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Dementia Drop In



Day Care



Battle of The High Street II



Platinum Jubilee Celebrations



Strawberry Trifle Recipe



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- **Meal preparation**
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- **Overnight care**
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01634 979000

www.rightathome.co.uk/medway

medway@rightathome.co.uk



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Amherst Court Care Home in Chatham

Communities where everyone has a vibrant and fulfilling life

Amherst Court is a modern purpose-built care home community that provides residents with 24-hour support for residential, dementia, and respite care.

Our caring and experienced team are always on hand to support everyday activities such as mobility, personal care needs, washing, dressing, or eating. Our approach is to think about care differently, we believe “everyone matters” and is unique, helping our residents to maintain the aspects of life that are most important to them.

We provide well equipped spacious en-suite rooms, a diverse activities programme and extensive facilities including a hair salon, cafe, spacious kitchenettes, large bright spacious lounges and wonderful landscaped gardens.



Book a visit today

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‘Everyone Matters’



ABOUT OUR HOME

Amherst Court in Chatham Medway is a vibrant care home community with a welcoming atmosphere. The modern design and layout of the home provide well-equipped, bright en-suite bedrooms, and a wide range of amenities to support person-centered care and the overall wellbeing of our residents. The names of the suites follow a nautical theme – Charlotte, Trafalgar, Valiant and Apollo and each one is a community with our care home.

ACTIVITIES & WELLBEING

Our caring, and skilled staff that support residents to enjoy and participate in activities, from going on outings to socialising with other residents and staff. At the heart of the home is our philosophy of care, the Eden Alternative, where staff encourage social interaction engagement and work towards eradicating loneliness and boredom.

OUR CARE & EXTRA SUPPORT

We provide 24-hour residential care and support for people living with dementia. Our qualified and attentive staff team focuses on residents’ individual needs as we believe “everyone matters” and is unique. All laundry is included and managed by the home domestic team but should residents wish to continue independently with daily tasks such as cleaning, personal care needs, and eating, we can support this. All meals are nutritionally balanced, freshly prepared, and cooked at the home, and the catering team is always on hand to meet any specific dietary requirements or requests.

OUR FACILITIES

Facilities available at Amherst Court include the cafe on the ground floor, providing a meeting place to enjoy a drink or a light lunch with family and friends. The beauty salon ‘Ship Shape’ is situated on the ground floor for residents to treat themselves to a new hairstyle or beauty treatment. There is a wonderful brand new dementia sensory garden at Amherst for you to enjoy the outdoors and relax.

VISITING

There is a visitor cabin on the grounds of Amherst Court, available for families to use to meet their loved ones safely in a warm, friendly and Covid19 compliant environment.

Amherst Court Care Home provide the following services:

- Residential Care
- Dementia Care
- Respite Care

Contact us today to find out more about our services or call us to have a look around Amherst Court and we can answer any questions you may have!

AMHERST COURT CARE HOME

Palmerston Road
Chatham
Kent
ME4 6LU

Contact us: 01634 400 009

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‘Everyone Matters’



Welcome...

... to the summer edition of our customer magazine, Engage.

Meet the team...

Editor

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We have already had a little glimpse this year of what a summer could like, with some really lovely warm weather throughout May to July, and hopefully there is more good weather on the way. In anticipation, and knowing that not everyone enjoys the heat, we have distributed Age UK Medway branded water bottles to many of our centre based and community based care customers this year to encourage our older people to stay hydrated through the warmer weather. If you would like to get your hands on an Age UK Medway water bottle, we have a limited amount remaining for a small donation, so please do get in touch!

There are some sensible tips and guidance contained in these pages too, to make sure that you are all staying well in what could be some fairly hot weeks.

I hope that you will find the service information in this issue helpful too, as we have been working really hard to ensure that we stay up to date with the needs of our customers, existing and new. Whatever appeals to you in these pages, please do get in touch and make your suggestions for how we could further improve the magazine, it's designed with you in mind, so let us know if we are missing the mark.

It's hard to believe we are already in the summer months, and it won't be long until our winter plans commence, with all of the lovely festivities our services have planned. Whatever you are doing while you read our magazine, remember that we are here if you need us, for anything, we would love to help.

Enjoy!



John Norley
Group Chief Executive

About Us



Age UK Medway is a charity working in the community to support older people in Medway, their families and their carers. We want everyone to be able to Achieve Life's Fullness, and that's why we do what we do. Even as people grow older, we want everyone to still feel as young as they used to.

Each service we offer is designed to support the physical, mental, and emotional wellbeing of our clients, and to help them remain independent, and with choice and control in their lives. They are run by experienced and trained staff, all familiar with the challenges faced by older people, and who know how to ensure each individual gets the most out of the service.

Our Services

Mainstream Day Care



Delivered from The Mackenney Centre in Gillingham, our mainstream day care service provides social interaction for individuals aged over 50 and living in Medway.

For a daily charge you can look forward to a full day including:

- Transport to and from the centre in one of our minibuses
- Hot drinks, refreshments and a freshly prepared two-course lunch
- A variety of events, activities, entertainers and trips
- Accessible gardens, where you can enjoy some fresh air, or maybe a little light gardening activity.

To arrange a free taster session just call: **01634 380195** or email enquiries@ageukmedway.org.uk



Meal Deliveries



Our Meal Delivery team will bring you a freshly-prepared, nutritious meal ready for any day of the week, cooked by our quality catering staff in our 5-star rated kitchen, and delivered directly to your door. We cater to all dietary requirements, and use locally sourced ingredients to prepare traditional and wholesome meals.

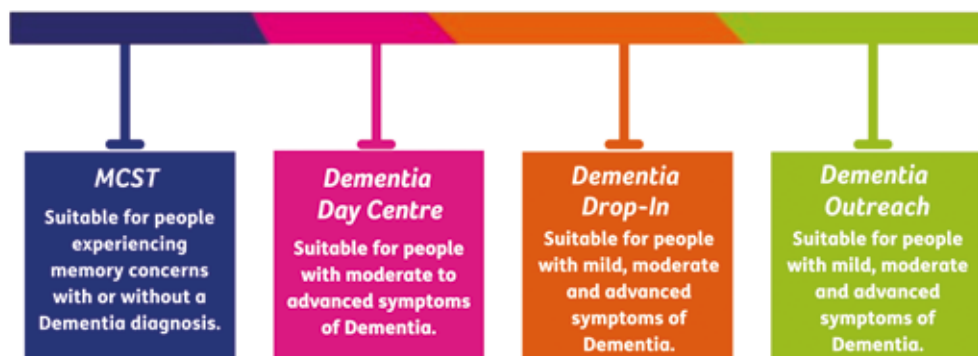
All meals come with a delicious dessert, with the option of a Snack Pack for later, which includes:

- A homemade sandwich
- A packet of crisps
- A sweet treat
- A carton of juice.

Contact us: **01634 380195**
enquiries@ageukmedway.org.uk



Dementia Services



MCST

Maintenance Cognitive Stimulation Therapy (MCST) is a specialist therapy centre run by qualified facilitators, designed for anyone experiencing memory problems, with or without a formal dementia diagnosis.

Cognitive Stimulation Therapy is the only non-drug treatment recommended to improve cognition, independence and wellbeing by the National Institute for Health and Care Excellence (NICE) and our sessions are ideal for

people who are concerned about their memory and want to proactively reduce their symptoms. There is no care provision for this service and members have to be able to participate in group conversation.



Contact Us

For further information about any of the above Dementia services call **01634 406058** or email enquiries@ageukmedway.org.uk

Dementia Day Care

Our specialist day services are available at our Capstone Day Centre in Chatham to anyone diagnosed with Dementia or memory problems, aiming to reduce social isolation and improve self-confidence by encouraging the continuation of daily living skills and cognition.

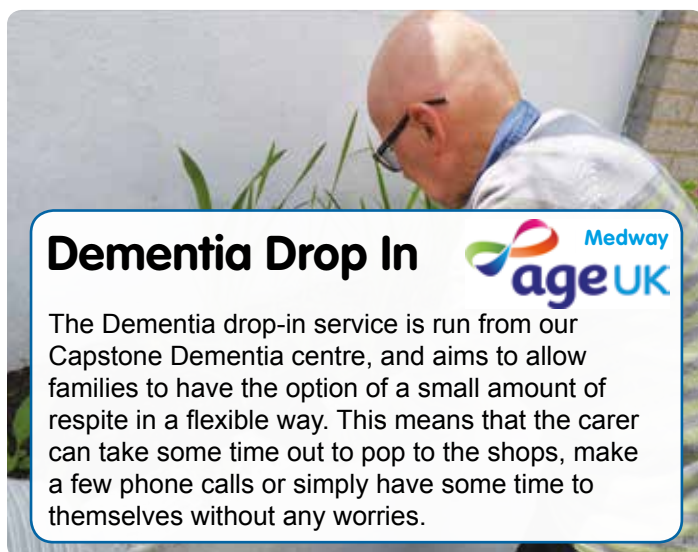
A day at either of our specialist centres includes:

- Refreshments and lunch
- Transport to and from the centre in one of our minibuses
- A variety of events and activities specifically designed for people living with Dementia or memory problems.

With an ethos focused on understanding each individual and their needs, care is delivered through stimulating activities ranging from cookery, to arts and crafts and reminiscence. The service also provides an opportunity for respite to family and carers of those living with dementia or memory problems. Referrals can be made by any Health and Social Care professional, by family or carers, or by the person themselves.



For any of our Dementia or Memory Maintenance services:
Call **01634 406058**
Email enquiries@ageukmedway.org.uk



Dementia Drop In



The Dementia drop-in service is run from our Capstone Dementia centre, and aims to allow families to have the option of a small amount of respite in a flexible way. This means that the carer can take some time out to pop to the shops, make a few phone calls or simply have some time to themselves without any worries.

Home Care Services

Homecare Services



Age UK Medway provides a full range of care and support services across Medway, Faversham and Sittingbourne, offering a full range of care including:

- All personal care needs
- Breakfast calls
- Lunch and tea calls
- Assisting to bed
- Medication prompt
- Domestic/household support
- Shopping

We treat each person as an individual by offering a personalised service, to support people with the same respect you would want for yourself or your family.

Flexible Dementia Outreach



This service offers flexible activity based support for people living with dementia or with memory concerns living in their own home, enabling individuals who are experiencing the early stages of a dementia type illness to be supported in continuing to pursue their interests, take part in meaningful activities, maintain their independence and retain or develop social contacts. Referrals can be made by any Health and Social Care Professional, by yourself or family. The service operates 7 days a week, **9:00am to 5:00pm**.

Foot Care Service



Age UK Medway provides a footcare service for older people—both in the community and at our Day Centre in Gillingham.

The service includes:

- Cutting and filing toe nails, keeping them at a comfortable length
- Smoothing and moisturising dry and rough skin
- Checking for cracks and breaks in the skin, and inflammation such as blisters
- Looking for signs of infection.

Community Bathing Service



The Community Bathing Service provides the required level of assistance to allow people to have a bath or shower safely in their own home, treating each person as an individual and promoting their dignity and respect.



Contact Us

For any information about the above services:
Homecare

01634 401099 (Medway)
01795 506490 (Faversham)



Befriending



Did you know that there are 1.4 million chronically lonely older people living in England?

Age UK Medway's Befriending Service provides companionship to older people living in Medway who are experiencing loneliness, completely free of charge. A fully trained and vetted volunteer will be carefully matched to an older person and spend 1-2 hours a week together, chatting about life and becoming not just a familiar face, but a friend.

To make a referral, or to enquire about becoming a Befriender, call **01634 790140** or email **enquiries@ageukmedway.org.uk**



Good Day Calls



The Good Day Calls service is a daily call, available 365 days a year, to have a chat and check on the welfare of an older person.

Our Good Day Calls service aims to:

- Provide reassurance to family members
- Ensure the person is up and well each day
- Take a friendly interest and share laughs
- Listen carefully for concerns and give support when needed
- Escalate for assistance if we have cause for concern.

Contact Us

01634 578085
gooddaycalls
@ageukmedway.org.uk



Handy Van Service



Our Handy Van service provides customers with a vetted handy person to carry out small jobs that can make a difference to your quality of life. We aim to make it easy for you to remain independent and maintain your home, whilst knowing you will receive a friendly and professional service, carrying out small household repairs, minor adaptations and odd jobs around your home including:

- Fitting handrails/grab rails
- Home security (key safes, door chains, window locks)
- Path and garden clearance
- Small decorating jobs
- Minor repairs

If you would like further information on our Handy Van service, or you would like to make a referral, please call us on **01634 572616**.



Carers Relief Service



Now part of the Age UK Medway organisation, Carers Relief Service provides support and short breaks for adults with learning disabilities, offering a person-centered approach, which:



Carers Relief Service

- Delivers a flexible service based on the individual's requirements
- Provides Personal Support Workers to work in the community with adults who have a learning disability to relieve the main carer from the pressure of caring.
- Promotes the independence of adults with a learning disability to make choices about the activities they engage in within their community.
- Offers a choice of a sit-in service at home, client-led activities such as bowling, cinema, shopping, etc, day centre clubs or day trips.

01634 715995
CRS@ageukmedway.org.uk

Charity Shop

"It's like Aladdin's cave!"



Age UK Medway have been operating a charity shop in the heart of Gillingham for over 20 years and is a vital source of income to fund the work of Age UK Medway. The shop is run by a friendly team of staff and volunteers and is known for its good quality, affordable items – vintage and modern!

All donations are gratefully received, although because of the shops size we are unable to take large items.



The Welfare Fund



We are aware that cost can present barriers for some people that want to use our services, and as a result Age UK Medway offer a welfare bursary to assist with access to our services*. The Welfare Fund is designed specifically to help those who are under temporary financial hardship, for example whilst they are awaiting the results from a benefit application or are receiving support from the Social Services. In order to apply for this service, a form can be completed on our website by your Social Services representative. To submit an application: www.ageuk.org.uk/medway/our-services/welfarefund

*Subject to eligibility criteria



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PLEASE CONTACT
EMMA

Tel: 01536 334221

Membership Scheme



Join the Membership Scheme at Age UK Medway to gain access to a variety of social events, activities and quality services for a single annual fee*.

Full and Dual Memberships

A great way for anyone aged 50+ to get out and about, make new friends and use the services provided at the Mackenney Centre. Benefits including:

- A twice-yearly magazine
- Invitations to weekly day and afternoon trips, from shopping, to pub lunches, to seaside trips*
- Access to services at the Mackenney Centre including footcare and hairdressing*
- Exclusive access to book in for lunch at the day centre
- Reduced rate option for couples (Dual Membership)

Supporting Membership

A great option for family and friends (of any age) to accompany/support Full members at events or on trips. Benefits including:

- A twice-yearly magazine
- The option to accompany Full Members on day and afternoon trips*
- Invitations to volunteer at/attend our fundraising and social events.

For an application pack or more information, contact our Membership Administrator:

01634 572616

enquiries@ageukmedway.org.uk



Digital Social Hub


Our Digital Social Hub uses innovative technology to enable older people to connect with the community through their television, and with a simple, easy-to-use remote control.

- Bespoke, exciting content for browsing from lifelong learning and exercise, to entertainment and local history.
- Connecting with the local community including coffee mornings, dance classes, creative writing, art classes, exercise sessions, quizzes, live bingo, and so much more.
- Connecting with family and friends wherever they are in the world, free of charge, and to the comfort of their loved one's home!

Want to know more?

Whether you are thinking about the possibility of a Digital Social Hub box for yourself, or have an older family member or friend in mind, we would be happy to answer any of your questions and begin the process of installing your very own box in your home!

 **01634 578085**

 **sparkotv@ageukmedway.org.uk**



**THANK YOU
FOR ADVERTISING
WITH US!**

Lancemedia
Group Ltd



Daily Living Aids



On Monday 6th June, the commercial arm of the Age UK Medway Group launched its brand new online shop, selling Daily Living Aids.

As we age, any one of us can begin to experience difficulty in our daily life. It could be something small, that we choose to ignore or to work around. Or it could be something more serious, that we need professional help to overcome.

Whatever the difficulty though, it is very likely there is a daily living aid which could help make life easier.

The Indigo Octopus website has a myriad of products; some innovative in their design; others extremely simple; all aimed at making a difference to everyday life for the user. From aids to manage the small jobs affected when wrists become weaker, to those which help when recovering from an operation, the choice is vast.



The Soft Transfer Seat can be used on car seats, chairs and beds, to help the user turn easily and avoid painful jarring or twisting.

Or the Easi-Grip range of garden tools, each with a specially angled handle which eliminates the strains and blisters that can be caused by standard tools.





The patented Good Grips handle on this jar opener provides a flexible, non-slip grip when removing twist-off lids from jars and bottles.

The DUO is an innovative, ergonomic handle which allows the user to hold a mug with both hands, increasing grip and stability when drinking.



The online shop is divided into fourteen collections, covering a wide range of home lifestyle needs, whether in the kitchen, bathroom, bedroom or living room. Products are also available to cater for outdoor needs, in the garden, and when travelling.

Each collection can be browsed or the search function used to explore the entire shop, either way being simple to do by oneself or, if help is needed accessing the internet, with a friend or family member. And with items delivered directly to the front door from the chosen supplier in 2-3 working days, you can soon start to benefit from your chosen products.

But what does this mean for Age UK Medway?

As a charity we pride ourselves on our initiative and innovation, as we strive to meet the needs of older people. Not only does the launch of our online shop cement our status as one of the most forward-thinking Age UKs in the country, but it enables us to support older people far beyond the limitations of our constitutional boundaries.

It also means we can bring even greater value to the service we provide to our current clients, by recognising when a particular product could give them independence, or the freedom to enjoy their everyday life that little bit more, and letting them know about it.

And it means Age UK Medway can invest more money into the services those users already receive, with every penny of the net profits earned by the shop being gifted by Indigo Octopus to the charity.

Make a world of difference to your everyday life

www.indigooctopus.co.uk

Indigo Octopus is the trading name for the Kent & Medway Trading Company Ltd,
a wholly owned member of the Age UK Medway Group
Registered Company Number: 05475360

Latest News

We've launched our very own lottery page with Medway Lottery, meaning that you can be in for the chance to win prizes up to £25,000 all whilst supporting Age UK Medway and the vital work we provide to our local older communities.

Medway Lottery was created in 2021 by Medway Council and was set up to support community projects in the local area. Medway Lottery operates on the principle of raising money within the community, for the community. A ticket for Medway Lottery costs £1 a week, with a draw every Saturday evening, and 60p will go directly to good causes. Every ticket has a 1 in 50 chance of winning a prize every week! That's better than the National Lottery and the Health Lottery.

50% of all ticket sales will go towards helping us continue to run our incredible services which make a difference to so many people's lives including Befriending,

Stephen's Ultra Challenge

A huge congratulations and thanks to Stephen Andrew, who completed his 100km Ultra Challenge in May 2022, walking from London to Brighton in aid of Age UK Medway. Despite suffering from multiple blisters for almost half the distance, he managed the route in an incredible 20 hours and 57 minutes, finishing at 3.57am! Steve chose to support Age UK Medway after being inspired by an episode of '24 hours in A&E' during lockdown:

"There was a really nice, funny elderly gent who was in hospital and had no one to visit him; no family, no friends, no one at all. It struck a real chord with me, so I decided to become a Telephone Befriender, where I call an elderly person once a week and we just chat about life. For the last 6 months I have been chatting to a lovely lady called Sue. At times, I am the only person she speaks to all week, and I know she really looks forward to our chats. We have a laugh, putting the world to rights, and I enjoy the call just as much (if not more) than Sue does. Until I got involved, I never realised that Age UK offers so many different services for elderly people, including handyman services, meal deliveries, and centres where people can just be social. There are almost 2 million older people in the UK who suffer with loneliness, and I hope the funds I raise will help Age UK Medway reach out to more of them and help remind them how great life can be."

If you're feeling inspired by his adventure, and fancy trying an Ultra Challenge yourself. If you're interested, visit our dedicated page to see the choice of beautiful

Age UK Medway Lottery

Meal Deliveries, specialist Dementia care and our popular Social Clubs.



Support us, and win prizes! To purchase a ticket visit www.medwaylottery.co.uk/support/age-uk-medway Good luck!

locations available for your own experience. With 25km and 50km options also available, an Ultra could be more achievable than you think!

www.ageuk.org.uk/medway/get-involved/ultra-challenge/



Battle of the High Street II

On Wednesday 30th March, teams from Medway's local high streets converged upon the Bridgewood Manor Hotel to take part in the second Battle of the High Street quiz evening.

With our CEO once again taking to the mic as our charismatic quizmaster, topics ranged from 'Bingo Calls' and 'Animal Trivia', to 'Record Breakers' and 'What's Your Tittle', providing plenty of head-scratching moments for the local teams from Boots, Akina Beauty Clinic, and Specsavers.

As had been the case at the inaugural Battle of the High Street contest in September 2021, the occasion wasn't all serious, with drinks flowing, much laughter, and a good time had by all. In the end though, competition was intense, as 'Muckin' Fuddles', 'Team Iris', 'Bossy Boots', and 'Specstacular' battled it out for the grand prize of eight tickets for a treasure-hunt in the city of the winners' choice, courtesy of The Secret City.

The outcome was a victory for the Specsavers 'Team Iris', who fought-off stiff competition from the 'Bossy Boots' to win first place and the winners' trophy. Meanwhile, the unlucky losers and recipients of the coveted wooden spoon were the 'Muckin Fuddles' team from Akina Beauty Clinic, who 'won' last place by the narrowest of margins, just half-a-point, from the Specsavers 'Specstacular' team!

It shouldn't be forgotten that, on top of providing the chance for staff teams to enjoy a night off together, the quiz evenings are also an opportunity to do something rewarding, by supporting Age UK Medway. The total of £316 raised from Battle of the High Street II will go towards the services provided by the charity as they help hundreds of Medway's older people to Achieve Life's Fullness.

So, thank you to Bridgewood Manor for providing a great space and facilities for the event, and to our amazing events team who put in so much effort to plan and run the fundraising evening.

Thank you also to all those who provided prizes for the evening, especially The Secret City for a wonderful 1st prize, and Akina Beauty Clinic, who took us by surprise and very kindly donated a prize to the raffle on the evening.

And lastly, a huge thanks to each of the teams for taking part and making the evening so enjoyable. We hope to welcome you back to future events.

So, on to Round 3 of Battle of the High Street, which will take place at Bridgewood Manor once more, on Thursday 15th September. Any local shops interested in taking part can express their interest by emailing fundraising@ageukmedway.org.uk, or by calling 01634 572616 and asking for Nick.



The ALF Principle

At Age UK Medway, we work towards the ALF Principle, to help every older person Achieve Life's Fullness and make sure that everyone remembers to #AskAboutAlf. Launched on 30th May 2022, now known as "ALF Day" at Age UK Medway, our full staff team have undertaken a series of ALF training, which provides an understanding of how to identify support needs from the people we speak to, and the guidance to help them gain access to

our services, or to other local services as needed. All fully ALF trained staff have been supplied with lanyards, colour-coded to their length of service, as well as certificates to confirm their status as ALF Agents!





PEMBROKE HOUSE GILLINGHAM



A HOME FROM HOME FOR RN AND RM VETERANS

Located close to the historic Chatham Dockyard, Pembroke House provides 24-hour nursing and residential care in our exceptional building that features good sized, well furnished rooms, en-suite facilities, comfortable communal areas and landscaped gardens.

We believe personal enrichment shouldn't stop when you move in with us, so we don't just provide quality of care, we ensure quality of life.

Contact us now to arrange a visit:

Pembroke House, 11 Oxford Road, Gillingham, Kent ME7 4BS

T: **01634 852431** E: **ph@rnbt.org.uk**

www.rnbt.org.uk



**THE ROYAL NAVAL
BENEVOLENT TRUST**

SERVE A DAY, SUPPORTED FOR LIFE

Registered Charity Number 206243



Jason's Gillingham to Margate Fundraiser

Jason Fitzpatrick chose to support Age UK Medway by cycling from Gillingham to Margate in May 2022. The 43-mile bike ride would be a challenge for anyone, but for Jason it is an even greater one, as he lives with pulmonary fibrosis.

Jason spent a month building up his stamina with lots of cycling and practice runs before the big event, and decided

to choose spontaneously the day when it felt right. Well, Jason successfully made the journey from Gillingham to Margate and raised an incredible £375 in doing so!

We are so grateful that you chose to support our charity on your incredible journey, Jason, with every penny you raised going back into the invaluable support we provide to help older people Achieve Life's Fullness.

Community Ambassadors

Through the ALF Principle, we aim to reach and support the most isolated people in our community, and that's where our Community Ambassadors come in. You may recall reading about the launch of our Community Ambassador programme in the recent Winter edition of Engage. To remind you, we created an initiative where local people with their own local networks will represent Age UK Medway and the vital work that we do, bridging the gap between our charity and the wider community, with the aim of reaching even the most isolated people that may otherwise have been overlooked.



Community Ambassador activities and duties may include:

- Providing conversation and listening
- Offering advice regarding Age UK Medway services
- Being a point of contact between the charity and the potential service user (a gateway to arrange services that support independent living for people in later life)
- Liaising with Age UK Medway to help those in need
- Raising local awareness of the charity's work
- Reducing social isolation
- Promoting long-term health
- Making referrals to Age UK third party partners, for independent living solution products.

Having Community Ambassadors actively working in the community, will mean that we can have eyes and ears everywhere in Medway, helping us to reach the people who aren't able to reach out to us and give them the support they need. Even if we aren't able to help them through our services, we will provide them with the information they need and put them in touch with someone who can help. If you think this could be the perfect volunteering role for you, we would love to hear from you! You can apply today by completing our application form, or for more information about becoming a Community Ambassador, please contact Megan at meganashdown@ageukmedway.org.uk or **01634 572616** for an informal chat.

Community Ambassadors: Meet the Team

We are delighted to introduce our first group of official Community Ambassadors!

Our Community Ambassadors will raise awareness in their networks and the local communities of Medway, of the range of Age UK Medway services available to older people and will help to provide access to those services for older people in a simple, effective and supportive manner to allow them to take full advantage of the support available:

Geoff (left), based in Rainham, is a Church Worker and Lay Minister at Gillingham Church and Nicola (right), based in Strood, is a Fitness Instructor for Older Adults working around the Medway towns. Jennifer (bottom), based in Rainham, is a Lay Minister and Anna Chaplain at Gillingham Church.



Rob, based in Gillingham, and Nick, based in Chatham, both work at the Sunlight Development Trust, a local charity working closely with the community to improve physical and mental wellbeing, ease loneliness and encourage personal independence.



Local MP visit



Megan, our Community Engagement Officer, invited Rehman Chishti MP to visit our Senior Management Team in May, for a positive and engaging discussion about the needs of local older people, and the ways in which the charity is helping to address them.

Across society, we all have a role to play in helping older people Achieve Life's Fullness. Age UK Medway would therefore welcome the opportunity to meet with other political representatives, to share with them our new Community Ambassador initiative, as well as the wide range of work we're delivering across the Medway Towns.

#AskAboutAlf

Medway Carers Event

Our Community Engagement team attended the Medway Carers Event in Rochester to mark Carers Week 2022 and to thank all of Medway's carers including those who care for loved ones, and those who care out in the community including our wonderful Homecare team. The team met many remarkable people at the event, including the Mayor, Cllr Jan



Aldous, who discussed her aims "to raise awareness of caring, to highlight the challenges unpaid carers face and to recognise the contribution they make to families and communities throughout Medway". The Mayor also marked the occasion with a focus on helping people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

MCST Open Day

June 2022 marked the grand opening of our Maintenance Cognitive Stimulation Therapy (MCST) Centre.



We were delighted to welcome Medway Council, Alzheimer's Dementia Support Services, Involve Kent, and Sunlight-development Trust along with our Group CEO, Community Engagement Officer and Community Ambassadors.

The opening event was designed to provide an interactive introduction to our local professional community into MCST and how it works, hosted by Head of Dementia Services, Sylwia, and our very well-received mock session delivered by our qualified Facilitators, Gemma and Sarah.

We are extremely proud of our new service, and the entire MCST team, as the only provider of this type of intensive therapy in Medway.

To find out more, visit our website: www.ageuk.org.uk/medway/our-services/mcst

Or call our specialist team for an informal chat on **01634 406058**.

Forgot your keys again?



Our qualified facilitators can help you with specialised memory maintenance therapy at our new MCST centre.

Call us on **01634 406058** or email us at enquiries@ageukmedway.org.uk for an informal chat.

Maintenance Cognitive Stimulation Therapy at Medway ageUK

Volunteer Services

“It doesn’t matter if it’s pouring with rain, you’re still on my doorstep and it’s a lovely feeling just knowing that you care.”

Befriending: Make someone’s day, change someone’s life



In February, Nadia Palmowska, a student from a local school came and worked with us in Head Office for a week. Nadia was very interested in finding out about all of the support that the charity provides in the local area and particularly in our Befriending service, which is volunteer-led and aims to reduce social isolation and loneliness in older people. Nadia, a keen writer, put together an article for us about the Befriending service, and you can read it below:

About loneliness

Loneliness, a feeling that everybody experiences at some point of their lives, whether it’s a quick desire for casual conversation or a longing for a lively, social event. Either way, the majority of people trust that the feeling is only temporary; we know that as soon as we step outside and regain human contact, that tiresome feeling of loneliness will fade.

For the younger population sometimes all it takes is a quick FaceTime call or even a text message, however, for a large number of the older population, a digital connection is not enough. Did you know that there are 1.4 million chronically lonely older people in just England alone? For a large number of older people loneliness isn’t just a seasonal feeling that they can trust to leave them, instead it can linger, dwell and eventually turn into something significantly more serious.

How is loneliness a problem

In today’s society we often function mostly online, from talking to friends to shopping for groceries. Our reality now, is very different from what it used to be for older people, and it can become quite overwhelming. It’s easy to get lost when the world has completely changed and forced you to change along with it (which is not possible for all older people); not everyone has the luxury or will to adapt to the changing world. Now, many people find it difficult to do basic everyday things that used to be easy for them and were crucial for their everyday human contact. As a result of this, older people are more likely to experience loneliness and social isolation.

During the pandemic many of us experienced extreme loneliness after having to self-isolate, Covid showed us just how damaging isolation from human contact can be. But research actually shows that levels of loneliness in the older population did not increase as significantly as the younger population, this is because so many older

people were already so desolate, isolated and alone for various reasons including retirement, losing loved ones, living alone, being unable to do the things they want or feeling out of place with modern society. It’s important we know that loneliness, if left untreated, can lead to a significant deterioration of mental health and professionals predict that if we do not tackle this issue, the number of older people who are often lonely will increase to 2 million by 2026!

How Befriending can be a solution

It has been found that people with a high degree of loneliness are twice as likely to develop Alzheimer’s than those who are less affected. Luckily, Age UK Medway have created a service that can resolve extreme loneliness in so many people around Medway. Befriending is an amazing opportunity to not only save somebody from loneliness, social isolation and the many serious problems that can come with it, but to also create a meaningful friendship that could potentially last a lifetime.

So what exactly is Befriending?

Befriending is a free service that matches a Befriender with an older person in Medway based on shared interests, it’s an amazing opportunity that offers people real companionship. Befrienders visit their Befriendees on a regular basis, usually for around 30 minutes to an hour a week, but this can quickly turn into more as real friendships are being formed. When asked about their Befrienders, the Befriendees shared some sweet and honest thoughts, including one person who said;

“My volunteer has made loads of difference to my life, I love her, we go out shopping and for lunch, I enjoy being with her and she stops me being so lonely, it’s the only time I go out.”

As humans, we need social interaction, it’s essential for our health. Research shows that going outside and socialising with people benefits not only our mental but physical health! But sometimes all it takes to dissolve feelings of loneliness is a simple conversation. A quote from a Befriendees;

“It is always nice to feel that someone has not forgotten me, she always has a smile and will do anything for me if I asked. I love to hear about her family and what she has done on holiday.”

But Befriending isn't just great for the clients, it's also an amazing chance for the Befrienders to help out the community and have a great experience that can spark into a real friendship, one of Age UK Medway's volunteer Befrienders, Kim, explaining "I volunteered because I wanted to give help and companionship but have gained a special friend".

Become a Befriender today If you are interested in helping us tackle loneliness and the serious issues that

can come with it, become a Befriender for Age UK Medway today.

Contact Age UK Medway on 01634 790140 or email enquiries@ageukmedway.org.uk

by **Nadia Palmowska, Work Placement Student**



Looking back:

Effect of Lockdown and the difficulties **Covid-19** brought to Age UK Medway

Local journalism student, Liam Treacy, came and spoke to our CEO last year about the long-term effects of the Covid-19 pandemic on Age UK Medway as a charity, and on our customers. You can read Liam's article here:

The past 18 months have provided various challenges for all of us; we have experienced full scale lockdowns, only being allowed out for the odd brisk walk here and there. Some workers have been laid off, and all of us will have had an absent loved one, either through becoming ill or due to lockdown restrictions. There is hardly a service in the whole of Britain that has remained unaffected during this period. Sadly, as is often the case, it is those who do the most for us that have suffered the most, that is the charities and non-profit organisations. According to a blog by the Charity Commission written on the UK government website, charities across the board have identified a number of potential issues that could arrive later down the line:

- Challenges with long-term funding
- The difficulty to plan long-term due to unforeseen circumstances
- The time it will take for charities to reset and work as normal pre-Covid
- Challenges in returning to pre-pandemic levels of engagement when working with vulnerable people.

Age UK, a charity based in the UK who have a total of over 400 charity shops and numerous day centres across the country (run by local Age UK partner charities), were one of a number of charities hit hard during the pandemic. Age UK provide crucial support to the elderly, both nationally and via various local Age UK charities, with a number of vital on-the-go services that are either in person or online.

Age UK Medway, which is an independent charity who provides support for the elderly in the local towns of

Medway and Faversham, have been hard at work, and they have provided their total figures from the lockdown;



Age UK Medway have*:

- Delivered 15,014 freshly cooked meals and 8,974 snack packs
- Made 3,953 welfare telephone calls and good day calls
- 30, 960 homecare visits, over 200 emergency shopping packs, hampers, and prescriptions have been delivered
- Provided over 2,950 virtual day centre packs
- Completed 2,000 activity telephone calls
- Doubled their number of active volunteers from an average of 50 to over 100

*To see more data and statistics from the years 2019-2021, click here to view our most recent Impact Reports.

Age UK Medway's head office is based in the Historic Dockyard in Chatham and it serves the older population of the Medway towns, delivering a host of services including Homecare, Meal Deliveries, Good Day Calls, Footcare, and Befriending. It also offers dementia services, such as a specialised dementia centre and cognitive therapy centre, as well as its mainstream day centre services.



The charity were extremely concerned over a number of situations during the pandemic, and the financial impact was perhaps the most critical. John Norley, CEO of Age UK Medway, sounded out these concerns and spoke about his thoughts at the time;

"At the beginning of the pandemic, around March 23rd we got really hit hard, as this was when we had to deal with the national lockdown coming in to effect. It hit us because we were not a charity that relied on government grants. We charged our service users directly for the use of our services and up until the pandemic started, this was considered quite forward-thinking because it meant

that the charity was quite secure. However, because of the lockdown which was supposed to last at least three months, our income was directly affected.”

During lockdown, Age UK Medway set up their first ever emergency fundraising campaign as the CEO had projected a loss of at least half a million pounds;

“During this period, we realised we had to make some dramatic changes to the charity, in order to stop it from closing. We decided to take the government’s estimation of the three-month lockdown, and we decided to roll that into our cash-flow to say, ‘okay we won’t get anything for at least three months’. We had a think about how this would affect us financially, and we ended up projecting a loss of at least half a million pounds. So, we immediately started thinking about fundraising, and we actually set up our first emergency fundraising campaign.”

John Norley praised the support from the general public, during what was a difficult time for the charity, outlining that “the response has been huge, and has been our biggest and best support.” When the charity set out in their big fundraising ask for half a million, they did not “expect anywhere near that”, John explained, but in the end, they ended up raising around an incredible and unexpected £320,000.

During the lockdown, the government put in place a loan scheme which was meant to help struggling businesses. John reflected on this scheme as well, as the furlough scheme, when discussing the charities struggles;

“Some of the measures put in place haven’t really worked for us as we are a charity, but the furlough scheme worked well for those that could be placed on it (remembering that most of our staff are hands-on and face-to-face in a care setting and it was not possible to furlough those staff as people still needed care).

The other big scheme the government put in place was the Coronavirus Business Interruption Loan Scheme, known as (CBILS) which the chancellor (Rishi Sunak) announced in April as a temporary loan to help businesses during the cash flow crisis. But the issue with CBILS is that they [the government] gave the banks the responsibility of lending that money, which meant that the loans had exactly the same criteria as they would for a business loan. Of course, our charity (and charities in general) are not designed to make a profit, so banks would reject most applications from charities like us based on the lack of turnover and so this scheme did not work at all.”

Sue Creasey, Day Centre Manager of Age UK Medway’s Mackenney Centre in Gillingham, spoke about the impact of lockdown in her day centre. She spoke about the lack

of cohesion from the government, and how her staff and service users struggled to follow government guidance, and the general impact on her staff and service users (the average age of service users being 80 years old);

“The lockdown has caused lots of issues for the service users. When lockdowns were finally lifted and older people were allowed to leave the house, we had a small amount, maybe 10% of them, saying they cannot leave their house. The rest of them could not wait to come back, but they were different compared to how they left us. They were more fragile; they were not so secure in themselves. They really didn’t like anybody going near them, it had scared them that much, and I think the damage that’s been done will have a lasting effect.

At the beginning there were a lot of challenges, because of the social distancing put in place. They were used to having a full table, and having 8 people around that table because they’re all friends. Enforcing rules that restricted tables down to only 3 people confused them and they would try to go and get a chair for their friend. We would say ‘no, it has to only be 3’, and they did not understand that. They would ask ‘why can’t we have the tea and sugar on the same table?’ and we would explain ‘because you’ve touched it and other people have touched it’.

The council in the beginning were a bit more forthcoming because they agreed to fund the service users’ meals and snack packs for a period of time. However, as soon as we opened our doors, the council’s input was more revolved around checking we were meeting regulations, than offering us further help or support.

The main help we got from the government was the PPE and the furlough scheme, a lot of the messaging around rules and lockdowns caused more worry to people.”

As the charity began to restore to a stable level, these were both Sue Creasey and John Norley’s individual accounts of the events leading up and during the pandemic, and it is clear to see there were a variety of challenges and difficulties impacting on the charity, and all charities, during this time. In the end, as the CEO of Age UK Medway had stated, the general public ended up making a huge difference and cannot be mentioned enough for this.

Well done to all the staff at Age UK Medway, and to the CEO for guiding the charity through this period and helping to steady the ship. The staff helped to deliver meals, care and support to the elderly who could not make it out of their homes.

**By Liam Treacy, Journalism Student
November 2021**

What we've been up to

Platinum Jubilee Celebrations Platinum Jubilee BBQ at Capstone Dementia Centre

The Capstone Dementia Centre celebrated the Platinum Jubilee Bank Holiday with a big BBQ event for all of their clients and families on Friday, and what a BBQ it was! There was (of course) lots of burgers, Pearly Queen performance, Picture with the Queen, Rio the Parrot, Hook-a-Duck, Raffle, Tombola, Adopt a Teddy, and much more!

The event had such a great turn out that the burgers ran out, and a total of £288.70 was raised to go back into the charity towards the development of our vital Dementia and Memory Maintenance services.

A HUGE thank you to our Head of Dementia Services, Sylwia, and all of her fantastic staff and volunteers with a special shout-out to Diana, Sue and Ray.

Also thank you to all of our entertainers, guests, and the generous public. It was an unforgettable celebration to mark the Queen's Platinum Jubilee and so wonderful to see so many of our clients having a great time together.



Platinum Jubilee Princess & Queens Party at the Mackenney Centre

The Mackenney Centre loves an excuse to have a fancy dress party, and the Platinum Jubilee was most certainly that!

Customers had a surprise one morning in June, when their usual mode of transport to the centre (our minibuses) were taken over by Princesses, who greeted them at their doors and chaperoned them to the party of all parties!

Not only were the Mackenney Centre celebrating the Jubilee, but it was also our customer Pauline's birthday too. Everyone enjoyed a three-course lunch and some entertainment by local singer Paul Harrington-Whitnall. Happy Birthday to Pauline, we hope you had a wonderful time at the party, and thank you as always to our brilliant staff and volunteer teams.



Platinum Jubilee Party at Carers Relief Service

Carers Relief Service staff and clients had a wonderful time celebrating the Queen's Jubilee at their very own party, where there were plenty of games and activities including Royal Bingo, Pin the Tail on the Corgi, Crown and Cupcake decorating, followed by a traditionally British Fish and Chips Lunch!



Weekend Trip to Eastbourne

In May, our lovely Mackenney Centre staff took some of our customers over to Eastbourne for a weekend away, and what a wonderful time they had!

There was a stroll along the pier with an ice-cream in hand, fish and chips on the seafront, a spot of shopping in the town centre, followed by dining and dancing in the hotel in the evening.

For one of our customers, Gina, this weekend away was a big step for her as it was her first holiday since her husband sadly passed away.

Gina said that she felt anxious about the trip at first, but that everyone made her feel welcome and she had a brilliant time. Gina has now booked onto our Christmas weekend away and is looking forward to her next trip with her friends.



Our trips are open to customers at our day centre and of our membership scheme. To learn more, visit the links below or give us a call on **01634 380195**.

Medway Community Gospel Choir

Our Capstone Dementia Centre is always bursting with music, dancing and singing, and after such a long period of time with no visitors due to Covid-19, we were thrilled to welcome Medway Community Gospel Choir through our doors in April for a joyous Easter celebration. All of the clients and staff got involved, whether they were up on their feet dancing at the front or enjoying the performance from the comfort of a chair, tapping their feet to the beat of course!



Farewells At Age UK Medway

“ For the past 15 years, Karen has been a key member of the Age UK Medway team, covering a number of roles in our commercial team, delivering high quality customer services and hard work for the duration of her time with us. Our charity is like a family, and Karen has been a huge part of that, but we now send her on her way with hundreds of memories and moments to look back and giggle at. We wish you all the best for the future.



Karen ”

“ After 27 years of working with Age UK Medway in various roles, starting in 1995 back when we were known as Age Concern, our Celia has stepped down to take a well-deserved retirement, excluding of course (in true Celia style) a few volunteering roles here and there! Celia has always worked hard, showing care, compassion, high spirits and forming fantastic relationships with customers and staff alike. We wish you all the very best for a long and happy retirement. This is not a goodbye, it's a see you soon!

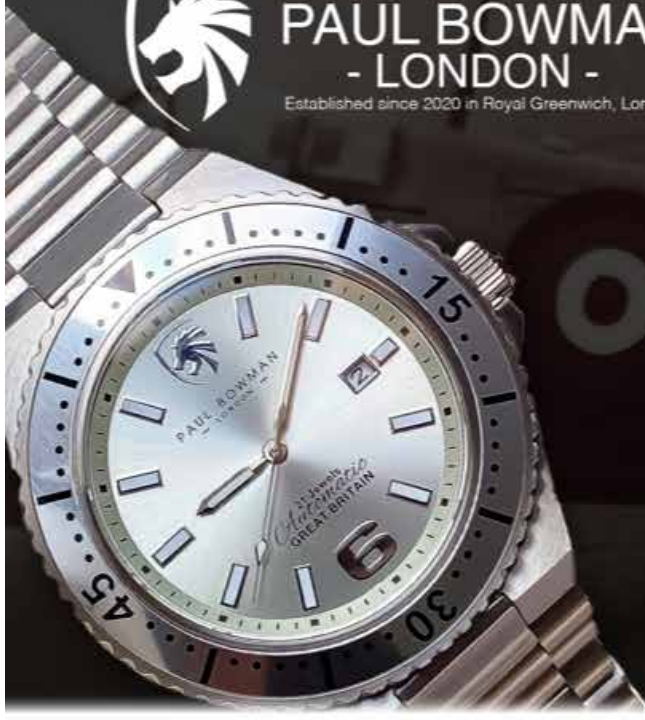


Celia ”



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Upcoming Trips

JULY

Friday 15th July	The Royal, Tankerton
Tues 19th July	Hempstead Valley
Thurs 21st July	The Sea Ho, Shorne
Mon 25th July	The Black Lion
Wed 27th July	The Malta Inn



AUGUST

Tues 2nd August	The Harrow, Hempstead Valley
Thurs 4th August	Tyland Barn
Mon 8th August	The Plough, Sittingbourne
Wed 10th August	The Lower Bell
Tues 16th August	The Ship, Cobham
Fri 19th August	The Rose in Bloom
Thurs 25th August	The Plough, Sittingbourne
Mon 29th August	Millbrooks
Wed 31st August	The Flying Dutchman

Want to take part in our social events and attend one of our Day Trips? They are the perfect way to get out of the house and make new friends! You can join our trips by becoming a Day Centre customer or joining the Membership Scheme.

SEPTEMBER

Thurs 1st September	The Sportsman, Seasalter
Mon 5th September	The Angel
Wed 7th September	The Three Tuns, Upchurch
Fri 9th September	Papa's Fish Bar, Larkfield
Tues 13th September	Rose & Crown, Shorne
Thurs 15th September	The Sea Ho, Shorne
Mon 19th September	The Leather Bottle
Wed 21st September	The Spy Glass & Kettle
Tues 27th September	Chiltern Hundreds
Thurs 29th September	The Crown, Upchurch

OCTOBER

Mon 3rd October	The Boat House
Wed 5th October	The Flying Dutchman
Fri 7th October	The Anchor, Yalding
Tues 11th October	The Plough, Sittingbourne
Thurs 13th October	White Hart
Wed 19th October	The Ship, Cobham
Tues 25th October	The Bull, Boxley
Thurs 27th October	The Rose in Bloom

To book, or see later trips, just contact us on 01634 572616 or email enquiries@ageukmedway.org.uk

Staying cool in a heat wave

10 top tips to help you keep cool and healthy



Although we all look forward to some sunshine over the summer months, it's worth remembering that when the temperature goes up it can present health risks - especially for older people. Age UK has 10 tips to help you enjoy the sun but stay healthy at the same time.

The importance of staying cool and keeping well in hot weather cannot be over-estimated, as older people can be particularly susceptible to heat-related illness.

Heat stroke is a life-threatening condition and can develop if heat exhaustion is left untreated. All of us, neighbours, family and friends should provide whatever support we can for older people, particularly those living alone.

Age UK offers a range of free information and advice designed to help older people live well during the summer months and protect themselves when the temperature soars. Here are Age UK's top tips staying cool and well in the warmer weather:

1. Stay inside during the hottest time of the day - late morning to mid-afternoon. If you do go out use sunscreen of factor 15 or above, wear a hat and stay in the shade if possible.
2. When inside, try to keep your house cool. Keep curtains and blinds closed in rooms that catch the sun.

3. Avoid or limit strenuous activities like housework and gardening - try to do these activities when it's cooler in the early morning or evening.

4. When travelling always carry a bottle of water and drink lots of fluid even if you aren't thirsty. Limit drinks with caffeine and avoid alcohol as it can make dehydration worse.

5. Watch what you eat. Follow these tips to help you eat well during the warmer months:

- Eat normally but try to have more cold foods, particularly salads and fruits as they contain a lot of water
- Also be careful when eating outside. Whilst al fresco dining can be one of the best things about summer, hot weather causes bacteria to multiply quickly and increases our risk of food poisoning. Avoid this by bringing chilled food home quickly from the shops and putting it straight in the fridge when you get home, making sure you don't have food sitting in the sun for long periods, and storing it in the fridge when you can
- Be careful when barbequing. We all enjoy a barbeque in the sun, but it's actually a riskier way to cook meat. Before eating meat such as chicken, pork, burgers, sausages and kebabs from a barbeque make sure it's piping hot and cooked all the way through, with no pink meat inside. There is no need to wash raw meat before cooking it and always wash your hands after touching it.

6. Choose the right clothes. It may sound obvious, but light-coloured, loose cotton clothing can help you stay cool in the heat. Dark colours absorb the light and can make you feel even warmer.

7. Think about your feet. Allowing your feet to breathe is important when the weather is hot so wearing

open toe sandals is an excellent way to stop your feet getting sweaty and smelly. Avoid flip flops, which can be hard to walk in and opt for sandals which support your feet. Sandals that fasten with Velcro or adjustable straps are a good idea if your feet swell up in the heat.

8. Cool off with cold water. Remember to take nice cool baths or showers. Try splashing your face with cold water or placing a cool damp cloth on the back of your neck.

9. Check for weather forecasts and temperature warnings on TV, radio and online at www.metoffice.gov.uk

10. If you live alone, ask a relative or friend to visit or phone to check that you are not having difficulties during periods of extreme heat. It's important to be aware of friends and neighbours during a heat wave and to let people know if you are on your own and have any concerns. Heat stroke is a life-threatening condition and can develop if heat exhaustion is left untreated.



Strawberry Trifle Recipe

by The Kitchen with Great British Chefs

A proper trifle is a thing of beauty, and when made at home it knocks anything ready-made out of the park. This strawberry trifle recipe sees layers of sherry-soaked sponge, coulis, compote, custard, cream and fresh strawberries come together to create a classic example of the British dessert.

Serves: 4

Time: 60 minutes

Ingredients

- 4 trifle sponges
- 2 tbsp of sherry
- 150g of strawberries, washed, hulled and quartered
- Strawberry coulis
- 100g of strawberries, washed, hulled and quartered
- 50g of icing sugar
- lemon juice
- Strawberry compote
- 300g of strawberries, washed, hulled and quartered
- 1 tbsp of sugar
- lemon juice
- 2 gelatine leaves, soaked in water
- Custard
- 400ml of double cream
- 1/2 vanilla pod, seeds scraped
- 6 egg yolks
- 20g of sugar
- 4 tsp cornflour
- Whipped cream
- 300ml of double cream
- 1/2 vanilla pod, seeds scraped



Method

- 1.** Begin by making a quick strawberry coulis. Place the strawberries in a pan with the icing sugar and a squeeze of lemon juice and simmer down until the strawberries have completely collapsed – about 5–10 minutes. Blend the strawberries into a smooth sauce and set aside
- 2.** Quarter the trifle sponges. Place in a bowl then stir in the sherry and 4 tablespoons of the strawberry coulis. Divide into 4 serving glasses
- 3.** For the compote, place the strawberries in a pan with the sugar and a squeeze of lemon juice and simmer for about 5 minutes until beginning to collapse.

Remove from the heat, squeeze the soaked gelatine leaves to drain them of excess water, then add to the pan and stir until dissolved

4. Divide the mixture evenly between each glass and place in the fridge to set

5. In the meantime, make the custard. Gently heat the cream in a pan with the vanilla seeds

6. In a separate bowl, whisk the yolks with the sugar and cornflour until thick and pale. Add some of the warm cream and whisk to combine, then add the mixture to the pan with the rest of the cream and stir until thickened. Place in a piping bag and chill

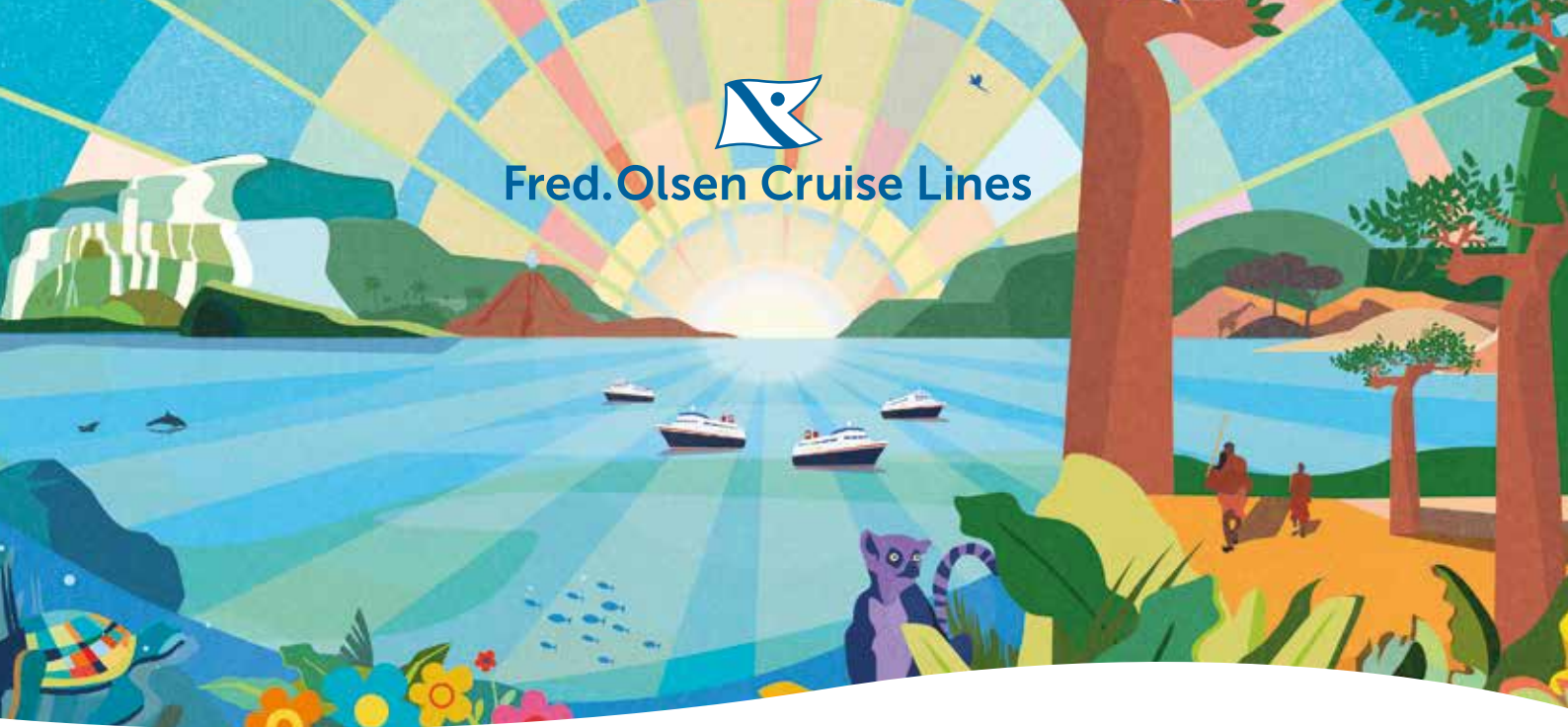
7. Whip the cream to stiff peaks and then fold in the vanilla seeds. Transfer to a piping bag

8. Once the custard is chilled, pipe a layer into each serving glass. Pipe the cream into peaks around the edge and a little disc of cream in the centre. Sit the fresh strawberries in the centre and serve





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As travel restrictions are easing, most holiday destinations have opened up. Clients are booking their bucket list dream holidays, as they haven't travelled abroad for over 2 years. Now is the time to book, availability will become limited due to the thousands of holidays that have been rescheduled to 2022. Many of our favourite tour operators have launched their 2023-2024 brochures, so if you're not ready to travel in 2022, then we strongly advise you to book your holiday well in advance to make the most of the offers and to ensure your trip is perfect.

We are delighted to announce our annual #HolidayInspirations Show IS BACK this year – Sunday 25th September 2022, 10am – 3pm at the Mercure Maidstone Hotel, located just off the M20. We have over 35 tour operators exhibiting at the show, many products on offer including Package Holidays, Luxury Tailor-Made Holidays, Cruise, Touring and much more, plus one lucky visitor will win a Cruise to the Norwegian Fjords, sponsored by Fred. Olsen Cruise Lines.

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You can get involved in one of our exciting fundraising events, such as the Ultra Challenge! The Ultra Challenges are set out in some of England's most iconic places, and are suitable for all fitness levels. To find out more visit www.ageuk.org.uk/medway/get-involved/ultra-challenge



Volunteer with Us



There is nothing more rewarding than making someone else's day, and it's a great way to make new friends and gain experience too. Call **01634 790140** or visit www.ageuk.org.uk/medway/get-involved/volunteering-opportunities

Partner with Us



A partnership with us could be beneficial for your business by helping you meet your corporate social responsibility objectives. It's a great way to motivate employees, gain insight into the over-50s market, get some great PR and help Age UK Medway to support vulnerable people in the local community. Email us at fundraising@ageukmedway.org.uk or call **01634 578085** for more information.

Leave a Legacy



An important part of our donated income comes from legacies left by ordinary people who, after providing for their loved ones, want to leave something to a local cause they believe in. Some may have been helped by Age UK Medway themselves, or had an older relative or friend who has benefited from our services. If you would like more information on legacies, please call us on **01634 572616**.

Shop with Us



Support our charity shop on Skinner Street, Gillingham and make sure you pop by when you are in the area (it's worth the visit even if you're not, too!).

We can guarantee you won't leave empty handed, disappointed, nor out of pocket!



19 Skinner Street, Gillingham, Kent ME7 1HD



01634 854401

Work with Us



For over 70 years, Age UK Medway has worked hard to support older people in its local communities, striving to ensure every individual has the opportunity to Achieve Life's Fullness.

We are on the lookout for quality care staff to join our team, visit

www.ageuk.org.uk/medway/get-involved/workwithus

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Can you afford to make your home safer?
 By Simon Symcox, founder of AHM Installations (www.ahminstallations.co.uk)

Our homes have become central to our lives during the pandemic.

Being able to move safely around the house and access the bathroom are fundamental parts of daily life, so if you can't do these things safely then it's time for a change.

It's hard to know where to start and cost is understandably a concern. Did you know there is financial help available for some, with the Government's Disabled Facilities Grant (DFG)? Search 'DFG gov uk' on the internet or call your local council for more details.

When it comes to updating your bathroom, it might not be as expensive as you think. Sometimes people worry that they need a full wet room, but often a low-level access shower is the best option.

Find a supplier you trust. The big, recognised brands are usually the most expensive. Smaller, specialist companies will take time to understand your needs and help you whatever your budget.

That's what I pride myself in doing. My wife Julie and I set up AHM Installations 20 years ago because we wanted to help make people's lives easier.



Call our family-run team anytime on 01634 649035

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