

EngAGE

SUMMER 2021

Leicester Shire
& Rutland
ageUK



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well with
dementia

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in your step at
our Sheds



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How Can We Help You?

Age UK Leicester Shire & Rutland would like to thank its advertisers for supporting EngAGE and allowing us to produce this magazine at no cost to the charity.



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A free and confidential service to assist with issues affecting your quality of life including: finances & welfare benefits; housing & property; social care; and leisure activities.



Home Care 0116 299 2266

Assistance with domestic tasks to make living at home that little bit easier to manage. Services include: food preparation; cleaning & ironing; shopping; collecting prescriptions; personal care; companionship; support with appointments & outings.



Respite 0116 299 2266

Fully trained Respite Workers offer carers a break from the stress and demands of caring for someone. We also offer dementia respite by workers experienced and trained in dementia care.



Befriending Services 0116 299 2233

A free service offering a daily or weekly phone call to carers and those who live alone giving the opportunity for a friendly chat which can make all the difference. Home befriending visits are available in NW Leicestershire & Rutland.



Handyperson & Gardening 0116 299 2254

A 'no job too small' household maintenance service including: gardening; home security & safety; basic decorating; home maintenance.



Day Care Services 0116 222 0558

Social support in a community setting including care, entertainment and companionship, with optional transport if required.

The above services were open at the time of going to press but their availability may be affected by local Covid-19 restrictions.

**We are a local charity
with a national name**



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every penny raised locally is
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Foreword from the Executive Director

It's so good to be back in an edition of EngAGE and able to share the news with you of our projects and services reopening, new services available to support you and of course, some pertinent information and advice to help you avoid scams and maximise your income. I hope you enjoy this long-awaited Summer edition!

Since March 2020, we have never been so much in demand, have never witnessed so many people struggling with day-to-day life or experienced such depths of need. Very few of us weren't touched in some way by Covid-19; we may have been furloughed or learned new ways of working ("you're on mute" is now a familiar phrase!), we may have self-isolated or caught the virus ourselves and too many have lost a loved one or seen them struggle with long Covid. It's been a year that's changed us all.

As the first point of contact for older people, we helped thousands with their emotional, practical and mental health needs. And, in turn, we were helped by hundreds of people who gave in whatever way that they could – by volunteering their time, by donating food for emergency parcels, by fundraising for us and through generous cash donations. Our community truly stepped up, came together and

achieved so much in partnership. We may be moving through the road map – thankfully quite successfully – but, as we emerge from the restrictions, we need to be mindful that not everyone is enthusiastic about returning to a new normal.

Many older (and indeed younger) people have simply lost confidence, remain fearful of the virus and of going out, are grieving, dealing with carer strain and many are working through new or escalated mental health challenges. I hope that the community spirit we experienced will stay with us and make us thoughtful, gentle and considerate with others who may be finding the transition out of lockdown nearly as hard as moving into it was last March. Be kind to others and be kind to yourself over the coming months. Just like our crisis response, our recovery will be so much stronger if it's achieved together and as a community.

Stay safe and well.

A. N. [Signature]

Executive
Director, Age
UK Leicester
Shire &
Rutland



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CARING FOR LOCAL PROSTATE CANCER

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Contact: Rob Banner, Trustee / Director
Reg. Office, 17 Torrington Close, Wigston, Leicester LE182RY
Email: info@prostaid.co.uk Helpline 0844 800 7801 (low call)

www.prostaid.co.uk

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Kindness for your Feet

Are you finding it hard to get an appointment at your local Podiatry clinic? Do you need some help for yourself or a loved one with overgrown nails or problem feet? Let us help with our new home visit service or visit our Charnwood, Rutland and City Centre clinics.

As restrictions begin to ease across the country, more and more older people are struggling with the health of their feet. Many are finding it too difficult to bend and cut toenails, struggling to cut through thick nails or have health issues such as arthritis that make using clippers problematic.

Despite now being able to leave the house, many older people are finding that their nails have become so overgrown that they are digging into their toes, making it painful to walk.

As many Podiatry services are still only offering emergency appointments, our Footcare Service can provide much needed support for maintaining

healthy feet. We worked with the NHS Podiatry service to develop our Footcare Service in 2019 and quickly found that appointments at our city centre clinic were in great demand. We are pleased to now be able to offer new clinics in Charnwood and Rutland as well as offering home visits for people unable to attend a clinic.

During your appointment, a member of our fully trained team will welcome you into a private room for your treatment. They can help you remove your shoes and socks, if needed, and will make sure you are comfortable for your treatment.

Each treatment will include: a hand or foot soak to cleanse

and soften the skin and nails, a nail trim, followed by hand or foot cream to moisturise and prevent skin dryness or itchiness. Treatments take 20 – 30 minutes, and longer appointments are available for those wanting to have both a hand and foot treatment.

Our staff are provided with appropriate Personal Protective Equipment (PPE) and we have extra handwashing and hand sanitising facilities available. You will also be provided with a personal nail cutting kit to prevent cross contamination. All appointments are timed to prevent client crossover and to allow for thorough cleaning and disinfection of the treatment room between appointments.

As well as looking after hands and feet, the appointment also provides some much-needed conversation and companionship for our clients, many of whom have become increasingly isolated during the past year.

Our prices are competitive and can be booked through our Home Help Department on 0116 299 2266





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All the information you need

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How our service works

You will be given your own dedicated adviser who will:

- 1 Discuss your individual needs.
- 2 Carry out a search for suitable homes or care services within your area.
- 3 Collect & accompany you on care home visits.
- 4 Provide advice and support throughout the entire process



CHS
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0116 254 2564
www.carehomedselection.co.uk



Find the spring in your step at our Sheds

Our Men and Women in Sheds projects run in Charnwood and Rutland. They provide a workshop space where older people come together to work on a wide variety of activities including woodwork, gardening, model making and art and craft projects.

The Sheds have been a great success story and have run for several years now, giving older people a different way of making new friends, engaging in new activities and learning new skills.

Like any community-based activity, both of our Sheds were severely affected by Covid-19 and were hardly able to open for most of 2020 and nearly half of 2021. We were both relieved and absolutely delighted that, in May this year, both Sheds resumed operation and could welcome back many of their active members from before the start of the national lockdowns.

Attending a Shed means something different to each member; it may be a place of respite for a carer, somewhere to make new friends post-retirement, the opportunity to learn new skills or to indulge in previous hobbies in a social environment. Many Shed members have shared their stories about how the Shed has helped them to live with long-term health conditions and to deal with other life changing events.

It is clear that, for many people who come to the Shed,

they find a sense of purpose and an invaluable, informal and supportive social network that makes our Sheds such effective hubs for wellbeing.



Irene Bayliss is the wife of one of our Charnwood Shed members. Irene wrote to us in early May to express how much the Shed meant to her husband and how much he was looking forward to it re-opening.

“ My husband Sean was diagnosed with Early Onset Alzheimer's in September 2017 aged 51. I stopped working in 2019 to care for him.

I discovered Owen and Charnwood Men in Sheds in September 2020 and Sean attended his first session in early October.

From the very first session I noticed a change in his mood; he had a spring in his step and he chatted afterwards for a few days recalling what he had done. He would ask how many more days until he could go again. It gave him purpose in his week, it made him happy again which I hadn't seen in him for a few years. He was quite sad and lonely as his few friends are scattered around the country and some have not been in touch since his diagnosis. The Men in Sheds had given him confidence to chat to other men and women in a safe non-judgemental environment.

Sean has always had a love of wood and was a keen DIY-er but sadly his tools are no longer used as he lacks the knowledge of what he's got or the inclination to do anything.

The Men in Sheds had reignited his love for woodworking but unfortunately, after only a few

weeks we were all back in lockdown for 6 months. He was so happy when I told him it was restarting on the 17th May and although he has deteriorated a little over lockdown he still has happy memories of the few weeks he spent with Owen and I'm sure he will make many more.

Keep up the good work. You make a difference in people's lives far more than you will ever realise. **”**

Going forward, Age UK Leicester Shire & Rutland will be working with Shed members with the aim of making these amazing projects sustainable in the longer term and as accessible as possible to older people with a wide range of needs, abilities, strengths and interests.

We are actively looking for new members to join our Sheds and enjoy the pleasure of old and new hobbies in a Covid-safe environment with like-minded people.

For more information about our Sheds, please visit our website www.ageukleics.org.uk and click on Our Services, then Helping You Stay Healthy and Well. You can also contact our Shed Co-ordinators:

**Owen at Charnwood Shed on
01509 211603
or owen.jones@ageukleics.org.uk**

**Brian at Rutland Shed on
01572 720319
or brian.lee@ageukleics.org.uk**





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EngAGE Business

Like many of you, we are at last feeling more positive about things getting back to normal including resuming business as normal, working back alongside colleagues, welcoming customers and clients and looking forward with fewer restrictions. Without the support of our corporate partners and friends, our charity would find it very difficult to provide the vital services that are a lifeline to so many local people, especially during the pandemic.

We would like to thank the following organisations for recently donating to our charity in recognition of our vital support services: Hastings Direct, Interaction Recruitment, Leicester Rotary, SPS Technologies, Lloyd & Whyte, Berkeley Insurance Group Ltd and Boden.

For many businesses, planning to return to trading after so long in lockdown presents many challenges.

We'd like to suggest that an option to help you re-engage with customers – and staff – is to consider the value that is added to brands and organisations through a partnership with a local charity working in your local community, especially one which has been seen as a key supporter of local people in their hour of need. For many people, an association with a charity like Age UK Leicester Shire & Rutland shows a commitment to your local communities and thus drives more customers towards your business and increases staff satisfaction and pride in their employer. Take a look at the organisations already working with us on the panel on the right who feel that lending us their support really works for their business and their staff. If you are interested in working with us to help us continue our support for local people, we have lots of opportunities and a range of partnership levels that can be tailored to your organisation.

Virtual wine tasting...

...but the wine was real! Working with Unique Wine Safaris, we held our first virtual wine tasting event in March led by wine expert, Phil Humphries, and Spanish vineyard owner, Juan. It was a great opportunity for people to be part of an event without having to leave their living rooms. One lucky attendee won a case of the wine we had enjoyed during the evening. Please follow our social media pages for future, exciting events – and get in touch if a wine tasting evening appeals for your business.

Cooking up support

Sincere thanks to University students throughout the city who have been busy fundraising for us. Leicester University held a "Take Me Out" fundraiser raising £360 and students from De Montfort University partnered with Chutney Ivy and held an online curry cookery class and raised £150. Well done to you all.

We'd love to hear from you and to answer your questions. Please contact Nikky Miles on

0116 223 7346, 07967 030401

or nikky.miles@ageukleics.org.uk

Annual Golf Day

We were very disappointed to have to cancel our 2020 fundraising golf tournament last year, so it is with great pleasure that we can announce that our 2021 golf event will go ahead on Monday 13th September at Lingdale Golf Club in Woodhouse Eaves.

We already have companies entering teams, all keen for a return to happier times and being able to meet again with old friends. There's still time to enter a team or, if you can't make it on the day, we have many opportunities to show your support by sponsoring a hole or prize. Contact Nikky Miles for more information.

21st Annual Charity GOLF Tournament

Leicester Shire & Rutland
ageUK

Lingdale Golf Club, Joe Moores Lane, Woodhouse Eaves,
Leicestershire LE12 8TF

MONDAY 13th September 2021

Registration 9:30am–10:30am
"Shotgun" start 11:00am
Drinks Reception followed by
dinner and prize giving 4:30pm
Dinner will be on a set menu
based in the club restaurant.
Entry £350.00 for a team of
four players
Entry fee includes: Breakfast,
Rack, 18-holes of golf, and
3-course evening meal with
complimentary wine.

All money raised from this event will be used to
support local projects which have been set up to
combat loneliness and social isolation.

For registration and/or sponsorship opportunities please contact
Nikky Miles on 0116 223 7346 or
email nikky.miles@ageukleics.org.uk

Age UK Leicester Shire & Rutland Limited registered charity number 1146645. Company limited by guarantee
number 7844309. Registered Office: Lansdowne House, 113 Polesden Road, Leamington Spa, CV31 3JL

Our Business Club members:



We would like to say a big thank you to all of our members and supporters without whom we could not provide our services to older people.

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The Generation Communication Project

Action Deafness, a Deaf led charity, supplies services such as Telephone and Translation, British Sign Language Interpretation services (including LipSpeaking and Speech to Text), one to one support at home and in the community and free impartial information and advice regarding any aspect of hearing loss.

The charity has been successful in securing National Lottery Funding to support those in the Community that have a hearing loss and are isolated due to lack of knowledge on the use of technology.

This is especially important during the pandemic where many people have been isolated at home and unable to meet with friends and family or reach out to services they may require as so many have moved online.

Our fully trained Generation Communication Officers are now supporting those in the community that are over the age of 50 and have a hearing loss - whether you have a slight hearing loss, are profoundly Deaf or a British Sign Language user, our team are here to help. This service is free of charge.

It could be that you have a tablet or PC already but are unsure how to use it and would like further training. Or you may have no technology and would like support with what to purchase and training on how to use it.

We can visit you at home should you live in one of the geographical areas we are currently supporting, full PPE and risk assessments are in place. We are also able to support remotely regardless of location if you have access to a webcam or phone.

“We just wanted to say how very helpful & lovely the officers have been. Nothing seems to be too much trouble for either of them & they really are doing all they can to make things easier for mum. Such a credit to your team.**”**

We also run monthly workshops online via Zoom covering various topics such as how to use FaceTime or how to use WhatsApp - which everyone is welcome to attend.

Please do get in touch if you, or someone you know, is over the age of 50 and has a hearing loss and thinks they may benefit from the project on info@actiondeafness.org.uk or **07850 796131**



DO YOU KNOW SOMEONE WHO IS -

- Over 50
- Has a hearing loss
- Is isolated due to the current pandemic
- Has no technical knowledge or requires support with getting online

Our Generation Communication Officers can visit their home and teach them how to use a webcam so they can talk to their friends and families and reduce isolation.

We can also offer other support such as teaching them how to place online orders and access online services.

- No equipment or internet necessary
- Covid Safe practices in place with full risk assessments and PPE

To refer or if you have any questions please contact: 07725244129
info@actiondeafness.org.uk

GENERATION COMMUNICATION PROJECT
www.actiondeafness.org.uk

ACTION DEAFNESS

The aim of the project is to reduce isolation and improve independence by teaching and supporting those that require support with the use of technology. This could be support with the use of a mobile phone, tablet, PC, webcam apps (Zoom, Microsoft, FaceTime etc), online services and online shopping, mobile phones (texting, WhatsApp) or Social Media platforms.

Money Matters

Pensioner Poverty

A new report shows that pensioner poverty levels are rising with 18% of pensioners (£2.1 million people) now living in poverty after housing costs. Caroline Abrahams, Charity Director at Age UK said:

“This worrying increase represents 200,000 more pensioners in poverty than the previous year and there hasn't been a larger number of pensioners living in poverty for more than 15 years.

Today's figures also show that 8% of pensioners wouldn't be able to pay an unexpected bill, equivalent to more than 900,000 older people. This paints a stark picture of the grim reality of retirement for millions of pensioners in the UK. The fact is that far too many pensioners are living in a precarious financial situation, with insufficient income to cover even their basic costs.

Many of these older people are likely to be in poor health and feeling extremely vulnerable as the country has been in lockdowns for the past year. They are likely to be just about managing by budgeting carefully and the smallest increase in expenditure, such as an unexpectedly high utility bill, can quickly tip the scales. ”

Avoiding Scams and Fraud

We have all heard about some incredible acts of kindness over the past year as individuals and organisations have supported older and vulnerable people living in their communities. Unfortunately however, criminals have used the pandemic as an opportunity to devise new scams. Here at Age UK Leicester Shire & Rutland we are regularly hearing about individuals who have become victims of the latest scams.

All of us can be targeted by scams and they can be very upsetting with the impact being both emotional as well as financial. If you have unfortunately been the victim of a scam, it is important to remember that you are not alone. Sadly, scams are becoming increasingly common and we can all get caught out.

There are some steps we can all take to avoid being taken in by scams:

- **Do not rush into anything.** If an offer seems too good to be true, it probably is.
- **Do your research.** Make sure a company is reputable by checking for a contact number and postal address and membership of a trade association.

- **Know who is on your doorstep.** Check before you open your door, and do not feel bad about asking someone to leave if you do not know them. If someone refuses to leave, you can call the police.
- **Be wise to cold call scams.** Ignore unsolicited invitations such as letters, emails or phone calls offering a brilliant investment or saying you have won a lottery.
- **Report it.** Do not feel embarrassed or ashamed if a scam happens to you. Unfortunately, it is much more common than people think. **Contact Action Fraud on 0300 123 2040** to report it and get help.

Alternatively you can contact Action Fraud, using their online fraud reporting tool at www.actionfraud.police.uk and you can do this any time of the day or night.

Most Coronavirus linked scams relate to online shopping, vaccinations, testing and PPE. Others involve messages claiming to be from the Government, HMRC or NHS, where recipients are asked to open attachments or reveal financial information. One complex scam to trick people into handing over their bank details or savings is

increasingly targeting older and vulnerable customers. People are called by fraudsters posing as police officers who claim money has been, or is about to be, stolen from their account and a suspect arrested. They ask the victim to hang up and call the local police to verify who they are. However, the fraudster simply stays on the line so, when the person makes the call, they are unknowingly connected straight back to them. They then ask the victim to tell them their PIN or key it into the phone's handset. The criminal then poses as a courier and comes to collect the person's bank card. Once they have the PIN and card, they clear out the victim's account.

Remember you should not be afraid to hang up if you are unsure about giving personal details. Never assume a caller is genuine just because they have basic information about you, such as your name and address. The police and banks will never call and ask for someone's PIN number or ask them to withdraw money. If you receive a call like this please hang up, call someone you trust to make sure the line is clear and report the matter to the police. The Age UK information guide "Avoiding Scams" has information on more ways older people can protect themselves.

Contact our Advice Helpline on **0116 299 2278** between 9am-1pm on weekdays if you would like a copy of the leaflet or indeed any further information.

Free, confidential Information & Advice Helpline

Benefit Checks

Age UK Leicester Shire & Rutland is urging any older person who is worried about money to see if they could be eligible to claim any additional benefits.

Members of staff on our telephone helpline (on 0116 299 2278 between 9am - 1pm on weekdays) can undertake benefit checks and provide information and advice on possible entitlement to additional income.

Some of the most common benefits and the payment rates April 2021 -2022 include:

- **Health benefits** - people aged over 60 can get free prescriptions and eye tests but you may be entitled to help with other NHS health costs too
- **Universal Credit** - the basic standard allowance for Universal Credit is £411.51 per month if you are single and £596.58 for couples
- **Personal Independence Payment** - for people of working age who may need help because of a long-term illness or disability. The daily living component has increased to £60.00 for the standard rate and £89.60 for the enhanced rate per week. The mobility component is now £23.70 for the standard rate and £62.55 for the enhanced rate per week
- **Heating benefits** - Winter Fuel Payment remains a one-off annual payment of normally £200 for individuals under 80 and £300 if they are aged over 80. Cold Weather Payment is paid at £25 per week when the weather has been, or is expected to be, freezing or below for seven days in a row between November and March. The Warm Homes Discount is a one-off discount on electricity bills from energy suppliers
- **New State Pension** - up to £179.60 per week depending on the National Insurance contributions made during the person's working life
- **Bereavement benefits** - which you may be able to claim if your husband, wife or civil partner has died
- **Basic State Pension** - the full, basic State Pension under the old rules is now £137.60 a week for people with at least 30 years of National Insurance contributions
- **Contribution Based Employment and Support Allowance** - for people who are unable to work due to illness or disability. The work-related component has increased to £74.70 per week and the support component has increased to £114.10 per week
- **Housing Benefit** - can help people of pension age on a low income to cover their rent and sometimes other housing costs like service charges. The level paid will vary depending on certain circumstances and criteria
- **Attendance Allowance** - to help those over state pension age, who have personal care needs. This is now £60.00 per week if you need help in the day or night and £89.60 per week if you need help in the day and night
- **Pension Credit** - an income-related benefit to give you some extra money in retirement. Guarantee Credit can now top up your income to at least £177.10 per week for single people and £270.30 for couples. Savings Credit is now up to £14.04 extra per week for single people or £15.71 for couples
- **Council Tax Support** - helping people who are on a low income or claiming certain benefits to reduce their Council Tax bill. The rate it is paid will vary depending on certain criteria and circumstances.
- **Carer's Allowance** - for carers and, even if you do not think of yourself as a carer, you may still be able to claim it. £67.60 per week if you care for someone



Information & Advice

Did You KNOW?

A recent report has revealed that 1.4 million older people aged 60+ in England have been eating less since the start of the Coronavirus pandemic and could be at the risk of becoming malnourished. Meanwhile 3.7 million older people say that they or others in their household have been unable to eat nutritious food.

.....

All EU, EEA or Swiss Citizens, who were resident in the UK on 31 December 2020, need to apply to the EU Settlement Scheme, by 30 June 2021, to be given "Indefinite Leave to Remain". Once granted this enables an individual to live in the UK for as long as they want. EU citizens who do not make their Settled Status application by this deadline could possibly lose their rights to benefits, social care and other services. Application guidance can be found on GOV.UK.

0116 299 2278

Available weekdays from 9am to 1pm

FUNdraising



Woolly Warriors needed!

The Innocent Big Knit is in full swing and we are calling on the knitters and crocheters of Leicestershire & Rutland to get their needles at the ready to help raise urgent funds for older people most in need.

This is the 18th year that 'Innocent' has been running the Big Knit in partnership with Age UK and 'Woolly Warriors' are invited to craft some little hats to sit on the 'Innocent smoothie' bottles. For each be-hatted smoothie sold, we receive 25p, which will help the charity make a big difference to the lives of older people.

With many of us spending lots of time at home it is a great opportunity for 'stitching superstars' or for 'knitting newbies' to grab some needles and give it a whirl!

We have patterns for six exciting new hat designs this year, including a rainbow, a rabbit and a cupcake so visit www.ageukleics.org.uk to download them.



Get yourself a discounted Will during August

Covid sadly disrupted our 'Discounted Will Writing' promotion last year but it's back in August with 26 solicitor practices ready to help you write a new will or review your existing one.

If you are not familiar with our annual promotion, then it simply helps the over 55's to make or update a single, uncomplicated will with professional support from a local solicitor for just £35 + VAT. This year it runs during the whole of August and all you need to do is contact us to request your wills pack.

There are no strings attached – you work directly with the solicitor and just complete a questionnaire for our records.

If you wish you may make a donation to our charity or you may want to discuss with your solicitor how to leave a legacy in your will to help secure services and support for older people in future years.

Our 'Wills' pack has all the information you'll need to make an appointment with a solicitor and you'll make a significant saving on writing your will this summer.

To find out more about any of the fundraising ideas and opportunities on this page, to order your free wills pack or to chat to us about your fundraising ideas, please contact Tracey Pollard on

0116 299 2265

or Tracey.pollard@ageukleics.org.uk

You can also visit the Get Involved section on our website at www.ageukleics.org.uk for more fundraising ideas.

We can't do what we do without you!



Digital donations are a doddle

Here's a couple of our favourite digital donation websites... they are quick, easy, and cost you nothing to instantly start raising money for your favourite charity (us!) with just one click of a button...

amazonsmile
You shop. Amazon gives.

We've all been Amazon crazy during lockdown but did you know that AmazonSmile has exactly the same products, pricing and delivery as Amazon but with the added benefit that some of Amazon's profits get donated to charity?

Simply visit www.smile.amazon.co.uk, follow the simple instructions to select Age UK Leicester Shire & Rutland as your nominated charity and start shopping! Amazon then donates ½% of the value of your purchases to us at no cost to you.

easyfundraising
feel good shopping

When you sign up with www.easyfundraising.org.uk and make online purchases through the platform, the retailers you shop with will donate to us as your charity of choice.

some retail therapy with the feel-good factor of knowing you're helping your local charity.

With over 5,000 retailers to choose from including Tesco, asos, Boots, Boden, Marks & Spencer and John Lewis you're sure to find what you're looking for! Signing up to support us is so simple – visit www.easyfundraising.org.uk, choose Age UK Leicester Shire & Rutland as your cause and enjoy



Make this a different kind of challenging year

We are emerging out of lockdown so naturally our minds are turning to summer holidays and the need to lose those 'lockdown lumps' and 'Covid curves' before we hit the beach. If you'd like a challenge, you'd like to get fitter, lose a little weight and raise money for a local charity all at the same time, we're with you every metre, mile or stroke of the way... and anything you raise for us will make a real difference to local older people. Our team is working hard to help them get back to normal after Covid and we rely on amazing supporters like you to help us continue our work. It's really simple, pick a challenge you'd like to do,



set up your own fundraising page at www.virginmoneygiving.com, nominate Age UK Leicester Shire & Rutland as your charity to support, share the link with family, friends and colleagues so that they can support you and off you go! And don't forget to share some photos of your challenge and tag us on social media so we can give you a shout-out and cheer you on!

Get Lucky with the Lucky Fox

With two chances to win on every card and just **£1.00** per play, what's not to love?

Now we can get out and about a bit more, how does **£1000** spending money sound?

Put it towards a holiday in the sun, a meal out, a treat for the children or whatever will help you shake off the shackles of a Covid-year!

You could be enjoying a fabulous summer with lots of lovely cash just by purchasing one of our **Lucky Fox scratch cards** from any of our shops or community centres.

They're a great gift to give to friends and family for a birthday, anniversary or even as a wedding favour... so pop into one of our shops or community centres today and **get scratching!**

Puzzle Page

Solutions can be found on page 23

By Oxy_gen at Shutterstock.com

Sudoku By Artulina at Shutterstock.com

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



Sudoku

The game of logic

Place each of the digits 1 to 9 in each row, column and 3x3 box.

There is only one solution.



Wordsearch

By lagoon_nebula at Shutterstock.com

By Jleg_cz at Shutterstock.com

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

Travel
Pool
Hat
Beach
Sun
Picnic
Ball
Vacation
Camping
Sandals
Park
Campfire
Hot
Sunglasses
Ice Cream
Shell

Quick Quiz

Test your Travel knowledge with our Quick Quiz

- Which two cities did the original Orient Express travel between?
- In which Asian countries would you spend the following currencies: (a) dong, (2) rupiah, (c) taka, and (d) baht?
- Which theme park at the Walt Disney World Resort in Florida has areas called Future World and World Showcase?
- Where in Britain would you find a large waterwheel and popular tourist attraction called the Laxey Wheel?
- The three largest of the Balearic Islands in order of size are Mallorca, Menorca and Ibiza; which island comes fourth?
- What name can be a city in southern Spain, a major city in Argentina, and a car produced by Chrysler?
- Which lake is called the 'jewel of the Italian lakes'?
- Fisherman's Wharf is a neighborhood and popular tourist attraction in which American city?
- Which European country is a good place for beach holidays on the Makarska Rivijera or the islands of Krk, Rab, Pag and Brac?
- The Shelbourne Hotel, built in 1824, is the oldest and most lavish hotel in which capital city?
- The Alhambra is a palace and fortress complex located in which Spanish city?
- ATOL protects you when you book a holiday with a UK travel company; what does letters 'AT' stand for in the acronym?

quiz from <http://www.freepubquiz.co.uk/travel-quiz.html>

Help us recover and reinvent after lockdown



We're calling on you to help us continue our work supporting older people as they emerge from lockdown. For all charities, the past year has been really tough but we are working hard on our recovery.

Our shops, which fell into the non-essential retail category, had to close for many months; not only did this mean that we lost essential income to support our services, we were also unable to receive donations of stock.

At last though, all our shops are open and we know that shoppers are pleased we're back! We've welcomed lots of bargain hunters and urgently need to replenish the stock in our shops and warehouse across the city and two counties. So please, if you've had a declutter during lockdown or plan to do so this summer, do bring along your

pre-loved items in saleable condition to any of our shops for us to convert into a befriending call for an isolated older person or a food parcel for someone self-isolating.

We would be delighted to accept donations of clothing, shoes and accessories, books, bric-a-brac and homewares in saleable condition at our shops as well as small items of furniture. If you have larger furniture items, we can arrange collection from your home. We have furniture shops in Blaby, Birstall, Oadby and the Leicester city warehouse - phone us or pop into the furniture shop nearest to you and ask about a furniture collection. Please rest assured that we are working Covid-safely both in our shops and during furniture collections in your home. You can find out where our shops are located and get their opening hours and contact details on our website www.ageukleics.org.uk

We also need your skills and your time...

With lockdown rules slowly easing in phases, many of

our services have been able to start up again. However, we have seen many older volunteers choosing not to return to their roles post-Covid and are heartbroken to be saying goodbye to many of our long-term and committed older volunteers.

We now face a huge challenge to change the mindset around volunteering and are calling for volunteers from all backgrounds to help us recover. In recent years, the whole volunteering culture has changed massively, with an increase in adults under the age of 60 stepping up to volunteer. Having a better work-life balance, and building up your skills and experiences, can lead to countless invaluable possibilities, such as boosting your career prospects, increasing your confidence, learning new skills and getting a real buzz from just giving back to your community. Volunteering provides an opportunity to connect with the local community, contribute to a cause you care about, utilise your skills productively, find a purpose, and help make a difference.

We are privileged and proud to publicise our charity as the largest local charity in Leicester supporting older people. With over 800 valued volunteers as our backbone in helping provide various services from telephone befriending, to shops, day care centres and lunch clubs, we still need as much help as we can get within our local community. If you - or any friends or family members - are interested in giving us some of your valuable time and sharing your skills and enthusiasm with us, please contact us to hear about our current, exciting volunteering opportunities in retail, befriending, catering, day care and meet & greet in our community centres.

Call one of our furniture shops to arrange a collection of larger furniture items:

Blaby 0116 278 1208
Birstall 0116 267 4876
Oadby 0116 271 7989

We are open 9.30am to 4.30pm from Monday to Saturday.

If you would like further information about our various roles and how to get involved as a volunteer, please contact the Volunteering Department on 0116 299 2256 or volunteering@ageukleics.org.uk



Valuing Carers

Carers Week is an annual campaign to raise awareness of the invaluable support carers give to individuals, families and communities throughout the country and highlight the difficulties they face.

This year, Carers Week took place between 7th and 13th June 2021, with the theme **Make Caring Visible and Valued**. Throughout the week organisations focused on the importance of recognising carers and valuing them for the vital contribution they make every day.

Who is a Carer?

If you provide help to a family member, friend or neighbour, who cannot manage on their own, you are a carer. Carers help in a variety of different ways:

- Helping the cared for person to wash or dress

- Helping with letters or forms
- Collecting shopping or prescriptions
- Dealing with finances
- Offering a listening ear
- Dealing with doctors or Adult Social Care

Sometimes individuals do not identify themselves as being a carer; they may feel that they are a husband, wife, partner, son, daughter, relative or friend. However, if they provide any of the support listed above, they are also a carer. Leicester City Council, NHS Leicester City Clinical Commissioning Group and the Leicester Carers Support Service at Age UK Leicester

Shire & Rutland will shortly be launching a project to highlight the benefits of identifying family carers as partners within a timely hospital discharge process.

They will also be developing an information pack for family carers to support them when the person they care for is being discharged from hospital.

Looking after yourself

Caring can be a very rewarding experience, but for some it can be quite difficult and tiring. Sadly, for many carers the challenges they face on a regular basis have increased during Covid-19.

The Office for National Statistics reported that before the pandemic started 11% of adults in the UK were regularly providing care but after the lockdown was implemented 48% of adults said they were providing care for someone outside of their household.

The pandemic has led to more people experiencing carer breakdown leading to a risk of hospital admission either for the person they care for or themselves, often because they are not aware of the support that is available or because they have been left feeling tired and stressed.



Support is available

Without the right support, advice and information, caring can have a negative impact on your relationships, finances, career, health and general wellbeing. Here are some suggestions that may help in your role as a carer:

- Getting help from friends and family can ease the stress, additionally your G.P. and Adult Social Care should also be able to provide support
- As a carer you do have certain basic rights and you are entitled to ask for a **Carer's Assessment** and have your views taken into consideration by Adult Social Care when they are deciding how best to meet the needs of the person you care for.

- Register as a carer with your G.P.
- When you are caring for someone else it is important to stay as healthy as possible. Try to eat healthily, stay active and get enough sleep and perhaps discuss ways to help you manage any of your own long term health needs with your doctor
- **Carers Allowance** is the main benefit for carers and if you are eligible, it is currently worth £67.60 per week (from April 2021). To claim Carer's Allowance, you must spend at least 35 hours a week caring for someone,

although you do not have to live with them or be related to them. The person you care for needs to receive the higher or middle rate care component of Disabled Living Allowance, either rate of Personal Independence Payment daily living component, or any rate of Attendance Allowance. If you are working you must not earn more than £128 a week after deductions (2021) and not be in full-time education. Carer's Allowance may not be paid if you are receiving a State Pension or certain other benefits, but it is still worth claiming because you could get extra Pension Credit and/or Housing Benefit.

- If you provide help to a family member, friend or neighbour who cannot manage on their own make sure you have a **Carers Passport**, as it can help other people recognise you as a carer, for example in shops and hospitals. It can also enable you to access support or services to help you with your caring role.

If you would like any further information or details about local organisations offering support to carers, please contact our Advice Helpline on **0116 299 2278** between 9am -1pm on weekdays.



“Knowing that you are there makes a huge difference”



Living well with dementia

It is well documented that dementia diagnoses are increasing. In Leicester and Leicestershire there were an estimated 13,288 people living with dementia in 2019 and it is anticipated that this will rise to around 14,456 by 2025.

Age UK Leicester Shire & Rutland has helped people to live well with dementia for many years with a range of services and support. From April this year, our provision was extended and we now offer a new Dementia Support Service which works with adults who have received a formal diagnosis of dementia, their families and informal carers so that they can continue to live well and remain independent for as long as possible.

Whilst receiving a diagnosis of dementia can be daunting, our Dementia Support Service can really help; we recognise

that living with dementia is a type of journey and that there will be times when guidance and support is needed and that people's needs will change over time. It also responds to the broad range of concerns and challenges that a diagnosis raises including employment, finances, family life and social life.

Our service, commissioned by Leicester City Council, Leicestershire County Council, and the three Clinical Commissioning Groups working across Leicester and Leicestershire, is closely aligned to the Leicester,

Leicestershire and Rutland Living Well With Dementia strategy that aims to ensure that people with dementia live independent, healthy and fulfilled lives for as long as possible. We are supporting people aged 18+ who are registered with a GP in Leicester and Leicestershire. We also support their families and informal carers and recognise that they are not always living close by so we support them wherever they may live.

You can ask us directly for help or you can be referred by a health or social care professional. Our team of trained and experienced Dementia Support Workers will then contact you to find out what your needs are and provide you with guidance that will help you to plan for the future - as either the person living with dementia or an informal carer.

We know that people who find their lives changed by a diagnosis of dementia often find it hard to access the information they need to help them process their diagnosis and plan their way forward.

To fill this gap, our Dementia Support Service starts with an invitation to a post-diagnosis information session either face-to-face or on a Zoom video call.

The session is tailored to the specific needs of the individual and is accompanied by an information pack to read at leisure and refer back to as needed. It recognises that everyone will have different needs and preferences in terms of the information that they will find most relevant and useful. We also provide information online that can be accessed at any time.

“Thank you so very much for looking after us so well. You have succeeded in making both of us feel more secure as we move forwards into new uncharted waters!!”



After the initial information session, there are a range of services and support options which can be accessed as needed:

- **One-to-one support** from our team of experienced Dementia Support Workers. The support responds to the separate and shared needs of the person living with dementia and their family/informal carer and can be accessed as frequently and regularly as needed.
- **An information and advice service** to give the help needed to maximise income and apply for benefits that they may be entitled to.
- **Group support**, including memory cafes and social groups aimed at people

living with dementia and informal carers.

- **Informal carer learning sessions** that will equip carers with the knowledge and skills they will need to continue in their caring role. Sessions include help with: understanding dementia; strategies to support the person living with dementia; managing money; further support available; planning for the future; looking after yourself.

The Dementia Support Service is not exclusively for older people because it's not only older people who may face a dementia journey; we have resources and experience to also help people to live well when diagnosed with young onset dementia.

You can find out more information about how our service can help you on our website, www.ageukleics.org.uk by clicking on 'Our Services' and choosing 'Living with Dementia'.

You can also contact us on
0116 223 7363
or dementia.support@ageukleics.org.uk

Answers & Solutions

from page 18

1. Paris and Istanbul
2. (a) Vietnam, (b) Indonesia, (c) Bangladesh, (d) Thailand?
3. Epcot
4. Isle of Man
5. Formentera
6. Cordoba
7. Lake Como
8. San Francisco
9. Croatia
10. Dublin
11. Granada
12. Air Travel (Organiser's Licence)

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

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

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burghleyinteriors@gmail.com



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News Round Up

What a Covid-awful year!

After a difficult year, we feel that we are starting to return to a sense of normality.

Whilst the world starts to regroup, our services are still in high demand – we supported over 7,500 older people over the last 15 months with food parcels, shopping trips and befriending telephone calls all thanks to the fantastic support of volunteers, community and corporate supporters



and funding awards. We made a staggering 124,631 befriending telephone calls, helping local older people feel less anxious whilst keeping them connected to the outside world.

Let's keep sticking to the guidelines to make sure that we can all enjoy the summer with our friends, family and hopefully some sunshine!

Exciting new developments at Humberstone Gate

The builders have been on site at Clarence House since the beginning of the year and, as you can see, our new building is ready to welcome you. The new Bradbury

Centre will house our Information & Advice workers and our Carers Support team – with staff ready to welcome you in and help you with a range of support and guidance.



Not just 'Jam and Jerusalem'

The fabulous ladies of the Anstey WI have picked up their knitting needles to help us get to our Big Knit target.

We have received some wonderful creations, from elephants & robins, bees and a Santa, to strawberries, an octopus & we've finally

found Nemo! What an amazing bunch, keep knitting ladies, there are lots more patterns to try!



Thank you to...

- Asda in Thurmaston, Oadby and Abbey Lane for their continued support with donations of food, essentials, and recent community grants.
- Waitrose in Mountsorrel for a fantastic donation of £100 worth of Easter Eggs in March – it was very egg-citing!
- All our Big Knit Knitters out there who are working so hard on their creations. We couldn't do it without you!

- Hastings Direct, Next, SPS Technologies, DA Group and Interaction Recruitment for their donations and support
- Finally, a huge thank you to everyone who donated to us for our shop & warehouse re-openings... we have lots of fantastic items but keep them coming!

... and the very many other individuals and organisations who so generously support us.

Visit us soon at Gypsum Close household waste recycling centre shop

We are so pleased to be taking over the shop at Gypsum Close Household Waste and Recycling Centre, opening its doors in the early autumn. We are incredibly proud to support the City Council to reduce landfill and to welcome bargain hunters keen to reuse and recycle pre-loved items.

Sorry to keep you waiting until autumn, but we can promise the wait will be worthwhile. When the shop reopens it will be so much bigger and better after an extension and facelift and of course packed to the rafters with bargains of all shapes, sizes, and varieties!



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RECYCLE**

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|------------------------|-----------------------|---|
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| ◆ Old Station Close | ◆ Holmes House & | ◆ Clarendon Beechlands |
| ◆ Acorn Close | ◆ Holmes Court | ◆ The Rutland Care Village & Brambles Social Club |
| ◆ Stoneygate Ashlands | ◆ Island Place | ◆ Peaker Park Care Village |
| ◆ Braunstone Firlands | ◆ Stoneygate Oaklands | ◆ Barons Park |
| ◆ Brockshill Woodlands | ◆ White Acres | ◆ Lutterworth Country House |

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www.prime-life.co.uk email: katieipper@prime-life.co.uk