

Welcome to our Autumn 2023 Newsletter

A message from our CEO, Teri Stephenson

Welcome to our autumn newsletter .
where on earth has summer gone?

I hope that this newsletter finds you well and that you enjoy the content that we've put together for you. We've had a busy time over the summer and this newsletter highlights just some of our work and upcoming events.



We're delighted to have achieved the Charity Quality Standard, which is a robust, externally audited standard. It evaluates how well governed and managed we are, and our report identified many areas of good practice, which we were pleased to receive.

I'm delighted that we've introduced Next Steps for people living with Dementia. With Dementia numbers on the increase, you can be sure that we're working with commissioners to develop and deliver new services so that we can meet demand for these vital services.

Please have a look at our upcoming events and do come along if you're able as we'd be delighted to see you.

Teri

Winter is Coming and so is our Winter Appeal!

As always, winter is a busy time for Age UK Lancashire with the demand for our services increasing, in some cases by 50%. As such our Winter Appeal will help us continue our vital services and support older people that need us the most.

This year's focus will be on our Information Helpline, the gateway to Age UK Lancashire and the service that last year received over 35,000 calls.

**DONATE A CALL.
SHARE THE
WARMTH.**

#MoreThanACall



In this Issue

Our Dementia team introduce 'Next Steps'



We we're at Garstang Show!

Grab your tickets for our Fashion Show Fundraiser



Find out how we're helping older people with long term health conditions

We're looking for locals business to help with our new donation initiative

**HOST YOUR OWN
DONATION
STATION**



Thank you James!



What's New

'Next Steps' Group Sessions

Age UK Lancashire has introduced a new service called 'Next Steps' -which provides a pathway to a fuller life for all of those living with dementia. The service is for those that have reached the end of their Cognitive Stimulation Therapy and wish to continue attending the sessions. Our Cognitive Stimulation therapy sessions run for 12 weeks, supporting those living with dementia. Following these sessions we have now introduced 'Next Steps' which now meets once a month with an aim to keep the members active and let their newly found friendships and relationships stay intact.

The meaning of CST changes for next steps and instead of Cognitive Stimulation Therapy, we call it "Conversation, Support and Tea", emphasising the more informal approach. Carers are also encouraged to attend the group as we find the sessions provide a positive level of peer support for them.



Age UK Lancashire Retains CQS

Age UK Lancashire is proud to have achieved the Age UK Charity Quality Standard (CQS) which recognises the high standard of our performance as an organisation. It certifies that our organisation is well governed and managed; has a clear direction and strategy; and is committed to ensuring the well-being and safety of older people, our staff and volunteers.

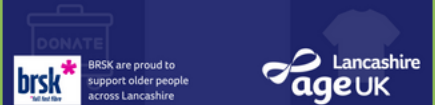


Donation Station

Age UK Lancashire is looking for local businesses to take part in our new Donation Scheme. Our Donation Station is an exciting new, feel-good activity that teams can get involved with to help raise funds so that we can continue our vital work in supporting older people across Lancashire. Everything donated will be used and resold in our Shops across Lancashire and raising money to support our vital services across the county supporting isolated, vulnerable older people.

HOST YOUR OWN DONATION STATION

It's free. It's simple. It's impactful!



We were at Garstang Show for the first time!

This Summer, Age UK Lancashire was at Garstang Show to highlight the work we do across the region. Although the weather was a bit miserable, we had a fantastic time speaking with people, showcasing our impact and taking our mascot 'Garstang' around the show field. Our mascot 'Garstang' was a big cuddly cow soft plush toy which had no name at the time and one lucky girl won the 'Garstang' following our name the cow draw, (the name 'Garstang' being randomly chosen!). Thank you to the wonderful Bwyellwyr Clwyd Axemen who held demonstrations and helped to raise funds for Age UK Lancashire, by auctioning off their freshly cut mini stools to the audience. We already can't wait for our next agricultural show to highlight who we are and what we do.



Fundraise with us this Autumn



FASHION SHOW

at Mitton Hall

Wednesday 4th October 2023

Doors at 6.30pm, Catwalk at 7.30pm



TICKETS NOW AVAILABLE

**Tickets
£10**

Tickets now available for our Fashion Show

Our annual Fashion Show fundraiser is back! Join us for an evening of fashion and fun at the beautiful Mitton Hall. The evening will include a Catwalk show by local boutique Willow Tree, local pop-up stalls to help kickstart your Christmas shopping and plenty of opportunities to grab a bargain.

[Grab your ticket here.](#)

Throwback to our Fashion Event fundraiser in 2021



Sleep Out 2023



Get your sleeping bag, some gloves and a hat ready for our Sleep Out 2023!

Grab your sleeping bag and get ready for Age UK Lancashire's Sleep Out 2023! The fundraiser is back by popular demand for a third year running and we've partnered with Community Solutions to make it bigger and better!

This year's event includes a pub quiz, food & drink, and hopefully some stargazing! So, why not get together with friends, family or colleagues and brave the cold at this year's mass sleepover on **Friday 10th November at Clitheroe Football Club.**



Our Christmas Tree Collection is back for a 3rd year!

We know its hard to think about - but Christmas is round the corner.

Our volunteers will be out in force collecting and recycling real Christmas trees again to save you from the dreaded trip to the tip! Our service removes the drama of taking it down and hacking away at branches to cram it in the compost bin or car. We are here to take that hassle away, so why not book your collection and support our vital work all at the same time.

All trees will be recycled by the Ribble Rivers Trust and used in various ways include helping stop bank erosion on the River Ribble and creating wildlife habitats.

Book your tree collection now.



**Booking a
Christmas tree
collection now.**

Our helpline: 0300 303 1234

Follow us



Our Integrated Care Programme is supporting older people with long-term health conditions

Age UK Lancashire's Integrated Care Programme is a Free service designed to help people over 50 and their carers living across East Lancashire.

In 2022/23, the ICP helped 970 people to manage their long-term illness and live independently.

The service brings together voluntary, health and social care services in East Lancashire. Our Personal Independence Coordinators work with these services to create a plan that suits the client's lifestyle and enables them to enhance their health and wellbeing and regain their independence.

Typically, the plan includes addressing an individual's physical and mental wellbeing needs, setting personal goals that could include such areas as:

What we want for our clients through this service

- Regain independence
- Meet their personal health & wellbeing goals
- Access GP and Primary Care services more effectively
- Maximise their income
- Reduce unplanned hospital admissions

- Guide people to the correct services
- Help people to stay safe and independent in their own home
- Efficiently improve co-ordination of a person's health and social care
- Connecting the individual with local clubs and activities that suit their lifestyle
- Assisting with benefits & access to Information & Advice
- Help with form filling for housing applications

"I don't know what we would have done without him!"



These are the words of Frank who recently, alongside his wife Vivienne, have been supported through our Integrated Care Programme. In 2019, Vivienne had a heart attack which meant that Frank, aged 88, had to become her full time carer. Frank wasn't sure who to turn to and so called his GP every day for help, and they referred Frank onto Shahid our Personal Independence Coordinator.

[Click here to learn how we supported Frank and Vivienne.](#)

Since Jayn has been involved it has totally changed my life. I now get over £100 extra a week and the backpay bought me a new chair and sofa, I struggled to get up out of my old chair. I could get an extra £90 a week too. This has helped me to keep my independence by helping towards my car insurance. Her visits and calls have been a great support to me."

Meet the awesome Integrated Care Programme Team at our celebration event



Our Integrated Care Programme team was part of the Family Fun Day at the Chai Centre in East Lancashire. Whilst there we met and spoke with with the Mayor of Burnley Raja Arif Khan (a former volunteer!) and the Chief Executive at Lancashire & South Cumbria NHS Foundation Trust, Chris Oliver, about our work & impact we're having.





How you can help older people in Lancashire

DONATE MONTHLY

Make a monthly donation to Age UK Lancashire and help make sure older people in Lancashire get the support they desperately need.



All new monthly donors will receive a gift and a brew on us!

Many of our services are not funded and so we rely on the generosity of our supporters to keep our frontline services open such as Information & Advice. This is our most used service, receiving thousands of calls each month. It is often the first door people will open when contacting Age UK Lancashire, seeking help for an isolated family member, enquiring about our other services, or even support with benefit claims.

Remember us...Les and Audrey did.

We are forever grateful to Les and Audrey. Their legacy will live on through the work we continue to deliver. Les's gift will allow us to help those who need us the most. We will be able to provide a variety of activities at our Day Clubs and Cognitive Stimulation Therapy Groups which help create friendship and keep members active. We will also be able to answer more phone calls to those who need advice and support. Please read about the support we gave Les and Audrey and how they thanked us at the end.



Work for us

We are the county's largest charity dedicated to helping all local older people make the most of later life. We are an expanding organisation which has big ambitions. We are always on the look out for great people to join our team and helping us achieve our vision of 'Until everyone is living their best later life'.

[Click here to find our job opportunities and share with family and friends that might be interested.](#)

THANK YOU JAMES

James has recently been supported by Shahid and our Integrated Care Programme following struggles with his mobility. James wanted to say thank you and donated £200, which will help us continue our vital work across Lancashire.



Find out how your donation can make a difference

The oldest person we supported was **111** years of age



Our 0300 helpline received

33,931

enquiries to support with a range of health and care issues, claiming benefits, housing and signposting to local services



We reached

52,910

individuals across Lancashire including older people, carers and family members

