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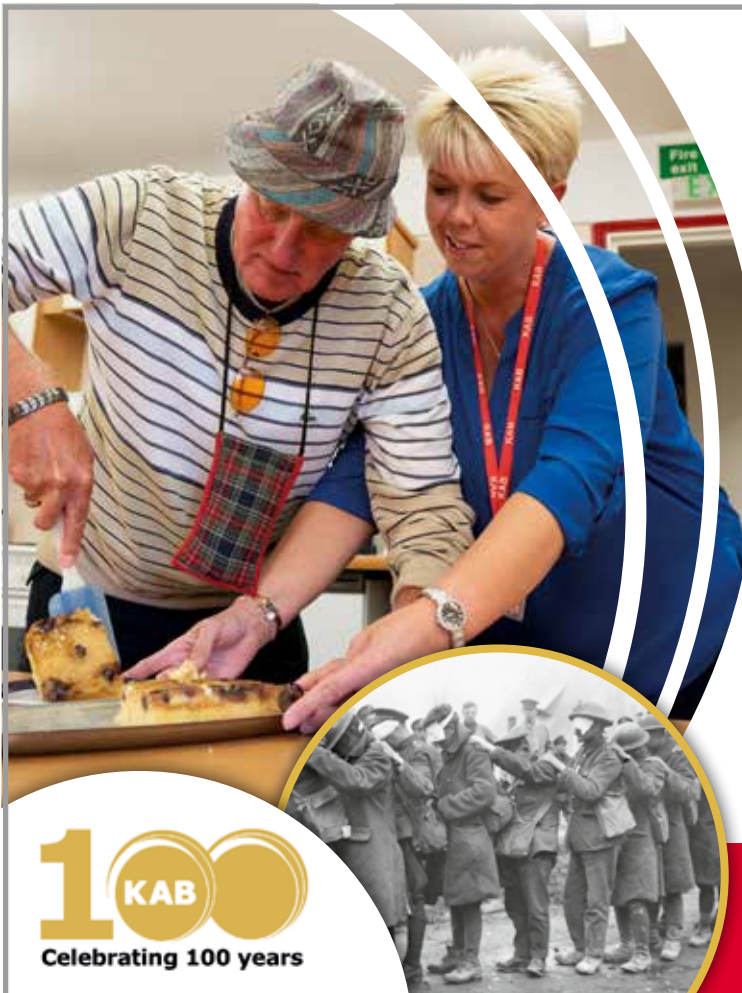
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Welcome...



Meet the team...

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to another exciting edition of **Engage**, our customer magazine.

It seems to be not that long ago I was writing for the summer edition, so I hope everyone made the most of the nicer weather and managed to get out and about to enjoy yourselves.

Looking out of the window now, winter is definitely on the way, we have had an immense amount of rain, and it has become, quite suddenly, noticeably colder.

Hopefully Engage will prove a good companion read while you put your feet up with a nice warm drink, finding out what we have been up to since the Summer and reading our tips on how to stay well this winter (page 18).

This edition is packed with news from across the charity; we have been busy, as always, striving to ensure our services reach as many people as we can, and we have some notable new additions to tell you about too. Keep an eye open in these pages for news of the 'Good Day Calls' service which launched on the 4th November, providing essential social contact for people who might not have much other contact with friends or family.

It's been a time of development too, since the last edition, we have expanded our charity family through the addition of a trading company. This allows us to deliver some functions which are not strictly charity focussed, but that generate money for the charity to use in delivering services for those most in need, so from now on, you may start reading and hearing about new ventures under the intriguing name of

'Indigo Octopus', the name we have chosen for our trading name. Our challenge, whatever the weather, and whatever the external context, is to bring services and support to the people of Medway and Faversham, to help make growing older a pleasant experience and not something to be feared or loathed. The new additions to our services list, and the chance to approach new areas of work with a commercial mind, will help us do exactly that, so I hope we can reach even more people as these new projects grow.

Whatever you are doing in these colder months, in the approach to Christmas and beyond, remember to ask for anything you might need to stay healthy and remain independent. Age UK Medway is here for you, at the end of the phone, or in person if you need us, so please don't hesitate to call us, for anything you might need. Wrap up warm, and take care when the roads and paths get a little slippery, and I hope everyone has a truly enjoyable Christmas and a very happy New Year.

John

John Norley
Chief Executive Officer



Cover Image
© AgeUK

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Good Day Calls

On Monday 4th November, Age UK Medway launched its brand new service, Good Day Calls, which aims to address the loneliness and isolation often felt by older people in our local community and beyond.

The service, available 365 days-a-year, will check on an older person's welfare and lend them a friendly ear, whilst providing reassurance to family members who are perhaps unable to be in touch as regularly as they would wish.

With many older people living alone, and perhaps not having regular visitors, some feel lonely from time to time and worry that no one will notice if they take ill or are not up and about in the morning. Many don't want their family to worry about them.

Our Good Day Calls service aims to:

- Provide reassurance to family members by speaking to their older relative on the days requested.
- Check 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.

If you would like to sign up to receive calls yourself, or to make a referral for someone else, please call us now on **01634 578085** or email gooddaycalls@ageukmedway.org.uk.

The thing that matters to me is the peace of mind that someone is checking that I'm OK as I am on my own, I am disabled and I have a dog.

Margaret, Age 73

I value the service as it gives peace of mind to myfamily

Isobel, Age 78



Good Day Calls

A daily call providing older people and their families with security and support



Helping people to live well
and independently at home

Call us on **01634 578085**
to get started

Day Services

Age UK Medway operate two day centres in Gillingham and Strood. The Chris Ellis Centre covers the Rochester, Strood, Cuxton, Cliffe and Hoo Peninsula and The Mackenney Centre covers Gillingham, Chatham, Rainham and as of recently Upchurch areas. The centres provide social interaction for people over 50 and living in Medway. Transport is available, using our fleet of adapted accessible minibuses.



For a one off charge you can expect a full day including tea, coffee, refreshments and lunch, as well as a variety of events and activities. Our menu comprises a freshly prepared two course lunch, using ingredients sourced from local independent suppliers. There is a range of activities on offer during the day, including arts and crafts, cooking, reminiscence groups, board games, bingo and quizzes. Both our Strood and Gillingham centres boast accessible gardens where you can enjoy some fresh air, or maybe a little light gardening activity.

Within the centres we have a small shop selling sweets, chocolate and toiletries. Other services available include foot care, hairdressing, hearing aid clinics and visiting optician. We are able to offer an in-house bathing service, where you can bathe in safety in our accessible bathroom supported by trained care staff.



Age UK Medway's sweet shop at Gillingham Day Centre

Supplementary to activities in the centres we provide a wide range of day and afternoon outings, including trips to the seaside, theatre, boat trips and pub

lunches. These day trips are bookable in advance, and offer a door to door service with support available throughout the day from our staff and volunteer team.



Wetwheels South East took our Gillingham Day Centre clients on a wheel chair accessible boat trip in September

Throughout the year we provide various day and evening events with visiting performers providing entertainment.

We have a trained staff team who are assisted by our volunteers, who provide invaluable support in a variety of areas in and around the building. We are able to

offer taster sessions for those people interested attending the centre, where you can visit for a couple of hours, or even a full day. Read on to see what each of our centres have been up to over the past few months!

The Chris Ellis Centre 'Magic Table'

You may remember from our Summer edition that we announced a 24-hour dance marathon, to raise funds for a Tovertafel in our social club. We are very pleased to announce that we raised nearly £600 towards the table, which together with a grant from the lottery fund meant we were the first local Age UK to install one of these fantastic systems in one of our centres!

The Tovertafel was successfully installed into The Chris Ellis Centre in June.



The Tovertafel is an interactive system which consists of a projector with built in Wi-Fi which, together with infrared sensors and a computer processor, and projects games onto a table which respond to the hand and arm movements of the customers.

Sue Hodges, Day Centre Manager of the Chris Ellis Centre, said:

“The Tovertafel has generated a lot of laughter and spontaneous singing. We have an intergenerational group that attends the centre weekly and this system really brings the younger and the older people together. It is useable for a variety of activities and once we get the customers involved we have great difficulty getting them to stop for lunch or anything else.”



The system has proven intergenerational benefits, and is particularly effective when working with learning disabilities and dementia, as the interactive music and sound elements stimulate the brain and aid relaxation and reminiscence. The unit has proven benefits to people's cognitive skills and reflexes.

John Norley, CEO of Age UK Medway, said:

“Working with older people, and particularly those with Dementia, is extremely rewarding for all of our staff and volunteers. Using the Tovertafel to bring moments of happiness to our customers is a perfect way to enhance quality of life, and gives us the chance to see glimpses of the person's personality and life before dementia while they play. New activities often reveal the person that hasn't been seen for a while, almost like we are finding someone who was lost, through shared discovery.”



The 'magic table' has proven very popular with all of our service users and our aim is to have one installed in every one of our centres!

Mad Hatter's Tea Party

There is always something fun going on at the Chris Ellis Centre and at a Mad Hatter Party, it's always tea time. The Chris Ellis Centre staff held a lovely Mad Hatters Tea Party in August. Sue Hodges, the centre manager said:

“All types of strange characters turned up and it got curiouser and curiouser as Alice and the Mad Hatter were having a tea party with all their friends. The Queen of Hearts made a double appearance and we even had a visit from the Wizard of Oz. The white rabbits were running around the centre looking at their pocket watches because they didn't want to be late.”



The centre's kitchen team laid out an array of 'eat me' and 'drink me' treats with lashings of tea. Mark and Ruth, two of our clients said “we absolutely loved the food and as usual there was plenty for everyone”.

Our old friend Terry Knight the Magician came to entertain people with his excellent magic show, followed by Brenden from Moonlight Events with dancing and singing right into the night. On the centre's clients, Dot, was quite taken with Brenden as she said “can we have him again? I like him!” Mary and Ron also said that they “had a really great time again at the centre”.

With everyone up and dancing, there was a great atmosphere.



Day Services

Graham the Grey

Our Chris Ellis Centre has a very exciting new lodger. He is small, grey, fluffy and very popular with all the service users and staff! 'Graham the Grey' is a German Lop rabbit, which are known for their docile, affectionate nature, therefore making them the perfect pet for older people and often being referred to as 'therapy bunnies' (proof that pet therapy really does work!).



Here's a few words from Graham himself about his first day at the Chris Ellis Centre:

“ Hi everyone, my name is Graham and I am a very special therapy bunny! Yesterday I had my very first taster session at the Chris Ellis Centre, and I was made to feel so welcome by the staff and the other customers.

I was initially really nervous but once I got here I quickly realised that I didn't need to be, as the staff had it covered. I don't think I have ever been cuddled and petted so much! The food was great and I can safely say that no-one prepares carrot tops like Sharon the cook; they were so crunchy and juicy. It is definitely true what they say: carrots certainly do make you see in the dark.

The best part is that I got all of this very first day free, they call it a 'taster session' and I can safely say that the taste was good - and I'm not just talking about the carrots! I have decided I will be coming back every day to spend time with the lovely clients and staff at the Chris Ellis Centre, so if you feel like joining me for a day don't hesitate to get in touch. Just ask the staff to steer you to Graham the Grey when you arrive and I will see you there. ”

As you can see, Graham is getting excited for Christmas and is already waiting with anticipation to see what presents are left under his very own (and very small) Christmas tree.



Halloween

In the build up to Halloween, the Chris Ellis Centre clients and staff were busy decorating for their annual party and it definitely looked spooktacular!



The clients and staff had a wonderful evening at the Halloween party, where there was already an eerie atmosphere in the air, whether this was due to the witches, wizards and ghosts or just to the darkening evenings.



Moonlight Promotions provided a karaoke and disco which was very popular with the customers, who not only got up and had a good old sing song themselves, but encouraged the staff to join in as well!

The stars of the evening, however, were Elsie and Ken, who have been together for nearly 70 years and attend the Chris Ellis centre together. At the party, Elsie serenaded Ken with a song which is very close to both of their hearts, and it was so beautiful it even brought the centre manager and most of the staff to tears.



Nuffield Gym Classes

Age UK Medway was recently approached by Nuffield Health Group with an idea for a pilot scheme to help older people to exercise and take measures to strengthen their muscle tone.

We understand how intimidating starting a new venture for our older people can be, so we met with the manager and his trainers to find a way to get this type of programme off of the ground. After a tour of the facilities and a group discussion on the best way forward it was agreed that they would run an eight-week programme concentrating on mobility and core strength.

On the 8th November 2019 The Chris Ellis Centre took eight of their customers down to the gym for a cup of tea and a chat with the trainers about their programme; this also gave them a chance to have a look around the place so it wouldn't feel quite so alien to them when they next attended.



James the trainer spoke to each of our customers so that he had a good handle on the types of exercise they may need to be concentrating on, especially as some of these people hadn't completed any form of exercise in many years.

In November, Sue the day centre's Manager said:

“ We are now on week two and the customers who are attending the course have all fed back how much they are enjoying the programme. The staff who have been attending with the clients are also gaining some knowledge and learning things from these sessions.”

If you would like to know more call our **Chris Ellis Centre** on **01634 724745**.

The Mackenney Centre Staff News



The Mackenney Centre have an award winner in their midst! Volunteer Alex Masterson won the award for 'Courage and Inspiration' at the Medway Youth Awards 2019, held at Priestfield Stadium in August.

Simon Baker, Day Centre Manager said:

“ The award will come as no surprise to his colleagues at the centre. Alex is an inspirational young man who has overcome huge personal challenges and we are proud to have him in our team.”

The Pat Warner Suite, our Dementia Centre in Gillingham, is saying goodbye to its Senior Carer. Richard Guichard, who has been in the role since its opening in June 2015, has decided to take early retirement. Richard was originally recruited as a team of five and has been a driving force in the development of the centre. Richard said:

“ I'm very proud to have led the Pat Warner Suite team from its first day, and we've been very successful in providing a wide variety of meaningful activities to our clients. I'm confident that I am leaving behind a team that can take the centre to a new level.”

I am leaving behind a team that can take the centre to a new level.”

Richard's successor in the role of Senior will be Jason Joyce, who has been working in the Suite for the last year, and has acted as Richard's deputy since the run of the year.



The Pat Warner Suite team: Jason Joyce, Simon Baker, Richard Guichard, Amy Galea, Bernard Ditch

Socks the Centre Cat

After a long summer of sunbathing and exploring the garden, Socks, the Mackenney Centre cat, has started coming in from the cold and has made his mark on a nice warm seat by the radiator (very clever!). A true sign that Winter has officially arrived.



Simon Baker, Day Centre Manager said:

“ Our feline friend has been conspicuous by his absence for much of the summer, but has now taken up residence again on the comfy chairs.”

Twilight Gears

The Twilight Gears Project has been given a boost by working in Partnership with young volunteers from the Paramount Foundation.

Matt Salisbury from Paramount said:

“ We work with lots young men who are required to volunteer as part of their tenancy agreement in supported housing. Quite often the volunteer opportunities that are presented to them are not the kind of activities that will stretch, develop and broaden their life skills. Twilight Gears is a perfect activity for these young people, they are able to pick up practical skills and see results at every session as well as socialise and help fundraise for Age UK Medway.”



The project is designed to produce sellable bicycles from donations of older bikes and bits of bikes, in a social Men in Sheds environment, and is also another addition to our diverse range of volunteering opportunities.

We are hoping this project will help to end loneliness by getting groups of older people together to work on fixing and renovating the bikes whilst having a good chin-wag.

The Project is open to volunteers of all ages, and we are always looking for new recruits. Call **01634 380195** for more information.

Dementia Services

Capstone Dementia Centre



The Capstone Day Centre opened in April 2013. The Capstone team offer a specialist day service to anyone with a diagnosis through all stages of their dementia. The Capstone centre offers support for people in the following postcodes; ME1, ME2, ME3, ME4 & ME5.

At the Capstone Centre we offer a care through activities which range from cookery, arts and crafts, reminiscing, wood and paper crafts, to cake making and more, with each activity being person centred. The ethos of the centre and staff is to understand the person with dementia and their needs, which is achieved in a non-medical environment that is both safe and stimulating.



At Age UK Medway, we understand the impact that dementia can have, not only on the person with a diagnosis of dementia but their family and carers as well. The Capstone Centre provides an opportunity for a day of respite for the family and carers of the person with dementia. This enables the family and carers to continue their day to day routine, without the concern of their loved one's welfare.

Our main objective is to reduce the isolation that many people with dementia feel when friends and neighbours stop calling or coming over to visit. This in turn can lead to social isolation which can sometimes lead to depression and lack of self-worth. We often see an improvement in a person's self-confidence by encouraging the continuation of the daily living skills that would otherwise be lost. If you'd like to contact the Capstone Dementia Centre, give them a call on 01634 406058. If you'd like to know more about what the centre has been up to, read on!

Our Capstone Dementia Centre clients spent the day making a beautiful rainbow collage and enjoying a reminiscing session with the Historic Dockyard's Outreach Team in September. Sensory activities such as these keep our clients stimulated, encourage their creativity and get everyone smiling.



Christmas Prep

Christmas preparations are well under way at the Capstone Dementia Centre, as staff and clients have been busy getting ready for the festive season making props for their Christmas pantomime and decorations for the centre. them when they next attended.



COGS Club



There are 850,000 people living with dementia in the UK and 40,000 of them are younger people (Alzheimer's



Society), and the number of people experiencing memory problems is even greater. Far too often people with dementia are facing isolation with all its negative outcomes. Being diagnosed with dementia can be overwhelming. It will bring unplanned changes, it may mean redefining some priorities, it can stigmatise, it can label.

While great initiatives like Memory Café, Dementia Carers Support Group (both run in Parish) offer much needed emotional support to people living with dementia, Age UK Medway decided to focus on the brain itself. This means that COGS club is not only for people living with dementia, but also to help older people experiencing problems with memory.

As dementia is caused by the diseases of the brain, it is the brain that you will exercise during our COGS Clubs sessions. Wayne, our Wednesday COGS member, diagnosed with both Alzheimer's and vascular dementia said:

“Just like myself, and all the others at COGS, including all the staff involved, we are fighters. There is never a sense of ‘okay that’s enough’, there is a drive for better, for more and a constant belief in each other that more can be achieved. The knowing and understanding support from the other members and the well-informed staff gives you fun, hope, desire, courage and the confidence to continue surviving in a world that usually seems to conspire against everything you once knew and understood.”

COGS club runs from 10am to 3pm and includes a light lunch/snack and tea and coffee.

Hear what our COGS team at Capstone have to say



“I encourage everyone experiencing memory problems regardless of being diagnosed with dementia or not, to try one of our COGS Clubs.

The benefits of attending go beyond the Cognitive Stimulation Therapy (CST) based activities that those sessions provide. With support of our amazing facilitators, our COGS Club members enjoy a day filled with laughter, they make new friendships, exchange experiences and maintain their independence and all of these enhances their sense of wellbeing.

Social interactions are so important and I believe there is no better recommendation than our members saying that COGS Club is their second home, and it’s where they can truly be themselves. Age UK Medway is happy to offer a taster session completely free of charge.

This service runs from three Medway locations – Gillingham and Strood offer one club session per week, and our Chatham based

Capstone centre offers COGS from Tuesday to Friday.”

Sylwia (far right) - Capstone Dementia Centre Manager

“The results speak for themselves when you look at the cognitive stimulation the COGs club provides but, for me, one of the most wonderful aspects of this club is the social side. Members flourish because they have the opportunity to be themselves in a relaxed and uplifting environment. True friendships are made, and the fun and laughter never stops. I absolutely love this club and I’m so proud to call myself a COGs Club Facilitator.”

Sarah Day (far left) – COGS Club Facilitator

“The results speak for themselves when you look at the cognitive stimulation the COGs club provides but, for me, one of the most wonderful aspects of this club is the social side. Members flourish because they have the opportunity to be themselves in a relaxed and uplifting environment. True friendships are made, and the fun and laughter never stops. I absolutely love this club and I’m so proud to call myself a COGs Club Facilitator.”

Gemma Porter (second right) - Cogs Club Facilitator

The COGS Facilitators team has recently grown, as Ray Jones (second left) is facilitating Capstone Friday COGS Club and with his past experience of performing as a stand-up comedian, we guarantee lots of fun!

COGS Club news

Birthday party

Our Capstone Dementia Centre has been busy celebrating, as two of our COGS Club members had milestone birthdays! COGS Club staff arranged a little party for Margaret’s 80th birthday and Grace’s 90th birthday to celebrate, and they all had a lovely time.



Dementia Services

Halloween party



The COGS Club got really got into the spirit of Halloween this year and got busy baking some delicious but spooky looking treats! The staff made an incredible effort and everyone at the centre had a brilliant but spooktacular day.

COGS at Gillingham

COGS Clubs run on a 14 week themed programme. Last week the Monday Gillingham group marked the 'being creative' theme by producing a painting in oils.

Facilitator Connor Rothwell said:

“As well as the group producing this fantastic piece we had a provocative discussion about art, and everyone in the group had something to say on the subject.”

COGS clubs are designed for people living with mild to moderate dementia, and provide stimulating activities in a social and fun atmosphere.



Age UK Medway have more than half a dozen groups running, including two in The Mackenney Centre on a Monday and Thursday.

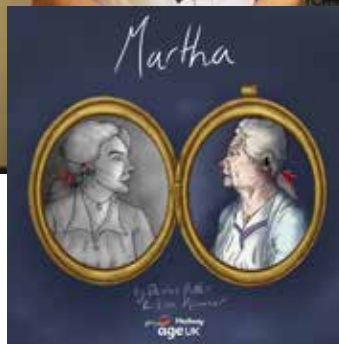
For more information, give Gillingham centre a call on **01634 380195**.



Age UK Medway 's charity song *Martha*



Singer of 'Martha' Dennis Potter, left, CEO of Age UK Medway John Norley, middle, and writer of 'Martha' Sue Plummer, right wearing our 'Martha' T-shirts



All original artwork by local artist James Doyle

As you may remember from our Summer edition, we were recently lucky enough to work together with the very talented local musician Dennis Potter and wonderful writer Sue Plummer to produce our very own charitable single. The song is very close to our hearts, as it is about a lady called Martha who lives with dementia and about how the memories she has and the love her family hold for her are still very real, and the challenges of her sometimes being able to recall them. We officially launched 'Martha' at our stall at Salute to the '40s we really enjoyed telling people about this project and why it means so much to us. We even designed our own Martha T-shirts which are still available to purchase now, along with a CD. Martha carries an important message, as she represents all those people who are living with dementia and the experiences which they and their loved ones have.

“It's such a fantastic opportunity to work with Sue and Dennis to bring a song to life that really speaks to the work we do with older people living with dementia, their carers and loved ones. We always try to remind ourselves that the person living with dementia is still very much there, just below the surface, with a lifetime of experiences and memories, and the work we do often gives us momentary glimpses into that person's life. The song just captures that perfectly, and really tugs at the heart strings. It helps us sum up the insight we gain through the privilege of working with our beneficiaries, I really hope that everyone who hears it, gets that connection, and continues to support our work locally.”

John Norley, CEO of Age UK Medway

If you would like to hear a sample of Martha, or see some of our T-shirts please:email annastansell@ageukmedway.org.uk or call **01634 572616**. Through the sale of our CDs and T-shirts, we are hoping that we can raise awareness of dementia, and raise funds towards for the vital services that we provide in the area.

Salute to the '40s

Befriending

225,000 older people often go for a whole week without speaking to anyone. Over 6 million older people say just a few minutes of conversation makes all the difference to their week. Can you imagine then, the difference an hour or so would make?

Volunteering as a Befriender will not only put the smile back on their face, but we guarantee it will put one on yours too! After all, who doesn't love a cuppa and a chat?!

After a while, you will forget that you're a volunteer, because in actual fact you have become a friend, and gained one too.

One of our current Befrienders, Tracy, says:

“What I get from being a Befriender for Age UK Medway is the delight on the face of the older ladies and gentlemen that we visit. The conversations that we have are a treasure to both of us. I feel that I am making a difference to someone else's life, as they are to my life too.”

If you would like to be that difference, call us on **01634 790140** or email susanparker@ageukmedway.org.uk today and become a Befriender for Age UK Medway.



To advertise in the next issue of this publication, please contact

Laurence

Tel: 01536 334218

Email:

laurence@lanceprint.co.uk

Once a year in September, The Historic Dockyard hosts 'Salute to the '40s', a family friendly vintage festival, and since Age UK Medway's head office resides in the Dockyard, it only seems right to get involved with all the fun and promote the integral services we provide to the local community. This year, Age UK Medway had a stall overlooking the river Medway, right in the heart of the fun fair.



Staff from Age UK Medway head office and all of our centres and services came together to create a fun-packed, vintage inspired stall with lots of treat and games to choose from. Our head office staff packed over 100 bags of retro sweets, our day centre staff baked over 200 slices of homemade bread pudding and our charity shop staff gathered a wonderful array of rare vintage items, as well as setting up a tombola.

There was also a coconut shy, where a coconut which resembled Hitler was the target, manned by our very own games master! We were lucky with the weather (maybe slightly too lucky, as the sun beamed down on the bread pudding warming it up again!) and a good time was had by all, speaking to people about the wonderful work that we do for our older local community.

Aside from saluting the '40s, we would also like to salute our staff, who volunteered their time preparing for, and running the stall, over the course of the weekend. Without our staff, we wouldn't be able to take part in big events like Salute to the '40s and we certainly wouldn't have as much fun doing it either.



Meal Delivery Service

Meal Delivery Squad



Our Meal Delivery Squad prepare homemade nutritious meals and deliver straight to your door 7 days a week!

All of our meals are lovingly prepared for you by our fully qualified catering team in one of our 5 star rated kitchens. Our meals are tailored to your individual dietary requirements and are delivered to you by a member of our meal delivery squad all of whom are vetted and trained. (Meal delivery food image)

We will bring you a hot, freshly cooked midday meal and dessert for just £8. You can even add a snack pack for £3.50 for later, consisting of a fresh sandwich, crisps, chocolate/ cake, and juice.

We are currently only offering this service in a singular postcode area, but we will be reaching out to the whole of the Medway Towns very soon, so watch this space!

We endeavour to get the food to your door, no matter the weather.



For more information, please contact the Meal Delivery Squad on **01634 724745**.

Garden Maintenance

by Beetlestone's



Age UK Medway are now partnered with Beetlestone's garden maintenance to give you yet another trustworthy service.

Prices for the service on average start at £20 per hour plus the cost of any materials used, Beetlestone's specialise in grass cutting, hedge cutting, turfing, lawn care, planting schemes and garden design meaning there are plenty of services they can help you with.

If you need help with your garden give them a call on **01634 317122!**



Homecare Services

As a care provider, we are inspected by the Care Quality Commission (CQC). Age UK Medway is currently rated as 'Good' by CQC.

Our friendly teams in Medway and Faversham are here to help you with all your care needs.



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 a member of your family. We offer a full range of care, assisting with:

- All personal care needs
- Breakfast calls
- Lunch and tea calls
- Assisting to bed

We also provide check calls, prompt medication, shopping and domestic calls across both Medway and Faversham.

What is it like to be a carer for Age UK Medway?

We are always on the lookout for Community Care Workers to join our outstanding team. As an organisation we maintain high quality standards, rated as good by CQC. Everyone within Homecare contributes to ensuring the clients experience is a positive one. This is also the reason that a lot of our carers have worked with us for 16 years or more.

Lesley, pictured below with our head office Labrador Barley, has worked with us for over 20 years.



For our carers, it's about building a relationship with our service users, lifting their spirits and making their day. Helping older people to maintain their dignity and independence is really important to us at Age UK Medway. Our main goal is for all older people to be able to love later life. Our carers feel that what they do is rewarding and invaluable, which is why many of our carers work for us long-term.

If you would like to know more about becoming a carer for Age UK Medway, or any other vacancies we have, call us on **01634 572616** or email alexvisser@ageukmedway.org.uk

Community Foot Care

If you're over 50 foot care becomes even more important, as age takes its toll, your skin thins, your joints begin to stiffen and your feet become more vulnerable to the cold. Not to mention the added difficulty from failing eyesight! It's because of this the Community Foot Care service was introduced as a way of helping older people keep those pesky toenails in check.

It isn't normal to have painful feet, and you shouldn't have to put up with it. Investing a bit of time and thought into caring for your feet now, can prevent them causing you pain. Listed below is what we can assist you with:

- 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 like nail fungus or other obvious early problems, and seeking professional advice
- Choosing suitable socks and footwear
- Helping to cut finger nails

The service operates between the hours of 9am and 1pm - one happy customer has said:

“ it's like walking on air! ”

If you would like to know more about community foot care, please call us on **01634 401099**.



Community Bathing

Age UK Medway operates a community bathing service. The service provides the required level of assistance to allow people to have a bath or shower safely in their own home. If you are interested in receiving more information about our Homecare services please give us a call on **01634 401099** for our Medway team, or **01795 506490** for our Faversham team. All information discussed is dealt with in the strictest confidence.

Please note:
Age UK Faversham Homecare Services has now joined with Age UK Medway, but you can view their current archived CQC report on our website, as well as Age UK Medway's current report.



Our Shop



Age UK Medway have been operating a charity shop in the heart of Gillingham on Skinner Street for over 20 years.

In that time we've seen many amazing things come through our doors and watched them leave again to a new loving home.

Over the last few years the shop has made a lot of progress with the types of products that we offer, one main example of this is in the introduction of electrical items. All of the electrical items are function and safety tested before sale. However it's not just electrical items that we have, we also have a large range of other products such as:

- Ladies, men's and children's clothing
- Books
- Bric-a-brac
- Household Items
- Children's toys
- Plus much, much more!

There are also some fantastic deals to be had, clothing prices start from as little as 50p, as well as any 3 items for £1.00 from our sale rails.

In February of this year we were lucky enough to be able to re-fit the shop allowing us to create a more open, organised and spacious feel, this has allowed us to provide the local community with even more great offers as well as a great shopping environment.

Make sure you stop by to see for yourself, our shop manager Jo and her lovely staff/volunteers would be delighted to see you!

Want to get involved and give back to the local community?

We're always looking for more items, so why not raid your roof space and clear your cellar's clutter. Then bring it down to the charity shop so it can carry on being loved by someone else, while supporting a local cause at the same time.

We wouldn't be able to continue to provide great value and quality items without the dedication of our volunteers. They sort out items as they come into the store, put out new items onto the shelves, along with assisting customers that may require assistance, and much much more. If you would like to know more about starting a volunteering adventure, contact us on 01634 790140 or

email : susanparker@ageukmedway.org.uk.

Address: 19 Skinner Street, Gillingham
Kent. ME7 1HD

Phone: 01634 854401

Information & Advice

Our Information and Advice team provide a free of charge and confidential service, where we can give you up to date, accurate information on most things affecting your quality of life.

You will most likely see at least one of our team at most local events around Medway, as it is important to us to connect with our local community and help out anywhere we can.



Karen, our I&A Manager at a recent Information & Advice event

We can help you with:

- Welfare benefits/form filling
- Housing issues
- Gas and electricity bills
- Aids and adaptations
- Care at home
- Residential care
- Health
- Discrimination
- Leisure and social activities
- Family and personal matters
- Other local services
- And most other things that affect your quality of life.

If we can't help you, we can put you in touch with people who can.

For more information about this service, please visit our website or contact our Information & Advice Team on **01634 853041**.

Membership Scheme



Age UK Medway offer three different membership schemes to suit everyone:

Full Membership

Members should be aged 50 and over and living in Medway, or those who look to Medway to provide care and support.

- A twice yearly magazine
- Regular mail shots of events and discounts on products and services.
- Information and invitations participate in consultation and campaigns.
- Access to the 200 club*
- Access organised day and afternoon trips*
- Access to subsidised services (i.e. foot care, hairdressing and lunch at the day centre when booked in advance)
- Access to a range of volunteering opportunities with full training provided
- Invitations to social and fundraising events
- Exclusive access to hire Age UK Medway centres (evening and weekends only)**
- Invitation to attend focus groups and or forum meetings and take part in surveys
- Regular updates on the charities activities and achievements through our social media outlets

*Fees will apply **Fees and terms apply

Dual Membership & Criteria

Members should be aged over 50 and living in Medway.

- This is a membership specifically designed for those living together. It enables both parties to become full members and enjoy all full member benefits at a reduced fee.

Supporting Member Benefits & Criteria

Supporting members can be of any age, wanting to support our work through fundraising and raising community awareness of the challenges of getting old.

- Twice yearly magazine
- Regular mail shots of events, discounts on products and services/
- Access to the 200 club*
- Able to access organised day and afternoon trips (if accompanied by a full member)
- Invitation to attend focus groups and or forum meetings and take part in surveys
- Regular updates on the charities activities and achievements through our social media outlets.
- Access to a range of volunteering opportunities with full training provided.

*Fees will apply

Handy Van Service

Have you spotted our Handy Van around the Medway towns?

Our Handy Van service can complete a variety of maintenance tasks in and around your home which will enable you or your loved ones to live safely and independently.

The service is delivered by our vetted handyman Tony Kenna, a multi-skilled tradesman who is able to bring a wide variety of knowledge and skills to the role.

Tony will provide an up-front estimate of each job, which will be based on an hourly rate £25, plus the cost of any materials used.

The Handy Van service can help you with:

- Fitting door locks, chains and key safes
- Fitting handrails and grab rails
- Small decorating jobs
- One off garden clearance
- Assembling flat pack furniture.



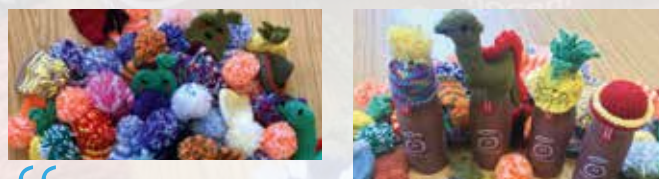
To arrange a free quotation contact us on **01634 572616** or email handyman@ageukmedway.org.uk

Big Knit 2019

Each winter, one older person dies needlessly every seven minutes because of the cold. With over a decade of support from knitters up and down the country, The Big Knit has raised vital funds to support local and national winter projects to help older people keep warm and well in winter through befriending visits, emergency cold weather support, warm meals and other vital services.

Age UK, who have partnered with innocent, want to see a world where no one has no one to turn to. In total, an incredible total of 1,500,034 tiny hats have been knitted around the UK! Each one of these will keep a smoothie's head warm this winter, and for every one sold, innocent will donate 25p to Age UK. Keep your eyes peeled to see them in shops across the country this winter!

Age UK Medway are pleased to announce that we raised over £300 towards the Big Knit this year. A huge thank you to all our knitters who contributed some amazing designs, as seen below:



“

The Big Knit campaign couldn't happen without the support of thousands of amazing people across the UK who take part and knit woolly hats to adorn innocent smoothies each year. ”

Douglas Lamont, CEO at Innocent

Other Matters

Cadbury are joining Age UK to fight loneliness

Have you seen Cadbury's donating their words?



There's a crisis in the UK. 1.4 million older people struggle with loneliness. 225,000 often go a whole week without speaking to anyone. Cadbury are donating the words from their Cadbury Dairy Milk bars to help. For every limited edition bar of Cadbury Dairy Milk sold, Cadbury will donate 30p to Age UK to help us support older people through our national advice line, telephone friendship service and more. their family to worry about them.

How we can all help:

- Start a conversation with an older person: It doesn't have to be much, just a quick chat about the weather or the football can brighten someone's day.
- Call an older relative: Pick up the phone and give your nan, your uncle or an older friend a ring! Even a 5 minute can make a difference.
- Check in on an older neighbour: Simply saying hello regularly can help older neighbours feel part of a caring community.
- Volunteer with Age UK Medway: Join us as a volunteer and start making a lasting difference to the lives of older people in your community.



Stay Healthy this Winter

Read some top tips from Age UK to help you stay healthy, warm and active this winter.

■ Get your free flu jab – even if you're fighting fit

Everyone aged 65 and over is entitled to a free flu jab from the doctor or pharmacist. The vaccines for this age group has an agent in which helps to boost your immune system's response to the vaccine. Even if you're fit and healthy, it's a great idea to get the jab to help protect yourself and others.

■ Ask about the pneumo jab

There's a vaccine for pneumonia too. Check if you're eligible when you get your flu jab.

■ Wash your hands regularly

Simple but effective – washing your hands helps stop germs spreading.

■ Stock up on cold and sore throat remedies

Your pharmacist can give you advice if you're feeling under the weather.

■ Wrap up well when you go out in the cold

Layering's the best way to keep warm in winter. Don't forget a hat, gloves, thick socks and a scarf. Try wrapping a scarf around your face before you go out in the cold. It'll warm up the cold air before you breathe it in, reducing the risk of chest infections.

■ Make sure your home is warm enough

The ideal room temperature you should be aiming for is about 21 degrees in your living room, and about 18 degrees in your bedroom.



■ Keep moving

Try not to sit still for more than one hour at a time. Even if you just move your arms and legs, it'll help keep you warm.

■ Eat well

Aim for at least one hot meal every day as well as warm drinks throughout the day. Having nutritious and varied food is important for good health and wellbeing.

Look out for others this winter

Age UK's top 5 tips to help others stay well this winter:

1. **Encourage everyone to look after their health.** As we get older, we need to take a bit more care of our health - even if we're fit as a fiddle. One of the easiest ways to protect ourselves from nasty winter bugs is to get the free flu jab. If you're a carer, you can get it for free too.
2. **Make time for relatives, friends and neighbours.** Darker nights and miserable weather can make it harder for people to get out and about. And if you're stuck at home, you can end up feeling lonely and a bit down. Calling for a chat, popping in for a cuppa or even sending a card in the post can really help let someone know you're thinking about them. (Remember our new service, Good Day Calls, if you're worried about a family member but don't have the time to check in every day).
3. **Ask if people have everything they need.** When bad weather makes it harder to get out, popping out to run a few errands or doing an online shop could be a big help to someone.
4. **Check their home is warm enough.** Over half of older people worry about bills in winter, and around 1 million people aged over 60 live in fuel poverty, meaning they can't afford to heat their homes properly. The ideal temperature for your living room is 21 degrees, while in the bedroom 18 degrees is best. If the house feels very cold or someone's worried about heating their home, call our Information & Advice team on **01634 853041**.
5. **Help make sure everyone can get out and about safely.** When it's icy or wet outside, it's easier to slip and fall. So helping to keep paths and driveways clear and salting steps and slopes could make a big difference. Green mould is particularly slippery, but power-washing can get rid of it.

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For more information please contact us on **01634 400009** or visit our website at www.avantecare.org.uk

CQC Overall Rating - 10 April 2018

Outstanding

Palmerston Road,
Chatham, Kent ME4 6LU





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