

EngAGE

WINTER 2018

Leicester Shire
& Rutland
ageUK



So Much More
than a Cuppa
and a Chinwag

**Magic
Memories
in the Making**

**Stay Safe and
Warm this Winter**

Your local independent charity with a national name

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

Forward Planning Brings Peace of Mind

Salusbury Harding & Barlow

Solicitors and Notaries serving the people and businesses of Leicestershire and beyond!

As we get older it's good to have the peace of mind that comes from knowing that our affairs are in order. Just a little planning now can avoid complications and stress further down the line – just when you or your family need it the least.

Things to consider including making sure that a Lasting Power of Attorney (LPA) and an up-to-date Will are in place. If there's a property to sell to enable a move into a care home then we can also take care of the conveyancing.

A variety of circumstances can make a Will outdated. These include getting married after a Will was made (if the Will was not made in contemplation of the marriage), a change in your wishes or a change in the value of your assets. It may also be the case that your Executors are no longer able to fulfil their role.

Our experts at SHB Solicitors can be named as Executors should this be required, and this can avoid putting relatives through the stress and conflict that can so often arise from administering a Will.

We advise all clients to make a LPA in respect of their financial affairs and their health and welfare. The documents allow a nominated person to make decisions on someone's behalf, should they become incapacitated. People often overlook health and welfare LPSs, but we strongly urge our clients to consider them because they relate to nursing home choice, medical decisions and end of life plans.

Some people find it preferable to meet a legal professional in their own home or in a care setting such as a hospital or nursing home and we are delighted to be able to do so, meeting our clients at their convenience across Leicestershire and Rutland.

SHB Solicitors is a family run practice that has a reputation for putting people first, pledging a high level of personal attention, along with value for money.

For more information on any of the matters mentioned, please telephone or email us. If you wish to visit us at our Berridge Street offices, please telephone ahead and we can arrange free car parking nearby.

0116 262 6052

Ibacon@shbsolicitors.co.uk

1 Berridge Street, Leicester, LE1 5JT

www.shbsolicitors.co.uk

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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.



Information & Advice
0116 299 2278

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.



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0116 222 0572

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We are a local charity with a national name



We are independent and every penny raised locally is spent locally.

YOUR SUPPORT MAKES A DIFFERENCE TO LOCAL PEOPLE

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Age UK Leicester Shire & Rutland

www.ageukleics.org.uk

@ageukleics



Save up to £265* on an Age Co Funeral Plan

Visit your nearest Age UK office

Age UK Leicester Shire and Rutland Insurance Services Ltd
Clarence House, 46 Humberstone Gate, Leicester, Leics LE1 3PJ

Open 9am–5pm Monday–Friday

Call 0800 028 7753*

or visit ageco.co.uk/funeralplan



Donations to Age UK's charitable work from Age Co sales are expected to reach £3 million each year

Age Co Funeral Plans are provided by Advance Planning Limited, a subsidiary of Dignity plc.

Age Co Funeral Plans were previously sold under the trading name Age UK Funeral Plans.

*£265 saving applies to Rowan Plan. Other savings £250 on Holly Plan, £225 on Ivy Plan and £225 on Basic Plan. Savings valid to 30 April 2019.

Full plan details available at funeralplan.ageuk.org.uk/offers

*Prize draw is open to Plan Owners who purchase between 17 Sept 2018 and 20 Dec 2018. One prize of £10,000 shall be awarded. Open to residents in England, Scotland and Wales only.

Full t&cs available at funeralplan.ageuk.org.uk

*If you call the 0800 number, you may be transferred to an Age UK office or to Dignity plc. Calls may be recorded for training and monitoring purposes.

*Age UK Enterprises Limited trades under the trading name Age Co. Age UK Enterprises Limited (registered in England and Wales no. 3156159) is a trading subsidiary company of Age UK (registered charity, no.128267) and donates its net profits to Age UK. The Age Co Funeral Plan is provided by Advance Planning Limited, a company incorporated in England and a subsidiary of Dignity plc. Registered office: Advance Planning Limited, 4 King Edwards Court, King Edwards Square, Sutton Coldfield, West Midlands B73 6AP. Registered in England, no. 3292336.

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Foreword from the Executive Director

As we approach 2019, we know that we are facing uncertainty in how our island nation will take its relationship forward with our European neighbours and with countries further afield. It is a worrying time, characterised by disagreements in Westminster and brought into our living rooms daily by the media. For many though the bigger worry, as we approach Christmas and the inevitable drop in temperatures in the New Year, is how to get through the winter months.

The challenges which older people face vary but very few will approach the festive season without a single worry. For some, the cost of Christmas or rising fuel costs will be uppermost in their minds; for others it may be the loneliness and isolation that sets in when the daylight hours reduce. The simplest things that the more able bodied and younger take for granted – putting the bin out, popping to the shop, exchanging a quick hello with a neighbour – become impossible for older people in the dark, the snow and ice.

the practical support available locally, our befriending page highlights the huge difference that a weekly call from a friendly face can make and we have included a double page about our range of support so you know exactly where to look for the help that you, your friends or family need. If you can't find an answer to your individual challenges, then our Advice Line (0116 299 2278) is available for you to discuss and resolve confidentially those issues affecting your quality of life.

If you're a younger, fit and able reader, please do spare a thought this winter for friends and neighbours for whom a friendly visit or an offer of practical help could make a huge difference. I wish you all the season's greetings and a healthy, happy 2019... whatever the bureaucrats determine our post-Brexit future will bring!

Tony Donovan
Executive Director, Age UK
Leicester Shire & Rutland



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Improving local men's care - now!

What we do:

Reg Charity No. 1116935

- Give independent information, support & befriending from prostate cancer patients
- Fund 2 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.

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No government funding **Every** kind donation helps us
For help or information see : www.prostaid.co.uk

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

So much more than a cuppa and a chinwag

Age UK's new report "All the Lonely People: Loneliness Amongst Older People" warns that with numbers of older people rising, we can expect a significant increase in the number of people who will experience loneliness in later life.

The report also warns that loneliness is increasingly becoming a public health concern as it can seriously impact on a person's health and wellbeing. Volunteer befriending is one of the most effective ways to support older people who are at risk of becoming chronically lonely.

Everyone has a story to tell, but sometimes there is no one there to listen. Because of this, Age UK Leicester Shire & Rutland's Befriending Services were created to offer older people the opportunity to engage with a volunteer befriender, share their life stories and engage more fully with the wider community in a bid to stem the struggle of loneliness so often experienced by older people. Due to the straightforward nature of the volunteering roles, and the ease of becoming a volunteer, projects continue to be hugely successful. In addition to receiving a regular companion to alleviate loneliness, the health benefits of befriending are becoming increasingly apparent. It

is now widely accepted that physical and mental health can be greatly improved with regular and meaningful contact with others, and this can also alleviate pressure on public services.

We have a number of befriending services across the city and county. Anyone over the age of 50 can access the services we run in Rutland, North West Leicestershire, Charnwood and Leicester city. In addition, our Joining Forces project runs a county-wide service for the (ex) forces, those who undertook national service, or their partners. Volunteers are recruited, trained and then introduced to an older person and weekly visits are scheduled. Coordinators ensure that both befriender and befriender are comfortable with their match and have the assurance that they can contact the coordinator should there be any concerns.

The reason for establishing befriender visits vary. Sometimes it may be in response to a change in circumstances; a recent example saw an older gentleman become temporarily housebound after

breaking a leg and also unable also to walk his dog. He not only received befriending support, but also received support from neighbours, who helped cut the grass and pick up shopping, and he now feels more connected to his local neighbourhood than before his accident.

At other times, just a shared interest is enough to create meaningful relationships. An older lady started having befriender calls after she lost confidence to go out alone after a fall. A weekly call from a volunteer befriender saw them quickly establish a friendship based on swapping knitting patterns and jokes to lighten both their days.

The benefits of befriending are certainly a two-way street. Volunteers often say during recruitment how much they identify with feeling lonely, left out or isolated, and the recent BBC 'Loneliness Experiment' has highlighted that it is not only the older generations who feel left out. In fact volunteers can benefit hugely by investing their spare



If you would like to know more about befriending, either to volunteer or ask about referring yourself, a friend or a relative, please contact us on enquiries@ageukleics.org.uk or 0116 299 2233

We have helped thousands of people in Leicestershire find the right care home, or to arrange care and support in their own home. Since 2002, we have been working with the NHS, supporting patients and their families with our free, specialist service.

What do we do?

We hold detailed information about hundreds of Leicestershire care homes and care services for people living in their own homes. Our advisers meet families who need to find a care home or care in their own home to discuss needs and preferences and to help make arrangements. This involves making phone calls, advising you on care needs, funding arrangements

and care services to support people living in their own homes. If you wish, we can provide transport to visit care homes and accompany you on visits.

Does it cost anything?

The service is completely free to patients and their families. We are an independent company and we do not run or own any care homes or care agencies.

CHS Healthcare For free help and support, please contact our office on **0116 254 2564**

More information here: www.carehomedselection.co.uk



"I'm used to being able to sort things out in life, but this was something I felt wholly unprepared for. It was a huge relief when I was offered help from a CHS Healthcare adviser. The support I received from my adviser was very practical. I knew she would call me back every time and that she was working away behind the scenes, sourcing information, answering my questions. I am so grateful for the wonderful and much needed support from my adviser."

Clive Field, who used our service to find a care home for his father. Pictured, Clive Field's wife with his father.

vista

Improving lives of people with sight loss

Come and visit Vista's Kathleen Rutland Home, our care home for older people in Leicester Forest East.

With dedicated staff organising daily activities; regular outings in our own minibuses and visiting hairdresser and nail technician, there is always something going on in our home.

Let us challenge your perceptions of life in a care home - call **Hayley** on **0116 2394234** to arrange a time to pop in.

For more information, please get in touch on **0116 249 8839**, email residential@vistablind.org.uk or visit www.vistablind.org.uk

Reg charity number 218992





Stay safe and warm this winter



Home energy and benefit checks

This winter Age UK Leicester Shire and Rutland will be offering a range of support to help keep the homes of older people warm and fuel efficient. This initiative has been funded by E.ON and First Utility and the support offered will be free to residents of Leicester, Leicestershire and Rutland.

The support available includes practical steps and equipment to help improve energy efficiency, such as free home energy checks carried out by our own handyperson and the supply and fitting of equipment to reduce fuel consumption and increase fuel efficiency. Alongside this we will be giving out information leaflets on saving energy, keeping warm in winter and advice on how to reduce energy bills but still keep warm and well. We can also offer information

and advice on the Warm Home Discount Scheme and welfare benefits to make sure older people know what their entitlements are and we will support people to maximise their income by helping them claim benefits. The support is free and available to anyone, who is over 65 and is also either:

- Living on a low income
- Living with a long term health condition
- Could be vulnerable during the winter months
- Living in a hard to heat property

Free 'Warm Homes' service

Living in a cold home can affect your health and wellbeing. If you're worried about staying warm this winter, Leicestershire County Council's Warm Homes service can help. If you live in Leicestershire, the service can help you to:

- Find cheaper gas and electricity tariffs
- Understand your boiler and heating controls
- Check your energy bills and apply for discounts

- Access debt relief support and grants
- Ensure your home is energy efficient and much more...

Everyone deserves to live in a warm and healthy home and often simple changes can save hundreds of pounds, and put you back in control of your heating costs.

If you would like any further information about home energy and benefit checks, please contact Age UK Leicester Shire and Rutland's Advice Line on **0116 299 2278** between 11am - 4pm Monday to Friday or email enquiries@ageukleics.org.uk

Leicestershire County residents can contact the Warm Homes service to access this free support on **0116 305 4286**



Launde Abbey



A great place for visiting with friends and family at any time for morning coffee, lunch or teas.

Please visit our website for information on our events programme, including Literature Lectures and musical events.

Launde Abbey, East Norton, Leicestershire LE7 9XB

T: 01572 717254 W: laundeabbey.org.uk E: info@launde.org.uk

SOUTH LODGE

Stay independent, stay together

THE *New* BENCHMARK IN care

South Lodge - Leicester offers exceptional levels of person - centred care and the highest possible quality of life. Our apartments are both luxurious and homely and it enables couples to stay together.

In traditional care homes, when one of you is more dependent than the other, you usually are not allowed to stay together. At South Lodge, even if one of you needs dedicated healthcare, you can continue to live together just as you have been. Our team are highly trained professionals who are passionate about care.

South Lodge is a thriving community that offers:

- Excellent person centred care to suit your lifestyle and healthcare needs
- A friendly and luxurious environment
- Licensed restaurant, with a varied menu
- On-site hairdresser, leisure facilities and library
- A variety of stimulating activities, including arts and crafts, computers, talks and demonstrations
- A skilled team of health professionals on hand 24 hours a day to provide whatever care you need

Exceptional care, exceptionally affordable

Contact us or call in today
We look forward to welcoming you to South Lodge

Telephone: 0116 217 9022
Email: enquiries.southlodge@averyhealthcare.co.uk
www.averyhealthcare.co.uk





The second prize of £1,000 in the Grand Christmas Raffle last year was won by Building Site Manager, David Dewdney, of Measham. David (pictured) took the approach that “You have to be in it to win it”... so he was and he did! Not only was the win a huge surprise

All donations received will help local older people survive the winter months.

This year's knitting patterns are available to download at www.ageuk.org.uk/bigknit or you can pop into any of our locations to request a pattern leaflet. If you have any other questions please give us a call on 0116 299 2233.



attach to gift bags and you can also pick them up from our shops and community centres or download them from our website: www.ageukleics.org.uk where you'll also find lots more information on the campaign.





Supported by
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& Rutland
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Caring at its best



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Caring at its best

Make Someone's Christmas Special

MY GIFT IS FOR

Please tick

A Man

☐

A Woman

☐

Suitable for anyone

☐

Last donation accepted: Friday 14 December

This gift is from:

Thank you, your generosity is greatly appreciated.

A partnership initiative between University Hospitals of Leicester NHS Trust and Leicestershire Partnership NHS Trust



Supported by
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Superior Retirement Apartments in Leicestershire



Retirement Apartments To Let

Hansen Court is an exclusive development of 30 luxury apartments in landscaped gardens in a friendly and very private setting in Wigston. The apartments comprise two bedrooms, large lounge, spacious kitchen, new bathroom and are newly decorated and carpeted throughout. The development is *privately owned and personally managed* with a Scheme Manager on site. Resident facilities include a spacious Residents Lounge, kitchen and a well equipped laundry. These apartments are very *sought after* and *vacancies are rare*. **For further details please call 01564 774077 or email bobdelaney30@hotmail.com**

Make Someone's Christmas Special

Suggested gifts

- ❄️ Lip balms, hand lotions, foot lotions, hand wipes
- ❄️ Soaps, body wash or deodorant
- ❄️ Slipper socks or bed socks
- ❄️ Chocolates, biscuits, sweets, cereal bars, Halal / Indian sweets (not homemade)
- ❄️ Cordials, original, herbal or flavoured tea-bags, hot chocolate or coffee sachets
- ❄️ Pens, pencils, notepads, notelets, cards, books and puzzle books

To prevent infection: we will only be able to accept new items and gifts must be placed unwrapped in a gift bag. All purchased food products must be in sealed original packaging and still in date on 25 December 2018.

❄️ Unfortunately we are not able to accept edible homemade gifts (cakes, sweets etc), alcohol, electrical items, used clothing or books, DVDs or VHS tapes, political, denominational or religious material, glass items or bottles, and candles.

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Puzzle Page

Solutions can be found on page 26

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

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.

Winter Wordsearch

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

Cracker
Cosaque
Dinner
Gift
Hat
Joke
Paper
Pull
Snap
Tube
Two

Quick Quiz

Test your local knowledge with our Quick Quiz

- Which duet had a hit in 1982 with Peace on Earth/ Little Drummer Boy?
- At the 1984 Winter Olympics, which British pair won gold in ice dancing?
- Who was the writer of A Winter's Tale?
- When was the 'Winter of Discontent' in the UK?
- In which year was there last a white Christmas in England?
- Samoa, Tonga and Kirimati share which distinction each year?
- On which date is the Winter Solstice?
- Erithacus Rubecula is the Latin name for which common garden bird?
- In Lapland, what is the average December temperature?
- Auld Lang Syne was penned by which poet?





Information & Advice

Hello

Although it does not seem possible, it is that time of year again when many of us are starting to think about festive celebrations, New Year and of course coping with the winter months ahead and any bad weather we may have. It is also a really good time to check that you are receiving all the benefits you are entitled to, look at the tariffs you are paying for your energy supplies and check that your heating appliances are working properly.

Many of the articles in this edition of EngAGE are linked to the importance of keeping warm. Please remember that our staff are available to help if you would like any more information or advice about Welfare Benefits, financial help or keeping warm and healthy. So please just give us a call on our free confidential Information & Advice Helpline on 0116 299 2278, between 11am and 4pm weekdays.

We look forward to hearing from you.

Best wishes

Cheryl

Cheryl Clegg
Head of Information and Advice

Welfare Benefits • Housing • Social Care • Your Rights • Residential & Nursing Care • Money Matters • Leisure

New Strategy on Loneliness

On 15 October 2018 the government announced a new strategy on loneliness. The strategy will enable GPs across England to refer lonely patients to community activities like cookery classes, walking clubs and art groups by 2023. This will be called 'social prescribing' and will mean doctors can try to improve their patients' wellbeing through activities rather than medicine. Interestingly Age UK Leicester Shire & Rutland already offers similar support to older people living in the City of Leicester through our Loneliness Prescription Service.

The government will also trial a partnership with Royal Mail in Liverpool, New Malden and Whitby. The scheme will get postal workers to check in on isolated people and help them link up with their communities or family as part of delivery rounds.

Finally, Prime Minister Theresa May announced £1.8 million to increase community spaces by transforming underused areas and creating new community cafés, arts spaces and gardens.

Loneliness - the facts...
In announcing this new strategy, the Prime Minister acknowledged that loneliness is one of the greatest public health challenges of our time.

- Three quarters of GPs surveyed say they see 1 to 5 people a day who are suffering from loneliness.
- Loneliness has been linked to conditions such as heart disease, strokes and Alzheimer's.
- 200,000 older people haven't had a conversation with a friend or relative in the past month.
- The number of over 50s suffering from loneliness is set to reach 2 million by 2025/6. This amounts to a 49% increase in 10 years.

Caroline Abrahams, Charity Director at Age UK, said: "We welcome the government's new strategy and support its commitment to tackling loneliness as a major public health problem. It is a real step in the right direction. Our recent report set out that the number of people over 50 suffering from loneliness is set to reach 2 million by 2025/6. Being lonely means a life cut off

from the sense of community and connection that most of us take for granted.

All of us who worked as part of the Jo Cox Commission on Loneliness are well aware that government can't solve loneliness alone - that will take concerted action across society. But government can provide the leadership and direction to make sure action and funding follow. So it's good to see the Prime Minister confirming that GPs in England will be able to refer patients experiencing loneliness to community activities and voluntary services by 2023."



Did You KNOW?

Blue Badge

People with hidden disabilities, including autism and mental health conditions, will soon be able to get a Blue Badge parking permit. From early next year, those in England with less immediately obvious illnesses and disabilities will have the right to a badge - which allows holders to park in certain places that are not

available to others. The new criteria will extend eligibility to people who cannot make a journey without there being a risk of serious harm to their health or safety or that of any other person (such as young children with autism); cannot make a journey without it causing them very considerable psychological distress; and have very considerable difficulty when walking.

Free Locking Cooker Valves

Cadent, the company that maintains the pipe network delivering gas safely to homes and businesses across the region, is now able to fit locking cooker valves on hobs and cookers completely free of charge. This simple safety device will help a person living in a vulnerable situation to

remain safe. The device is particularly helpful if you care for someone with dementia, as it provides that extra piece of mind. When the valve is locked it stops the flow of gas to the cooker or hob, but it can easily be turned back on by the carer when needed. For more information contact Cadent on 0345 835 1111 or visit cadentgas.com/lcv

Alcohol Awareness Week

It's alcohol awareness week from the 19th to the 25th November 2018. Alcohol affects many people in our society, people of all different ages and backgrounds. The government recommends that we shouldn't exceed 14 units of alcohol per week which is the equivalent of 6 pints of average strength beer or a bottle and a half of wine.

Age UK Leicester Shire & Rutland has been delivering the Last Orders Project since January 2017 and aims to reach as many people as possible to raise awareness of responsible drinking and to direct people to support services when required. For more information, contact Hollie Hughes on 0773 8820978.

Free, confidential Information & Advice Helpline • 0116 299 2278 • Available weekdays from 11.00am to 4.00pm

Age UK Leicester Shire & Rutland Services and Projects

We have a wide range of services and projects which provide support to help you get the most out of later life and cope with any obstacles that life throws in your path. Whether you need help to continue living independently at home, are a carer in need of respite or simply want to take advantage of opportunities to keep fit and active, take a look at what we have to offer. You can call us for more information or visit our website at www.ageukleics.org.uk.

Information & Advice

Advice Line

Free, independent and confidential information and advice for people over 50, including practical help, suggesting ways to solve difficulties and giving you the details of others who may be able to help.

Contact: **0116 299 2278** Open: **Mon - Fri 11:00 - 16:00**

Leicester Royal Infirmary Information Centre

The Information Centre, located on the Ground Floor in the Windsor Building near the Discharge Lounge, helps hospital patients, their families and carers to access free information, advice and support.

Contact: **0116 204 7846** Open: **Mon - Fri 10:00 - 16:00**

Helping You Live Independently

Day Care

Companionship and support for older people with a wide range of abilities and disabilities, including physical frailty, mental health issues and dementia. Free taster sessions are available.

Contact: **0116 222 0572** Open: **Mon - Fri 08:30 - 17:00**

Daybreak Community Groups

Groups meet in the homes of host carers to suit the needs of older people living in rural locations. They offer a more intimate setting and within a smaller group.

Contact: **0116 222 0572** Open: **Mon - Fri 08:30 - 17:00**

Home Care

A wide range of help and care to assist you to maintain your independence in the community and to stay living in your own home. Cleaning, laundry, ironing and shopping as well as meal preparation, pet care, support with medication, personal care and companionship.

Contact: **0116 299 2266** Open: **Mon - Fri 08:30 - 16:30**

Gardening & Handyman Service

Our DBS checked team will help you with what you need, when you need it. From hand rails to curtain rails, and decorating to home security as well as mowing, hedge trimming, weeding, pruning and shed painting in the garden.

Contact: **0116 299 2266** Open: **Mon - Fri 08:30 - 16:30**

Support for Carers

Respite Care

Time for yourself to recharge your batteries or manage other aspects of your life. Our staff can provide the same attentive, thoughtful and compassionate care that you would provide yourself.

Contact: **0116 299 2266** Open: **Mon - Fri 08:30 - 16:30**

Carers Support Services (Leicester City)

Drop in groups, carers wellbeing breaks, information and advice, peer support and training to informal carers who are:

Asian carers over 60 years of age

Contact: Pratibha **0116 222 0538 / 07711 325 510**

Open: **Mon - Thurs 09:00 - 16:00**

Over 18 who care for someone with a mental health need, from all communities

Contact: Phillipa **0116 204 6447 / 07875 059 625**

Open: **Mon, Wed to Fri 09:00 - 17:00**

Over 18 who care for someone with a mental health need, from Asian communities

Contact: Ray **0116 204 6449 / 07715 960 175**

Open: **Tues & Thurs 09:00 - 17:00**

email: caringforcarers@ageukleics.org.uk

Rutland Carers Support Group

For anyone caring for someone with a long-term illness (e.g. M.S, Dementia, Stroke etc.). Meets monthly in Oakham with a programme of speakers and activities to cater to all tastes.

Contact: Amanda **01572 822 171**

Open: **Mon, Tues & Thurs 09:00 - 16:00**

Living with Dementia

Rutland Dementia Support Service

Our Dementia Support service in Rutland offers support for those living with dementia and their carers and actively promotes the wellbeing of those living with dementia through one to one support and group activities.

Contact: **01572 770324**

Open: **Mon, Wed & Thurs 09:00 - 15:00**

Tackling Loneliness & Isolation

Befriending Home Visits, Mentoring & Telephone Befriending

Befriending services support older people who may be lonely or socially isolated and would benefit from a friendly face calling in on a regular basis at a mutually convenient day and time.

Leicester City:

0116 223 7364

Charnwood:

01509 260 327

NW Leicestershire:

01530 833000

Rutland:

01572 770 324

Rutland Macmillan Volunteer Befriending Project

Support for anyone over the age of 18 who has been affected by cancer.

Contact: **01572 823 942 / 07711 325 517**

Anything Goes

Bringing together small groups of older people to offer bespoke activities that help them remain connected to their local community.

Contact: **0116 223 7367** Open: **Mon to Fri 09:00 - 17:00**

Men in Sheds & Women in Sheds

A place to pursue practical interests with a high degree of autonomy. Members share tools and resources to work on projects of their own choosing, at their own pace and in a safe, friendly and inclusive venue.

Loughborough Shed:

01509 211 603 Open: **Mon, Wed & Thurs 09:00 - 13:00**

Rutland Shed:

07540 413 805 Open: **Wed 11:00 - 16:00, Fri 10:00 - 12:00**

Lunch Clubs

A chance to socialise and enjoy a hot meal with friends on a weekly or monthly basis.

Most dietary requirements and cultural preferences catered for.

Contact: **0116 222 0572** Open: **Mon to Fri 08:30 - 17:00**

Activities for those living with early Dementia

Activities to support those with early dementia and their carers providing an opportunity to meet in an understanding environment which enables relaxed socialising with people who share similar circumstances. For activities in your area please contact:

Hinckley
Kate Webb **01455 619519**

Charnwood
Jeanette Silver **01509 260327**

North West Leics
Melanie Howell **01530 833000**

Support in the Community

Community Resource Centres

A community focal point offering a range of services and activities such as classes and social activities, restaurant, information and advice surgeries, computer suite, hairdressing.

Clarence House

46 Humberstone Gate, Leicester LE1 3PJ **0116 299 2233**

Gloucester House

3 Norman Way, Melton Mowbray LE13 1JE **01664 410253**

Earl Shilton Centre

Kings Walk, Earl Shilton LE9 7NL **01455 847666**

Digital Champions

Helping older people to get online confidently and safely to benefit from the advantages of digital technology that most of us take for granted.

Contact: **0116 223 7371** Open: **Tues - Thurs 09:00 - 16:30**

Macmillan Cancer Support Service

Support to older people who have been affected by cancer and their carers.

Contact: **0116 223 7370 / 0116 204 6440**

Open: **Mon - Thurs 08:30 - 16:30; Fri 09:30 - 14:30**

Last Orders

Promoting responsible drinking and giving people over the age of 50 easier access to various support services in relation to substance use. If you are concerned about your own or another person's substance intake please contact Hollie.

Contact: **0116 223 7366 / 07738 820 978**

Open: **Monday - Friday: 09:00 - 17:00**

Joining Forces

A tailor made service which provides the support you would like for veterans born before 1950, their families or people who care for Veterans.

Contact: **0116 261 4605 / 0116 261 4606**

Open: **Monday - Thursday: 09:00 - 16:30**

We also offer a Befriending Support to offer companionship and a listening ear.

Contact: **0116 299 2235**

Helping you Stay Healthy and Well

Classes & Activities

If you would like to take up a hobby, try a different type of exercise class or learn a new skill - you can do all of this and make new friends at one of the classes and activities we run in a variety of locations across the City and two counties. Contact your nearest office to find out what is available:

Leicester	Clarence House Community Centre	0116 299 2233
Melton Mowbray	Gloucester House Community Centre	01664 410253
Earl Shilton	Earl Shilton Centre	01455 847666
Loughborough	Jeanette Silver	01509 260327
Coalville	Melanie Howell	01530 833000
Hinckley	Kate Webb	01455 619519
Oakham	Yvonne Rawlings	01572 770324
Uppingham	Amanda Bellamy	01572 822171

EngAGE Business

I would like to take this opportunity to introduce myself. My name is Nikky Miles, Age UK Leicester Shire & Rutland's new Corporate Fundraiser. Since starting in my new role I have had the pleasure of meeting many of our corporate supporters, and I have been overwhelmed by the staggering commitment and fundraising events that organisations have held to help support our charity.

I am looking forward to continuing our fundraising relationships and working in partnership with so many wonderful organisations. We really appreciate the support given so far and welcome any future proposals. There are many other ways to get involved from supermarket bag packs and bucket collections, to office bake offs and sponsored walks or runs. If you would like to speak to me about upcoming or potential events and ideas I would love to hear from you. We are always welcoming new members to our "corporate family" so please feel free to contact me on 0116 223 7346, 07967 030401 or nikky.miles@ageukleics.org.uk

Arbor Hotshots clinches first Twilight Games Championships title!

The Twilight Games programme enables residents within care settings to participate in adapted sports in a fun and social environment, enhancing their physical and mental health and wellbeing and socialisation. Care homes within Leicester-Shire and Rutland have been taking part in the programme funded by the Leicestershire Community Foundation and delivered by Leicester-Shire & Rutland Sport (LRS). Care home staff are provided with the necessary staff training, resources cards and equipment to enable them to feel confident in delivering the activities to their residents.

The 2018 Twilight Games Championships took place at Parklands Leisure Centre in Oadby on Tuesday 11th September, as 8 Care Homes and 48 residents from across the County and City competed to claim the first ever title, following the success of the Twilight Games Programme.

On the day of the Championships, 3 competitions took place with teams competing against each other in a round-robin styled fixture list. The activity schedule included the likes of: bocchia, seated volleyball and audio basketball. The day concluded with each care home awarded for their huge efforts in participation with medals and a certificate based on their final position. www.lrsport.org



All offers are made by the organisations listed and not by Age UK Leicester Shire & Rutland. Any communication or correspondence about these offers should be directed to the organisation making the offer.

Our 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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www.smithpartnership.co.uk

@smithpartnership @smithphip

FREE COMMUNITY CHRISTMAS LUNCH

Through #DMUlocal, a free Community Christmas Lunch will be hosted for anyone across Leicester city who may be feeling isolated or alone during the Christmas period.

Friday 7th December
12:30pm-3:30pm
LCIL West End Centre, Andrewes Street, LE3 5PA

To book your free space:
0116 207 8877
local@dmu.ac.uk

DMU LOCAL

2019 HOLIDAYS NOW ON SALE

2019 UK Holiday Collection

Our 2019 Collection includes a comprehensive selection of holidays and short breaks showcasing the very best of Britain with a wonderful range of destinations, events and attractions.

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Our European Collection features Ocean and River Cruises, escorted holidays by Air and Rail and, of course, by Coach.

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01530 816425 or visit www.robertstravelgroup.co.uk

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HOPE AGAINST CANCER
Your Local Cancer Research Charity

Hope Against Cancer is your local cancer research charity. We raise funds for cutting-edge research in Leicestershire and Rutland that aims to inform and lead to new treatments being developed that benefit local cancer patients. Since 2003 we have raised over £6 million and funded 60 research projects into a range of cancers including early breast cancer detection. We helped to establish and support a dedicated clinical trials facility at the Leicester Royal Infirmary where cancer patients can participate in trials that lead to the testing of new drugs and treatments. We also fund a dedicated Hope nurse who is based at the trials unit to offer care and support to trials patients.

We rely entirely on the generosity of the local community, both those who volunteer for us and those who provide donations to support and continue our important research and we receive no funding from the Government. Please help us to continue our vital work by supporting us. With your help we can fund more research, and make a positive difference to cancer patients locally.

Help us to stand up to and beat cancer!

Write to us at Hope Against Cancer,
The Lodge, 208 Knighton Road, Leicester LE2 3TT.
Call us on 0116 270 0101 or visit our website and donate on-line at www.hopeagainstcancer.org.uk
Registered Charity No. 1091480

Magic Memories in the Making

Nikolai Foster, Artistic Director at Curve in Leicester recounts his introduction to dementia friendly theatre performances and his determination to introduce them at Curve.

I was an Associate Director at West Yorkshire Playhouse (now Leeds Playhouse), directing Irving Berlin's *White Christmas*, when we were invited to take part in the UK's first Dementia Friendly Performance. The event was the brainchild of an inspirational practitioner working in the Playhouse's education team, Nicky Taylor. We all marvelled as Nicky led us through this inaugural event with delicate skill, looking after actors, stage managers, lighting technicians, local councillors, care home managers and those whose lives are affected by dementia.

We learnt that adapting a production for a Dementia Friendly Performance is relatively straight forward, whilst making a huge difference to the lives of those attending. Adaptations to the performance included adjustments to the sound (reducing extreme or especially loud sound effects), lighting (including leaving the house lights at a low level throughout the performance) and a more flexible seating plan in the auditorium, so folk have a bit more space to move about. In my experience, it is the front of house teams which

do the really hard work, adding extra signage to the public areas, creating safe/relaxed spaces and dealing with folk with complex needs. The Dementia Friendly Performance brings all teams together, everybody working closely.

My memory of the day was one of being profoundly moved and trying not to burst into tears at various points throughout the performance. The space felt incredibly charged and there was an enormous feeling of love between the stage and throughout the auditorium. The audience were having a great time - feeling welcome, relaxed, safe and free to express themselves however they wished. The actors, band and stage management team could feel this spirit and the deal was sealed: Magic. Theatre. Camaraderie. That unique connection between stage and auditorium.

After the show, the actors bounded into the house to meet the audience. The sense of gratitude and

mutual respect was palpable, and, as well as seeing great lives lived and experiences in many old eyes, there was an overwhelming sense of pride and appreciation. From our point of view, the Dementia Friendly Performance was easy, it took little effort, but what it meant to those leaving care homes and feeling part of their community, in some cases, for the first time in decades, was immense.

The experience reignited my understanding of theatre's role within society and how it

constantly surprises and offers completely new horizons.

When I was appointed Artistic Director at Curve, I was keen to share my Leeds Playhouse experience with audiences in Leicester. Chief Executive Chris Stafford shared this enthusiasm and the idea that to be truly great, theatre needs to be accessible to all. We invited Nicky down to Leicester and she set to work, training our team, scoping the building and advising us on what we needed to do. Our 2015 Christmas production of

Lionel Bart's *Oliver!* marked the second Dementia Friendly Performance in the UK and a first for Curve. Like at the Playhouse, the Curve staff got right behind the project and we were inundated with volunteers, all curious and keen to help out. The atmosphere in the theatre on the day and throughout the venue was electric and the sense of communion was deeply felt by all.

Since *Oliver!*, Curve has staged Dementia Friendly Performances for all of our Christmas musicals and major productions across the year. 3,000 people have attended a dementia friendly performance of one of our Made at Curve productions like *Fiddler on the Roof*, *An Officer and a Gentleman* the Musical and *Scrooge*. These performances bring people together, make everybody taking part feel valued and remarkable, normalise dementia,

creating a safe space for those living with the illness and their carers to relax and enjoy a show. There is no fear of being judged or made to feel "other".

As an added detail, we serve cups of tea to patrons at their seat. Again, this doesn't require much effort, but means such a lot to those living with Dementia, their

family and carers.

The Dementia Friendly performances work best when there is a healthy mix of older patrons and school groups / young folk. It's great to see the generations mixing, learning about each other and interacting in ways they would never do outside the theatre.

Our Dementia Friendly performance of *White Christmas* will take place on Thursday 3 Jan at 2:15pm. Local firm Pukka Pies sponsored our Dementia Friendly performance of *Scrooge* last year. Food at half time and after the show only added to the relaxed spirit and sense of community. Nothing connects folk like juicy pie fillings tumbling down your Christmas jumper! We are thrilled Pukka Pies are sponsoring the *White Christmas* Dementia Friendly performance and we are incredibly grateful to them for their continued support and that they recognised what an important performance this is.

Like all of the other Dementia Friendly performances taking place in theatres up and down the country, lives will be quietly changed and young and old will learn a bit more about each other. Memories will be created and remembered for many generations to come.

Caps off to Nicky Taylor. An incredible lady, who started a revolution of compassion and accessibility; no mean feat in such challenging times.





New programme will help people live better with Dementia

Public Health England estimates that the number of people living with dementia by 2030 will be around 850,000.

Across Leicester, Leicestershire and Rutland, the NHS, local authorities and the voluntary sector are currently working to develop a “Living Well With Dementia” strategy. Whilst it is very important to support the prevention of dementia through enabling healthier lifestyles, the strategy also recognises that services and support will be required to enable

people who have a diagnosis of dementia to lead fulfilling lives and remain involved in their local community. To this end, Age UK Leicester Shire & Rutland is preparing to extend its range of services so that we are able to offer more support to older people who are living with mild to moderate dementia. In January 2019, we plan to commence delivering Maintenance Cognitive

Stimulation Therapy; a program developed by Age UK England as a way of providing more support for older people following a diagnosis of dementia. We are in an ideal position to help address this gap because we already offer day care services for older people who are living with dementia. By developing a program of Maintenance Cognitive Stimulation Therapy we hope to broaden our range of services and engage at an earlier stage with people who are living with dementia. Cognitive Stimulation Therapy is an established intervention that has been developed by researchers at University College London (UCL) for people with mild to moderate

dementia. Evidence indicates that CST is an effective way to manage the symptoms of mild to moderate dementia and is also very enjoyable for participants. Longer-term or ‘Maintenance’ Cognitive Stimulation Therapy (MCST) actively stimulates and engages people with dementia. MCST is a programme of themed activities carried out over several weeks in small groups. Each session covers a different topic and is designed to improve the mental abilities and memory of someone with dementia. Evidence suggests that MCST can be as beneficial as drug treatments for the symptoms of dementia. In the lead up to Christmas, Age UK Leicester Shire and Rutland will be preparing to launch this new activity. This will include training staff and volunteers in the principles and practice of Cognitive Stimulation Therapy and designing a 12 week programme of weekly sessions. In the New Year, MCST sessions will be delivered at our resource centres in Earl Shilton and Melton Mowbray. Because this is a pilot project we will commence delivery on a small scale and will evaluate the results before expanding further.

If you would like to find out more about how you can participate in the program, as either a beneficiary or as a volunteer, please contact Antony Massey on

0116 299 2273

or antony.massey@ageukleics.org.uk

Counting the Cost of Winter

Now is the time when we all start to think about the festive season and the winter months ahead, not to mention all those extra bills.

So it is a really good time to check if you are receiving all the benefits and support you are entitled to.

Here are some of the benefits you may be entitled to claim:-

Winter Fuel Payments 2018
The Winter Fuel Payment is an annual tax-free payment to help with heating costs. Most payments are made between November and December and will be £200 if you are under 80 and £300 if you are over 80. However you will get less if you live with other people who also qualify.

You will be eligible for Winter Fuel Payment if you meet all the following criteria:-

- You were born on or before 5 November 1953
- You have lived in the UK for at least one day during the week 17-23 September 2018. This is called the qualifying week.

The Winter Fuel Payment is usually paid automatically if you receive State Pension. However if you qualify, but do not get paid automatically, you will need to make a claim by contacting the Winter Fuel Payment helpline on 0800 731 0160.

Warm Homes Discount Scheme
You may be entitled to a Warm Home Discount if you receive Pension Credit Guarantee or are on a low income. The discount is not paid directly to you but is a one-off discount of £140 on your electricity bill, usually made between October and March. You will qualify for the discount if your electricity supplier is part of the scheme; your name or your partner's name is on the bill; you are receiving the Guarantee Credit element of Pension Credit or are on a low income and getting certain means-tested benefits.

Cold Weather Payments
You may get a Cold Weather Payment if you are receiving certain benefits. The payment is made if the average temperature in your area is recorded as or forecast to be zero degrees Celsius or below for 7 consecutive days. Cold Weather Payments are paid between 1 November and 31 March.

Pension Credit
Pension Credit is an income-related benefit to give you some extra money in retirement. It is made

of two parts – Guarantee Credit and Savings Credit. **Guarantee Credit** tops up your weekly income if it is below £163 (for single people) or £248.80 (for couples). **Savings Credit** is extra payment for people who have saved some money towards their retirement, for example a pension. If you are eligible for Pension Credit Guarantee you will also qualify for housing benefit, if applicable and Council Tax support.

Attendance Allowance - to help you if you are over the age of 65, and have personal care needs.

Carer's Allowance - for Carers of people on qualifying health benefits and even if you do not think of yourself as a Carer, you may still be able to claim it.

Personal Independence Payment / Disability Living Allowance - if you are of working age and need help because of a long-term illness or disability.

Universal Credit - a new benefit, which is being introduced and will eventually replace many existing benefits.

Housing benefit - can help, if you are on a low income, to cover your rent and sometimes other housing costs like service charges.

Council Tax Support - can help to reduce your Council Tax bill, if you are on a low income or claiming certain benefits.

Benefit Checks
Our advisors are able to undertake free, confidential benefit checks and provide information on other sources of financial help. Remember you have nothing to lose by contacting us, but potentially a lot to gain.

So why not call our Information and Advice Helpline on **0116 299 2273** (between 11am – 4pm weekdays).



News Round Up

Earl Shilton Centre to get a Garden Makeover

Thanks to everyone who voted for us at Hinckley Tesco in the summer, we will be able to make the garden a more usable space for our clients with raised beds, a shed and garden furniture. The in-store voting through the Tesco Bags of Help community funding resulted in an amazing £2,000 award which will transform our outdoor space. The photo shows the garden pre-makeover and we'll share photos in EngAGE once the makeover is completed.



Age UK Scoops the 'Making a Difference' Award

Our volunteers who are involved in running the 'Forget Me Not' dementia cafes in

Newbold Verdon and Desford have received recognition for their hard work and

dedication when they won 'Best New Project' category of the Hinckley Borough Council's 'Making a Difference Award'. The cafes offer regular activities and an opportunity for carers and those living with dementia to sit, chat and socialise.



Our very BIG Big Bag Challenge

We were lucky enough to have an amazing level of support for our donation drive, the Big Bag Challenge, in October. Alongside lots of donations from the public direct to our shops, we also had the support of corporate partners Pallex, Hastings Direct, Total Motion, Creative World of Crafts, Howes Percival, Mazars, Smith Partnership, Ashfield



Healthcare, NHS England and Cedar Mews who helped us meet our target of 500 bags of pre-loved items for our charity shops.



Thank you to...

- Tesco in Oakham for nominating the Rutland Shed for its Bags of Help scheme
- Creative World of Crafts for their donation of knitting wools
- Morrisons in Loughborough and Melton and Asda in Fosse Park and Thurmaston for allowing us bucket collections.
- Mazars for holding dress down day and bake off fundraisers with staff
- Bakers Waste for choosing us as their beneficiary charity for their Leicester Marathon run.
- Giving World for items used by the charity and its clients.
- All of our Big Knitters who have helped us to amass 33,000 little hats to date
- Winstanley House for hosting an afternoon tea for older veterans
- British Gas which welcomed our Men in Sheds back for another successful sale of items produced.

Leicester Cathedral welcomes 'Joining Forces' Veterans

Veterans who are being supported through our Joining Forces project attended a service of commemoration & thanksgiving on Armed Forces Day at the Leicester Cathedral. The service honoured Britain's Armed

Forces, past, present and future. After the service, and bathed in glorious sunshine, our veterans enjoyed refreshments in the Cathedral gardens whilst being entertained by the pipes & drums of the Seaforth Highlanders.



A Bumper Harvest Festival

We were out and about attending assemblies and collecting hampers made up by local schools in October and were truly bowled over by their generosity. A massive thank you goes out to Glen Hills Primary School (whose donation is pictured) and to all the schools that supported us with their Harvest Festival donations.



Syston Shop Takes First Prize

Our amazing volunteer cowboy, Bron Coleman,

created a window display straight out of the Wild West for the Syston carnival in September. Not only did it create a lot of interest and praise, it won first prize in the best dressed window competition.... ye ha!!!

Anything Goes on the Great Central Railway!

Our Anything Goes social group enjoyed a day out at the Great Central Railway's WW2 event. There were many memories made from being able to help drive the steam engine, sitting in a spitfire and even meeting King George. We were lucky to escape interrogation by the German officers and safely made it home!



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

Thank You!



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Answers & Solutions
from page 13

1. Bing Crosby and David Bowie
2. Jane Torville and Christopher Dean
3. William Shakespeare
4. 1978-79
5. 2010
6. They are the first countries to celebrate New Year
7. 21st December
8. The Robin
9. Minus six degrees
10. Robbie Burns



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CEDAR MEWS

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Cedar Mews Care Home

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Call **0116 267 4835** | Visit **cinnamoncc.com/cedar**