

ENGAGE

IMPROVING
THE LIVES
OF OLDER
PEOPLE

DANCING
DIGNITY

EVENTS ENDING LONELINESS
VOLUNTEERING
HELP IN THE HOME

SUPPORTING LOCAL OLDER PEOPLE FOR OVER 60 YEARS

INFORMATION & ADVICE

SUPPORT
LAUNDRY



Lincoln &
South Lincolnshire

ageUK

BEFRIENDING
DAY CENTRE
YOGA

TAI CHI AFTERNOON TEAS
LIFELINES
PERSON CENTRED
GARDENING RESPONSE
DEEP CLEAN SERVICE



Support Services



Cleaning Services - Assisting with a wide range of tasks which include vacuuming, dusting, polishing, changing bedding, home laundry and ironing, kitchen and bathroom. Specialised cleaning is also available.

Gardening & Handyperson Services -

Our gardeners can support with a range of tasks to help maintain your garden throughout the year. Tasks can include weeding, mowing the lawn, borders, hedge trimming and planting. Our Gardeners can also help with fence & shed painting. Numerous DIY tasks undertaken.



Deep Cleans - Specialised cleaning services provided by two members of staff and all materials included. Very competitive rates. Carried out at a time that suits you.

Laundry Services - A collection service where your garments are washed, dried and ironed in our Park Street launderette before being delivered back to you at home. We offer laundry bags to purchase for your convenience.



Lifestyle Support Services - Services include shopping, pension collection, prescription collection, accompanying to appointments, groups or activities. We can visit weekly, fortnightly or monthly to meet your requirements.

All our staff are DBS checked and are fully insured. For more information

Please call **03455 564 144** Or visit: ageuk.org.uk/lincolnsouthlincolnshire or
Email info@ageuklsl.org.uk

WELCOME



MEET THE TEAM...

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Happy New Year!

As we recap the last year of delivering services and support across the county, we can be proud and recognise the difference that our services make to older people. Our heartwarming Christmas parties are always such a wonderful scene – do not miss the photos on pages 6-8.

The New Year brings with it new challenges and new opportunities. We look forward to growing and developing our existing services, and creating new ones and this brings with it more recruitment opportunities as we look to grow our teams. Are you looking for a more rewarding career in 2020 that makes a real difference? Could you be one of our "Winter Heroes"? We have many fantastic opportunities open to all.

As the Winter rapidly approaches and we are proactive in response to the warnings that this Winter's weather will rival the

"beast from the east" We have made some incredible developments to assist our Health and Care colleagues during the delivery challenges they are, or will be experiencing over the coming months.

We have received some funding from the NHS, via Age UK National, to allow us to provide our Home Support Service free of charge for up to twelve hours over a six week period, to support a person to resettle at home following a hospital stay. County Council or Health colleagues refer people in and support is tailored to their needs as much as possible. This is a time limited offer and ends on the 31st March 2020. We delivered this service last Winter and it made a huge difference for many older people. For further information please contact us.

We also started a with a new service called Community Connectors on Monday 2nd December. This is a pilot project and is funded for six months (2nd

Dec-31st May) The service is designed to support people who arrive at hospital and are assessed as having no medical need but may be experiencing other difficulties such as loneliness, financial or environmental issues. Age UK Lincoln & South Lincolnshire staff will be on site at Lincoln County, Boston Pilgrim and Peterborough hospitals to guide and support people in to other, more appropriate services for their individual needs. The service will be offered from 12noon-8pm Monday to Friday.

Finally, I want to express my sincere gratitude to everyone that works for and alongside Age UK Lincoln & South Lincolnshire, and for everyone that supports the work that we deliver. The commitment, support and enthusiasm is valued and appreciated greatly. If you know someone that would like to join our incredible team and make a real difference direct them to our recruitment pages where we continue to recruit team members to help us to make 2020 an even bigger year supporting and reaching more older people across Lincoln & South Lincolnshire.

Together we can make a real difference to older people in our communities.

Happy New Year



Michele Jolly

Chief Executive Officer of Age UK Lincoln & South Lincolnshire

To keep up to date with the latest! Follow us on our social media pages:



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CHRISTMAS PARTY LINCOLN

The Park Street Christmas Parties were back in December and over 250 people enjoyed the festive fun

A traditional Christmas lunch was served with all of the trimmings and of course sprouts! We were once more supported by Lincoln Feucht Frohliche Neustadter who supplied tipples of Sherry to our guests.

The Lincoln Minster Choir and St Faith's and St Martin's Junior School attended and sang carols, and Amanda G had people up dancing in the aisles.

Our dedicated team of volunteers served the meals alongside 56 Squadron from RAF Waddington. Special appearances from Father Christmas plus Cinderella and Prince Charming added a festive feeling for all.

Thank you to everyone who attended our Christmas parties - see you again in December 2020!



CHRISTMAS PARTY LINCOLN



CHRISTMAS PARTY BOSTON



BOSTON CHRISTMAS LUNCHES

On Thursday 28th November, we held our first Christmas lunch of the season and the last lunch of the year at Haven High Academy.

Throughout the year, we have held a lunch club at the school on the last Thursday of each month. The delicious food is prepared and cooked by the school canteen, then served by some of the students. We enjoyed the school choir singing a selection of Christmas songs and even the Head Master Mathew Van Lier joined in.

We were served a traditional Christmas turkey dinner or poached salmon and dill sauce followed by Christmas pudding or chocolate mousse. Our lunch club guests thoroughly enjoyed the meal and the entertainment.



IF YOU WOULD LIKE TO JOIN US AT THE NEXT MEAL IT IS BEING HELD ON 30TH JANUARY 2020. IF YOU WOULD LIKE MORE INFORMATION ABOUT THE OTHER THREE LUNCHES WE ORGANISE PLEASE CONTACT AMANDA WILSON ON 0345 5564144. TRANSPORT MAY BE AVAILABLE TO ATTEND ANY OF OUR LUNCH CLUBS



VOLUNTEERING



Boston and South Lincolnshire are excited to announce that we are looking to expand our established befriending service across these areas. Are you able to give an hour of time each week or fortnight to offer companionship to those not able to get out and about?

An hour a week can make so much difference to an older resident and gives enjoyment equally to those who volunteer. Interested? Then contact our volunteering department on **03455 564 144**.

The number of activities we are hosting in Boston and South Holland are growing. We are aiming to reach

those who find it hard to travel into Boston.

COMMUNITY GET TOGETHER

These events will happen on a fortnightly basis. We are looking for people to come along and help us to support older people in our community to meet new people and make new friends. The role will involve group befriending and encouraging participation. Volunteering is a great way for anyone to meet new people and have some fun.

- Butterwick – Thursday afternoons
- Wyberton – Friday mornings
- Richmond House, Boston – Tuesday afternoons

BOSTON POP IN

• Boston Wednesday all day. We are also running

a pop in session on Wednesdays in Boston. This is another way of bringing members of the Boston community together. Volunteers would be welcome to help with activities such as quizzes, games or gentle exercise.

Do you love a bargain? Do you adore helping others to look their best? Can you sort and smile?

If so you could be just what our Boston shop needs.

We have the most wonderful charity shop in a great location in town and would love more people to help us.

If you can spare an hour, a morning or afternoon we would love to hear from you. Give us a call on **03455 564 144**.



Could you be a befriender?

As a befriender for Age UK Lincoln & South Lincolnshire you will benefit from:

- Experiencing something new
- Making a real difference
- Helping others
- Sharing stories, companionship and laughter
- Being part of your community
- Gained knowledge and experiences
- Support and guidance



The benefits of befriending to an isolated older person

- Older people experiencing loneliness and isolation develop personal friendships and positive relationships
- People are able to share worries and concerns and reduce mental distress and anxiety
- People have fun, social interaction enabling them to maintain social skills and reduce demands on family carers
- Isolated and vulnerable people receive regular support and potential risks and additional needs can be picked up on at an early point

WE ARE LOOKING FOR BEFRIENDERS IN THE BOSTON, SOUTH HOLLAND AREAS

CALL 03455 564 144 and speak to our Volunteering Department for more information

FUNDRAISING

AGE ON THE STAGE – A NEW LINCOLNSHIRE TALENT SHOW WITH A £500 CASH PRIZE

Does your family put the Von Trapps to shame? Could you be the next Morecambe and Wise, French and Saunders or Ant and Dec? Perhaps you and your friend could give Grace and Ted from Britain's Got Talent a run for their money!

Do you live around Lincolnshire and have an incredible act that should be seen? If so, we want to see it and auditions are coming to a place near you.

Age on the Stage is a new talent competition raising funds for Age UK Lincoln & South Lincolnshire and is open to any act, and anyone. But...

THERE'S A TWIST.

All acts must be at least two members with those members being 15 years apart in age. (There is no upper limit to the amount of performers in your act).

Age UK Lincoln & South Lincolnshire want to create cross-generational friendships in the first and only county-wide, intergenerational talent show in Lincolnshire. With auditions in Lincoln, Boston and Grantham soon to be underway, here's everything you need to know:

How do I audition?

Grantham: Saturday 18th January, 10AM-3PM at the Grantham Museum

Boston: Saturday 25th January, 10AM-3PM at the Blackfriar's Theatre

Lincoln: Sunday 26th January, 10AM-3PM at the New Theatre Royal

For our Lincoln, Boston and Grantham open auditions, it's a case of turning up and making yourself known. BUT we're expecting a lot of applicants so if you want to speed up the process, be sure to register online (Eventbrite) to guarantee your spot.

What if I can't make any of the dates?

Don't panic! You can submit a video audition! All you need is a recent video of your act and send it to fundraisingandmarketing@ageukls.org.uk along with all your contact information so we can get back in touch.

What happens next?

Twelve acts who impress our judges enough at the auditions will be invited to perform in front of the judging panel and a packed audience at the Grand Finale on Saturday 22nd February 2020 held at The New Theatre Royal in Lincoln where a winner and recipient of £500 prize money will be crowned.



AGE

ON THE STAGE

SPONSORED BY

Pepperells
SOLICITORS

AUDITIONS

Saturday 18th January
Grantham Museum Grantham

Saturday 25th January
Blackfriar's Theatre Boston

Sunday 26th January
New Theatre Royal Lincoln

Register to audition for free at
www.facebook.com/Age-On-The-Stage

GRAND FINALE
Saturday 22nd February
New Theatre Royal Lincoln

FOR TICKETS CALL 01522 519 999

NEW THEATRE ROYAL
LINCOLN

FREE HOME ENERGY CHECKS



Our free HomeEnergy Check Service is now open for referrals.

The aim of the home energy check is to deliver practical energy saving information and advice to older people.

Why do I need a home energy check?

Ensuring your home is energy efficient can help you stay warm in Winter. It is easier and cheaper to heat your home if it is well insulated and your heating works properly. As we get older, our bodies react differently to the cold weather, and it takes us longer to warm up. Exposure to cold weather for long periods of time can make you more vulnerable to some health problems. The cold weather causes your blood to thicken and increases your blood pressure, which raises your risk of heart attacks and strokes. Other conditions are also triggered or worsened by the cold weather, including arthritis, asthma and influenza.

Our Telecare Technicians will fit small devices such as energy saving lightbulbs, night lights and remote socket devices aimed at reducing your energy bills and helping to avoid 'fuel poverty'.

CASE STUDY

Mr N is 73 and Mrs N is 75 and they have lived in their rented house in Lincoln for the past ten years. Mr N is originally from Scunthorpe and Mrs N from County Durham. Mr &

Mrs N have always been active people and enjoy spending time together. Mr N is a keen musician having played in brass bands during his time both in and out of the military and teaching the younger generation. Unfortunately, over the past year Mr N's health has deteriorated drastically with him having to undergo major heart and lung surgery. This has of course had a massive impact on the couple, with Mrs N having to watch her husband be in constant pain and struggling to breathe. Whilst they have a very loving and supportive son, and kind neighbours, she has at times felt isolated and not knowing who to turn to for help and support.

The doctor at the hospital who helped and supported both Mr & Mrs N through his surgery and follow up treatment referred them to Macmillan. Through Macmillan they contacted Age UK Lincoln & South Lincolnshire. Our Information and Advice service helped Mr & Mrs N to complete a benefit application who referred them for the Free Home Energy Check.

'Everyone at Age UK Lincoln & South Lincolnshire have been so kind and helpful, we cannot thank you enough'

During the Winter months due to poor insulation around the windows and doors the house can become very cold at night, with the kitchen particularly affected. The cold has a negative effect on their

existing medical conditions with Mr N having reduced lung capacity and Mrs N suffering with Arthritis in her hands and feet. The staff have listened to Mr & Mrs N and recognised where they could offer practical advice and support which has eased the mental burden on Mrs N and has allowed Mr N to focus on his health. Through the services that Age UK Lincoln & South Lincolnshire provide and its people who deliver them they have allowed Mr & Mrs N to focus on what is important to them and ease some of the worries and pressures they have faced and will face in the future. Through becoming involved in the EON project Mr & Mrs N have been able to access other internal services as well as being made aware of external services which are available to offer help and support to them both now and in the future.

'By helping us with the small things, we have been able to focus on the bigger things'

This project is running until 13th March 2020 so there is plenty of time for us to undertake an energy check for you.

To be eligible for this service at least one member of the household must be over 65 and meet one of the following:

- Be on a low income (below £16,190)
- Suffer from heart or respiratory problems, arthritis or mobility issues
- Have a disability
- Live in a property that is hard to heat i.e. have solid walls, no loft space, high rise, not connected to (and cannot be connected to) the gas grid.

We are able to offer this service to people living in the City of Lincoln, Kesteven, Boston and South Holland areas. If you would like to refer yourself or someone you know for this service (with their consent), you can either call us on 0345 5564 144 (option 6) or email telecare@ageukls.org. uk. A member of our team will then be in contact to arrange a visit.



SUPPORT SERVICES CLEANING

We recognise that time is our most precious commodity and families value time together more than ever. Cleaning and domestic chores in later life are often time consuming, challenging to undertake and difficult to maintain.

We are able to assist with a variety of cleaning ranging, from light domestic tasks to specialised deep cleaning services. Our Deep Clean service is an in-depth clean of either an entire home or specific areas of the home and our experienced team work hard on refreshing homes for individuals to support their physical and mental wellbeing.

CASE STUDY

A referral was received from the Neighbourhood Team for a client who had been experiencing significant personal difficulties, which had led to them getting very poorly very quickly. The client suffered a fall, which resulted in the client being on the floor for a long period of time. The client had fallen on their side onto a rough surface, which caused an infection. This infection resulted in a grade 4 bed sore, which is extremely serious and potentially life threatening. The client was admitted to hospital and spent nine weeks there, following which a transfer to respite care was necessary, due to the condition of the

home, which was unsuitable for recovery from the wound and presented risk of further infection. The client's home was particularly cluttered, which had likely contributed to the fall. Medical professionals advised that the home required a deep clean prior to hospital discharge in order for district nurses and carers to be able to support.

Following referral, our Coordinator met the client at home to carry out an assessment and discuss the process of the deep clean. As this client was self-funding, our Coordinator discussed all options and explained that the client could be in the home whilst they cleaned if they wished to. Some clients prefer this to ensure they know exactly what is being done in the home and where their possessions are. It was agreed that the deep clean would be carried out over three days, with two of our Support Workers cleaning for nine hours per day.

The home had a flea infestation, which was treated by the Coordinator prior to our Support Workers carrying out the deep clean. In this case study the client needed further support in maintaining a clean and habitable home environment due to risk of wound infection. The Age UK Lincoln & South Lincolnshire domestic services team now provides weekly support to this client, improving general health wellbeing. Our Coordinator will provide a schedule of work and costs on the initial visit.

The cleaning service is designed to suit individual budgets, along with support in prioritising needs. The service can also include carpet cleaning, as well as clearing of cluttered spaces.



JESHOOITS.COM/UNSPASH.COM



CONTACT US FOR MORE
INFORMATION ON OUR
CLEANING SERVICES –
03455 564 144 AND SPEAK
TO OUR FRIENDLY TEAM



RETAIL

ARE CHARITY SHOPS THE ETHICAL AND SUSTAINABLE ALTERNATIVE TO FAST FASHION?

A recent article in the Times newspaper stated that during 2018 clothes worth £12.5 billion pounds were thrown in the bin.

“Britons binned clothes worth £12.5 billion as the rise of “throwaway” fashion led to 300,000 tonnes of textiles ending up in landfill”

By donating your unwanted items to our charity shops not only can we help to vastly reduce the amount of textiles going into landfill but you can also support a local charity that in turn offers support and services to local people in your area.

One of the main sources of income for Age UK Lincoln & South Lincolnshire is raised through our Retail department that consists of Three shops.

SHOP

A visit to one of our charity shops will offer you a warm and friendly welcome and the opportunity to find a bargain as you browse through our well organised and varied selection of clothes, shoes accessories and more.

A recent donation saw a pair of the famous Louboutin shoes retailing at almost £500 arrive as a donation and in as good as new condition, these were a bargain at £99!

Other clothing items start from as little as £1.99, often an entire outfit can be purchased for under £20. Our shops provide quality items to people at an affordable price and with the added benefit of supporting a local charity.

- Last year charity retail contributed over £295m to charitable causes.
- 23,000 staff are employed in the charity retail sector – stable and sustainable local jobs
- Charity shops help to attract footfall to high streets and keep them thriving.
- As a result of charity retail, the UK’s carbon emissions were cut by nearly seven million tonnes in 2017.

*Source – Charityretail.org

VOLUNTEER

According to Charityretail.org Charity retail is the biggest source of volunteer opportunities in the UK, with 230,000 people currently volunteering in the sector. Our charity shops are at the heart of our community and offer a chance to interact with local people and share information on the services and support that we offer. We are always looking for enthusiastic passionate volunteers for our charity shops.

DONATE

We are always grateful for donations for our charity shops. Clothing, shoes, accessories, household items, books and toys. Items can be dropped off at any of our retail locations or at our offices in Park Street or Boston.

GIFTAID IT

Don't forget to register for gift aid!

giftaid it

Gift Aid enables charities to claim the basic rate tax on every pound donated. If you declare that your donation is eligible for Gift Aid, we receive and extra 25% of the value of the donation at no additional cost to you. For example, if you donated £10 we would we would receive £12.50

In order for us to claim Gift Aid, all supporters need to do is ask for the gift aid form in our shops when dropping off a donation.



Visit us today to make a donation or to find yourself a bargain!

#1 - Lincoln LN6 8RS

#2 - Lincoln LN1 1TT

#3 - Boston PE25 6LJ



INFORMATION AND ADVICE

Age UK Lincoln & South Lincolnshire offers a free and confidential Information and Advice service for older people, their families and carers.

The team offer home visits across the area for those less mobile, as well as office based appointments at our centres in Lincoln and Boston.

CASE STUDY

Cheryl contacted us as she was looking for support with an application for Attendance Allowance, for both herself and her husband, who are both finding it increasingly difficult to carry out their own personal care and daily living tasks, due to reduced mobility caused by their medical conditions. Their initial telephone enquiry through our Park Street reception resulted in a referral to our Information and Advice team.

Our Senior Information & Advice Officer, Diane, called Cheryl to discuss the eligibility criteria for Attendance Allowance. Having talked through their health conditions and the impact their symptoms have on their daily living and personal care needs, it was clear that they would both benefit from Attendance Allowance to help them remain independent.

Cheryl has had a knee operation which has resulted in her not being able to straighten her leg properly to enable her to put her full foot down onto the floor, which was making walking difficult and causing loss of balance. She also has Arthritis in her hands, feet, neck and hip and is currently on the waiting list for an operation to have

a finger straightened after suffering tendon damage. Other medical conditions include is Diabetes Type 2 and High Blood Pressure.

Cheryl also cares for her husband as he has health concerns of his own but medical conditions are making it difficult for her to carry out her caring role. John has carers attending every morning to help him wash and dress, while Cheryl attends to all his care needs after this time. He has sight problems due to having Diabetes, hearing loss, and suffers from Bronchitis making him breathless on exertion. He also suffers with Cellulitis on both legs which is painful for him and is on the waiting list for surgery to replace both his knees.

Unfortunately, John's mobility is severely restricted and is unable to carry out his personal care unaided. He sleeps in his chair as getting in and out of bed is too painful and rarely leaves the house unless he has hospital appointments or to see his GP.

Diane was able to offer a home visit where she supported them with Attendance Allowance applications. Both applications were successful, resulting in the higher rate of Attendance Allowance being awarded.

These payments of £87.65 a week each, plus an additional back payment £513.60 each is now helping them to meet the costs of the additional expenses which can be incurred when struggling with poor health, and is helping them to remain independent. In total their joint weekly income has increased by £175.30 and they have benefited from a lump sum

payment of £1027.20.

Diane recognised that a Blue Badge would help John when he is travelling to appointments as it would enable him to park nearer to his GP surgery and take advantage of disabled parking spaces at the hospital. They completed his application together and he is now in receipt of his Blue Badge which allows him a little more freedom to go out and about.

Diane was also able to put Cheryl in touch with a carer support service who carried out a Carers Assessment. This assessment identifies the needs of unpaid carers and offers access to support with a carers role.

Both Cheryl and John are very pleased with the outcome of Diane's support and wanted to thank Age UK Lincoln & South Lincolnshire for the information, advice and support they received.

Cheryl said;

"We are now able to worry less about our income and paying for my husband's care, we can afford to treat ourselves occasionally".

ADVOCACY

The Information and Advice department at Age UK Lincoln & South Lincolnshire work in partnership with TotalVoice Lincolnshire to incorporate an Advocacy Service which is there to support people aged 60 or over who may need support to have their voice heard. Recently our Professional Advocate Janet helped Sidney and Janet

McMillan overcome the challenge of facing large costs for respite care in a nursing home after Sidney became ill. After a stay in hospital Sidney needed some time to recover so he and his wife spent several weeks in a care home whilst he recovered. Unfortunately after going home, Sidney received a significant bill which he had not expected and sought the help of an Advocate to assist him with contesting the cost of care during his recovery.

Janet Freebury was able to offer Sidney and Janet her support through the process of appealing the costs, with the eventual outcome of the charges being withdrawn.

Sidney and Janet Mcmillan joined Advocate, Janet Freebury, at the Park Street Activity Centre.



TotalVoice
Lincolnshire

LINCOLNSHIRE TELECARE SERVICES



Lincolnshire
Telecare
Service

PROVIDING EXCELLENT SERVICE THROUGH PARTNERSHIP WORKING.

On Tuesday 5th November we attended the launch of Lincolnshire Telecare Services. The launch event was a chance for professionals to come along, see the service offering, and find out how to help more local people.

A performance from the Bishop Grosseteste Drama department highlighted the impact of isolation in older people and the difference a "lifeline" and telecare can make. Lincolnshire Housing Partnership (LHP) and Age UK Lincoln & South Lincolnshire are set to carry on their fantastic partnership work in the region with the launch of the Lincolnshire Telecare Service.

The service provides a variety of products and services that enable people to live safely and independently in their own homes.

Through their previous partnership work, the two organisations recognised that the provision of care and support in Lincolnshire has changed radically over the past few years. Coupled with an increase in the population of over 70s in the county (a 31% rise

between 2007 and 2017) the partnership aims to cope with today's demands, as well as preparing for the whole set of new challenges that will occur in the future.

Lincolnshire Telecare Service also liaise with local health colleagues and emergency services to improve the wellbeing of the communities across the county.

The role of technology-enabled care (TEC) services helps Lincolnshire Telecare Service plan and forecast better for our customers. A wealth of data is gathered, which predicts a person's behaviour patterns and this can then indicate when additional help and support is required and when risks start to appear.

The service is also very rooted in the communities that it serves. There is a long-term investment and goal to help improve those communities. Bev Chapman, Business Development Manager at Lincolnshire Housing Partnership said:

"We are passionate about this. The teams often go over and beyond what they need to do to ensure that our customers are kept safe and get the help and support they need; from signposting at installs, to changing lightbulbs and often in difficult circumstances."



Michele Jolly, CEO of Age UK Lincoln & South Lincolnshire, added: *"Our Hospital Avoidance Response Team (HART) was developed through partnership working and in fact in the three years that the service has been running we have tracked savings to Lincolnshire*

NHS of over £3.6 million pounds, through hospital avoidance and speeding up the discharge process, getting customers discharged from hospital quicker to the homes they wish to go to."

Did you know?

Around 10% of the population aged over 65 are lonely all or most of the time.* It is estimated, according to the Office of National Statistics, approximately 13,344 older people in Lincolnshire are lonely all or most of the time.

- **We currently reach over 4,000 older people a week**
- **We receive less than 1% funding from Age UK national**
- **All other income is raised through our own services and your donations**
- **£20 pays for a befriender to visit once a week for a month**
- **Did you know that loneliness is as damaging to our health as smoking 15 cigarettes a day?**

Together let's end loneliness in older people, because no one should have no one. Not ever.

Text 'LONELY'

To 70450 to give £5 a month.

£5 allows a befriender one visit to a lonely older person



Registered with
**FUNDRAISING
REGULATOR**

Joint Replacement and Medical Negligence

Knee and hip replacements are the most common joint replacements in the UK with over 1 million knee replacements and over 990,000 hip replacements taking place between 2003 and 2017 as reported by the National Joint Registry.

Most of these were performed by the NHS however the private sector also performs a significant number of these operations, including for patients that have been transferred out of NHS care into the private care sector under the Waiting List Initiative. If your joint replacement surgery is contracted out to the private sector, the NHS are still likely to be responsible for your treatment.

Joint replacement surgery is usually necessary when the joint becomes worn or damaged and affects your mobility resulting in pain. The most common reason for joint replacement surgery is osteoarthritis but a joint may be damaged by other conditions or injury.

Primary joint replacement involves the joint being replaced with an implant, or prosthesis, made of metal and plastic components.

Occasionally, primary joint replacements become loose, unstable or painful. This usually requires the original components to be removed and replaced which is a procedure known as revision surgery. Revision surgery is a more complex procedure than primary replacement, often requiring specialist implants and tools, and they can have a higher rate of post-surgery complications.

When negligence can occur

Medical negligence occurs when medical professionals do not deliver an acceptable standard of care, caused by human error, oversight or inadequate procedures.

Examples of joint replacement negligence can include:-

- Surgical errors, including misaligned implants, insertion of the wrong sized implant and nerve injury;
- Poor preoperative planning which can include not fully advising the patient of risks, potential outcomes and alternatives, and obtaining informed consent;
- Inadequate postoperative care, leading to infection;
- Unnecessary surgical procedures;
- Misdiagnosis and mistreatment.

How can we help?

As with most operations, there can be complications which are non-negligent. However, if something has gone wrong that was avoidable, or the procedure was not performed to a reasonable standard, and you have suffered unnecessary pain and suffering, you may be able to succeed in pursuing a claim.

A joint replacement compensation claim must be brought to the Court's attention within three years of the date that you first knew, or could reasonably have been expected to know, that you suffered injury caused by a negligent act or substandard care.

Sills & Betteridge Solicitors have a specialist Medical Negligence team with a wealth of experience and are fully committed to obtaining the best possible outcome for you.



To arrange a **FREE CLAIM ASSESSMENT** at your nearest branch or at home, either call **0800 542 4245**, email info@sillslegal.co.uk or visit our website www.sillslegal.co.uk

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Email:

recruitment@ageuklsl.org.uk

Call:

03455 564 144



THE ALLOTMENT

As I look back over the last twelve months on the allotment, I would surmise that we have had a bumper year across many of our crops.

The weather in April and May was unusually hot; this provides challenges and does not bring the best results for seed germination. Our raised beds dried out very quickly during this time so we have made a note to monitor this and water these more regularly next year.

Despite a few late spring challenges, we were able to supply Park Street Eatery with an abundance of tomatoes, lettuces, cucumbers, celery, squashes, onions, beetroots, potatoes, leeks and parsnips. We were also able to reward our hardworking volunteers with some produce for them to enjoy in return of their time-spent helping at the allotment.

Our cut flower beds mainly filled with dahlia and gladioli provided beautiful stems for flower displays in the reception areas of Age UK Lincoln & South Lincolnshire. Our wild flower areas were beautiful this year full of variety and colour and complimented by fellow gardeners, not to mention providing a natural habitat and feeding ground for bees and butterflies.

Our raspberry patches were particularly challenging this year, we have considered that they may need more feed and more mulch next Summer.

The allotment drained well after the unprecedented

amount of rain we saw throughout October and November and we are now able to start preparing the potato plots for next season. Our netted tunnel is full of purple sprouting broccoli and kale for a winter vegetable feast! Our young fruit trees have finally started to fruit and we are full of hope for them to be fruitful next year.

I will spend the Winter reflecting and planning what we want to grow next year and how we will take the repair and maintenance of our raised beds frames which are starting to rot and may need replacing soon. The compost heap will still need turning over the winter so we can use the fertile and rich substance for a top dressing in our poly tunnel and the non-dig beds.

Our strawberries have sent out lots of runners, which we will pot up over the winter for a new strawberry patch next year.

The team of volunteers at the allotment will meet fortnightly over the Winter; we will keep ourselves busy planning for the year ahead and there will be lots of chatting and many cups of tea!

To be continued

John – Allotment Lead Volunteer





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ECCLESHARE COURT

DAY CENTRE

Eccleshare Court is a Day Centre providing support for older people (50+) and older people living with Dementia.

We provide our customers with the opportunity to have fun and socialise with other people, whilst maintaining their safety and wellbeing and enjoying a three course dinner, entertainment and the opportunity to join in physical activities.

CASE STUDY

Ms A is 68 years old and lives on her own in sheltered accommodation. She is retired from working as a carer for older people and has one family member that lives close by.

Ms A was feeling lonely and isolated due to poor health, restricting her mobility and affecting the opportunities for her to be independent and get out of the home.

Ms A believed that she was not good at joining in and mixing with other people. She was spending most of her days looking out of her window at passing cars and people; only going out with her family member occasionally.

For most days, her only communication would be with her carers who visited daily to help with daily living tasks. Ms A was given some information about the Age UK Lincoln & South Lincolnshire Eccleshare Court Day Centre, after some consideration Mrs A decided to try it out.

Fast forward three years and Ms A feels that attending the day centre has made her more sociable and more confident. Her mobility has improved so she is able to walk with her wheeler rather than use her wheelchair. Ms A has tried new activities at the Day Centre, such as New Age Kurling, which she has enjoyed.

Ms A feels less isolated and physically healthier due to having the opportunity to take part in activities with others and walk during the day. Ms A feels that she has made many friends at the Day Centre.

"All the staff are my friends. I would be upset if I could not come to the Day Centre. I look forward to going each week."



WORDSEARCH

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

COAT
COLD
FLU
FREEZING

ICY
IGLOO
JUMPER
SNOW

SNOWBALL
SNOWFLAKE
SNOWMAN
WINTER

Puzzle Page

Sudoku

Fill in the grid with digits in such a manner that every row, every column and every 3x3 box accommodates the digits 1-9, without repeating any.

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

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

Sudoku Answers

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

Wordsearch Answers



BOSTON



Join us for a cuppa and a chat, take part in the fun activities from crafts, quizzes, games or gentle seated exercises, and join the reading group or knitting/crochet group.

These sessions are for residents and non-residents and for you to have fun and make friends.

Thursday 9th January

The Evergreens Butterwick 2pm – 4pm

Friday 10th January

The Orchards, Wyberton 9.30am – 11.30am

Tuesday 14th January

Richmond House, Freiston Road, Boston 1pm - 3pm

Then fortnightly ongoing

Please call for more information

03455 564 144



Age UK Lincoln and South Lincolnshire is a registered charity (1078539) and a company limited by guarantee and registered in England and Wales (3777156). Registered office: 36 Park Street, Lincoln, LN1 1UQ.

BOSTON POP IN



Wednesdays weekly—Starting on 8th January 2020

Join us for a cuppa or light refreshments and a chat, take part in the fun activities from crafts, quizzes, games and join the reading group or knitting/crochet group. Have fun and make new friends.

The Local Community Centre, (behind the old M&S)

Mitre Lane, Boston

9.30am – 1pm

Followed by cash bingo 1.30 – 3pm

For more information call:

03455 564 144



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Sunday 14th June 2020

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