



Until everyone is living their best later life

Welcome to our Spring Newsletter



A message from our CEO, Teri Stephenson

Welcome to our Spring newsletter! I'm looking forward to seeing more sunshine instead of the consistent rain we've been experiencing in the North West lately.

As always, the winter months have been crucial for us as we support older individuals in need. This period was made brighter by being named 'Charity of the Year' by Applethwaite Homes, a part of the Eric Wright Group. You can find more details about this in our newsletter, but for me, this award is a testament to the dedication and hard work of our staff.



I want to express my gratitude to everyone who supported our Winter Appeal. Your generosity funded an additional 1,000 calls to our Information Helpline, providing crucial support to older people during the winter season.

Looking ahead, my team has been diligently working to expand our services and meet the needs of older people in Lancashire. I'm thrilled to announce that we are introducing new services in Lancashire, as well as expanding and maintaining our existing services. These new services will provide support to individuals struggling with mental health issues and those living with Parkinson's Disease.

Our impact is made possible by the continuous support of our donors, fundraisers, partners, and shoppers in our stores, and for that, we are immensely grateful.

Our Canoe Challenge is scheduled for Saturday 18th May, with only a few spots remaining. It's a fantastic event that brings a lot of positivity, and I'll be there along the Lancaster Canal cheering on our fundraisers, urging them to reach the finish line. If the Canoe Challenge isn't your cup of tea, consider joining our historic Cross Bay Walk in Morecambe on Saturday 15th June, with very limited spots available.

If you're interested in becoming a fundraiser or volunteering on the day, please contact our fundraising team.

I hope you enjoy reading our newsletter and discovering more about the impactful work we do and the support we provide in Lancashire, making a real difference in people's lives. The newsletter is for everyone, so please share it with your friends, family, and colleagues.

Teri

What's in our Spring issue

We've been named Charity of the Year!



Funding secured that will support older people across Lancashire

Record number of Christmas Trees recycled



Register for Our Canoe Challenge and Cross Bay Walk Fundraiser

Age UK Lancashire become Beacon of support for Deryl



Volunteer at Age UK Lancashire

What's New



We've been named Charity of the Year!

Age UK Lancashire is delighted to share the exciting news that we've been chosen by Applethwaite Homes as its Charity of the Year. Applethwaite Homes is part of the Eric Wright Group, building quality homes throughout the North West. As part of being named Charity of the Year Age UK Lancashire will receive £25,000 which will be used to fund our Good Day Calls service, a telephone befriending service that last year made over 8,000 calls to isolated and lonely older people living Lancashire.



Age UK Lancashire will continue to empower the Bengali Ladies community

Thanks to Lancashire & South Cumbria Foundation Trust, our Bengali Ladies Group will continue to meet up each week during 2024.

In December 2023, the Bengali Ladies Group celebrated its one-year anniversary and now with additional funding, more older women from the Bengali community can benefit from the weekly meetups at the Chai Centre in Burnley.

The group sessions have offered support to women addressing various issues such as literacy, health, financial matters, and access to services. The positive impact of these sessions is evident by a notable 23% improvement in the well-being of attendees, as indicated by measures from our Integrated Care service.

Age UK Lancashire have received new funding from The National Lottery Community Fund which will support thousands of older people in Lancashire



This funding, totalling £43,112, will be used to sustain and enhance our essential customer service and helpline dedicated to older adults and their carers in Lancashire. The allocated funds will help aid older people struggling with the challenges posed by the current cost of living crisis. A significant portion of the calls received by our Helpline are financial or housing concerns, and our team of experts are committed to providing support.



Our Cognitive Stimulation Therapy sessions have restarted again. The first session was spent looking up the origins of member's surnames and the group bonded over sharing cherished photographs and memories.

Our fantastic Veteran's Officer, Jaqui was part of the Royal Military Police March that walked through the Tower of London to a church service at the Church of St. Peter ad Vincula.



CST Kickstarted again

The weather outside hasn't stopped the fun inside our Day Clubs

- Exercise with the Parachute
- Daffodil making ahead of Spring
- Celebrating the 93rd birthday of one of our members



It was great to meet David Morris MP at the Bay Information Hub. Our Head of Service, Diane, and Digital Service Manager, Rian, updated him on the crucial work of both our dementia and digital inclusion services and the impact they are having on the lives of local older people.

Little things can make a big difference!

Meet our Fantastic

Fundraisers



Record number of Christmas Trees recycled

After Christmas we undertook the mammoth task of collecting and recycling 162 Christmas Trees across Lancashire - over double what we recycled the year before!

- 🎄 162 Christmas trees collected & recycled
- ★ 8 amazing volunteers
- 🚐 4 vans



Each tree has been given to Ribble Rivers Trust to support their conservation work. All this would have been impossible without the help of our volunteers - so a big thank you from us!



CANOE CHALLENGE 2024

SATURDAY 18TH MAY

- 25-miles from Preston to Lancaster
- Free entry
- Free training session
- All equipment provided

Lancashire
ageUK

FR Registered with
FUNDRAISING
REGULATOR



Touchdown... Age UK Lancashire!



Whilst the Kansas City Chiefs were making history, our Digital Service Manager (and keen American Football fan), Rian, was hosting a Superbowl Party to raise money for Age UK Lancashire.

Thank you to everyone who got involved! The night managed to raise a whopping £561.70 on the night!

Thank
you!



Cross Bay Walk 2024 Saturday 15th June

Register with Age UK Lancashire to take part in the unique Cross Bay Walk. Enjoy this historic walk and immerse yourself in Morecambe Bay's unique scenery and wildlife.



[Register for our Cross Bay Walk Here](#)

Feedback Corner

"My wife was diagnosed with Alzheimer's Disease in November 2021. I spoke to several agencies and was drowned with platitudes, that is until I contacted Age UK Lancashire. The response was like a breath of fresh air, I found people that truly care! Their professional approach to dealing with my wife's case was a pleasure to experience. Age UK Lancashire staff gave me confidence and support to undertake my duties confidently in the knowledge I was not alone in dealing with my wife's deteriorating condition."



We're Here to Help!

Memory Meets is our new Social Group

We are delighted to introduce 'Memory Meets' in Chorley for people living with dementia and their carers, family and friends. Memory Meets is free to attend takes place on the 1st and 4th week of each month at St. Laurence's Church. [You can find out more about Memory meets here.](#)



We're passionate about educating people on scams and how to avoid them.

Partnering with Lloyds Bank we offer 1-2-1 and group sessions offering expert advice and support.

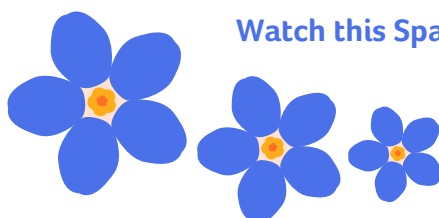
[Click here if you if you want to know more](#)

Become more digitally confident with our free support

Our friendly Digital Inclusion team have been improving people's lives across Lancashire, allowing them to connect with others, be more independent through online shopping and banking and giving them the confidence to use their laptop, smartphone and tablet.

They can provide 1-2-1 support and in group settings. Here is just a flavour of how they can help.

- Online banking & shopping**
- Manage your health appointments & prescriptions**
- Protect you against scams**
- Optimise devices for hearing & visual impairments**
- Self manage your health and wellbeing**
- Setup & send emails**
- Making video calls**



Scams Awareness Tips

- 1** Never reveal who you are until you know who you are talking to! If you don't recognise the number let the answerphone do its job.
- 2** Your bank, building society or the Police will never ask you to disclose your account numbers or move money to a secure account.
- 3** Amazon never ring their customers, neither do VISA or HMRC. If you receive an automated call claiming to be from them, just hang up.
- 4** Be wary of cold calls offering you new mobile phone deals. Scammers obtain lists of customers and then call offering them 'too good to be true' offers.
- 5** Scammers set up automated calls asking you to press the number 1 on your keypad. Avoid as these can transfer you to premium rate lines.
- 6** Look out for poor grammar and spelling in emails. Hover over the sender to check its origin and above all do NOT click on the links.
- WhatsApp, Facebook messenger and text messages are a common way for scammers to contact you claiming to be one of your contacts in trouble. Check with the person you think is trying to contact you on their original number. NEVER click the link.
- 7**
- 8** Missed deliveries are usually notified by a card pushed through your letter box and not a text asking you to click on a link and then pay a small fee!
- 9** Be aware of fake Facebook and social media advertising. If you see something you are interested in buying on Facebook, visit the company's official site.
- 10** Set strong passwords on your digital devices and write them down somewhere secure. 3 very random words with numbers instead of letters are recommended e.g. Oc3an_book_tra1n

If you are worried about your bank account, call the centralised number 159 or the number on the back of your card

Dementia Action Awareness Week

Leading up to Dementia Action Week on 13th- 17th May, we are encouraging people with dementia and their caregivers to participate in one or more of our activities scheduled for the week. Our Dementia Team are working hard to pull together a full schedule that includes Pop-Up dementia cafes, organising events at our Day Clubs, and participating in the Next Steps drop-in session in Leyland.

Watch this Space!

Our aim is to support people to live well with dementia or memory loss and increase their sense of wellbeing.



We're helping older people in Lancashire

Age UK Lancashire became a beacon of support for Deryl and his family.

At the age of 88, Deryl, found himself struggling with loneliness and the challenges of living alone after the passing of his beloved wife, who battled dementia. His life took a further turn for the worse when he was diagnosed with dementia himself whilst he was still grieving for his wife. However, his story took a positive turn when he was introduced to Age UK Lancashire and their Support at Home service.

Deryl and his wife shared a lifetime together, spanning over 66 years, filled with love, companionship, and a shared passion for gardening. As Deryl faced the realities of the impact of dementia, he found himself struggling to keep up with the gardening and with the upkeep of his home.



Following the recommendation of his social worker, Deryl's daughter reached out to Age UK Lancashire, seeking support and guidance. This led to a meeting with Lucy, Age UK Lancashire's Personal Independence Coordinator, who provided valuable information about available services and support networks. Lucy was successful in applying for Attendance Allowance and a Blue Badge for them both, but the most significant support Deryl received was the introduction of Kath, a Support at Home worker.

Kath is a compassionate and dedicated Age UK Lancashire staff member who not only assisted with household chores but also provided companionship and emotional support to Deryl. Her weekly visits brought joy and a sense of connection back into Deryl's life, alleviating his loneliness and fostering a newfound sense of independence. Age UK Lancashire became a beacon of support for Deryl and his family.



Deryl said:

"Kath really brightens up my week! She takes me to buy flowers, then takes me to the cemetery to visit my wife. She sometimes takes me to the barbers too. She is marvellous and a whizz when cleaning and taking care of my home, but always makes time for a cup of tea and a good old chat with me, sometimes even a game of dominoes."

In addition, Kath has been really encouraging and supportive with Deryl doing some gardening and assisting him with seeding plants and watering them.

With the support of Age UK Lancashire and the companionship provided by Kath, Deryl's quality of life improved significantly. He regained his confidence to live independently allowing him to remain in his own home surrounded by memories of his beloved wife. The burden on his family lessened, knowing that Deryl was in capable and caring hands.

Introducing Support at Home



Support at Home will replace the Home Help service, Why? This is a celebration of the service evolving over recent years, not just providing household chores. Instead, Support at Home acknowledges our commitment and the importance of client's wellbeing and meeting their individual needs. Over the years, our service has transformed to become a beacon of support for many across Lancashire such as Deryl's story above which exemplifies the impact of our support.

- Enable independent living
- Flexible support
- Tailored to individual's needs
- Access and referrals to wider support
- Trusted service for over 15 years in Lancashire



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.



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.



YOUR VOICE MATTERS!

We want to understand what is important to you and what issues are affecting older people.

Join our forum, 0300 303 1234

Get help writing or updating your Will

Book an appointment with our partner solicitors

We've now partnered with new local solicitors to support more people to write their Will at a discounted rate. Our partner solicitors kindly give up their time in return for a suggested donation of £100* to Age UK Lancashire.

**The donation includes preparation and finalisation of a basic Will. Any additional requirements may incur a fee. Additional fees will be discussed directly with the solicitor prior to the completion of the Will.*



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.](#)

Do you have spare time to make a difference and join our volunteer family?

Contact us on 0300 303 1234 or
Email: volunteers@ageuklancs.org.uk



Leave a Gift to Age UK Lancashire

If you choose to leave a gift to us, you will be supporting older people in Lancashire that need our help.

"We are forever grateful to Les and Audrey. Their legacy will live on through the work we continue to deliver to support older people."

