

# EngAGE

SUMMER 2020

Leicester Shire  
& Rutland  
**ageUK**

**FREE**  
PLEASE TAKE ONE

An elderly woman with short grey hair, wearing a dark blue turtleneck and plaid trousers, stands smiling in her doorway. A cardboard box filled with various supplies, including cans and boxes, sits on the step outside her door. The background shows a brick wall and a wooden railing.

**Our coronavirus  
crisis response  
support**

**Act now to reduce  
your winter fuel bills**

**Keep healthy  
and well at home**

**Your local independent charity with a national name**

FUNDRAISING + WHAT'S ON + PUZZLE PAGE + INFORMATION AND ADVICE + MUCH MORE



CEDAR MEWS  
CINNAMON LUXURY CARE

# Come and join our *Day Club*



Joining our Day Club gives you or your loved one the opportunity to meet new people and make friends in a safe and happy environment, as well as giving carers a much-needed break.

Club members can enjoy:

- A three-course lunch including wine.
- Live entertainment.
- Fun activities including arts and crafts, quizzes, gardening, days out, games and much more.
- Refreshments of tea, coffee, cake and biscuits served throughout the day.

**Every Monday  
and Wednesday  
9.30am to 4.30pm**

Please contact  
**0116 267 4835**  
to book your place now.

BOOKING  
ESSENTIAL

## Luxury Care Home in Leicester

Cedar Mews Care Home, Hallam Fields Road, Birstall, Leicestershire, LE4 3LX  
t: 0116 267 4835 w: [www.cinnamoncc.com/cedar](http://www.cinnamoncc.com/cedar)



# FUNdraising

**R**aising money has never been so important but equally it's never been so hard. We have had to cancel our usual fundraising events and activities – including our Annual Golf Day and our afternoon teas – and the restrictions have

meant many community fundraising activities were impossible to manage in a Covid-19 safe way. We have however had some amazing and unexpected support but are still desperately in need of your help to keep our crisis response services running.

## #LeicsCovidCare

**F**aced with the closure of four shops and services but needing to support older people throughout the crisis, we launched our #LeicsCovidCare appeal on 19th March with an incredible donation of £20,000 from Kasper Schmeichel.

Our appeal was borne out of the need to fund the support we knew we would be asked for by local older people cut off from their community and without the networks they

needed to ensure they had food, medication and other essentials as they faced unanticipated challenges.

The #LeicsCovidCare appeal is still running – as is our crisis response – and we still need your support.

If you could help those in your community who need a helping hand to survive this crisis, please click on the **DONATE** button on our website: [www.ageukleics.org.uk](http://www.ageukleics.org.uk)



If you would like to fundraise for us in your community, please contact Tracey Pollard on **07966 938463** or [tracey.pollard@ageukleics.org.uk](mailto:tracey.pollard@ageukleics.org.uk) to chat about your ideas and the support we can offer.

## Local fundraisers embark on personal challenges

**W**e have received some amazing support from local people determined to help their community through the crisis.

In April, Andy Barnes raised £918 with his 203 Challenge. He had trained for the Marathon des Sables, which was coronavirus cancelled, so he adapted his challenge to complete it at home. He spent 7 days completing a demanding set of challenges, the toughest of which was cycling 203 miles on his spin bike which took him 13 hours!



In July, Simon Trace took on the golfing challenge of playing 100 holes in 1 day which saw him teeing off as the day dawned at 4.45am and hitting the final stroke at 8.12pm. The 15 ½ hours spent on the golf course saw him walk 27 miles and climb the equivalent of 161 flights of stairs. Simon raised £3,495 for the charity.



In August, Gary Christmas is cycling from our Gloucester House community centre in Melton to Skegness and back again. Gary's fundraising is in memory of his mum, Francina, who had enjoyed attending Gloucester House's day centre. If you would like to support Gary, you can donate at Virgin Money Giving – just search 'Gary Christmas' on the Virgin Money Giving homepage.



## The Big Knit is still in full swing

**W**hy not while away some of those lockdown hours and do something amazing for charity? Whether a knitting novice or a purling pro, have a go! Every hat we receive raises 25p to help older people facing later life alone. You can hold onto your completed hats until it's safe to venture out to drop them at one of our shops or community centres (check

our website to see when they are opening), or if you prefer to get them to us, you can post or drop them at our Head Office, Lansdowne House, 113 Princess Road East, Leicester LE1 7LA.





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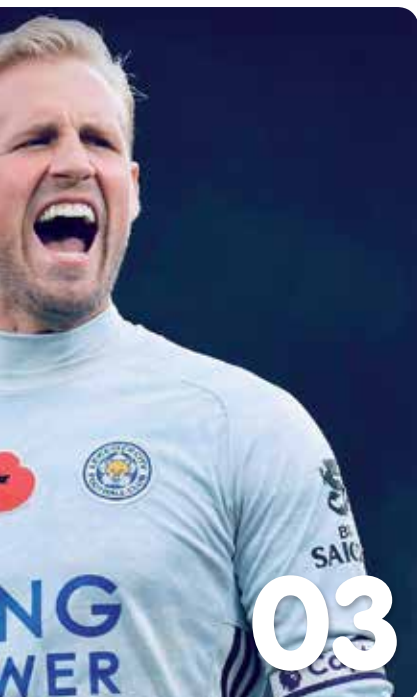
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## Meet the Team...

### Editor

Tessa Trace  
Tel: 0116 222 0560  
Email: tessa.trace@ageukleics.org.uk

### Deputy Editor

Leonie Purvis  
Email: leonie.purvis@ageukleics.org.uk

### Age UK Leicester Shire & Rutland

Head Office, Lansdowne House  
113 Princess Road East  
Leicester, LE1 7LA  
Tel: 0116 299 2233  
Fax: 0116 299 2244  
Email: engage@ageukleics.org.uk

### Designer

Laura Lang  
Tel: 01536 334226  
Email: laura@lanceprint.co.uk

### Advertising Sales

Laurence Rowe  
Tel: 01536 334218  
Email: laurence@lanceprint.co.uk

### Publisher

Lance Print Ltd  
1st Floor Tailby House  
Bath Road, Kettering, NN16 8NL  
Tel: 01536 334222  
Email: mike@lanceprint.co.uk  
www.lanceprint.co.uk

### Printer

Lance Print Ltd  
Tel: (01733) 390564

# Foreword

## from the Executive Director

I hope that you are all staying safe and well and coping with the strange circumstances we find ourselves in.

Covid-19 has had a huge impact on the UK economy and whatever sector you look at, you see businesses in trouble and under threat of closure. Here at Age UK Leicester Shire & Rutland we have been making difficult decisions since March and, operating in the area affected by the first local lockdown, both our services for older people and our income have been significantly affected.

We view our charity as a survivor and, after nearly 70 years supporting local older people, we are doing everything possible to support those who need us through the crisis and to make sure we are here for future generations of older people.

traditional services once were. We know that our services will need to be provided in a different way for quite some time to come and that we will have to be far more creative in how we respond to local need in a fast changing environment.

I am incredibly proud of what we have achieved for local people since March and of the amazing community response we have seen. I would like to say a heartfelt thanks to all our supporters for making this possible whether by volunteering their time, donating food, toiletries, books or cash to allow us to buy what has been needed, or by supporting the cost of our crisis response activities. We could not have achieved what we have without you. Stay safe,

A. P. Donovan

**Tony Donovan**  
Executive Director, Age UK Leicester Shire & Rutland

Many of the pages in this edition talk about what we can do, have been doing and plan to do over coming months to fill the gap where our



## PROSTATE CANCER?

- Here to help -

Improving local men's care - now!

### What we do:

- Give independent information, support & befriending from prostate cancer patients
- Fund 4 local specialist nurses, in Diagnostics, Urology LGH & Oncology LRI

- Fund Life Saving Treatments
- Run Support Groups in Leicester, Birstall, Melton & African/African Caribbean Men's support group in Leicester.

Download our free Info app on your mobile! Go to [www.itsamanthing.org.uk](http://www.itsamanthing.org.uk)

CARING FOR LOCAL PROSTATE CANCER

For help or information see : [www.prostaid.co.uk](http://www.prostaid.co.uk)

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

[www.prostaid.co.uk](http://www.prostaid.co.uk)

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# Time to act

## to reduce your winter fuel bills

**Age UK Leicester Shire & Rutland has partnered with Leicestershire County Council Warm Homes Fund and Eon to support people in Leicestershire to be able to keep their homes affordably warm.**

**W**e are working with the council and Eon to offer a wraparound advice service to ensure adults of any age who live in the county and who may be finding it difficult to keep their home warm, can access the right information and support to help them keep warm and well this coming winter.

One thing we can all do before winter sets in is to check we are not paying too much for our electricity, gas or fuel and an easy way to do this is by using energy comparison websites to see how much we can save by switching suppliers. Follow these easy steps:

- You can switch suppliers with 49 days left on your current contract without incurring any termination fees. This is Ofgem legislation.
- Have your last bill handy. This will usually give you all the information you need including your current Tariff name, usage in KWH and cost.
- Use 3 comparison websites. The reason for this is that most don't cover every supplier and you may even find the same supplier is cheaper on one comparison compared to another. Entering "energy switch" into your internet search bar will bring up a list of the switching comparison sites.
- Check the terms and conditions before switching.
- When you agree to switch, the suppliers will do the rest for you.
- If you are in credit with your current supplier, you will receive a refund once a final bill has been produced. The final bill may also show a debit, in which case you will be required to pay the final amount.
- There is a 14-day cooling off period during which time you can cancel the service of your new supplier.

If you have not switched in the last year or so, you may find quite considerable savings as energy prices have gone down, which means it may be worth switching even if you must pay an exit fee to your current supplier. In recent years new websites have launched which constantly monitor the energy market and will send you an alert when they find a cheaper energy tariff for your home. If you are not on the internet you may want to ask friends or relatives to help or call your current supplier on a yearly basis to check you are still on the cheapest tariff.

The Warm Homes Fund Project is also able to help people who currently do not have mains gas or gas central heating. Anyone over the age of 18, who does not have mains gas or central heating and meets certain criteria, may qualify for free installation of 1st time central heating. You can check your eligibility on the Leicestershire County Council Warm Homes website at [www.leicestershire.gov.uk/health-and-wellbeing/seasonal-health/leicestershire-warm-homes-fund/warm-homes-fund/eligibility-criteria](http://www.leicestershire.gov.uk/health-and-wellbeing/seasonal-health/leicestershire-warm-homes-fund/warm-homes-fund/eligibility-criteria)

**To find out more about saving money on your energy bills, you can contact Michaela on 07731 019478 or email [michaela.forty@ageukleics.org.uk](mailto:michaela.forty@ageukleics.org.uk)**

**You can also visit our website [www.ageuk.org.uk/leics/our-services/support-in-the-community/warmhomesproject/](http://www.ageuk.org.uk/leics/our-services/support-in-the-community/warmhomesproject/)**

Image By WikiVector at Shutterstock.com





## Call on us if you need help coping with the **Coronavirus Crisis**

**Little did we know back in March how hard life would be for so many people coping with the restrictions imposed by the coronavirus crisis but we did anticipate being the first point of contact for older people needing practical support, reassurance, information or just someone to talk to. Our coronavirus crisis response remains available to anyone over the age of 50 and to anyone supporting a friend, neighbour or family member over the age of 50.**

disabled parking badge or lifeline alarm system. If your finances are a concern, we would urge you to seek support now, so that we can work with you before the higher costs in winter stretch your income further.

**T**he Coronavirus Helpline, on 0116 299 2239, is the point of entry for our coronavirus crisis response which can help with a range of support including:

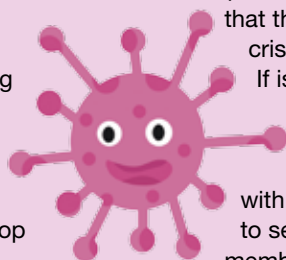
- **Provision of emergency essentials** (food, toiletries and cleaning products) if you do not have any other way of getting these items. Pack contents depend on our stock each day but will often include bread, milk, canned and dried goods, toilet rolls and sometimes fresh produce.
- **Grocery shopping** at a supermarket where we have been given priority (faster) access and can pick up the specific items you need. The level of demand for this service means that your shopping list needs to keep you in groceries for at least 7 to 10 days as we are not able to shop more frequently than this.

- If you require it, our Home Care team can arrange for a regular care worker to shop more frequently for you.
- **Prescription collections** and delivery to your home if your pharmacy is unable to deliver. All deliveries to you will be made to your doorstep until distancing restrictions are relaxed.
- **Telephone Befriending** for a regular chat and catch up and to make sure you are coping at home. You can talk about your concerns, anxieties or practical support needs and befrienders can arrange the help you need.
- **Emotional Support** due to unexpected challenges that the coronavirus crisis has brought. If isolation is increasingly difficult, you are struggling with being unable to see family members, prevented from visiting a loved

one in hospital, recently bereaved or have informal caring responsibilities and are missing respite support...you are not alone in facing such challenges or in finding it difficult to deal with them and whatever your situation, it is very likely that our staff will have helped with a similar situation in recent months.

- **Increasing your income** where money is tight whether because you are furloughed or have additional expenditure, we can help you navigate the complex benefits system to access extra income that you are entitled to. We can also help you access support or complete the paperwork for specific items which will make your life more manageable, such as mobility equipment, a hospital bed,

**If you feel that you need help, are not sure how to overcome an issue you face or just need to talk to someone, please call the Coronavirus Helpline on 0116 299 2239 between 9am and 5pm every weekday and from 10am to 4pm on weekends.**



# Think Digital!

## Let us help you get online



**Age UK Leicester Shire & Rutland has responded to the (ever) changing needs of the community in these challenging times and our Think Digital Project and its Digital Champion Volunteers are now providing digital support by phone and online.**

**W**e are continuing the valued work we were offering face-to-face in our Technology Help Groups and can still help you on a one-to-one basis with smartphones (both android and iPhone), android tablets, iPads, laptops and desktop PCs.

The project is all about helping older people to get online, gain confidence in using

their equipment and to take advantage of the benefits of being online. There is so much available to you – and whether you'd like to start internet shopping, searching the wealth of information available or just learn how to email – we would like to help you use the internet safely and to achieve your digital goals.

Since lockdown, the internet has proved invaluable for

families wanting to stay in touch and find different ways to socialise but it can be hard to know where and how to get started, and the digital terminology can feel like a foreign language! Rest assured that our team can help you get started for the first time or to develop your digital skills so you can explore all the internet has to offer safely and confidently. Some ways we have already been helping to connect family and friends has offered alternatives for those unable to physically meet during lockdown and, using Apps (often free), or services we have:

- Enabled grandparents to enjoy reading bedtime stories to their grandchildren
- Assisted older people to make video calls to friends and family so they can see as well as hear how they are doing
- Helped set up tablets so that people living alone can have "virtual meals" with family and friends and enjoy a chat over dinner
- Supported people to apply for jobs or volunteering
- Helped people to start online shopping and get grocery deliveries and more to their doorsteps

There is so much more you can achieve with technology and, even if you encounter a few

glitches, we have done a fair bit of problem solving and can no doubt help you too!

Lockdown has prompted a re-think of the ways we help older people and one of our ideas is to develop a tablet loan scheme. We know many older people do not have either the equipment or broadband connection to get online but would like to try it out without a big investment in something they may never get the hang of and which could become an expensive mistake. Our tablet loan scheme would offer free loans of the equipment along with one-to-one and group support to use it. Digital is not going away and this could be a great chance to find out what it's all about... do let us know if this is something you would be interested in.

**Whether you need support by phone or online, want to be kept informed about our face-to-face IT Help Groups when they re-start, or just don't know where to begin – give the Think Digital Project Coordinator, Jeanette, a call on 0116 223 7371 or email us on [thinkdigital@ageukleics.org.uk](mailto:thinkdigital@ageukleics.org.uk) and we will do our very best to help.**



Could you, or someone you know, **benefit from our support with technology?**





**Faced with a lengthy lockdown period back in March, our Rutland Development Workers swiftly rose to the challenge and harnessed digital technology to offer alternative ways for older people to keep in touch, have fun and learn new things.**

**W**hilst the restrictions brought about by Coronavirus have made everyday life difficult for everyone, they have also presented us with an opportunity to try out new ways of working with volunteers and new ways of supporting people. During lockdown, we have offered a variety of virtual activities which people can access via the internet using video conferencing tools such as Zoom and Google Meet. Each session lasts up to 40 minutes and we have been expanding the range of activities available.

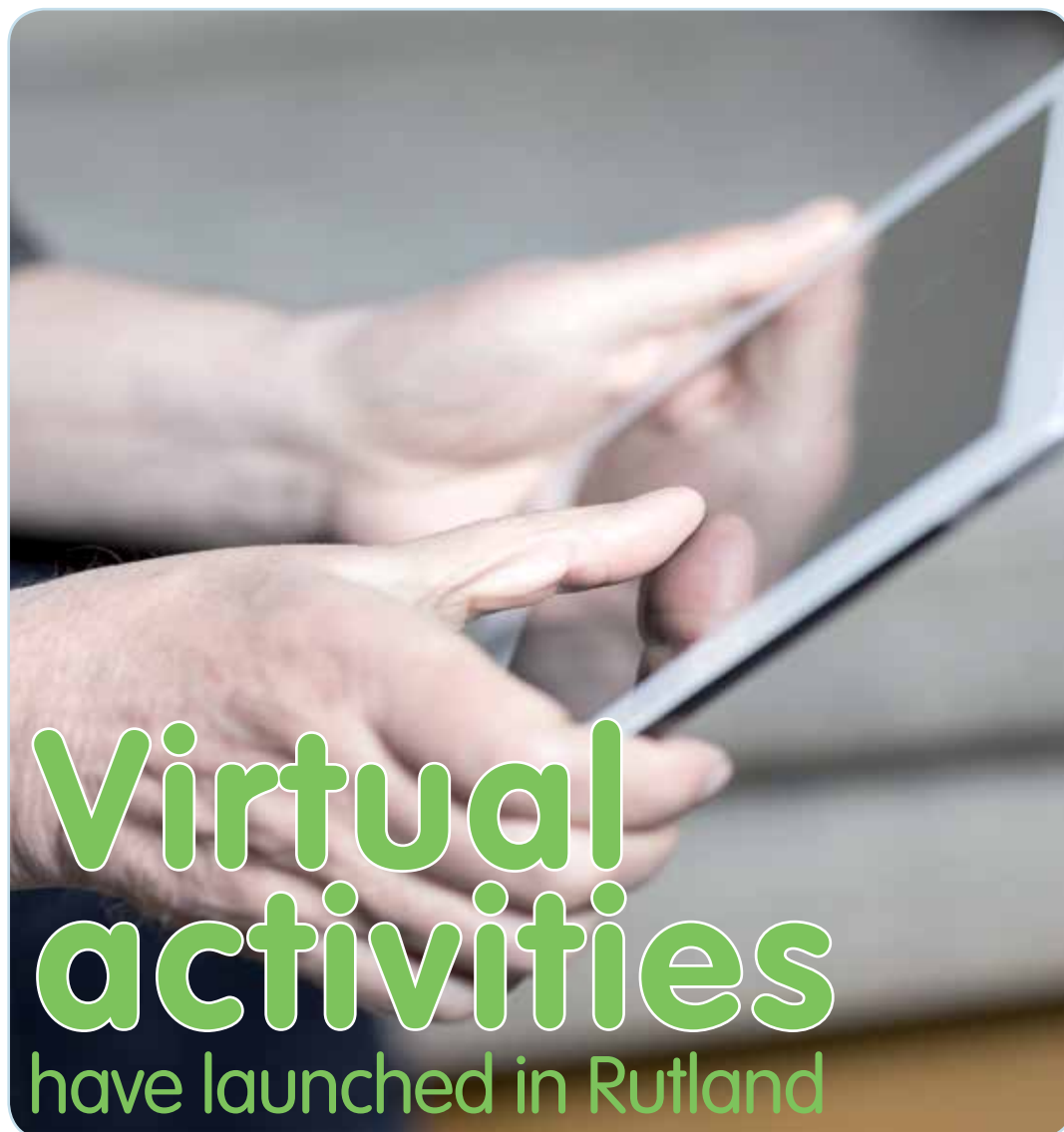


Image By Jme Valokurus at Shutterstock.com

- Our **Virtual Coffee Mornings** are weekly and are open to anyone over 50 and all our volunteers. These virtual events have been enjoyed by those participating as they offer an opportunity to chat, catch up with old friends and make new ones.
- We have a **Dementia Support Group** aimed at people living with Dementia and their informal carers. These are weekly Zoom sessions which include themed activities that encourage people living with dementia to interact and engage with each other and also involve family members and carers.
- Our **Monthly Memory Café** is accessed via Zoom and is for those living with dementia and their carers. Our June café offered a singing session led by Kyle Newman from Musical Memory Box and we hope to have more guests to lead some enjoyable and interactive sessions.
- **Fermenting and Preserving Food** is open to all ages so participants can learn from each other and share their tips and experience on making sour dough, yoghurt and sauerkraut. Some of the group are already widening their horizons with plans to make Kombucha, kefir and ginger bug. If you aren't familiar with these and would like to learn and experiment, do please join us.
- Our **Photography Group** is open to anyone over 50 who would like help to take photos using a phone, iPad or camera, to improve their photos, develop their photography skills or learn how to edit photos.

Not everyone has access to the internet, to technology or has the confidence to use it so we have also been providing a weekly social club in which participants join a group telephone call.

We are planning to broaden our virtual offer to include exercise, quizzes and perhaps singing. Please don't be put off if you aren't familiar with Zoom or Google Meet as we are keen to help all levels of knowledge and familiarity. If you have any ideas, requests or the skills and time to help us introduce and deliver new sessions, we'd also love to hear from you.

Please call Penny Stimpson on  
**01572 822 171**  
or **07715 960167**  
for more information on our  
**Virtual Activities** and our  
telephone social club and  
how to join them.

# Helping you with care and support at home

**As with other essential services, our Home Care department has continued to provide support calls, shopping, and personal care throughout the COVID-19 pandemic, and the hard work and dedication of our care staff has meant our clients have continued to receive the support that is so vital to them. Unfortunately for some people, the lockdown has also highlighted family members now in need of extra support and we can offer a range of services that can assist in the return to our new normal.**

**F**ollowing the government's extensive guidelines, we have worked hard to ensure all our services are carried out the safest way possible. All staff have access to appropriate Personal Protective Equipment (PPE) that is worn when necessary in line with the relevant guidance. They have all undertaken specific COVID-19 infection control training, are following

strict hygiene practices and social distancing measures. We are confident that the measures we have put in place will protect both you and our staff but if you have any concerns, we are always happy to discuss these with you.

We offer a range of services both at home and in the community including:

## Domestic Help & Shopping

**S**hopping during the pandemic has been particularly difficult for older people, and for those who are shielding.

The virus is going to be with us for a long time and if you are concerned about food shopping once restrictions are eased then we can help. Our carers can pick up a list, do your shopping and return it to your door without the need for any contact.

Eating correctly is vital for maintaining a healthy lifestyle. If you need support with meal preparation then our team will be happy to help. We can prepare

breakfasts, lunches or evening meals as well as leaving sandwiches or snacks for you to have later.

We can also provide support around the home, whether that is a spring clean and de-clutter or just someone to help with the washing up. As well as general cleaning, our team are happy to help you with things like changing the bed, laundry, ironing and cleaning the windows to help you keep on top of things.

## Companionship

**T**he pandemic has had a devastating effect on our opportunity to socialise. We are missing our family and friends and it has been a lonely and isolating time for everyone, but especially for older people. With group gatherings unlikely to return soon, our team can provide vital

companionship during this difficult time. We can come to your home to sit and chat, play dominos, watch TV or do other activities you enjoy and, as restrictions ease further, accompany you to appointments or places you enjoy like garden centres, cafes, church services or pubs.





# Footcare

**A** natural part of ageing is that we lose flexibility and it becomes harder to bend down and maintain our feet. Our nails also grow more slowly meaning they become thicker, more brittle and harder to cut.

During the lockdown, most podiatry services have only been offering emergency appointments and as things return to normal it is likely there will be a backlog to catch up with, but this is where our Footcare service can help. We are currently running this service from our community room on London Road in Leicester and offer treatments for both hands and feet. Our treatments include a hand or foot soak

to cleanse and soften the skin and nails, a nail trim and then the application of hand or foot cream to moisturise and prevent skin dryness or itchiness.

All clients purchase their own nail cutting set directly from us so there is no sharing of equipment. Seating and other equipment will be thoroughly disinfected after each treatment and our therapist will be wearing the required PPE.

We charge a competitive rate and can provide peace of mind that your hands and feet are being well looked after.



Image By Goran Bogicevic at Shutterstock.com

# Personal Care

Our experienced team can provide support with personal care if you or a loved one are now finding this more challenging. This support can include help getting

in and out of bed, bathing and washing, washing your hair, using the toilet, and dressing as well as help with managing medication, eye drops or creams.



Image By Photographee.eu at Shutterstock.com

# Handyman

**L**ike many of us, you may have spent some of your lockdown thinking about all those jobs that need doing around the house.

It can often be difficult to find a trustworthy tradesman willing to do those small jobs that most other tradesmen won't do. Our handyman service can help with putting up shelves or curtain rails, installing handrails, repairing fences, fitting key safes and smoke alarms, as well as bigger jobs such

as decorating. Our friendly team can provide you with a no-obligation quote so that you have an exact and fair price for the work you need doing, and if it's not something we can help with then our business directory can provide you with trusted reputable traders to contact.



Image By tynnyuk at Shutterstock.com

Our staff are fully trained and DBS checked, we offer both male and female workers and have multi-lingual staff based across Leicester and Leicestershire. Our rates are very competitive and as a charity in receipt of no government funding, any surplus is channelled directly into the many free projects and services we provide across the county. We are always happy to discuss your requirements and advise you if you are unsure of the service or support you need on

**0116 299 2266**





## Information & Advice

**A**s you can imagine the past few months have been very busy as well as being a strange time none of us could have imagined.

Although we have not been able to offer face to face appointments and home visits, we quickly adapted to the situation we were all facing and managed to offer support to older people living locally through telephone calls and video calls.

We also launched the Coronavirus Helpline to support individuals with any concerns or worries they may have about the Covid-19 crisis. Our dedicated team of staff and volunteers have managed to organise emergency food parcels; shopping trips; prescription collections; befriending and other much needed support.

The Coronavirus Helpline can be contacted on 0116 299 2239 9.00am -5.00pm Monday to Fridays and 10.00am - 4.00pm weekends.

We look forward to hearing from you.

Keep safe.

Cheryl Clegg  
Head of Information  
and Advice

Welfare Benefits • Housing • Social Care • Your Rights • Resident

# Changes to Television Licences

**F**rom 1 August 2020 people over the age of seventy-five were no longer automatically entitled to a free television licence unless they receive Pension Credit.

Despite a long campaign against the proposed change, the BBC announced that it will be going ahead with plans to end issuing automatic free television licences for those over the age of seventy-five. In the future people will only receive a free television licence if they receive Pension Credit.

Caroline Abrahams, Charity Director at Age UK, which

led the campaign against the changes has said:

**“**At Age UK we're bitterly disappointed by this decision on behalf of the millions of over 75's who have had a torrid time over the last few months and for whom this must feel like another kick in the teeth, during a terrible year. **”**

Under the new scheme anyone aged 75 or over receiving Pension Credit will be eligible to apply for a free TV Licence. The Pension Credit can be in the name of the licence holder, or in their partner's name if they are a couple living at the same address. If you are aged 75 or over and

hold a free TV licence, which has expired or is due to expire on 31st July 2020, you do not need to do anything until TV Licensing contact you. They will be writing to all over 75, free TV licence holders from early August to let you know how you may be affected and what you need to do next.

No one will be expected to pay for a new licence until they have been contacted by letter from TV Licensing and have either claimed a free licence or agreed a payment plan. For now, if you are over 75, ignore any emails or letters you receive asking you to pay your TV licence as they may be a scam.





# Pension Credit

**P**ension Credit is an income-related benefit to give you some extra money in retirement. If you are on a low-income, claiming Pension Credit could help. It comes in two parts and you may be eligible for one or both parts:

**Guarantee Credit** tops up your weekly income to a guaranteed minimum level of:

- £173.75 if you are single
- £265.20 if you are a couple.

**Savings Credit** is extra money if you have some savings or your income is higher than the basic State Pension. It is only available to people who reached State Pension age before 6 April 2016. You could get up to:

- £13.97 extra per week if you are single or
- £15.62 if you are a couple.

If you are eligible, Pension Credit will not only give you a bit of extra cash, it could also help you get other benefits too:

- You may be eligible for help towards Council Tax (unless other people live with you).

- You will get free NHS dental treatment and you can claim help towards the cost of glasses and travel to hospital.
- You may receive a Cold Weather Payment of £25 when the temperature is 0°C or below for 7 days in a row.
- If you rent your home, you may get your rent paid in full by Housing Benefit.
- If you own your home, you may be eligible for help with mortgage interest, ground rent and service charges.
- If you are a carer, you may get an extra amount known as Carer Premium. This is worth up to £36.85 a week.
- If you are over 75, you will need to be receiving Pension Credit to get a free TV licence

You have nothing to lose by applying, but potentially a lot to gain. It would be worth contacting our telephone helpline to see if you are eligible.

Why not call our  
Advice Helpline on  
**0116 299 2278**  
9am - 1pm weekdays

## Did You **KNOW** ?

That while 1.6 million pensioners live in poverty, almost £3 billion of benefits aimed at older people living on low incomes goes unclaimed every year. The latest annual Department for Work and Pensions (DWP) 'take-up' figures show that over a million pensioner households are missing out on Pension Credit – around 2 in 5 (39%) of those who are entitled to receive it.

Extra cash from benefits can make all the difference and help people stay independent and healthy. The average amount of Pension Credit unclaimed is £39 a week (more than £2,000 a year), but even a smaller amount, such as £10 a week could be a great help towards bills. It can also 'passport' people to other types of help such as support with some housing and health costs.



# Our first 4 months of crisis response activity

Our crisis response has been a lifeline for many people over the past 4 months and by spending a little time on the phone to them we have been able to dig deeper into the challenges they face, allowing us to help in many ways to keep them healthy and well during lockdown. Some of their stories, their photos and the milestones we have achieved are outlined below.



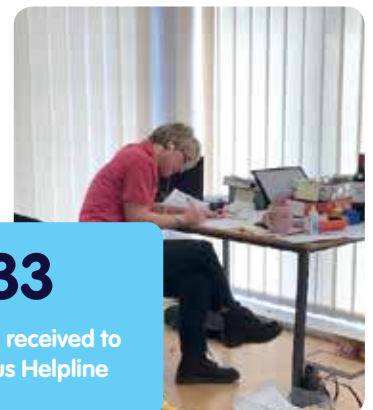
**13,441**

telephone befriending and welfare calls have been made



**4,733**

calls have been received to the Coronavirus Helpline



**24,808**

interventions have supported older people, their friends and families who have contacted us since lockdown for help with their physical and mental health issues and to request practical support.



**76**

prescriptions have been collected for those self-isolating



We have had the support of over

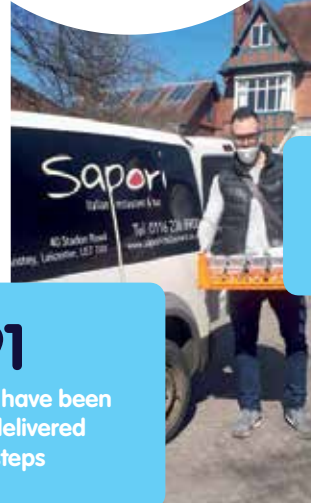
**250**

volunteers



**991**

grocery shops have been made and delivered to doorsteps



**483**

emergency food parcels have been delivered





We received a call from a lady indicating suicidal thoughts and spent time on the phone to her to understand her challenges and agree with her some steps to be put in place to help her financially and her mental health. All that had kept her going during lockdown was her music but her guitar had been stolen from the bus on her way home from busking in the City. We managed to locate a donated guitar and delivered it to her with her emergency food parcel and this has given her hope for the future.

John cares for his wife who has advanced dementia. Since lockdown, she can't understand why she can't go out to her day care. John was struggling to care for her as she became increasingly agitated and he called us to help. We are providing regular contact to give John someone to talk to. Our Carers Support Service is giving specific guidance and suggestions to help him continue caring for his wife in their own home.

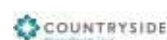
Tracey is a full-time carer for her autistic son and her mother who lives close by. She called us when all she had left was 6 eggs and a loaf of bread and we were able to deliver her an emergency food parcel. We saw that Tracey was struggling emotionally and financially and so we made sure that she was in contact with the Leicester City Covid support service and is getting the help she needs.

Alan's wife passed away in hospital from Covid-19 whilst he was isolating having been in close contact with her. With no children and their only relations living too far away to help him, Alan was alone. He was very distressed, grieving and with no idea where to start with funeral arrangements. He asked us for help. We delivered emergency care packages to replenish his dwindling provisions, guided him on making funeral arrangements and gave him details of local funeral directors. We are still calling Alan and giving him continued bereavement and practical support.



## Our amazing supporters!

We would like to acknowledge and thank all the individuals, community groups and organisations for their incredible support over the past 4 months. Support has been given in the form of food donations, preparation of meals for older people, volunteering with telephone befriending, food deliveries, prescription collections and managing our crisis response hub in Leicester, as well as the award of grants, donations and equipment to help us pay key workers, to store, collect and deliver emergency food parcels. Some of our supporters are:



Thank you! You and your staff have made so much possible



# Puzzle Page

Solutions can be found on page 21

## Quick Quiz

Test your knowledge with our Quick Quiz

1. Kerberos, a gigantic three-headed hound is said to guard who's gates?
2. What is the name of Woody and Buzz's owner in the Toy Story film franchise?
3. What is the most common name of British monarchs?
4. In a pack of standard playing cards, which card is also known as 'the dame'?
5. The Giulia, Giulietta and Stelvio models of car are produced by which Italian car company?
6. Which English football club play their home games at Priestfield Stadium?
7. In the fairy tale, what is the name of Hansel's sister?
8. Billy McFarland and rapper Ja Rule were behind which problematic "luxury" music festival?
9. Which 'L' is a British sports brand best associated with boxing kit?
10. Which Peruvian city represents the letter 'L' in the NATO phonetic alphabet?

quiz from <https://pubquizquestionshq.com/quiz/general-knowledge-quiz-round-268>

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

## 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

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

Sweets  
Rug  
Napkins  
Plates  
Salt  
Cushion  
Margarine  
Milk  
Sauce  
Utensils  
Mayonnaise  
Coffee  
Snacks  
Sugar  
Ham  
Thermos  
Basket  
Buns  
Salami  
Drinks

# Still caring for you during Lockdown



Image By Itzkes at Shutterstock.com

Anyone can join the service and it is equally valuable to the active, isolating older person, to those living alone or with a partner, to carers and the cared for, to anyone for whom a physical or mental health issue can be isolating.

We really hope to welcome people back to our day centres at some point but we plan to continue our Keeping in Touch service to complement day care for people happier to stay at home but keen for friendship and care in a different format. The pandemic has prompted many older people to start a digital journey whether simply through video calls to family or by getting more adventurous with online learning and we are also exploring opportunities for us to keep in touch with people through the use of technology. It is safe to say that the lockdown has been a learning curve for us too and we are very much up to the challenge of responding to how local older people want support from us in the weeks and months ahead.

**The Coronavirus lockdown saw the closure of all our day centre groups across the city and two counties back in March. Whilst a positive move to reduce the risk of contracting the virus, it did see many older people become quite suddenly and unexpectedly housebound, bored and without any social contact.**

Informal carers immediately lost their vital respite care putting them at danger of carer fatigue and burn out. Day centres had provided a life-line for hundreds of older people otherwise without much contact with their community; they provided opportunities to stay socially active, participate in activities and outings – and they meant that our trained staff saw them every week and could help them if they saw changes in their physical or mental health.

From the beginning of April, we started calling our clients to check they were coping,

had food and prescription medication and to spend time chatting to them and their carers to reassure and calm them. We became their regular contact with the outside world and someone to talk to or ask for any help needed. As time progressed, we saw a need to better alleviate the boredom, keep minds active and explore different conversation topics during our regular phone calls. So, we developed our Keeping in Touch service to make sure that our clients – and indeed anyone interested in joining and benefiting from it – would get the best alternative to face-to-face support that we could provide.

**Keeping in Touch** allows us to do exactly that but with guided conversations with trained staff experienced in supporting older people with social activities. The service includes:

- Telephone and video calls with our staff lasting up to half an hour and at least weekly, but more frequently for people living alone
- A weekly activity pack posted out to people's homes that includes quizzes, puzzles and information designed to be interesting, thought provoking and engaging
- Regular 'welfare calls' to make sure people have what they need to remain safe and well and to offer a listening ear to share any problems, concerns or anxieties.
- When it is safe for us to offer them, we will add home visits to the service so we can enjoy a cuppa and catch up face-to-face.

**If you would like to know more about the Keeping in Touch service, we'd love to hear from you.**

Please contact  
**Antony Massey** on  
**0116 299 2273**  
or [antony.massey@ageukleics.org.uk](mailto:antony.massey@ageukleics.org.uk)

# Keeping healthy and well at home

Lockdown, shielding and self-isolation may be keeping you home but don't let that affect your physical, mental or emotional health. We've put together some ideas and tips to make sure you are fighting fit when you can get out and about again.

## These simple tips can keep you connected and busy:

- Stay in touch with family and friends and make time for regular phone calls.
- Try to video call friends and family so you can see as well as hear each other.
- Get creative and try to continue your usual social activities or clubs online or by phone.
- Keep up with your normal hobbies and, if you need supplies, try online retailers or ask someone to shop for you.
- Explore options for online ways to enjoy your hobby or learn more about it.
- Keep your normal routine for getting up, eating meals, calling friends and going to bed.
- Try to get some fresh air – sit in the garden, on a balcony or near an open window.
- Find ways to stay active at home.
- Try to limit the time you spend listening to or watching the news and make sure you tune in to trusted sources of information.

## Look after yourself

There will be times that we all feel anxious or low and this is completely normal.

To help you feel better you can:

- Take time to chat about how you're feeling with family and friends.
- Focus on the things you can control rather than the things you can't and take small practical steps each day to do what you need to do.
- Reduce how frequently you watch or listen to the news.

## Try something new

This is a great time to explore new hobbies and activities or just to revisit old ones. You could:

- Try your hand at arts and crafts, perhaps painting, drawing, knitting or sewing.

- Get baking and perfect an old recipe or try a new one (enjoying a delicious treat at the end!)
- Read a book and lose yourself for a while in another world.
- Try creative writing to let your mind escape or write to friends and family.
- Make a scrapbook and enjoy some reminiscing while you do.

## Challenge yourself

Staying mentally active is really important – it can also be a welcome distraction. Why not have a go at one of these?

- Do a puzzle, either a jigsaw puzzle or puzzles in a newspaper or magazine.
- Learn a language or brush up on one you learned at school.
- Look into your family history.
- Learn a new skill or take up a new hobby.
- Study a new subject. Free courses are available from the Open University ([www.open.edu/openlearn/](http://www.open.edu/openlearn/)) and Future Learn ([www.futurelearn.com](http://www.futurelearn.com))

## Be active

Try to include a little activity in your daily routine. There is plenty you can do in the house and garden (weather permitting, of course). Gardening is a great form of exercise, you could walk (even just up and down stairs) or try some gentle exercises in the house, like those shown below:

### Wall Push-ups

To maintain upper body strength and bone mineral density



1. Stand at arm's length in front of a wall which is safe
2. Lean forward slightly and put your palms flat on the wall at shoulder height
3. If you are just starting out have your feet closer to the wall
4. If you want more of a challenge have your feet further back from the wall
5. Keep your feet planted as you slowly bring your body towards the wall, aiming to keep your body straight
6. Gently push yourself back so that your arms are straight again
7. Aim for 5-10 slow repetitions
8. Perform this 2-5 times, take a break for 40-60 seconds before repeating again.

### Wall Snow Angels

To improve mobility, posture and strength



1. Stand with your upper back, head, bum and heels against the wall
2. Start with your hands out to the side with your palms facing outwards
3. Whilst maintaining contact with the wall, slowly raise your hands above your head, stretching as wide and as high as possible
4. Slowly return to your starting position and then repeat – aim to complete 5-10 times
5. Perform this 2-3 times, take a break for 40-60 seconds before repeating again.



## Chair Squats

To strengthen the muscles of the lower body, bones and joints



1. Stand in front of a chair with your feet as far apart as your hips
2. Bend your knees while keeping your shoulders and chest upright
3. Lower your bottom slowly (4 seconds) so you sit down
4. Then push your body back up to return to a standing position (2-4 seconds)
5. Try to avoid using your hands
6. Aim to perform these 5-10 times or for a duration of 20-60 seconds, take a rest after for 40-60 seconds
7. Repeat this action 2-5 times.
8. If you don't feel like you can do this exercise in full, just try bending your legs a little until you feel you can go further. Then work towards the full activity.

## Overhead Lifts

To improve upper body strength and daily functional movement



1. In a standing position hold 2 evenly weighted objects like cans of beans or bottles
2. Start with your hands down by your sides and your palms facing away from you
3. Keeping your elbows by your side, slowly bring the objects up to your shoulders then slowly extend your arms above your head
4. Reverse the action until your hands are back by your side
5. Repeat the movement 5-10 times
6. Perform this 2-5 times, take a break for 40-60 seconds before repeating again.

Keeping busy can be good for your mental health and provide some light relief from everything going on. But this is a stressful time and can leave so many of us feeling tired and unmotivated. There might be some days where you don't feel like doing much at all, and that's absolutely fine. It's important to just do what you can and keep yourself busy when you feel like it.

# vista

**Our residential homes provide high quality care to older people, with a specialism in sight loss.**

We deliver a high-quality service, meeting the needs of residents to ensure they feel safe and happy, and provide a fulfilling and stimulating 'home from home' environment.

**For more information please get in touch at**  
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**[residential@vistablind.org.uk](mailto:residential@vistablind.org.uk)**



[www.vistablind.org.uk](http://www.vistablind.org.uk)

Registered Charity No. 218992

## EngAGE Business

As I'm sure you can imagine, the past few months have presented some of the hardest challenges that the charity has faced in nearly 70 years of operation, with the majority of our traditional fundraising activities coming to an abrupt halt whilst public demand for our support increased exponentially to help keep people safe and well during the COVID-19 crisis.

Given these circumstances, staff from our fundraising team were redeployed to the emergency crisis response which has been operating since March. This, in addition to Covid-19 restrictions, meant we have had to sadly cancel many of our fundraising events including several Afternoon Teas, our much anticipated summer golf event, as well

as our bi-monthly Engage Business Networking events. Although it is a great disappointment that these events could not take place, ensuring the safety of all those involved remains our top priority. The only consolation is that it will hopefully be an extra special occasion next year when these events will be able to go ahead.

Many businesses have worked alongside us over the past 4 months and continue to do so. Aviko, Speedel, Costco, Asda, Crowndale Foods, Pukka Pies, Waitrose, PAK Foods, Spice Bazaar, the Wonky Veg Company and The Human Appeal have kept the emergency food hub supplied with food and Kirby & West has delivered weekly supplies of milk. We have been fed by Masalas and the Sikh Community has galvanised as one of our

most regular contributors of non-perishable foods and helped us to deliver shopping and food parcels. Queniborough Parish Council organised food donations by its local residents. Staff from Berkeley Insurance Group, Lundbeck UK, 3M, Everards and HSBC have become telephone befrienders. Earl Shilton Building Society, Hastings Direct, Melton Mowbray Building Society, Everards and Coop England have dug deep to help financially. Leicester City Football Club has been a great source of support, and has provided volunteers for shopping and food parcel deliveries, we look forward to working with them more closely in future, watch this space for future events.

Our corporate community has been an amazing source of support and we are very grateful to have had them alongside us.

## New EngAGE Business Club Member

We would like to welcome Smith Elliot Financial Management Ltd to our Business Club and look forward to working with them, including some exciting plans for activities in Rutland next year.

We continue to welcome organisations wishing to join our Business Club or to sponsor events throughout 2021. It's a great way to become part of the Age UK family and make a difference in your local community.

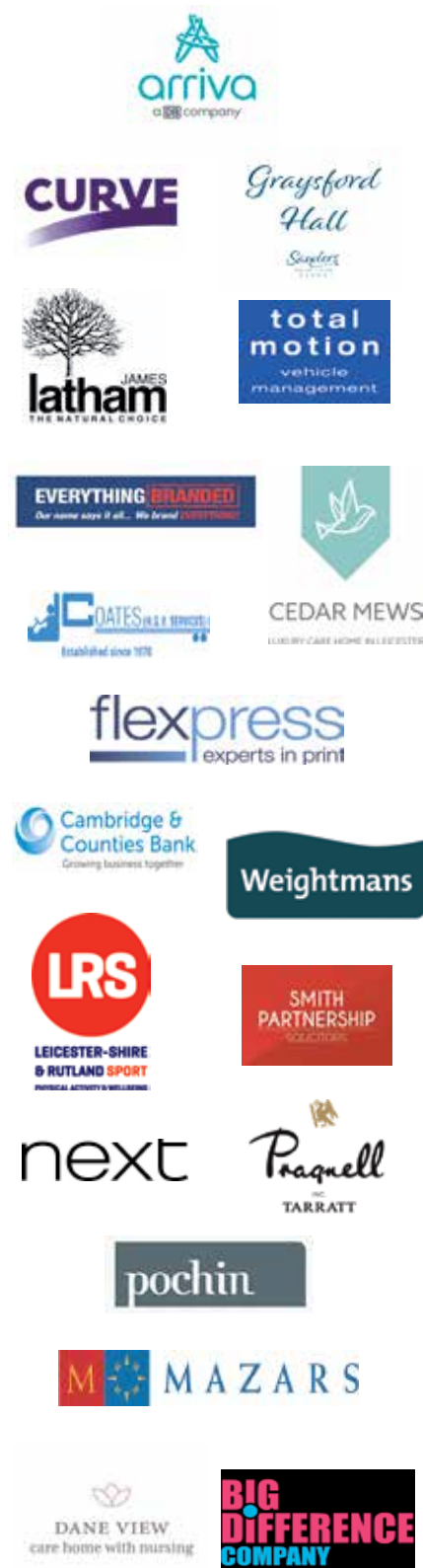
## Annual Golf Day 2021

Please put Monday 28th June in your diary and join us and our celebrity golfers for a great day of golf, networking, banter and fundraising.

We know that many organisations are themselves facing a tough future and uncertainty about when normal activities will recommence, but we also know that Covid-19 has prompted many people to put social action higher on their list of what is important to them. If your organisation would like to explore how it could work with a local charity to support local people, please contact Nikky

Miles on **0116 223 7346** or [nikky.miles@ageukleics.org.uk](mailto:nikky.miles@ageukleics.org.uk)

## 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.

# The pleasures of telephone befriending

**At the beginning of lockdown many older people were faced with extended hours of themselves as their only company. Fragile social networks were cancelled without notice and family contact was reduced to brief 'no-hugs-allowed' visits with doorstep grocery deliveries and a lingering sense of acute loneliness.**



**A**ge UK Leicester Shire & Rutland's newly established Coronavirus Helpline sprang into action to support people in need and, as well as practical help, family members began requesting regular friendship calls for their self-isolating and shielded loved ones. This meant that the existing telephone befriending service needed to expand, and quickly.

Home-visiting befrienders began telephoning or video calling their befriendeds to replace face-to-face visits and the long-running telephone befriending service increased capacity to meet demand. It was promptly adapted from being office-based, with volunteers making calls from our Clarence House community resource centre, to enable them to make their calls from home. Volunteers were happy to pick up a few extra calls but new telephone befrienders needed

to be recruited. One positive aspect of this terrible virus has been an increase in community-mindedness; people with busy, full-time jobs now found themselves adrift from their workplaces and furloughed workers had a lot more time on their hands. Our volunteer department was inundated with people wanting to offer their time to collect shopping, deliver parcels and to chat to isolated older people. New telephone befriending volunteers were inducted via telephone or video calls, completed their training online and were fully prepared to make weekly calls.

Making befriending calls can be a real pleasure. Fay, who has been volunteering for two years, reports: "I really love the chats we have. We all manage to have a laugh and joke, and of course make sure that they are getting food, medication and care." And the pleasure is mutual; one call receiver says

"He cheers me up no end. I wouldn't have believed it if it hadn't happened, but it's been surprising how many interests I've still got that I had forgotten about." With the low-level commitment of just an hour a week it is hoped that these pairings will continue for many months and years to come.

Four months on from lockdown and there are now 70 volunteers making regular calls to over 200 older people with an estimated talk time of 70 hours per week. The volunteers report back to a coordinator each week and often share how much they are enjoying their conversations. There is a great deal of genuine affection and warmth as these regular calls become a delight, with frustrations aired, moans acknowledged and above all shared laughter and jokes abound. Rapport-building is a key aspect of telephone befriending, which can only

be achieved by talking to the same person each week and developing a friendly relationship. We want our older people to feel valued, to feel they can offer their stories, points of view and remain relevant when too often they feel left behind and discarded.

If you would like to receive telephone befriending calls please contact Julia on  
**0116 223 7364**  
or [julia.day@ageukleics.org.uk](mailto:julia.day@ageukleics.org.uk)

If you could volunteer your time regularly to make calls to older people, please register with our volunteering department on  
**0116 299 2256**  
or [volunteering@ageuk-leics.org.uk](mailto:volunteering@ageuk-leics.org.uk)

## Answers & Solutions

from page 16

1. Hades
2. Andy
3. Henry
4. Queen
5. Alfa Romeo
6. Gillingham
7. Gretel
8. Fyre Festival
9. Lonsdale
10. Lima

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

A	G	S	U	T	U	S	M	I	L	K	I	P	H
G	M	T	M	C	E	S	N	N	T	U	I	H	C
C	A	A	S	A	U	K	I	D	A	H	I	S	
F	H	U	I	N	C	T	S	N	K	G	K	R	M
S	A	U	C	E	E	U	E	A	I	P	O	A	I
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H	A	M	A	R	G	A	R	I	N	E	O	A	S
B	A	E	S	I	A	N	N	O	Y	A	M	C	S





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We provide you with all the information you need to make an informed choice about the best care home for you or your relative. We can also arrange packages of care in your own home. We can help you if you are paying for your own care or have social services funding.

### 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



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# WYGGESTONS



As Leicester's most trusted and respected Sheltered Housing and Residential Care facility, Wyggestons is delighted to introduce a brand-new development of self-contained flats and bungalows, currently under construction at our peaceful Hinckley Road site. The properties offer affordable rents and quality accommodation and are now available for reservation 'off plan'.

This development for the over 60's, comprises of eight one and two-bedroom flats and six two-bedroom bungalows built to a high specification, and if you reserve early you can customise your new home to meet your needs.

All properties are designed for independent living whilst removing some of the worries you may have about isolation, security, managing maintenance and running costs. You will have the reassurance of an emergency alarm service and Wardens who are on hand 24 hours a day, 365 days a year.

Set among beautiful landscaped gardens, the Almshouses have been architect-designed with an attractive mixture of modern and traditional features, ample parking, and lots of green areas - so are both private and tranquil.

All residents have access to the wide range of facilities on site, which include a library and social spaces. We also provide an extensive programme of activities, along with regular services in our very own chapel, St Ursula's.

Our Agnes House Residential Care Home accommodates residents on long term or respite basis, offering the very highest standards of care.

For more information or to arrange a visit  
please call 0116 255 9174  
or email us at: [enquiries@wyggestons.org.uk](mailto:enquiries@wyggestons.org.uk)  
**[www.wyggestons.org.uk](http://www.wyggestons.org.uk)**

Wyggestons, 160 Hinckley Road, Leicester LE3 0UX