

## Peartree Centre Office

**Advocacy:** Free telephone support and encouragement to help older people's voices to be heard

01908 550700

**Independent Living Service:** Shopping, cleaning, gardening and handyperson, relief care sitting-service and toenail cutting in your home

01908 557874

**Technology Help Service:** Free support in using technology for people aged 55+ in the comfort of their home

01908 550700

**Befriending Service:** A volunteer will visit on a regular basis for a friendly chat and to see that things are generally going well

01908 550700

**Walking Befrienders:** Our friendly volunteer will visit you at home and walk with you in your local area

01908 550700

**Hospital aftercare service:** Emotional and practical support for up to 6 weeks after hospital discharge

01908 996073

**Live Life MK:** Social, emotional and practical help to people who might be feeling lonely and anxious

01908 973720

**Day activities:** Offering older people the chance to meet and make friends

01908 550700

**Meal service:** Home style freshly cooked meals delivered to your doorstep

01908 550700

**Home & Furniture store**

Open Monday-Saturday 01908 263 838

Registered charity 1079773

📍 Age UK Milton Keynes,  
The Peartree Centre,  
1 Chadds Lane, Milton Keynes  
MK6 3EB

✉ [www.ageukmiltonkeynes.org.uk](http://www.ageukmiltonkeynes.org.uk)

☎ 01908 550 700



## LAUNCH OF THE LONG LUNCH

In April, we were delighted to relaunch our lunch club, known as **LONG LUNCH**, which is situated at our Peartree Centre. This had been closed since March 2020 due to the pandemic. The new format is action-packed with activities, entertainment and exercises, as well as a delicious two-course hot meal and regular refreshments. It has been a much-missed club and watching the joy of old friends meeting up again for the first time in over two years was a wonderful sight to see. Clients share a lot of laughter as well as exercising their vocal chords with regular sing-a-longs!

It would have been impossible to run this club without the dedication of our fantastic staff and volunteers, who work tirelessly to make the day engaging and fun for all.

Long Lunch runs on Wednesdays 10.30am - 2.30pm and costs £10 per session.



# Afternoon Befriending Tea



After the lift of COVID restrictions, our Befriending service held its first Afternoon Tea in May. This was hosted by a local company, Renewi, with eight staff visiting the Peartree Centre to decorate, provide and serve food and tea to clients, staff and volunteers. We would like to send a heart-warming thank you to Renewi and all its staff for a fun-filled afternoon where clients, staff and volunteers got to socialise and share great stories.



“On behalf of my 3 clients and myself, a great afternoon was had by all. Well done Sam and Paula!”

‘Thank you for a fabulous afternoon tea. It was really beautiful, well done, my Joy loved it and was amazed how nice everyone was!’



# Independent Living Service

This service has gone back to business as usual through providing home support to enable clients to live independently at home. We have recruited 2 new footcare practitioners to the footcare service and are actively seeking more recruits into the various components of the service.

This month, we will SPOTLIGHT on Julie, one of our staff and go through a day in her life in the Independent Living Service.

## SPOTLIGHT



Julie is a home support worker from the Independent Living Service. Initially, Julie was with the Befriending service but felt as though she wanted to do more to help older people in the community. She applied for the role of home support worker and says 'I have been happy ever since I did that because it doesn't feel like I am working a job'.

She states that 'every day is different' and she looks forward to going out to help clients every day. Julie states how diverse her role is. A typical day can look like this for Julie:

On a Monday, Julie goes to visit her first client. She spends 2 hours with her client, helping to complete various tasks such as dusting, hoovering, changing the sheets, doing the laundry and preparing some food.

With the next client, she helps with cleaning the house, doing the laundry, ironing clothes, and preparing meals. As Julie mentions 'It's the little things such as changing my client's coffee filter or having a chat that make a difference'.

She then goes to volunteer as an admin assistant at the Peartree Centre.

No Monday is the same for Julie. 'You've got to use your initiative to see what is presented to you on the day and adapt to it'. She explains how this week she may be out shopping for clothes with her clients and another week she may be sorting out books with her client at home. The most important thing for Julie is 'being there for my clients when they need it, going for walks and lifting their spirit'.

## Meal Delivery Service

We continue to prepare and deliver healthy meals to our clients all over Milton Keynes. Clients from the meal delivery service say:

“Please pass on my thanks to the Meal Service, the food is **marvellous**, and I look forward every Tuesday and Thursday to getting my delivery. As soon as the door closes, I dive straight into the bag as I am **excited** to see what it is. It cheers me up every week to get these **healthy meals**, and I don't have to worry about food. ”

We would like to use this opportunity to thank our chef Kris, volunteers, and our drivers that ensure the smooth running of this service.





We would like to thank all our volunteers that work in our various services, tirelessly giving their all. Currently we have over 300 extraordinary volunteers across our services that ensure the overall smooth running of Age UK Milton Keynes. We constantly receive heart-warming messages from our clients about how the service that our volunteers offer to them makes a difference in their lives.

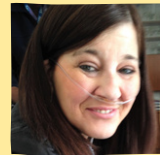
‘Thank you so much for introducing me to Ian. He is such a nice gentleman and he even painted my garden table with me.’

Mrs. A has been paired with a volunteer walking befriender for about 6 months. They recently went out shopping and went to the movies afterwards. Mrs. A had this to say ‘I will be lost without my volunteer, I wish she could move in with me’.

Mrs. A now has the confidence to go out on her own shopping without her volunteer befriender.

### A special mention to a remarkable lady

With great sadness we announce the loss of one of our dedicated volunteers, Julie Shepherd, who passed away in March 2022. Julie joined Age UK MK in February 2016 as a befriender and was actively volunteering when she sadly passed. Her clients report that ‘Julie was a lovely lady who went above and beyond in her job’.



Julie’s brother also mentions that Julie had an illness that gave her a life expectancy of a couple of years however she survived a decade. Her family believes that Julie’s volunteering in the Befriending service gave her a sense of purpose that made her live longer. We will miss Julie dearly and our hearts go out to her family at this time

### VOLUNTEERS’ WEEK 2022

1st – 7th June

A time to say thanks!

Volunteers’ Week is an annual celebration of the contribution millions of people make across the UK through volunteering.

An awards ceremony was put together for our volunteers at the Peartree Centre to recognise and thank them for their selfless contribution in the community.



#### Volunteer Vacancies

- Fundraising/ Events**
- IT Support**
- Retail Support in our Stores**
- Long Lunch Volunteers**

To apply please contact us on  
01908 550 700

For Volunteers' Week, one of our befrienders, Jan and her client, Vivienne, were featured on MK Pulse Magazine and talked about how beneficial they both have found our Walking Befriending service at Age UK MK.



# Social Prescribing

During the summer, we had the opportunity to publish an article about Social Prescribing for Bletchley, Fenny Stratford Town Council newsletter. This article highlights the role social prescribing plays in improving people's lives and wellbeing in Milton Keynes.

Our Social Prescribing service at Age UK Milton Keynes is for all adults aged 18 and over and registered with a GP.

The article focused on Pamela's experience and how she has benefited from Age UK Milton Keynes' social Prescribing service.

Want to find out more about Social Prescribing in Milton Keynes?  
Please visit our website at [www.ageukmiltonkeynes](http://www.ageukmiltonkeynes) or call 01908 550700



Have you heard about Social Prescribing?  
Did you know Social Prescribing improves people's health and wellbeing?

Pamela, a resident of Fenny Stratford and Bletchley Parish Council, is keen to share how Social Prescribing has made a difference to her own health and wellbeing.



Age UK Milton Keynes provides a free Social Prescribing service for adults 18+ living in Milton Keynes, commissioned by BLMK Integrated Care Partnership. We describe Social Prescribing as "an approach to empower people to have the best wellbeing possible through engagement with the community."

Pamela was referred to Social Prescribing, Live Life as she was using expensive accessible taxis, feeling bored and unable to go out as often as she needed to – this was having an impact on how she felt: she described "I was very down when we first met." Pamela met Lucy, Social Prescribing Link Worker, and through conversation explored her health and wellbeing, what is important to her and what she would like to achieve. Pamela's goals were to go out, using affordable transport, to meet other people. Since meeting Lucy, Pamela has applied and received a disabled bus pass, registered for the MK Connect Service, and now enjoys being independent, feeling safe to go out. Lucy supported Pamela for the initial trip, ensuring Pamela felt confident using the app to book transport. Since that first trip Pamela has made several journeys "its brilliant everyone talks to you.....it has lifted my mood, unbelievable." Lucy referred Pamela to Arts on Prescription, AgeUK Milton Keynes Friendship Group and found other social groups for Pamela to join. Pamela says all of this will help her not only meet people but find out what is happening. Pamela explains the difference Social Prescribing has made "I am going to bed at night and actually sleeping...instead of sitting up all night thinking what am I going to do tomorrow...everything is totally different, how I am dressing, going out all over the place...I'm on Life." Social Prescribing really does improve people's health and wellbeing, Pamela describes it as "like Pandora's box...you open the box and see how many things you can do...there's all sorts of things that can help."



Thank You to Pamela for sharing her experience of Social Prescribing.

Karen Duggan, Social Prescribing Manager, Age UK Milton Keynes  
If you would like to know more or refer yourself, please contact us:  
Tel: 01908 550700 Text: 07849083222 Email: [Live.Life@nhs.net](mailto:Live.Life@nhs.net)



## Day activities

Our Friendship & Long Lunch presented a painting collection named "Four Seasons" A project that they have been working on for these past few months. Members of both clubs all contributed to the creation of these masterpieces. We would like to thank Alan Warner & club members for their efforts and artistic talent in bringing these pieces to life.





## YOUR GUIDE TO ADULT SOCIAL CARE IN MILTON KEYNES

You may ask, 'What is the difference between social care and health care from the NHS?' Social care, unlike the health care you receive from the NHS pays particular attention to practical support for independent living. These services are usually provided in the community rather than at a GP practice or hospital such as in people's homes and care homes.

Understanding the types of care and support available and knowing where to find the correct information in Milton Keynes is important if you or someone you love needs social care.

In this article, we will be going through some of the frequently asked questions about adult social care. You will also be signposted to the appropriate services at local and national level.

**How do I receive help through social care?**

The first step is to speak to Milton Keynes council adult social services department and ask for an assessment. If you need care for yourself, this is referred to as 'needs assessment', 'care assessment' or 'customer assessment'. If you provide unpaid care for a friend or family member, this assessment is called 'carers assessment'.

You may be offered an assessment after being discharged from the hospital at home and this is called a 'discharge to assess' or a 'home first' assessment.

Additionally, the NHS can assess adults with complex and long-term health needs for social care support. This is known as 'NHS Continuing Healthcare' or 'NHS CHC' which involves a separate assessment from the needs assessment carried out by the local authorities.

If you need more information concerning the type of social care assessment you need, check out the website of Carers UK.

**Who can access adult social care support?**

All adults over 18 years are eligible for an assessment to determine if they qualify for help or support. This assessment is free of charge. Adults can require care due to certain factors such as old age, poverty, disability, and illness.

If you require support and receive help from 'unpaid carers' such as family and friends, you could be entitled to support for mental health, finances, and care training.

If you are eligible for social care support after the assessment, you can speak to your council concerning your social care support details. Such details include 'care package', 'care plan' or 'support package'.

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**How do I pay for social care?**

Another type of assessment called a 'financial assessment' or 'means test' will determine your eligibility for free or paid social care.

The criteria used in means test involve the local authority looking at your financial assets including pensions, savings, earnings or investments. If you want to receive support at home, the cost of your home will not be included under your assets by the council. If you plan to receive support in a residential care home, the council will include the cost of your home under your assets.

There are 2 thresholds for the means test:

1. The local authority will pay for your care in full if you have assets below £14,250.
2. If you have assets between £14,250 and £23,250 the local authority will pay partially for your care.

If you are eligible for financial support, the local authority will provide a personal budget that you can spend on local services. You can ask the council to:

- Manage your personal budget for you and arrange for services based on your care plan
- Pay the money to a care organization of your choice to arrange for services based on your care plan
- Pay the money directly to you to arrange the services by yourself. This is known as 'direct payments'



## YOUR GUIDE TO ADULT SOCIAL CARE IN MILTON KEYNES

If your assessment finds that you are not eligible, you might be eligible instead for the 'NHS- funded nursing care'. With this, the NHS will contribute to the cost of your nursing care, for example, in a care home.

What type of Support is available through Social Care? Milton Keynes Council is responsible for managing social care services in our area. Councils can also buy services from care providers. Some local services include;

Support to enable people to develop skills needed to live independently. These are also known as short- term support and can involve help with doing certain activities after an illness or injury

Support with personal care such as getting up in the morning, washing, dressing and using the toilet

Support with household tasks such as cooking, cleaning and shopping

- Support finding housing for people affected with homelessness who have care needs following a needs assessment
- Support with 'day care services' involving organizing physical, leisure and social activities by meeting up with people, sharing meals and refreshments, and speaking to someone about health issues
- Support with respite care where you might have your care needs met by different carers or in a different location for a few hours, overnight stay or even longer.

Milton Keynes Council can offer social care services in settings such as:

- At home often called home care or domiciliary care
- In a care or nursing home often called residential care
- In a specialist home often called sheltered housing, supported living or assisted living

In a day care setting such as day care centres, sports centres, cafes and restaurants.

### Social Care Reform

On September 7, 2021, the Prime Minister in a statement to the House of Commons announced his plans to increase funding for health and social care through the 'Health and Social Care Levy'.

Also included was a plan to introduce a cap of £86,000 on care costs taking place from October 2023. This means that from next year, no one should spend more than £86,000 on personal care over their lifetime.

The thresholds for financial support will also change.

- People with assets below £20,000 will be eligible for free care
- People with assets between £20,000 and £100,000 will have to contribute towards their care on a sliding scale. Once the cap of £86,000 is reached, people will no longer have to pay for their personal care costs, however, there may still be charges for other types of care. (contribution)
- People with assets over £100,000 will have to pay for their care in full. Once the cap of £86,000 is reached they will no longer pay for personal care, however there may still be charges for other types of care.

### How Can We Help?

At Age UK MK, our Information & Advice service offers free, confidential and independent information and advice on any aspect of life. This service also offers benefit checks and can support in making a claim. For more details please contact 01908 550700 or visit our website.

In addition, our Social Prescribing service enables you to improve your health and wellbeing. We work alongside Adult Social Care either receiving referrals from them or advising clients to contact Adult Social Care.

If you would like to know more or refer yourself, please contact us:

Tel: 01908 973720 Text: 07849083222 Email:

Live.Life@nhs.net

Healthwatch Milton Keynes, 2021

# Events

The **Pre-loved Fashion Show** was a blast as our models put on their best catwalk and showcased some of the clothes and accessories from our shops. This event took place in Bletchley.

We had a fundraising event hosted by **Roni's Car Wash** which raised £660. We would like to say a very big thank you to Roni.

Age UK MK participated in the **MK Marathon** in April and raised £1253. Staff and volunteers came out to man the water station down at CMK. We would like to thank our staff and volunteers and our runners- Scott, Heidi, Paul and Henry.

Our **Spring Jubilee Quiz** was hosted by Paul and Chloe from Renewi. A big thanks to them and everyone that attended.

The **Big Knit Innocent smoothie Campaign** has come to an end. We managed to reach our target of 15, 540 knitted hats which raised us £3, 885. A big thank you to all of our knitters, volunteers and Christine Nash who coordinated the campaign. Watch this space for next year's target!

We would like to use this opportunity to thank you all for your generous contributions and acts of service. All money raised from our events help to support the older people in Milton Keynes.

Fancy holding a fundraising event on our behalf?  
Send us an email at [events@ageukmiltonkeynes.org.uk](mailto:events@ageukmiltonkeynes.org.uk)

We are always looking for volunteers to assist us at our events.  
If you would like to volunteer please email [paula.ayers@ageukmiltonkeynes.org.uk](mailto:paula.ayers@ageukmiltonkeynes.org.uk)



# Retail

Renovation works have been carried out in our Home and Furniture store to give it a modern look and allowing more space for customers to see the wonderful goods we have to sell.

The focus of the retail stores has been to bring awareness of how sustainable we are as we recycle pre- loved items that not only help the environment, but also help people by providing good products at good prices.

We are pleased to announce our contract with Furniture Village. This will enable us to provide brand new furniture in addition to pre- loved ones at our Kiln Farm site.

Our Stony Stratford shop window display for the Queen's Jubilee was showcased across Reuters social media accounts. It was an amazing window display.



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