

EngAGE

WINTER 2020

Leicester Shire
& Rutland
ageUK



Tips on keeping well and warm this winter

**Covid-safe
respite and day
care services**

**How volunteering
can help you**

Your local independent charity with a national name

FUNDRAISING + SERVICES + PUZZLE PAGE + INFORMATION AND ADVICE + MUCH MORE

Have your say about proposed £450 million improvements to transform acute and maternity services at Leicester's hospitals



The local NHS wants to spend £450 million to transform acute hospital and maternity services in Leicester, Leicestershire and Rutland – at Leicester Royal Infirmary, Glenfield Hospital and the General Hospital.

Through the proposals, we want to see improved patient care, better patient outcomes, and staff all working in the best place to make this happen. Most of all we want to deliver hospital healthcare that is fit for the future.

This consultation runs until to 21 December 2020. **Please tell us what you think about our proposals, whether positive or negative, by filling in the questionnaire.** This will help us understand what the changes would mean for you.



The £450 million investment proposal includes:

- Moving all acute care to Leicester Royal Infirmary and Glenfield Hospital.
- The first dedicated single-site children's hospital in the East Midlands based in Kensington Building, Leicester Royal Infirmary.
- A new maternity hospital at Leicester Royal Infirmary.
- Two 'super' intensive care units with 100 beds in total, almost double the current number.
- A major planned care treatment centre at the Glenfield Hospital, to separate emergencies from planned operations.
- Modernised wards, operating theatres and imaging facilities.
- 139 more acute beds by 2023-24, an increase of 7%
- Additional car parking
- The General would become a community health campus including:
 - A diabetes centre of excellence.
 - Imaging facilities including scans and x-rays to help diagnose patients' conditions.
 - Stroke recovery services with inpatient beds.
 - Potential development of a primary care urgent treatment centre, observation facilities, community outpatient facilities and additional primary care services.
- The midwifery-led unit in Melton Mowbray may be re-located to Leicester General Hospital as it is under-used, with less than 3 births per week.

- Visit www.betterhospitalsleicester.nhs.uk for more information or to complete the questionnaire.
- Telephone us on **0116 295 0750** to request a copy of the questionnaire to fill in at home, or to arrange to complete the questionnaire with a member of staff.
- **You can also pick up a questionnaire at Age UK.**

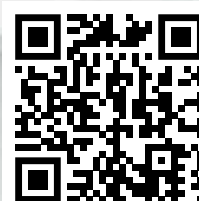


Facebook: @NHSLeicester



Twitter: @NHSLeicester #BetterHospitalsLeicester

**SCAN HERE
FOR A DIGITAL
VERSION OF THE
QUESTIONNAIRE**



How Can We Help You?

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



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.



Handyperson & Gardening 0116 299 2254

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



Day Care Services 0116 222 0572

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

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

We are a local charity with a national name



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

YOUR SUPPORT MAKES A DIFFERENCE TO LOCAL PEOPLE

0116 299 2233

www.ageukleics.org.uk

 Age UK Leicester Shire & Rutland

 @ageukleics



Contact our
friendly Home
Care Team on
0116 299 2266



Let us help to make
living independently
at home that little bit
easier for you.

Our Home Care staff and
Personal Assistants can
help you with:

- Meal preparation
- Cleaning and ironing
- Shopping
- Personal care
- Companionship
- Help getting out and about...

... just pick up the phone
today to tell us what you
need help with.



WYGGESTONS

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

New Development

Our new development comprises of Lancaster House, (eight one and two-bedroom flats) together with six two-bedroom bungalows built to a high specification.

All properties are designed for independent living, whilst removing some of the worries you may feel about isolation, security, managing maintenance and running costs.

You will have the reassurance of an emergency alarm service, and highly trained Wardens who are on hand 24 hours a day, 365 days a year.

The new buildings have been architect-designed with an attractive mixture of modern and traditional features, ample parking and lots of green areas - so is both private and tranquil. All residents have access to the wide range of facilities on site, which include community rooms, a library and a hairdressers. We also provide a programme of activities, along with regular services in our very own chapel, St Ursula's.



Wyggestons was originally founded as an Almshouse – one of many charitable institutions across the country set up to provide shelter for those in need. Today, Wyggestons offers sheltered accommodation at William House, Lancaster House and the bungalows along with residential care at Agnes House, all set in 6 acres of grounds merely a mile from the city of Leicester.

Agnes House

Agnes House is our purpose-built residential home for the elderly, which can accommodate 26 people on a short or long term basis. We offer safety and security in a nurturing home-from-home environment where staff at all times provide optimum levels of attention including specialised individual care and catering for special diets. We feel that a residential home should foremost be a home, where a loved family member feels happy, safe and at ease.

We encourage residents to maintain their independence while supporting them with facilities, activities and services which we adapt to meet specific needs.

Wyggestons is registered with the Care Quality Commission. Following a recent visit the Care Quality Commission reported: *"The provider was supportive and had developed a programme to focus on people's skills and how to support them with any areas of stress or pressures. Extra staff had been employed to support the home during the pandemic."*



William House

William House consists of 54 flats, offering sheltered accommodation for the over 60's with an emergency 24-hour call system and secure access. All flats are suitable for couples and are decorated to a high standard before new occupants move in. Residents can enjoy all the Wyggestons' facilities and benefits including gardens, communal areas and activities. And, while independence is encouraged, help is never far away.

St Ursula's

St Ursula's is Wyggestons' on site Chapel, where we hold services and worship gatherings. A peaceful sanctuary for all it is also used as a venue for special events.



For more information about the accommodation, facilities and care available at Wyggestons please contact us on **0116 255 9174** or email us at: **enquiries@wyggestons.org.uk**

www.wyggestons.org.uk

Wyggestons, 160 Hinckley Road, Leicester LE3 0UX



@wyggestons



Contents List Winter 2020

Keeping Warm in the Winter Months 08

Tips to help you stay warm and well this winter

Let's Get Smart 10

All you need to know about smart meters

EngAGE Business 11

Support from local and national organisations for our older people

FUNdraising Page 12

Ways to help us continue our work this winter

Information & Advice . . 14

Latest information including guidance and advice on safeguarding adults

The Old Ones are the Best 16

Geoff Rowe talks about how Leicester Comedy Festival is designed to appeal and be inclusive across the age range

Puzzle Page. 17

Winter brain teasers for you

The Covid-safe Return of Day Care 20

Bringing back daytime care and company for our clients

Case Study. 21

How we've helped veteran and widower, Peter, during lockdown

Look After Yourself...Let Us Help to Look After Your Loved Ones 22

An insight into the value and benefits of respite care

Volunteering. 23

Whether you're looking for work experience, ways to support your local community or want to share your business skills, we need you!

News Round Up. 24

A quick look at what's been happening with us since the summer



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Foreword from the Executive Director

As we approach the end of a very tough year, I feel the need to take stock and think about the lessons we can take from it. Our older population was severely affected by the lockdown but there was a strong sense of us all being 'in it together'. We received food donations from organisations, community groups and individuals; we welcomed lots of new volunteers who suddenly had more time on their hands and a real need to help those unexpectedly struggling. The different challenges that Covid-19 brought to our door were met with determination to resolve them, innovation in how we went about this and teamwork which took us the extra mile.

the phone call that made the difference between surviving and thriving.

Moving forward into 2021, and possibly into another year impacted by Covid-19, it's important that we keep mentally positive, committed to achieving the best outcomes for the older people we help and forward focussed. We have changed the way we deliver services to make them Covid-safe, we have new services and we have retained our crisis support hub and coronavirus helpline. We are still needed and still here (despite our worst fears 8 months ago) and we hope you will still be alongside us, donating and purchasing in our shops, volunteering with us, fundraising for us and, when you need to, calling on us for the help you need.

Briefly, I will share that we mobilised to help over 6,000 older people making more than 33,000 contacts with older people, their families and friends and nearly 17,000 befriending calls. It is astounding how many older people needed us yet incredibly rewarding to have been the organisation providing the lifeline, the food parcel,

A. C. Donovan.

Tony Donovan
Executive
Director, Age
UK Leicester
Shire &
Rutland



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

Reg Charity No. 1116935

PROST.aid

- 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

CARING FOR LOCAL PROSTATE CANCER

For help or information see : www.prostaaid.co.uk

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

www.prostaaid.co.uk

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Keeping Warm in the Winter Months

Age UK Leicester Shire & Rutland tries to ensure that individuals are as prepared as possible for the winter months. The bad weather can have a devastating effect on older people, who are particularly vulnerable to low temperatures, as higher blood pressure brought on by cold temperatures increases the risk of heart attacks and strokes.

Winter weather can also increase the likelihood and severity of flu, chest infections and other respiratory problems. This winter we will also need to live with coronavirus, which we know can have more of an impact the older we are.

Apart from physical health risks, the winter months can also be a lonely time, particularly for older people who are living alone or are house bound.

Top tips for staying warm and well this winter

There are some simple steps that you can take to protect yourself during cold weather. These include:

- 21°C/70°F is the ideal temperature for your living room and the rest of your home should be heated to

at least 18°C/64°F. Use a thermostat or a room thermometer to keep the temperature of your house constant. Draw curtains at dusk to keep the heat in.

- Keep your bedroom window closed at night during cold weather. Breathing in cold air can increase the risk of chest infections.

- Stay active. If you are able, get up and move around during the day as this is good for overall wellbeing and for generating warmth.
- Eat well and regularly. It is important to eat nutritious meals, so try to eat at least one hot meal each day and include a good range of foods in your diet. Hot foods ward off illness and hot meals and drinks keep you warm throughout the day.
- If you are feeling under the weather, get help as soon as you can, and tell your friends, family, or carer. If you have questions, your G.P. or local pharmacist can help. Alternatively, you can telephone the NHS on 111 or visit <http://www.nhs.uk>.
- Make sure that you obtain a flu jab. If you are over 65, you will also be eligible for a pneumococcal vaccine

Above all, if you are worried about the cost of heating your home, contact Age UK Leicester Shire & Rutland for free and confidential advice that will help you to stay safe and feel well this winter. Sadly, Leicester has some of the highest rates of fuel poverty in the East Midlands and it is very likely that Covid-19 will increase the number of people slipping into fuel poverty.

The consequences of fuel poverty can be very serious with the likelihood that living in a cold or poorly heated environment will exacerbate health conditions, such as asthma and a range of other respiratory illnesses (COPD). There is also an established link between people having financial worries and mental health issues.

At a glance, some ways to get help...

	Leicestershire	Leicester	Rutland	Who to contact to find out more
Warm Homes Fund Project	✓			Age UK on 0116 261 4604 or warmhomes@ageukleics.org.uk
Home Energy Checks		✓		Age UK on 0116 299 2266 or Handyman@ageukleics.org.uk
Benefit Checks		✓		Age UK on 0116 299 2263 or ianda@ageukleics.org.uk
Warm Homes Fund		✓		Leicester City Council. Visit www.leicester.gov.uk/your-council/policies-plans-and-strategies/energy-efficiency/warm-homes-fund/
Warm Homes Discount	✓	✓	✓	Age UK's Advice Line can signpost you. Call 0116 299 2278 on weekdays between 9am and 1pm.
Green Homes Grant	✓	✓	✓	Age UK's Advice Line can signpost you. Call 0116 299 2278 on weekdays between 9am and 1pm.

Warm Homes Fund Project

In partnership with Leicestershire County Council and E.ON, we can offer:

- Free and confidential information and energy advice.
- Advice with tariff switching and insulation that may result in lower energy bills
- Benefit checks to ensure that you are receiving the correct entitlements and support to complete application forms
- Those eligible can receive a fully funded first time connection to gas and central heating installation

Home Energy Checks

- Trained handypersons can carry out a telephone assessment and where needed, install equipment to make your house more energy efficient (e.g. draught excluders)
- Home visits will be arranged at a time to suit you.
- All home visits will be risk

assessed in advance to ensure that Government guidance is followed to minimise the risk of Covid-19.

Benefits Checks

- Free, confidential benefits checks by an experienced benefit advisor over the phone
- Support for you to claim any additional benefits that you may be entitled to, including the Warm Homes Discount.

Warm Homes Fund

- Delivering funded first-time central heating systems to eligible homes in the city.

Warm Homes Discount

- Potential for a one-off payment of £140 applied to eligible customers' electricity bills sometime between October and April.
- If your supplier participates in the Warm

Home Discount scheme, you can qualify by being part of the "Core Group" or the "Broader Group"

- **Core group eligibility** requires that the following requirements are met on the 'qualifying date':
 - Your energy supplier is a participant in the scheme
 - Your or your partner's name is on the electricity bill
 - You receive the guarantee credit element of Pension Credit
- **Broader group eligibility** is slightly more complicated. You must apply directly to your electricity supplier for a discount and they are free to set their own rules on who they help.

Green Homes Grants

- A government scheme which provides £2 billion of funding to improve the energy efficiency of homes across England.

People can apply for a voucher of up to £5,000 worth of work, of which they will pay a third or less. Those on low incomes, who receive qualifying benefits may get up to £10,000 worth of work and will not have to pay anything.

- Vouchers can be used to install home insulation or low carbon heating measures like heat pumps, solar thermal panels, double glazing and simpler efficiency measures like draught proofing.
- All work must be completed by the end of March 2021.

You can also request a free copy of our Winter Wrapped Up Guide by calling our Information and Advice Helpline on 0116 299 2278 between 9am and 1pm on weekdays.



Age UK Leicester Shire & Rutland, Age UK Notts and Age UK Lincoln & South Lincolnshire have partnered up with Smart Energy GB to make sure that older people across the East Midlands have access to the truth and facts about smart meters and are able to make an informed decision about whether to choose to have one fitted.

Smart Energy GB is campaigning for a smarter Britain. It's their task to help everyone in Great Britain understand smart meters, the national rollout and how to use their new meters to be cleaner and greener with their energy use.

Between now and the end of November 2020, Age UK Leicester Shire & Rutland will be engaging with older people across the county to make them aware of the benefits of this new technology, answer their questions and hopefully, dispel some of the myths that have grown around smart meters.

Thinking about smart meters?
Here are some details to help you decide.

What are they?
A smart meter can be fitted

at no extra cost and replaces your current meter. This is coupled with a handheld in-home display unit that shows you your home energy consumption.

Can everyone get one?

We're all entitled to a smart meter as part of the rollout. Some of us will have to wait longer than others to get our new meter, but you can ask your energy supplier directly to see if yours can be fitted now.

How soon you can get your smart meter depends on your energy supplier, where you live, your current meter type and what kind of home you live in.

Do I have to get one?

The government requires energy suppliers to offer smart meters to all homes and small businesses across Great Britain by 2024.

What are the benefits?

No more estimated bills:

your remote, wireless in-home display unit shows you what gas and electric you have used and how much this is costing, in pounds and pence.

Reduce energy bills:

knowing how much you have spent can help with budgeting and to save energy on items that are using electricity and don't need to be on, for example a TV on standby, lights on in a room when no one is using it.

No more meter readings:

going down into the cellar or squeezing yourself into cupboards to get the meter reading will be a thing of the past, as the readings are automatic. This means you'll only be paying for electricity you are using, rather than

those annoying estimated bills that can sometimes be way off.

Greener energy supply:

smart meters will play a key role in the creation of a new smart grid. Our energy supply could be greener because the smart grid will be able to supply more reliable, efficient and low-carbon energy to households and help us all to manage our valuable resources more efficiently. Smart meters can't solve climate change on their own but with the smarter, more energy efficient grid they help to create, they're a start.

How do I get one now?

Simply call your current electricity or gas supplier who can advise you how to get one fitted.

You can get more information about smart meters and how to get one fitted on the Smart Energy GB website: www.smartenergyGB.org

For general and impartial energy advice, we recommend using the government endorsed Simple Energy Advice website www.simpleenergyadvice.org.uk/

Our Warm Homes Fund Project is also available if you have any further questions, call them on 0116 261 4606 or email smart@ageukleics.org.uk

EngAGE Business

New EngAGE Business Club Members

We would like to welcome our newest members: Pukka Pies and Lonsdale Mews to our Business Club and look forward to working with them throughout the next year.

Pukka Pies has been a great source of support throughout the Coronavirus pandemic, they've already donated large quantities of pies which were gratefully received by over 500 local older people who

needed emergency food parcels, and we have exciting plans for further collaborations in 2021. I visited Lonsdale Mews in Quorn in September and was really impressed with the care home.

As well as being able to be pampered by spending time in the Spa and the hairdressers you can also enjoy the odd tippie in the "inhouse pub" with the obligatory juke box and games of dominoes on offer, I can see there being a good night had by all.



Corporate support during Covid-19

We continue to receive valuable corporate support enabling us to continue to provide much-needed help to local older people who are affected by the Coronavirus pandemic, we would like to thank Severn Trent, Countryside Properties, Asda, Coop England, Costco and the Sikh Community for their

donations and support. Several people who have received help from us wanted to express their thanks, especially to all our corporate supporters who are facing their own challenges but still continue to help where they can. You can view their heartfelt thankyou messages on our website at www.ageukleics.org.uk

Future Events

Our plans for Leicester Comedy Festival and golf events in 2021 are still in progress. We may need to delay them

until the latter part of the year to make sure they are Covid-safe for everyone attending, but we are determined to try our best to resume some kind of normality and bring some fun back into the year.

We know that many organisations are themselves facing a tough future with 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

#DonateYourWords with Cadbury's Dairy Milk

During October, Age UK is again partnering with Cadbury to highlight the value of spending time with older people to hear their stories and championing the benefits of regular contact and the difference it makes to someone's life.



If you would like to find out about - or volunteer your time with - our befriending service please contact Julia Day on **0116 223 7364** or Julia.day@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.

FUNdraising

Our Wills Campaign is returning in Spring

If you've been waiting for our Wills campaign, don't worry, it's on its way!

In light of the current pandemic, we have made the decision to postpone our campaign until March / April 2021. Whilst moving the campaign is a hard decision to make, we want to ensure that everyone taking part is safe & secure when the solicitors meetings are undertaken.

So, during March and April next year you can update or write a new single uncomplicated will for just £35 + VAT. Watch out for our new and improved Wills campaign coming soon!



The BIGGEST knit yet!!



As the evenings start to draw in, we're hoping that you knitting ninjas will 'slip a stitch' and 'cast on' again to support us with our even bigger Big Knit Campaign!

Innocent donates 25p for every hat that we send in and we need lots of amazing knitters to produce them for us! This funding from Innocent makes a huge

difference to the lives of many local people during these tough times.

We have beginner and expert patterns available, and completed hats can be taken into any of our shops and community resource centres. This year's campaign runs until the summer of 2021 so there's plenty of time to get involved.

Come on knitters, let's purl our way to a record year!!



By ZiaBilik at Shutterstock.com

The Grand Christmas Raffle is underway...

The Grand Christmas Raffle tickets have arrived and as you can imagine, after this difficult year, the support our charity needs from its supporters is more vital than ever.

With a first prize of £10,000 or a new car for just £1 per ticket, it has to be worth a go!

You can buy your raffle tickets at our shops and community centres or you can contact Tracey Pollard to ask for some to be sent out to you. If you could sell some within your social bubble to friends and family to help our fundraising, all the better!

You do need to be quick as the draw

takes place on 17th December - so we need your ticket stubs back by the 8th of December.

Do something extra special this festive season and support our Christmas raffle – and you could be the one getting that winner's phone call!



New year new personal challenge?

It's the time of year that we start thinking about doing something different, turning over a new leaf, making new resolutions.

If you are mulling over ways to put 2020 firmly behind you and start 2021 with a personal challenge, how about doing something amazing for local older people?

Whether you fancy a skydive, your first marathon run or something more sedate... a virtual coffee morning, virtual bake off or

donating your 'birthday' in cash, you could make a real difference by fundraising for us.

To help your supporters sponsor your endeavours safely and simply, just set up your own fundraising page at www.virginmoneygiving.com (search for Age UK Leicester) and share the link to your page with friends, family and colleagues.

What an amazing way to support us during these extraordinary times!

Local artist donates original artwork to raise funds



Local artist, veteran and Age UK supporter, Tony Matts, has kindly donated one of his amazing paintings to raise funds for our 'Joining Forces' veterans support project.

Tony and his wife were looked after by our staff and received welfare phone calls and essentials packages delivered to their home. Tony and his wife Ann were overwhelmed by the support they received and

they wanted to do something in return...

Tony's granddaughter is raffling the painting through Virgin Money Giving with every donation equating to an entry in the raffle. So, if you'd like to be in with a chance of winning this beautiful original painting, visit <https://uk.virginmoneygiving.com/LaurenBeasley2> and make your donation.



Making Christmas Special

The Making Christmas Special 2020 campaign is going to look a little different this year due to the Coronavirus pandemic.

This year we won't be asking people to donate gifts for someone spending Christmas Day in hospital (the hospitals will not allow items onto the wards that could carry the Coronavirus),

but don't worry, older people will still receive a gift on Christmas Day.

We really would love you to continue to support the campaign. You can pledge your support by using the donate button on our website at www.ageukleics.org.uk or pop into your local Age UK Leicester shire & Rutland shop and donate in person.



By Devor at Shutterstock.com

For more information and to get involved with any of our fundraising activities, please contact Tracey Pollard on

0116 299 2265

or

tracey.pollard@ageukleics.org.uk



Information & Advice

As our thoughts turn to the winter months ahead, especially after such a difficult year, it is a good time to start checking that you are receiving all the benefits you are entitled to.

We are here to provide free, independent, and confidential advice to people over the age of 50, living in the City of Leicester and counties of Leicestershire and Rutland. Please call 0116 299 2278 between 9am and 1pm weekdays, if you would like to check that you are receiving all the benefits you are entitled to or would like to discuss anything else that may make your life easier over the winter months.

We look forward to hearing from you. Remember we are here to help you.

Cheryl

Cheryl Clegg
Head of Information
& Advice

Welfare Benefits

• Housing

• Social Care

• Your Rights

Safeguarding adults in Leicester, Leicestershire and Rutland



What is adult safeguarding?

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse and neglect. Adult safeguarding is something which is done with the adult at risk of harm, enhancing their involvement, choice, and control.

Who is an adult at risk?

An adult at risk of harm is defined as someone who may have needs for care and support (whether or not the local authority is meeting those needs), and is experiencing, or at risk of, abuse or neglect and is unable to protect themselves.

Who might have care and support needs?

Care and support can be practical, financial, or emotional support for adults who would benefit from this to manage their lives and be independent. This could include older people, people with a disability or long-term illness, and people with mental ill health.

What is abuse and neglect?

Abuse and neglect happens in lots of different ways, for example:

- when someone hurts or treats another person badly
- when someone does things to upset or frighten people
- when someone ignores medical or physical care needs

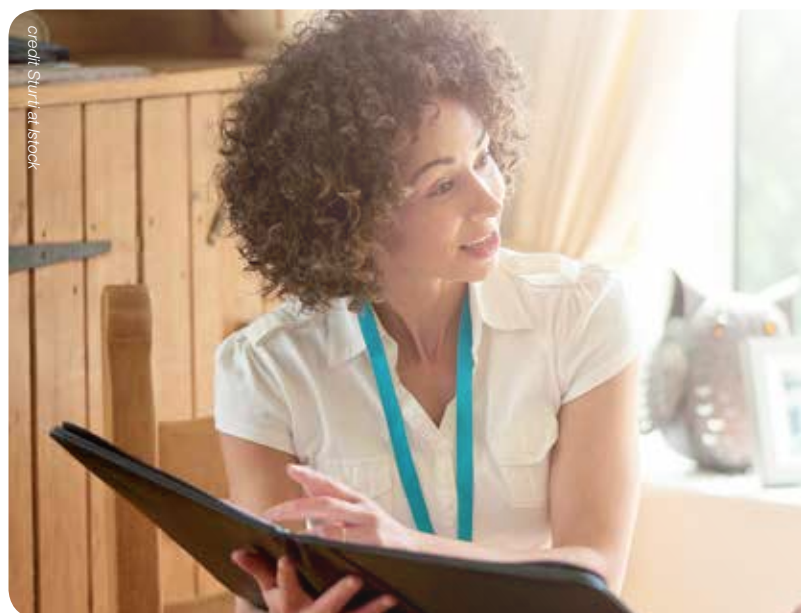
Abuse and neglect can happen anywhere. Adults with care and support needs could be abused by anyone, including a partner, family member, neighbour, friend, health or social care professional, volunteer, or a stranger.

What can I do if I am being abused or I am worried that someone else is?

If you think you or someone you know is being abused

or neglected, tell someone you trust as soon as possible. You can report the abuse or neglect of an adult with care and support to the adult social care team where they live:

- Leicester City Adult Social Care Team:
0116 454 1004
(operational 24 hours a day, 7 days a week)
- Leicestershire County Council Adult Social Care: 0116 305 0004
(Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm)
- Rutland County Council Adult Social Care Prevention and Safeguarding Team: 01572 758341 (Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm)



Free, confidential Information & Advice Helpline • 0116 299 2278

• **Residential & Nursing Care**

• **Money Matters**

• **Leisure**

- Emergency Duty Team for Leicestershire and Rutland: **0116 255 1606** (Evenings, weekends, Bank Holidays)
- If a crime has been committed, you can report to Leicestershire Police via their website **www.leics.police.uk** or you can call **101**. If it is an emergency phone **999**.

How can I find out more information about safeguarding adults?

To find out more information about safeguarding adults in Leicester, see the Leicester Safeguarding Adults Board website **www.leicester.gov.uk/lisab**

If you are a community group in Leicester and would like to find out more about safeguarding adults, please contact Leicester Safeguarding Adults Board's Engagement Officer, Shobhana, at **LSAB@leicester.gov.uk** or on **0116 454 6270** to arrange a virtual session (please do not report abuse or neglect via this route).

To find out more information about safeguarding adults in Leicestershire and Rutland, see the Safeguarding Adults Board website **https://lrsb.org.uk/**

Later Life Goals Programme Restarts Following Covid-19 Pause

We are delighted that our support programme for older people, Later Life Goals, funded by the Masonic Charitable Foundation (MCF), the freemasons' charity, will be restarting in October 2020 following a seven-month pause due to Covid-19.

Later Life Goals provides one-to-one support to older people, who are going through major transitions in their lives, whether this is a serious health diagnosis, bereavement, a partner going into care or any other key event that could have a serious impact on their wellbeing.

Significant life moments like these can be triggers for older people becoming more isolated and experiencing loneliness. In addition, the Covid-19 pandemic has disproportionately impacted older people and the restrictions have made it hard for many to stay connected, especially if they live alone or have been shielding.

Thanks to Later Life Goals, older people locally will continue to benefit from tailored support from trained advisors, be that information, advice or links to other services or social activities.

Mrs Adams, 81 said:

“After the death of my husband, I was feeling very low and struggling to manage my home. I knew I needed to put things in place to start living my life again but did not know where to turn. Age UK Leicester Shire & Rutland helped me to take control of my finances and make my house a safe place to live so that I could regain my independence. Thanks to the support I've had from the Later Life Goals advisor, I now feel better about myself and am looking forward to the future. **”**

Initially delivered face-to-face, with most older people being visited by advisors in their own homes, the programme will now be delivered via telephone until it is safe and compliant with government guidelines to resume home visits.

Contact our Later Life Goals Team on 0116 299 2263

or **iandA@ageukleics.org.uk**

Did You KNOW?

The government has announced that a number of additional groups will be able to get a free flu vaccination this year. This is to help relieve pressure on the NHS should there be increased levels of coronavirus cases over the winter months. You can get a free vaccination if: you are aged 65 and over; you live in residential care for an older or disabled person; you live in the same household as someone who is on the Shielded Patient List or is immunocompromised; you have certain health conditions; are pregnant or a child aged two to eleven. People aged 50-64 may be eligible later in the autumn, check on the NHS Flu page to find out when this comes into effect.

Providing emotional support rather than just more traditional forms of care to a person with disabilities also now counts towards the Carer's Allowance threshold of 35 hours of care per week.



Image By Photographee.eu at Shutterstock.com

• **Available weekdays from 9am to 1pm**

The Old Ones Are The Best

Leicester & Leicestershire are known for many things but you may, or may not know that the city & county are home to the longest running comedy festival in Europe. Age UK has had a long standing partnership with the festival and we caught up with Festival Founder Geoff Rowe.



“ Hopefully readers will have heard of Leicester Comedy Festival but what they may not know is that the annual Leicester Comedy Festival, which takes place in February, is produced by registered charity Big Difference Company and part of our work is to try and encourage as much participation in the festival as possible. What this means in practice is we try and put on a diverse range of shows, events and projects each year to attract as many people as possible to the Festival.

A few years ago now, I was chatting to a friend of my parents, who was asking about my job as a Comedy Festival organiser. I asked her whether she liked comedy; she said yes, she loves comedy and laughter. I then asked

her whether she had been to see any live comedy, and she said absolutely not – that was something young people did and it wasn't for older people. The conversation got me thinking about ways in which we could be more appealing to older people, and make the Festival programme more inclusive.

So, as well as booking comedians such as Sarah Millican, Jack Dee and Jimmy Carr, we have also welcomed, over the years, acts such as **Barry Cryer, Jo Brand, Willie Rushton, Bernie Clifton, Phil Cool, Pam Ayres, Jon Pertwee, Clive James, Mrs Barbara Nice and Jenny Éclair.** We also organise the annual Silver Stand Up competition which sees comedians aged over 55 entering from across the UK,

and visiting the Festival for the final performance.

There are an increasing number of events during the daytime (following requests from people who perhaps didn't want to go out in the evening) and shows and performances in community venues across the city and county. In 2020, thanks to funding received from The Baring Foundation, comedy shows were performed in care homes across Leicester, and an Age UK fundraising event was held at their Clarence House community centre as part of Leicester Comedy Festival.

In addition to these events and activities, I regularly give talks about the festival, how it began in 1994 and some stories about some of the comedians who have appeared, to groups and societies throughout the year. There are plans to do more projects with the good people from Age UK and other groups in February 2021 when the event returns.

All this work is really important to us and helps make Leicester Comedy Festival as inclusive as possible. I'm sure there is loads more we can do, so if you would like to help, have us talk with your society or club, or have any idea for an event, please get in touch. ”

Further information about the festival can be found by visiting

www.comedy-festival.co.uk

Information about the charity can be found from www.bigdifferencecompany.co.uk

To get in touch or find out more, please email info@bigdifferencecompany.co.uk

**BIG
DIFFERENCE
COMPANY**
www.bigdifferencecompany.co.uk



Puzzle Page

Solutions can be found on page 23

Quick Quiz

Test your Christmas knowledge with our Quick Quiz

1. According to the Guinness Book of Records, the world's largest gingerbread man weighed how much? a) 651kg b) 951kg c) 1251kg
2. 'When, what to my wondering eyes should appear, but a miniature sleigh, and eight tiny rein-deer,' is from which poem?
3. In the 1955 Christmas number 1 Christmas Alphabet, what does the letter C mean?
4. In the feature film Rudolph the Red-Nosed Reindeer: The Movie (1998), who was Cupid's son?
5. One of the most popular Christmas toys of 1971, who or what 'wobble but don't fall down'?
6. The first documented use of figure-shaped gingerbread biscuits was at the court of which queen?
7. At what point in the Christmas celebrations are you likely to hear the effects of Silver Fulminate?
8. In which sea or ocean is Christmas Island located?
9. The hottest toy of 1980 was actually designed by a professor of architecture in Budapest to teach his students about spatial awareness. What is it called?
10. Pavo Trufado – turkey stuffed with truffles is traditionally, the most important dish of Christmas Eve in which country?

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.

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

Wordsearch

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

Woolly Hat
Snowing
Snowman
Fireplace
Ice
Windy
Cold
Dark
Frost
Coats
Mittens
Blankets
Gloves



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The Covid-safe return of day care

In March 2020, Age UK Leicester Shire & Rutland's day centres were closed as part of the Covid-19 lockdown. We adapted quickly to continue supporting our clients through our Keeping In Touch offer that included regular telephone calls, activity packs and socially distanced home visits, where these could be delivered safely and in accordance with government regulations.

Whilst Keeping in Touch enabled us to maintain contact with hundreds of older people who previously relied on our day centres to maintain contact with friends and stay connected to their local community, we remained very aware that many missed attending the day centres. For many of our clients, their day centre is integral to their wellbeing and a place where they can meet with their friends and participate in activities that provide a sense of purpose. Many family and informal carers also rely on and benefit from the regular break from caring responsibilities that our day centres provide.

Val Potter attends the Sunshine Day Centre at Clarence House. She lost her husband a couple of years ago and understandably found life difficult without him.

Val's daughters were worried that she was becoming isolated and talked to her about attending one of our day centres. Whilst initially reluctant to consider attending because her health had not been good since

losing her husband, she came along to a free taster session, which made her decide to begin attending on a regular basis. Val now comes three days a week and shares with us that:

“I wouldn't give those three days up for anything, it's been a real lifeline for me and a great way to meet new friends and get out and about. I just love it here. **”**

Val also told us how she felt when Covid-19 meant that the day centre had to close:

“My daughters work, so I didn't get to see family as much as I would have liked and I felt so isolated again. This made me very anxious to the point I ended up in hospital. Nanette, the Day Care Organiser, stayed in touch with me on a weekly basis and sent me activity packs with fun and interesting quizzes and puzzles. This gave me something to occupy my time but also helped to remind me that I wasn't alone during the lockdown, but I did miss my friends. It's such an important place for me. Socialising with other



people in similar situations to me is really important so I don't feel I'm alone. **”**

With a great deal of hard work and planning on the part of our dedicated staff and volunteers, we began to re-open many of the day centres during September that had been closed nearly 6 months.

We have measures in place to ensure the safety of our clients, staff and volunteers, including:

- A simple temperature check for clients on the day
- Regular deep cleaning of the day care venues
- Maintaining social distancing during the session

- Limiting the number of attendees in each session
- Making our transport Covid-safe

We are welcoming clients old and new to our day centres. For further information or to book a FREE taster session please contact Nicole Hocking on 0116 222 0558 or email nicole.hocking@ageukleics.org.uk



Support for our valued Veterans

By Joe Gough at Shutterstock.com

Our Joining Forces project has supported hundreds of local, older veterans. Through trips down memory lane, days out to events and places of interest and befriending, we have focussed on our valued veterans to make their later lives better and to make sure they know their service and sacrifices are not forgotten. Peter is one of our valued veterans whom we have had the privilege to support.

As Peter looks back on his life, his face lights up when he talks about his role as a debt collector for the Chamber of Commerce. Peter does not strike you as a typical debt collector, he's a gentle soul and he speaks fondly of the people he used to visit and how he still gets Christmas cards from people who he used to collect debts from.

Peter was married to Audrey for 60 years, and for the last 4 years of her life, Peter was her carer. This meant that his days were busy and he felt needed and useful but, when sadly Audrey passed away last year, Peter openly admits

that everything just came to a stop for him and he felt lonely and suicidal. Thankfully, that's when Peter was referred to our Joining Forces project and we could be there for Peter in his time of need; in his words, saving him when he was at his lowest point.

As we chat about what he used to get up to with Joining Forces friends, Peter's spirits rise as he recalls day trips and meals out with the other veterans who he met through the project. He gets a twinkle in his eye as he tells me about how they used to compare stories about what they could get away with during their military service!

When the over 70s were told to isolate back in March, Peter says that his life came to a dramatic halt. Whilst he still manages to visit Audrey in the cemetery every day, he dreads coming home to an empty house. His honesty is humbling as he tells of his struggles to cope with the isolation and how he misses being able to share how he was feeling with people in a similar situation to him. We have been able to give Peter someone to chat to regularly during lockdown; his telephone befriender calls him every week giving Peter something to look forward to and someone to share his stories with.

Peter's mobility is limited and when he started to run low on food supplies, we were able to step in and help with emergency food parcels. We also helped him with a full-face PPE shield as his face mask made his glasses fog up, putting him at risk of a fall. At 86 and with underlying health conditions, Peter really did not want to end up alone

in hospital and at higher risk of catching coronavirus.

Peter wanted to send his heartfelt thanks to everyone who supported the charity to keep our crisis response and befriending service active over the past 7 months.

“ I feel wanted again and I know you are concerned for me, you been so very helpful with the food parcels and shopping, you are a collection of caring, sympathetic and knowledgeable people and I can't thank you enough. **”**

Peter it is a privilege and you are most welcome.





Look after yourself... let us help you look after your loved ones

With its unprecedented nature, the Coronavirus pandemic and subsequent lockdown created a deep sense of community amongst family, friends and neighbours.

Many people took on an informal caring role checking on people they knew, helping with shopping, dropping meals around or gardening. A study by the Office of National Statistics (ONS) reported that 48% of adults helped someone outside of their household during the first month of lockdown, and 32% of these people were helping someone they previously did not.

Many informal carers are sandwich carers who juggle their new caring role with looking after their own dependent children, working and home schooling. As people begin returning to work, many are now finding

themselves unable to continue with this informal support as well as their day-to-day lives. As an essential service, our Home Help team continued to run throughout the pandemic and can give you the peace of mind that the person you cared for is still receiving the support they desperately need. Our fully trained staff can provide as much or as little support as required with shopping, cleaning, laundry, meal preparation and even companionship.

The pandemic has affected everyone's mental health but none more so than older people and their carers. The ONS found that those with a more permanent caring

role felt a significant decline in their mental wellbeing, with 84% stating that they were very worried about the effect Covid-19 was having on their lives. With many of their regular support services closed or being unable to access them due to shielding, carers suddenly found themselves unable to have that much needed respite. As the pandemic continued Age UK Leicester Shire & Rutland knew that re-starting the respite service had to be a priority once it was safe to do so. Respite provides that all important time out for carers, it gives them the opportunity to have some much needed me time, whether that is meeting friends for coffee or simply reading a book in

another room. There is no shame in asking for support, and our respite service gives carers and their families peace of mind that their loved one is being looked after whilst they have a break.

We know that many people are still fearful of the virus, but you can be assured that we have put procedures in place to keep everyone as safe as possible. All our Home Help workers are provided with extensive Personal Protective Equipment (PPE), they have had additional Covid-secure training and observe the highest standards of hygiene practice. As a charity, Age UK Leicester Shire & Rutland's Home Help team can be by your side to support you, your friends or your family in getting back to their pre-lockdown way of life.

For more information and to explore how we could help you, please contact us on
0116 299 2266
or email homecare@ageukleics.org.uk



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Volunteering

brings benefits to you as well as our charity and beneficiaries

Our charity very much relies on the goodwill of volunteers to help keep our services running and their contribution is invaluable.

At the beginning of the Covid-19 virus taking hold, when some of our services were postponed because of it, we discovered a new volunteer group stepping forward from young and later adulthood to assist the charity in looking after older and vulnerable people with food distribution and telephone befriending. Our crisis response service was predominantly delivered by volunteers from these groups giving of their time, some perhaps furloughed themselves, and playing a major part in helping us deliver our much-needed services. As the months have gone by

however, some have returned to their employment or back to college/university and we now find ourselves devoid of the wonderful help we had been receiving from these people.

We have volunteers of all ages contributing to the work of the organisation, but we would really like to attract more people from the groups outlined above. The reason why this has become even more apparent over lockdown is that it brings a richness of inclusion which has been embraced by the older people we are supporting. We also know that many older people who may traditionally

have volunteered with us – perhaps to give something back after they had received our help – are now too anxious about Covid-19 to continue to offer their time, feeling safer at home.

We recognise that young and later adulthood volunteers will have fewer hours each week for volunteering and may have plans to move to University, develop their career, start a family or take early retirement so don't see volunteering as a long term commitment. Even so, their ability to engage with our older and vulnerable clients, with our shops' customers and to bring their business skills to our charity is a valuable resource for us and a rewarding experience for those they support.

We have seen and heard from our young and later adulthood volunteers that they have benefitted by gaining insight into the important work our charity does, have a much greater understanding of the wider community they live in

and specifically the challenges that older people have to deal with and it is hoped that the experience they have gained will serve them well in their current or future careers. For those entering colleges/universities, voluntary work bodes well in their personal statements as the institutions have some insight into the whole person and not just educational/workplace achievements.

So, if you have friends or family members who you think may be interested in giving some of their time, please pass on the message that we would value their input in supporting the great work this charity does in looking after the health and wellbeing of our older and vulnerable community members.

To find out more or register your interest to volunteer with us – whether for a regular couple of hours or couple of days – please email volunteering@ageukleics.org.uk

Answers & Solutions

from page 17

1. a) 651kg
2. A Visit from St Nicholas (also known as Twas the Night Before Christmas)
3. Candy (trimmed around the Christmas tree)
4. Arrow
5. Weebles
6. Elizabeth I
7. When pulling a Cracker (it's often the chemical used on the friction strip that makes the bang)
8. Indian Ocean
9. Rubik's Cube
10. Spain

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

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

News Round Up

Gloucester House in the news!

The Melton Times was keen to share the news that Gloucester House had reopened in September to resume its support for hundreds of local people. Centre Manager, Rhonda Fazackerley, oversaw a deep clean of the building

in August and has put measures in place to keep the building Covid-safe. The centre is now welcoming people to the Knit n Natter group, Tai Chi, Pilates and the Evergreen Social Group. For opening times and what's on, contact Rhonda on 01664 410253 or 410108.



New Build Information Hub coming soon in March 2021

Construction is underway for our fantastic new Information Hub at Clarence House on Humberstone Gate in Leicester. We hope that this amazing building will encourage more of you to pop in and learn about the invaluable services and facilities we provide.

Once opened, Information and Advice staff will be on hand to support you with

lots of queries, from undertaking welfare and benefits checks to make sure you are receiving your entitlements, to signposting and negotiating relevant support services through ourselves or other agencies...

So once those doors are open, come on in, pull up a chair and talk to us!

Liz's 'feet' of strength

Liz is a valued member of our Home Care Team and has seen for herself how the Covid19 pandemic has affected the charity and the clients she looks after. Liz already plays a vital role in keeping people safe in their own homes but wanted to go the 'extra mile' for us...

Liz decided to complete the 310k steps challenge for us in August and she not only exceeded her steps target by 35,526 but raised a massive £1,038 including gift aid. She's walked in

wind, rain and a heatwave but never gave up or missed a day!

Thank you, Liz.



Come dine with us!

Seasons Restaurant in Clarence House is open and it's great to be back! We are now open on Tuesdays, Wednesdays, Thursdays, and Fridays between 9am and 3pm for hot meals, all day breakfasts and hot drinks. We are also delighted to announce that we will be offering our Christmas meals during December.

Tickets will be on sale soon, so don't miss out.

For more information please call Clarence House on 0116 299 2233



Image By Dana Minerva at Shutterstock.com

Rotary Club of Leicester supports #LeicsCovidCare campaign

Knowing that we needed to provide fresh and frozen food to our older population during lockdown, the Rotary Club of Leicester stepped in to donate fridges, freezers and racking for us to store food donations

until they were taken out by our staff and volunteers. Not only that, they also delivered and installed them for us!

We are incredibly grateful for more than £5,000 of equipment and funding for our crisis response.



Thank you to...

- Asda stores in Thurmaston, Oadby and Abbey Lane for continuing to donate lots of amazing food & essentials for our Covid19 campaign.
- Costco Leicester for continually supplying our recently re-opened Clarence House restaurant with food for our fabulous new menu...
- Local firm Misirli UK Ltd for their amazing donation of shopping vouchers and boxes of socks for sale in our shops!
- Everything Branded for their fabulous donation of tote bags for up & coming events
- The team at Everards for their support, help and guidance to make Clarence House's re-opening as Covid safe as possible
- All the children and teachers at Glen Hills Primary School, Stoneygate School and Leicester Grammar school for their wonderful Harvest Festival donations
- Everyone who is still knitting away and sending us their Big Knit hats

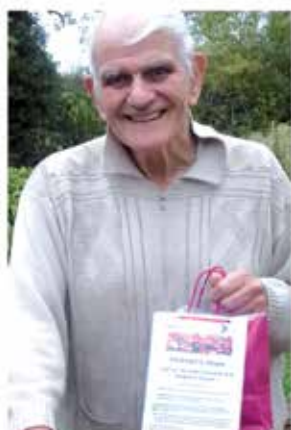
... and the very many other individuals and organisations who so generously support us.

Garden gift with message of hope

Our Joining Forces team has launched a new and exciting initiative called 'Veterans' Hope'. After a difficult year, we

thought that we should encourage our veterans to look forward to a brighter future so, during October we gave them goody bags containing a small plant pot,

bag of compost and a few spring bulbs to plant. These represent hope for the future as these bulbs will blossom in the spring representing positivity and new beginnings.



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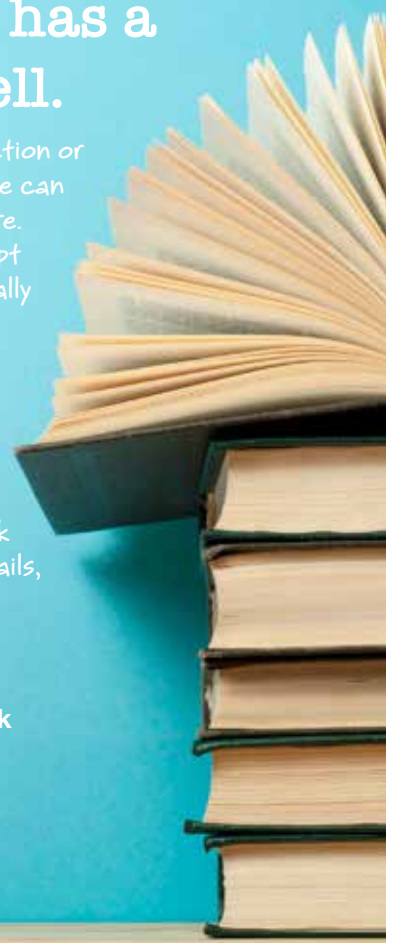
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Joining our Day Club gives you or your loved one the opportunity to meet new people and make friends in a safe and happy environment, as well as giving carers a much-needed break.

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