions-illnesses/flu-prevention/>

Age UK Kensington & Chelsea Free Home Energy Check

The Effects of Cold Weather on Health



Age UK K&C's DIY service is able to offer home energy checks via telephone or video-link to older people who are finding it difficult to keep their homes warm.

Exposure to the cold can have devastating impacts on the health of older people. Every winter 24,000 older people die in the UK as a result of cold weather.

The number of excess winter deaths is much greater in the UK than in other colder climates. Research indicates that this may be a result of thermally inefficient houses that are difficult to

heat. Older people are largely unaware of the impact that the cold weather has on their health.

What Happens During the Home Energy Check?

- A thorough conversation assessing the older person's heating patterns, health needs and home environment.

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- Installing simple energy efficiency equipment, such as draught excluders around doors and windows, and radiator panels when it is safe to do so.
- Giving some key tips and advice and distributing relevant information guides on how to keep warm and save energy.
- Providing information on other support services, depending on their needs.

Who is Eligible?

The service is free and is available for older people who are finding it difficult to keep their homes warm and are therefore at risk of cold related illnesses. This could include people who are struggling to pay their bills, who are in fuel debt, who have no heating, or don't know how to work their heating controls.

You can help Age UK Kensington & Chelsea to identify older people in your community who are struggling to keep their home warm.

What to look out for when you come into contact with an older person:

Do they find it difficult to keep their homes warm? If you are in the home, check the temperature. This should be 21°C in the living room and 18°C in the bedroom.

Are there any signs of damp in the home?

Do they wear multiple layers indoors?

Are they on a prepaid meter? If so, they may not always be able to top it up when it gets cold.

Do they have central heating? If not, then they may spend more on other means of heating their home.

To contact the Small DIY service regarding the Home Energy Checks, please call Guy Simpson on 020 8969 9105 or send him an e-mail to gsimpson@aukc.org.uk

The New Shopper & Flexibus



Westway CT is always wanting to make its services better for its members. So, we have improved our Shopper service to provide you with more destination choices as suggested by the users. We are also introducing a new service, our Flexibus, which, as the name suggests, offers a more flexible way to get to a variety of different retailers.

What are the improvements?

The Shopper bus runs on a fixed timetable to set supermarket destinations such as Sainsburys and Waitrose. We are now also offering the Flexibus, an on-demand transport service. With the on-demand service you can phone and tell us where you want to go and at what time, and we will do our best to accommodate the request. This service is not limited to supermarkets and you can use it to visit other shops and places.

In addition to these two routes we are now running Faraway Fridays on alternative weeks and postcodes. This service takes

you to larger shops such as Asda, Boots and Lidl at Clapham junction or Tesco in Brent.

Keeping you safe

Throughout this pandemic we have been working hard to keep all our customers and staff safe. To do this, we are limiting the number of people on buses to allow for social distancing. Additionally, after each trip our vehicles are cleaned with hospital disinfectant to comply with government guidelines.

How much does this service cost?

The new Shopper and Flexibus services are currently free for all trips.

Booking a trip

You can book up to 1 week ahead and for one journey at a time.

Booking lines are open Monday to Friday from 10:00 to 12:30 and 13:30 to 16:00. To book you can call 020 8964 1114. If the line is a busy please leave a message, and a

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member of our team will try and get back to you when they are available.

Want to try the service?

Please check out the timetables below and contact us on 020 8964 1114 to book your trip. If you are not an existing member of Westway CT, you will need to register with us first, but the process is really straightforward and our staff will be happy to help.

BUS 2 - FLEXIBUS – ON DEMAND DESTINATIONS

All journeys on this bus are free of charge and you can book up to one week ahead only. Timings and destinations available will be dependent on bookings as they are received.

In light of the current restrictions introduced on the 5th of November 2020, Westway CT is still providing a shopper service but on a one to one basis. Normal timetable will resume once restrictions are lifted appropriately!

MONDAY – SW1, SW3, SW5, SW7, SW10, WC2

Choose from the following destinations, at your preferred time, subject to space



available:

Sainsbury's Cromwell Road, Tesco Cromwell Road, M&S Kensington High Street

TUESDAY – W2, W8 W9, W10, W11, NW6, W1, NW1, NW8

Choose from the following destinations, at your preferred time, subject to space available:

Iceland Harrow Rd, Sainsbury's Ladbroke Gr, Waitrose Ken HS, Tesco/M&S/Waitrose NHG

WEDNESDAY – SW1, SW3, SW5, SW7, SW10, WC2

Choose from the following destinations, at your preferred time, subject to space available:

Tesco Kennington Lane, Sainsbury's Nine

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Elms, Waitrose Nine Elms, Lidl Stockwell

THURSDAY – W2, W8 W9, W10,

W11, NW6, W1, NW1, NW8

Choose from the following destinations, at your preferred time, subject to space available:

Aldi Kilburn High Road, Iceland Kilburn

High Road, Sainsbury's/Waitrose Finchley Road

FARAWAY FRIDAYS (by popular demand)

– One run only on alternating weeks and postcodes

W2, W8 W9, W10, W11, NW6, W1, NW1, NW8 – Tesco Brent Park OUT 09:30 RTN 12:30

SW1, SW3, SW5, SW7, SW10, WC2 –

Clapham Junction OUT 09:30 RTN 12:30

Sally's Story



Sally joined Age UK K&C following a recommendation from a friend who used to work for the charity.

Being a breast cancer survivor Sally often felt tired and lethargic, and as a result she felt isolated and vulnerable, which also brought on feelings of anxiety

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Joining Age UK K&C made a huge difference in her life. As a result of joining the Activities and Events programme and through the encouragement of our staff Sally now attends our activities and events regularly and has made new friends that she now keeps in regular contact with.

Sally: "I had no life before, since I joined Age UK Kensington and Chelsea I feel like a bird, flying everywhere. The organisers are so caring and friendly; they really care about my wellbeing".

"I really value my freedom and joining Age UK Kensington and Chelsea has helped me feel less isolated and vulnerable. I suffered from anxiety as well which has lessened too."

Your support could help us reach more older people like Sally.

Remember us in your will

As a local charity in the heart of the community, Age UK Kensington & Chelsea is committed to being there for older people who need us. If you decide to leave a gift in your will to us, you will be enabling us to make life better for older people in Kensington & Chelsea.

Every single gift is vital to Age UK Kensington & Chelsea and we appreciate any gift you may choose to leave us. Whatever the value of your gift, it will go a long way to help someone who needs us.

We understand that leaving a gift in your will is a big decision and is one that should be discussed with family and friends.

For further details please visit our website at

<https://www.ageuk.org.uk/kensingtonandchelsea/get-involved/leave-a-legacy/>

or telephone us on 020 8969 9105 or further information

Activities & Events

Christmas Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
10am to 11am	Meditation	Christmas & New Year in France	Chair Exercises	Meditation	Christmas Chair Exercises with Chelsea FC
11am to 12pm	Christmas & New Year in Italy	Jazz Dance	Breathing for Health with Kate Nash	Qigong	
12pm to 1pm	Half hour Boxing with Chris	Christmas Chatting with Chelsea FC	Christmas & New Year in UK	Christmas Carols Lesson with Opera Holland Park	Christmas come dine with me with Special Guests
1pm to 2pm			Christmas Vegan Dinners with V for Life		
2pm to 3pm	Christmas crafts with Eco Around	Christmas edition The Great British Bake Off	Christmas & New Year in Spain	Christmas Film Appreciation	Christmas Games & Jumpers Competition
3pm to 4pm	Christmas Well Read with The Playground Theatre	Christmas Reading Club with The Reader	Flamenco Dance	What is Hanukkah? With British Museum	Christmas Dance with Dance West
4pm to 5pm	Christmas Around the World	Christmas Coffee Afternoon		Contemporary Dance	
5pm-6pm				Hannukah Celebration With Holland Park Synagogue	

Age UK Kensington & Chelsea's Activities & Events Online Christmas will be taking place from the 7th to the 11th December 2020. To take part in any of these sessions please contact our Activities & Events team at event@aukc.org.uk. You will need a device with internet access to be able to participate.

Big Knit 2020-21

Once again Innocent are 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!** This year Age UK K&C's target is **1,000 hats**, and for each one sold we will receive 25 pence.

Loneliness can be a big problem in later life. As many as 200,000 older people say they haven't spoken to friends or family for over a month. The campaign helps to raise vital funds to support local and national winter projects to help older people keep warm and well through befriending visits, emergency cold weather support, warm meals and other vital services.

Knitters can contact us by email event@aukc.org.uk further information.



Normal Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
9.30am to 10.15am		Pilates (Floor exercise)		Pilates (Standing)	
10am to 11am	Meditation	French Lessons Intermediate	Chair exercises with Kate	Reiki session	Chair exercises
11am to 12pm	Italian Lessons Beginners Italian Lessons Intermediate	Jazz Dance	Meditation	Spanish Lessons Beginners	German Lessons Beginners
12pm to 1pm	Half hour Boxing with Chris	Chatting with Chelsea	Creative Writing English Lessons Advance	Singing Lessons with Opera Holland Park Qigong	Half hour Yoga
1pm to 2pm			Drama 1.30pm—2.30pm		Come dine with me Fortnightly Lunchtime Concert with Opera Holland Park Last Friday of the month
2pm to 3pm	Art Appreciation French Lessons Advance	Latin Dance Philosophy	Spanish Lessons Intermediate	Poetry English Conversation	IT workshop
3pm to 4pm	Chair Exercises with Chelsea Football Club	Reading Club with The Reader	Poetry Appreciation Flamenco Dance	Well Read with The Playground Theatre Booking essential Coffee & Chat Group for Carers	Games with Queen's Gate School
4pm to 5pm	French Lessons Beginners	Coffee Afternoon		Contemporary Dance	Musical Theatre Appreciation

For more information and/or to take part contact event@aukc.org.uk.

Valentines Event 2021



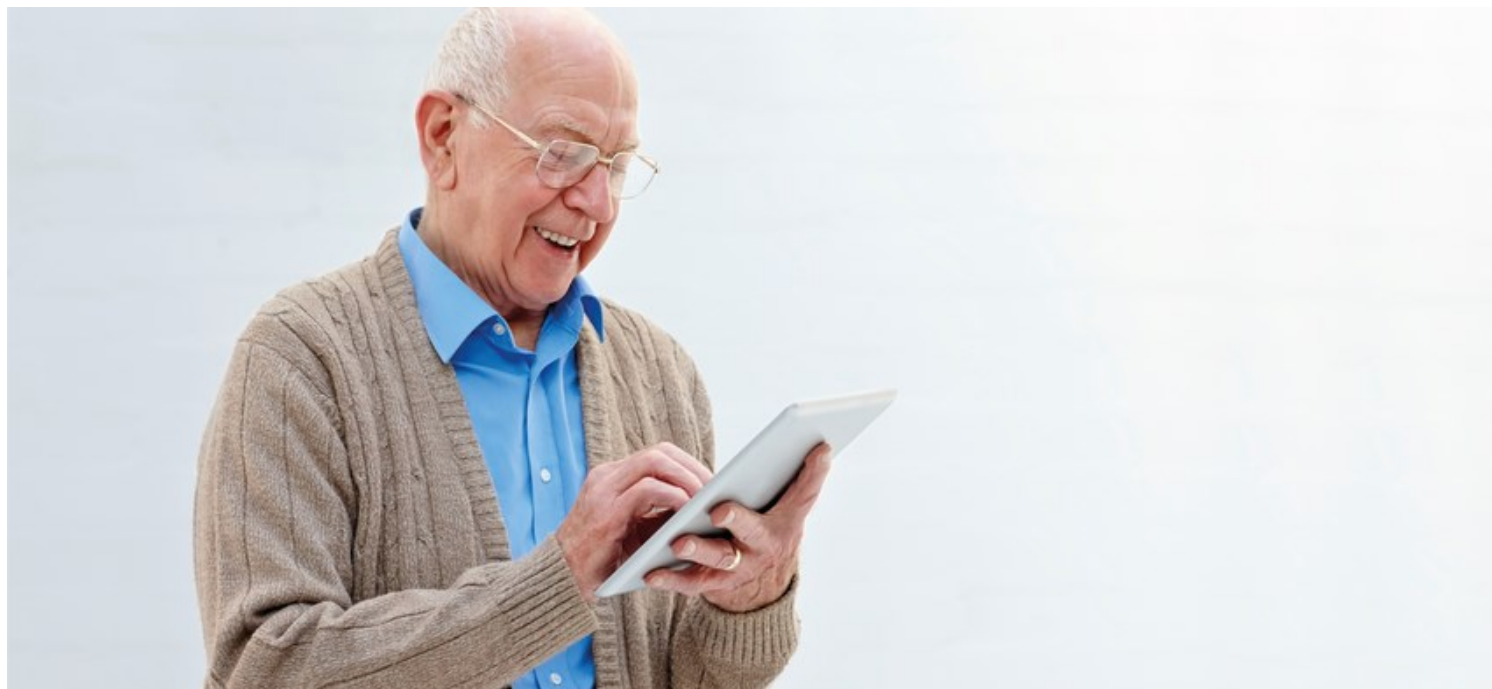
Here at Age UK Kensington & Chelsea we seek to actively combat loneliness, by connecting isolated older people with the community, and by supporting them to join in with group activities. Our goal is to reach out to the most vulnerable and at-risk elderly, by developing strong relationships and by providing support and practical help when it is most needed.

Valentines is a very important time for us in achieving these goals, and 2021 will be no different when it comes to tackling isolation and establishing binding and lasting connections with each other. What will be different however, is the format through which we celebrate.

We hope that you will join us online, from the week starting from **Monday 8th February 2021**, for our annual Valentines celebrations. With an array of exciting events which will provide us the opportunity to virtually come together, to share our love and support for each other, and to recognise that we are never really on our own, as we continue to have each other. We hope that these celebrations will also remind you of friends and neighbours who may need your love and support at this time. Use this opportunity to send a friendly letter, or to rekindle old relationships. Love is the word!

We wholeheartedly believe that 2021 will be our best year yet, and we hope that we can all make a powerful impact with this message of love, kindness, fellowship, and partnership. To find out more or take part email event@aukc.org.uk

The Digital Library



Age UK Kensington & Chelsea are going to launch a new service called the Digital Library.

The aim is to support people to have access to the online world and able to connect with family and friend.

That will also give you access to a very wide range of online activities through our Activities & Events programme which currently have over 30 different weekly scheduled activities.

If you want to have a taste of what the programme can offer you and if you already have internet connection or willing to get one, please give us a call on **020 8969 9105** and ask for **Proscovia Mawanda**.

We can lend you a laptop or an ipad and support you to get connected.

Dementia Support

Personalised Activity Packs

The team have been making person-centred activity packs for clients. These contain a range of things depending on the individuals interests and stage of dementia including a memory café at home magazine and plenty of reading, arts and crafts, puzzles, booklets with photos and paintings and dementia specific activities including games and dementia friendly therapy pet dogs.



Some feedback we have received about our packs:

“Really loved the pack, especially the book. Enjoyed looking at the pictures and was really impressed and appreciative of what Age UK has been doing and I’m telling everyone about it”

“Hit the nail on the head “ and it “meant so much that you thought about her and sent her the pack”

A note from one of our volunteers who delivers many of the activity packs:

“I’ve been delivering the activity packs for several months now. I pick up the packs, normally a dozen or so, from the lovely team in Notting Hill and try to deliver about 3 a day. My CityMapper App has proved invaluable to help me work out the how to split the different areas into the most streamlined way.

The reaction from the people receiving the packs has been heart warming. Sometimes a carer will answer the door but often it may

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be the lady or gentleman with dementia. Masks have made it more difficult for them to understand who I am but after a while they do remember going to the Memory Cafes and are SO appreciative that Age UK have not forgotten them. Delivering the packs has been a privilege and a pleasure. The pandemic has impacted our most vulnerable older people with feelings of confusion and isolation but I've really felt that my deliveries have gone some way to reassuring them that they are thought about and they are most definitely not forgotten. I feel proud to be part of the AgeUK Volunteer team and will continue for as long as I'm needed."



Useful links

The following links are to the websites we have used to buy activities for the activity packs that you can also use to buy from for yourself or someone you know.

Alzheimer's Society - <https://shop.alzheimers.org.uk/daily-living-aids/Reminiscence-reflection>

AlzProducts - <https://www.alzproducts.co.uk/>

Activities to Share - <https://activitiestoshare.co.uk/>

Active minds - <https://www.alzproducts.co.uk/active-minds-dementia>

Relish - <https://relish-life.com/>

Make a referral

If you would like to refer yourself or someone you know for dementia 1-2-1 support and/or an activity pack please email dementiadistribution@aukc.org.uk .

Games

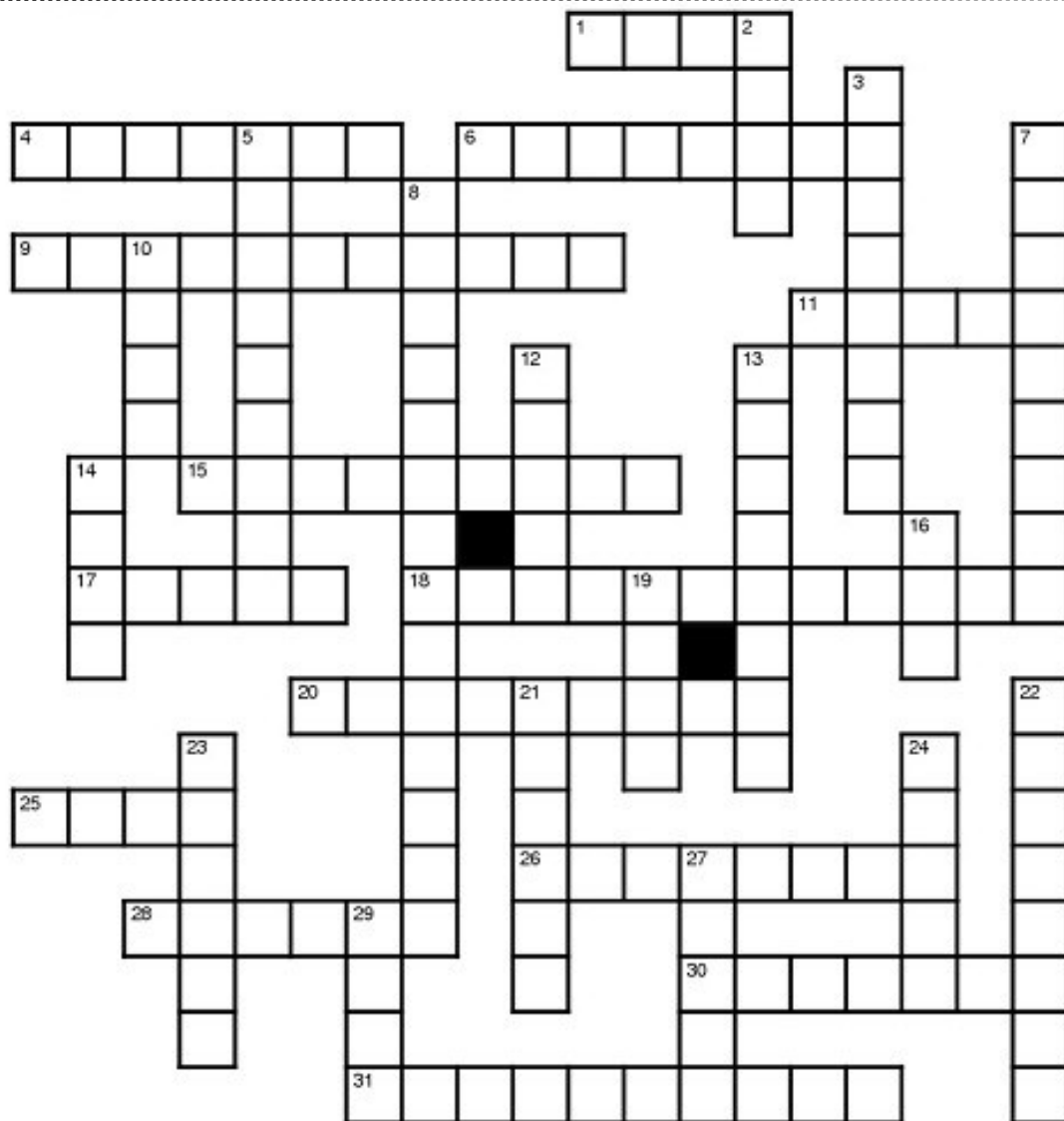


CANDY
CANE
CAROLING
CHRISTMAS
DECEMBER
HOLLY
LIGHTS
MERRY

MISLTOE
NORTH
POLE
PEACE
PRESENTS
REINDEER
SANTA CLAUS
SLEIGH

SNOWMAN
STAR
STOCKING
SUGARPLUM
TREE
WREATH





Merry Christmas!

Across

1. Another word for present.
4. Santa's door?
6. Animals that pull Santa's sleigh.
9. What people put on their Christmas tree.
11. Something on Santa's face.
15. The day after Christmas.
17. Santa's helpers.
18. The day before Christmas.
20. A piece of snow.
25. What Santa gives to bad girls and boys.
26. A sock that hangs by the chimney.
28. People put these bright things on their house.
30. A reindeer with a red nose.
31. A jolly man in a red suit with a beard.

Down

2. Something people decorate.
3. What people give each other.
5. Where Santa's workshop is located.
7. A striped Christmas treat.
8. Drink and food left for Santa.
10. Something people send to each other to say 'Merry Christmas'.
12. The presents are usually _____ the tree.
13. The month of Christmas.
14. Look at a present before you should.
16. The color of Santa's suit.
19. A common decoration for the top of the tree.
21. A famous snowman.
22. The place where Santa makes toys.
23. Santa's car?
24. A common decoration for the top of the tree.
27. A Christmas song.
29. What Santa gives to good girls and boys.



ANSWERS ON PAGE 34

Colouring In Pages



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ANSWERS TO CROSSWORD ON PAGE 26

ACROSS: 1. Gift, 4. Chimney, 6. Reindeer, 9. Decorations, 11. Beard, 15. Boxing day, 17. Elves, 18. Christmas Eve, 20. Snowflake, 25. Stocking, 28. Lights, 30. Rudolph, 31. Santa Claus.

DOWN: 2. Tree, 3. Presents, 5. North Pole, 7. Candy Cane, 8. Milk and Cookies, 10. Card, 12. Under, 13. December, 14. Peek, 16. Red, 19. Star, 21. Frosty, 22. Workshop, 23. Sleigh, 24. Angel, 27. Carol, 29. Toys.

Join Our Friends' Group

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

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

Please complete Section 1 or Section 2

SECTION 1-REGULAR DONATIONS VIA STANDING ORDER

☐ I would like to make regular donations by standing order (Please tick)

Bank Name:	Account number:
Bank Address:	Short 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

Start on:

Signature

Date

Bank use only

Account to be credited: Age Concern Kensington & Chelsea

Account number: 4333 3280 **Short Code:** 20-96-55

Address: Barclays Bank, 137Ladbroke 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 Kensington & Chelsea we would like to contact you to acknowledge your donation(s), send you details of our event and keep you updated with our work. Please tick the boxes to let us know all the ways you would like to hear from us:

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

Gift Aid Declaration

giftaid it

Please add 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**