

## Finding the time to care



Clare Pelham

**Clare Pelham, chief executive of Leonard Cheshire Disability has kicked off a national debate about the quality of home care by criticising those who arrange short, fifteen minute, visits by home care workers. She says, "It is disgraceful. None of us would want family and friends to receive 'care' visits as short as 15 minutes. It is vital that Parliament backs our call to end the indignity of rushed care."**

The charity is calling for an amendment to make care visits at least 30 minutes long.

Care and Support Minister Norman Lamb has agreed saying use of such short visits was "unfair", both on the disabled and carers. He said: "It's unrealistic to think 15 minutes is enough time to help people who are older or who have a disability to do everyday things like wash, dress and get out of bed. We are proposing an

amendment to the Care Bill which would make it clear that local authorities would have to consider a person's wellbeing when arranging their care."

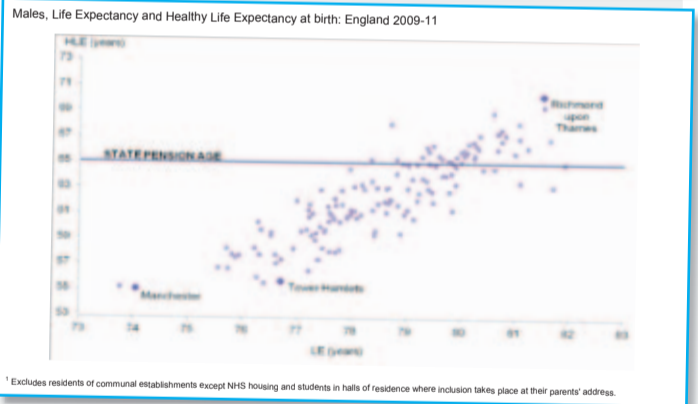
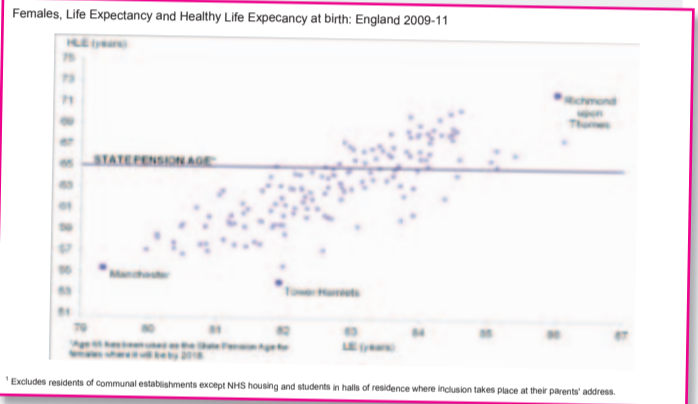
But local authority Adult Services directors have defended at least some 15-minute home care visits arguing against a ban on them. The Association of Directors of Adult Social Services released figures which showed that just 8% of the councils who commissioned home care in 15-minute visits used them for bathing and washing; by contrast 88% used them for administering medication and 80% for checking up on the safety of individuals. President Sandie Keene said: "It is totally wrong to believe that all tasks need more than 15 minutes to carry out; and frankly naïve to believe that simply by abolishing 15-minute slots a magic wand will have been waved, and improvements automatically achieved in our care services."

The government's social care White Paper last year proposed an end to the "crude contracting" of home care by the minute, but through the spread of good practice rather than through changes to the law.

### We must all do better

It is now ten years since the Silver Service newspaper published life expectancy figures for England and Wales, saying "We must do better" and quoting the late Alf Morris, Lord Morris of Manchester: "Mancunians live in a place of sharp contrasts. The City Centre is one of the most exciting places in the world but some of Manchester's inner city neighbourhoods are amongst the most deprived in the country."

Those words still ring true. The latest figures for England from the Office of National Statistics show Manchester right at the bottom for both overall life expectancy and for healthy life expectancy (see below). The low healthy life expectancy for men is a particular shock – just 55 years on average. For those whose slogan has always been "party 'til you drop" this is particularly bad news that must encourage us all to get out more, enjoying a healthy lifestyle, and supporting others to do the same.



**Margaret Gill was born on 24th October 1913 in Alexander St, Collyhurst.**

She was a keen cyclist from a very early age and she met George, her husband-to-be on a local bike ride. In Collyhurst in the early 1930s, money was very scarce and George had managed to 'cobble' a bicycle together out of bits and pieces of broken bikes so they could ride together.



Margaret's son Graham, 70, said his mum, with eight grandchildren and 12 great grandchildren, has never ceased to amaze him with her zest for life. "She is still very independent, with lots of get up and go."

Margaret's favourite meal is Tripe; she still eats a hefty portion once a week covered in vinegar!



They married in 1936 at Albert Memorial Church in Collyhurst, but they couldn't afford their own house straightaway, so went to live with George's mother for a few months. In 1937 they moved into a rented house on Bispham Street, Newton Heath, a small dark 2 up 2 down that was infested with cockroaches. Her rent was 7s 4d weekly. On Christmas Eve she went into labour and having no other way of getting to the hospital, Margaret walked from her home in Newton Heath to North Manchester General Hospital in Crumpsall. Baby Eileen was born very shortly after she got there! Then, in March 1940, Margaret and George finally managed to obtain a council house - in the Garden City of Wythenshawe on Meliden Crescent where she still lives today. In 1940, her rent was 12s 9d per week.

Margaret loved being outdoors, bicycle riding or rambling in the Lake District and in Wales with friends. She was a member of her local dance group at St Andrews, Wythenshawe, until she was 95. She was also very active in her local community, being secretary of her local scout group, a member of the Mothers Union and even forming her own branch of the 'Ladies Guild' in the 1970's with her friends, ending up with over 100 members. Margaret also fundraised for The Children's Society for over 25 years and received a special award for her efforts.

George sadly passed away in 1974, only 64 years old. But Margaret needed to keep herself busy, so she started working at John Lewis in Cheadle at the age of 61, retiring 6 years later. She is now a regular attendee at Age Concern Manchester's Crossacres Resource Centre.



The farm that made way for Crossacres Resource Centre



Margaret riding away from Alexander Street



### Read my lips!

People can't see deafness or a hearing disability, it's invisible and that can be frustrating. Liz Quartey 62, knows people think of her as rude and ignorant when she doesn't engage in conversation with them. 'It's not that I'm not listening, it's that I can't hear you', she has to say.

Liz who has struggled with her hearing ever since she suffered a stroke ten years ago and now wears a hearing aid in one ear has been having lip-reading lessons for the last eight years. She describes the classes as an essential part of her life and will continue to attend for as long as she can. "The classes are really supportive and I can learn in comfort. You can be yourself and let your guard down because you are amongst people who understand". Liz's lip reading teacher is Michael Zuniga. With his 15 year's experience he knows lip reading is a valuable life skill for people who are deaf or hard of hearing; a vital communication tool that helps tackle isolation and feelings of loneliness and, sometimes, depression.

In the classes there is a definite feeling of camaraderie amongst the students where they help one another by swapping tips and

offering real life examples of what works well for them - and what doesn't! 'A problem shared is a problem halved' Michael adds.

Free weekly lessons are being offered in the City Centre by the Manchester Centre for Deaf Studies.

**If you or anybody you know is interested in lip reading classes please call 0161 796 1621 or email enquiries@manchesterdeafstudies.org**



### A great day out

See inside

## Home Care

from Age Concern Manchester

Age Concern Manchester's home care workers are trained to make all the difference to bathing, washing, dressing, cooking, shopping, cleaning, laundry, companionship, pension collection, managing medication, incontinence care and much more. Visits last at least half an hour and if needed care is available around the clock, 365 days a year.

We ensure whenever possible that the same trained and checked care staff visit each time so that you get to know them and they understand your needs. Care arrangements are flexible to cope with changing circumstances and different budgets.

- For North and Central Manchester ring Pam Bryan on 0161 205 3851, email: pam.bryan@silverservice.org.uk
- For South Manchester it is Debbie Meek on 0161 437 0717 email: debbie.meek@silverservice.org.uk

We specialise in providing intensive support at the end of someone's life.



Personal support you can rely on

# The Manchester Ship Canal

The excitement of a day out on the Manchester Ship Canal really begins when passengers see the queue on the quayside in Salford docks waiting to board a Merseyside Ferry. But the original excitement began in 11 November 1887 when the first spadeful of earth was dug in order to bring the sea 36 miles into Manchester.

The ship canal took six years to complete at a cost of just over £15 million. It is still the longest river navigation canal and remains the world's eighth-longest ship canal, only slightly shorter than the Panama Canal.

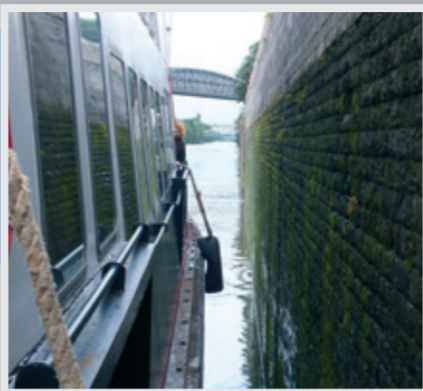
In 1909 the canal's depth was increased to 28 feet so that the largest ships that had come through the Suez Canal (thereby saving almost 5,000 nautical miles on the journey from the East) could get all the way to Manchester.

Commercial traffic still has right-of-way at the 21 bridges and 5 sets locks - the canal level drops down about 60 feet from Salford Quays to the River Mersey.

Manchester Ship Canal Cruises are available from Mersey Ferries and can begin either at Salford Quays heading down to Liverpool, or from Liverpool Pier Head going up towards Manchester. In either case there is a coach to take passengers back to their starting point. Passengers are advised to wear comfortable clothing, with warm layers and a waterproof coat! Refreshments are available for sale throughout the cruise.

Timing has to fit in with high tide in the Mersey Estuary at Eastham Lock and the journey time can vary between six and seven hours depending on the commercial traffic. Thirty trips up to Manchester and thirty trips down to Liverpool are scheduled between April and October 2014.

For more information on Manchester Ship Canal Cruises call 0151 330 1444 or visit [merseyferries.co.uk](http://merseyferries.co.uk)



## Fourth time

At 69, and in spite of living in Shipton-on-Stour, Violet Eaves is becoming a bit of a ship canal enthusiast. She is pictured on her fourth trip and was already booked in for her fifth! "It is the best thing ever," she says. "I was planning to go to the New Forest but when that trip was cancelled there was no doubt where I wanted to go instead. It is the wonderful wild-life, the kingfishers, herons and cormorants, that brings me back." And as for it being a boat trip, "If it floats, I want to get on it, I can watch the bow wave on the ferry for hours".

## Moore Nature Reserve

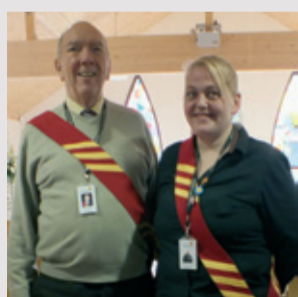
The 200-acre reserve in Warrington lies alongside the Manchester Ship Canal and is bisected by the de-watered course of the Runcorn to Latchford Canal. Access is made freely available to the public. The reserve comprises five lakes, woodland and meadows, and has a number of bird hides and a feeding station. It is particularly known for sightings of Lesser Spotted Woodpeckers and Tawny Owls.



The book, "A Cruise Along the Manchester Ship Canal" is published by The Bluecoat Press and available on-board from the refreshment bars, price £5.99



## Manchester Cathedral – Hello and Welcome!



Barry Taylor and Charlene Burton, both volunteers at the 70 ft long "pop up" chalet, dubbed the "Cathedral on the Street" are keen to see many new volunteers join them in time for the installation of the new Bishop, David Walker, on 30 November 2013. A £2.3m overhaul of the Medieval Cathedral Church began after Easter and closed the cathedral to the public.

**Green Heat:** The new heating system will use two ground source heat pumps pumping water through 16 boreholes, each 100 metres deep, producing an estimated 65% of the heat needed by the Cathedral. Excavators were stunned to stumble on the ancient sea lily fossils underneath the floor.



## New Organ

In a second phase of work, a new organ is planned, set in a new screen in the very centre of the building. The Cathedral organ is used every day of the year for services, and for concerts, recitals, recordings, broadcasts, and for practice.



## The Polymer Pound

The "Winston Churchill" fiver and the "Jane Austen" tenner could both be made from polymer rather than from cotton-linen if the Bank of England's latest consultations give them the "thumbs up".



They are not giving the bank notes away, (and, actually, they are not yet legal tender) but everyone was being given a chance to have a good feel of the notes that will probably start becoming the "norm". They are stronger (expected to last about two and a half times as long) and waterproof (although no-one is being encouraged to launder them).

The most unusual feature is a transparent section, on the mock-ups containing a drawing of Britannia, but the eventual design won't be finalised until after the consultation is completed. The new notes would be slightly smaller than those currently in circulation but the relationship between the sizes would stay as they are now – so the £10 note will be slightly larger than the £5 note, and so on. They don't fold up quite as tightly as the existing notes, but then they don't scrunch up so much either.

There is nothing new about polymer bank notes; they were introduced to Australians in 1988. But it will be a big change for those who handle cash, commerce and customers alike, so the Bank of England is keen to ensure they get it right.

The Bank of England's Ian Barnes shows Ian Coyle from Age Concern Manchester the effect that having been through a washing machine has on the existing and on the proposed £10 notes.



## Thank you! Thank you!

To the late Martin Leishman and Mr D. Brooks who remembered Age Concern Manchester in their Wills; the families and friends of the late Hilda Armitage, Mrs. Jacqueline Hooper and Mrs. E. Bury who left gifts to the charity "in memoriam"; and to the family, friends and colleagues of the late Sid Pointon, former "Man from the Pru" and Insurance Adviser at Age Concern Manchester, whose good humour will be sadly missed by all.

For donations received from (among others): Mr T E Shufflebottom, Mrs E D Murphy, Mrs I Hannon, Mary Waterfield, Phoenix Club, Blackley, Mr A Clayton, Laura McKeirnon, Mrs I Holt, Bill Barber, D Harveson, Miss Ruby Bradley, Mr Joe Freene, Eco Centre Pottery Club, Mr J & Mr E Cooney. To Ruby Bradley, for her generous donation to our Openshaw Day Centre, in gratitude for the many years the care-workers there (and previously at Miles Platting) have helped her with her shopping. To KRX Rich Trust for their donation and to Elaine Boyes, who completed her term of office as Lord Mayor of Manchester with a generous donation (and some welcome, delicious cream cakes!)

To Wilkinson's in Wythenshawe Civic Centre for their continuing support to our Crosscresc Day

Centre; to the Sharston Ward for providing a grant to enable our Crosscresc Day Centre staff and users to participate in the Manchester Day Parade with the Wythenshawe Wheelers, and to Lesley & Tony Kelly for providing prizes for our Day Centre and many donations to our shops.

To all members of the Crosscresc Craft Club for continuing to produce and sell high quality goods to help us continue our work.

To anyone else we may have forgotten to mention, to our volunteers for selflessly giving their time skill and energy to help and to the people of Manchester who donate goods to our shops and put money in our collecting boxes.

If you want further information on how to help Age Concern Manchester whether by donation or by giving up some free time to help in our shops, offices and Day Centres, Ian Coyle would love to hear from you on 0161 833 3944 or at [ian.coyle@silverservice.org.uk](mailto:ian.coyle@silverservice.org.uk). If you wish to discuss leaving a bequest in your Will, completing a bequest pledge or need any advice or information on making or changing your Will please contact our Information Office on 0161 833 3944.

## WE'LL BE PLEASED TO HEAR FROM YOU

Write to "Letters to the Editor" at:

Silver Service  
24 Mount Street,  
Manchester  
M2 3NN

এই সংবাদপত্রের বাংলা অনুবাদ সাহায্য চাইলে নিচের ঠিকানায় লিখুনঃ  
আমাদের পত্রিকাতে আগ্রহ করে আমাদের সঙ্গে যোগাযোগ করুন।  
ইমেল: [ian.coyle@silverservice.org.uk](mailto:ian.coyle@silverservice.org.uk)  
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## To Silver Circle, Age Concern Manchester

24 Mount Street, Manchester, M2 3NN Charity No. 1083242

<p><b>My name and address is</b></p> <p>Name _____</p> <p>Address _____</p> <p>Postcode _____</p> <p>Telephone _____</p> <p>Include organisation or Company name if appropriate</p> <p>email _____</p>	<p><b>I wish to make a donation</b></p> <p>My donation to Age Concern Manchester £ _____</p> <p>Please enter amount and enclose your cheque or postal order payable to "Age Concern Manchester".</p>	<p><b>Silver Circle</b></p> <p>To apply for membership</p> <p>I apply to become a member of Age Concern Manchester's Silver Circle. I am over 18 years of age.</p> <p>Signed _____</p> <p>Date _____</p> <p>Minimum pledge £5 per month</p> <p>If you are a UK taxpayer, under the Government's Gift Aid scheme Age Concern Manchester can claim the tax you have already paid on your gifts. This increases the value by nearly a third at no extra cost to you.</p> <p>Please sign the Gift Aid box on the left if you would like Age Concern Manchester to claim the tax on your gifts.</p>
<p><b>I wish to make a pledge</b></p> <p>I pledge to pay to Age Concern Manchester £ _____ every _____ (please enter the amount and either Month, Quarter, 6 months or year)</p> <p>I hereby request my bank to fulfil the pledge made above starting on _____ until further notice.</p> <p><b>and I instruct my bank</b></p> <p>BANK DETAILS Bank name _____</p> <p>Address _____</p> <p>Postcode _____</p> <p>Account No. _____</p> <p>Account name _____</p> <p>Date _____ Signature _____</p>	<p><b>giftaid it</b></p> <p>I confirm I have paid or will pay in Income Tax and/or Capital Gains Tax for the relevant tax year at least as much as the total of all my Gift Aided donations.</p> <p>Date _____ Signature _____</p> <p>Please treat all my past, present and future gifts to Age Concern Manchester, as Gift Aid donations</p>	



North from Victoria Station

"When you have just arrived at Victoria Station with nothing except what you can carry, there is only so far you can walk," Laura Valins, volunteer guide at the Manchester Jewish Museum, tells visitors. That's why Cheetham Hill Road has such a long history as the starting place

for many of the communities that settled here whose energy and commitment to Manchester make it what it is today.

The former synagogue that houses the Museum was originally built by Spanish and Portuguese Jews known as 'Sephardi Jews' escaping from persecution, and their distinctively Mediterranean style of decoration is evident on pillars and wall decorations.

Laura started as a volunteer only a few months ago, but she is fascinated by the history of this part of Manchester. "It is amazing," she says, "that Karl Marx and Michael Marks both stood overlooking Red Bank. One wrote the Communist Manifesto and the other started Marks and Spencer. "Take your choice," she suggests.



Within the Museum one of the permanent exhibits is particularly poignant. It shows the dining table, set for Sabbath, of a young widowed mother whose husband planned to send for her when he got to America, travelling on the Titanic! This is just one of the five human stories told to depict life in 1912 Manchester.

The Museum also contains a small gallery that has hosted some great exhibitions including, in 2013, 'Jack & Maureen, A creative Partnership' celebrating the work and careers of Manchester born dramatist Jack Rosenthal and award winning actress Maureen Lipman and 'The School of Paris' which explores the unique works of 20th Century Jewish Artists Marc Chagall and Chaime Soutine.



Several events are also held at the Museum, ranging from talks, demonstrations, plays and book launches; September 2013 saw the book launch and signing of author and historian Simon Schama's book 'The Story of the Jews', which was also a forthright television series aired on BBC2 chronicling the story of the Jewish experience from ancient times to the present day.

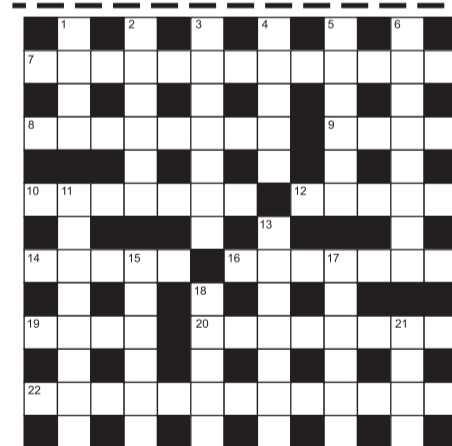
A popular event is the 'Heritage Trail', a two-hour walking tour around the old Jewish quarter that takes place eight times a year between spring and autumn.



Visitors are given the chance to take to the streets and discover what life was like in Jewish Manchester over 100 years ago and experience first-hand how the past and present combine.



**OPEN TO EVERYONE**  
Manchester Jewish Museum  
190 Cheetham Hill Road  
Manchester M8 8LW  
Tel: 0161 834 9879  
Email: admin@manchesterjewishmuseum.com  
Web: www.manchesterjewishmuseum.com  
Registered Charity No. 508278



Congratulations to Mrs G Dean of Gorton, winner of the prize crossword in Issue 27. Her prize was £20 in vouchers.

Could you be our next winner? Have a go at this prize crossword. Just fill in your answers and send the whole panel to Crossword Competition at the address below. Remember to fill in your own name and address details.



- ACROSS: 7 For the big picture (4-5,4), 8 Ferry destination (8), 9 Long live - oral exam (4), 10 Dusty (floor) (7), 12 West African capital city (5), 14 Doughty hobbit (5), 16 Shell fish (found in the heart?) (7), 19 A secret retreat (4), 20 See 15 Down, 22 How gymnasts move on the mat (13)
- DOWN: 1 Antipodean fruit (4), 2 Language of the Jewish Bible (6), 3 Just William's appearance? (7), 4 Fly (or dance) effortlessly (5), 5 Eastern European languages (6), 6 All creation? (8), 11 Irritation (8), 13 Toxin used in cosmetic treatments (7), 15/20 Manchester's 19th Century marine "fly-over" (6,8), 17 Detain unlawfully (6), 18 A gold standard (5), 21 Young male horse (4)

My name .....  
My address .....  
Daytime telephone.....

Post to: Crossword Competition  
Silver Service, Age Concern Manchester,  
24 Mount Street, Manchester M2 3NN

Closing date - 31st January 2014



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Services for older people and their carers

Ageing Well Clubs

Ageing Well clubs arrange activities for older people who are looking for new friends and/or new social interests. A small weekly subscription is charged. Ring: North - 0161 205 3851; Central - 0161 833 3944; South - 0161 437 0717.

Counselling FREE

Counsellors approved by Age Concern Manchester are available to help people to explore and understand problems such as loneliness, bereavement, sexual and marital difficulties, general fears and anxieties. Counselling courses are paid for by the NHS. Ring: 0161 833 3944

Information and Advice FREE

Try our help desk for information about the address and telephone number of your nearest community group or how to apply for an attendance allowance, and much more. Ring: 08000 27 57 87



Advocacy FREE

We offer independent advocacy to people in residential and nursing care. Ring: 0161 833 3944

Day Centre Support

Our Care Centres in Openshaw, Gorton and Wythenshawe offer a stimulating and enjoyable day out for older people who would otherwise have to stop at home all day. Sometimes Adult Social Care at Manchester City Council or the NHS will contribute towards the cost. Ring: Openshaw: 0161 205 3851; Gorton: 0161 223 6062; or Crossacres: 0161 437 0717.

Volunteers

If you can offer some of your time on a regular basis, ring: 0161 833 3944

Out in the City

Out in the City is an Ageing Well club for members of the lesbian, gay, bisexual and transgender community. Ring: 0161 833 3944



Residential and Respite Care

Holmfield in West Didsbury is a residential care home owned and managed by Age Concern Manchester and is for older people who benefit from receiving support around the clock. Day care also available. Ring 0161 434 1480

Support at Home

All three of our Care Centres also have a team of home support workers who provide care in people's own homes. Tasks include such things as bathing, dressing, cooking and shopping. This service is available evenings and weekends as well as during the day. The home support team can also provide personal assistants for a special trip out. Ring: 0161 205 3851 for North and Central Manchester or 0161 437 0717 for South Manchester.



Charity Shops

Donations are always welcome. To find our nearest shop or to have furniture collected ring: 0161 817 2356



Donations and Bequests

To find out more about making a gift or bequest please ring: 0161 833 3944

Full information on our services can be found at www.silverservice.org.uk

'I'm a business owner but I was duped; I feel stupid; I can't believe I fell for it' says a 79 year old fraud victim from South Manchester.

More than 200 incidents of card fraud have been reported within Manchester with all the victims being aged 74 years old and above. Organised crime groups are tricking their victims into handing over their bank cards and pin numbers.

They call the victims and pretend to be a police officer, making the victim feel it is a genuine call. They will pretend that they have arrested someone who has a 'clone' of the victims bank card and ask the victim if they still have the original. The victim is then asked for the details on the bank card to clarify the details are the same as on the 'cloned' card. If the victim freely gives over the name on the bank card, the long card number, and the expiry date and security code on the back, the fraudster's job is half done.

The second stage is for the fraudster to ask the victim to call the number on the back of the card to report it stolen and to ask for it to be cancelled straight away. However, when the victim puts the phone down, the fraudster stays on the line and answers the call to the bank by asking for the full card details, and getting the victim to enter their pin using the phones keypad. The fraudsters use a device that is attached to their phone that allows them to see the pin number that is being entered. The victim is assured that the card will be cancelled, putting the victim's mind at ease.

In some cases, the fraudsters have used a different method, sending a so-called "taxi" to the victim having asked for the bank cards to be put into an envelope and given to the driver.

IT'S A SCAM  
Fraudsters want your PIN and bank card

- 1 A fraudster telephones you claiming to be from your bank or the police. They tell you that your bank card details have been used fraudulently.
- 2 They suggest that you hang up and ring the bank/police back to ensure the call is genuine. Don't be fooled - they stay on the line. They then tell you to read out or key in your PIN.
- 3 They send a taxi/courier to you to collect your bank card. With this and your PIN, they spend your money.

JUST REMEMBER: Your bank or the police will never ask for your PIN or bank card - don't give them to anybody!

If you've been a victim of this crime call the police on 101.

For general enquiries, non-emergency calls or to report a crime call 101. Use 999 only in emergencies where there is a threat to life or crime in progress.

GREATER MANCHESTER POLICE