

# Engage

Age UK Northamptonshire magazine Spring/Summer 2017



**Fundraising** Recipe Campaigning more



# Are you caring for or helping to look after someone suffering with Dementia or Mental Health issues?

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## Meet the team...

## **Foreword**

### From the Chief Officer

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inter is behind us and Engage is thinking about the year ahead. Whether you are planning a summer holiday or an easy meal to share with friends as the evenings get longer, our latest edition has something of interest. We undoubtedly need a bit of cheering up. These are uncertain times: with the crisis in the NHS and in Social Care and questions about the future of our nation, it is good to know that people still care. We will attempt to explain those crises and how Age **UK** Northamptonshire is trying to help to find solutions. We will tell you all about the work Age UK Northamptonshire staff are doing to support older people and their carers through those critical few weeks at the end of someone's life and we will be sharing a day in the life of our Volunteer Coordinator



who talks about the absolutely vital work of finding the volunteers without whom we could not hope to survive. I hope that this edition of Engage offers you a little window into a kinder more caring world.



**Liam Condron** Chief Officer T 01604 611200 E liam.condron@ ageuknorthants.org.uk Age UK Northamptonshire



# Campaigning with Age UK

It would be easy to assume that Brexit is the only issue on the political agenda but we know that many other issues have a huge impact on the lives of ordinary people. Here are just a few of the campaigns that Age UK colleagues across the Country have been involved in, all of them trying to make life a little better for older people.



## Loneliness

**200,000** older people have not had a conversation with friends or family for a month. 3.9 million older people agree the television is their main form of company. Loneliness can be as harmful to health as smoking 15 cigarettes a day.

During her time as an MP, Jo Cox was dedicated to combating loneliness in the UK. She formed an independent, cross-party Commission of MPs and charities to highlight the fact that we can all do something to help lonely people in our community. Following her tragic murder, the Commission has been taken forward in Jo's memory by Rachel Reeves MP from Labour and Seema Kennedy MP from the Conservatives in order to, in Jo's words, 'turbo charge the public's awareness of loneliness.'

Age UK is proud to be a member of the Jo Cox Commission on Loneliness which aims to tackle the silent epidemic of loneliness. In partnership with other charities, Age UK is proud to be leading the national spotlight on older people and this national initiative will provide a fantastic opportunity to showcase the vital work we do to tackle loneliness. Please write to your MP about combatting loneliness in our community. If you use social media, please follow Age UK on Facebook and Twitter and show your support using #HappytoChat

### Park Home Owners Justice Campaign

Northamptonshire boasts a number of Park Home sites and we have raised issues about the impact of cold park homes on the health of older people. Most park home residents are over 55, and many are on low incomes. Now Age UK is supporting a campaign called the Park Home Owners Justice Campaign.

Park home site owners are able to levy a 10% commission fee when residents sell their park home – even though residents

complain that it is unclear what site owners do with the money, they are compelled to pay.

The Park Home Owners
Justice Campaign has been
campaigning to have this 10%
Commission Fee reviewed.
They mobilised hundreds
of retired park home owner/
residents to attend a mass rally
in Westminster on Tuesday 21st
March where they delivered
their petition to Number 10,
with similar rallies taking place
in Wales and Scotland.



## Attendance Allowance

As we get older, many of us find ourselves having to cope with illness and disability. This can bring with it higher costs for things like care, specialist food, equipment, clothing, and transport.

Attendance Allowance is a weekly payment that helps older disabled people meet some of those extra costs and it is vital to hundreds of thousands of older people if they are to stay independent in their own homes.

But Attendance Allowance was under threat. Like other disability benefits, Attendance Allowance is managed nationally by the Department for Work and Pensions. But the Government proposed passing responsibility for Attendance Allowance to councils, which would create a postcode lottery of support for older disabled people and put the future of the benefit under threat. We were worried that council budgets wouldn't be able to keep pace with the needs of their ageing populations and this would have meant many older people could be left to struggle by with less help or even no support at all.

On 16 November 2016, we delivered an open letter to the Government, signed by more than 14,000 people. This letter

voiced your concerns about the proposals and called on the Government to protect Attendance Allowance. More than 2,000 of us also emailed our MPs asking them to call on the Government not to go ahead with the changes. All of this sent a strong message to the Government, and on 19 January 2017 the Secretary of State for Communities and Local Government, Sajid Javid, announced that Attendance Allowance will not be transferred to councils.

A massive thank you to everyone who helped support our campaign - we couldn't have achieved any of this without you.

# Spring Budget

In the Spring Budget for 2017, the Chancellor announced that the Government would prioritise a stable system of social care in England. He committed to:

- ★2 billion for councils in England over the next
   3 years to spend on adult social care services
- increased support for integration of health and social care
- a Green Paper to be published later this year which would include a range of options to put the funding of the social care system on a more secure and sustainable long-term footing

Caroline Abrahams, Charity Director at the national Age UK said,

"We absolutely welcome the Chancellor's announcement of a Social Care Green Paper in the autumn, and Age UK looks forward to influencing and supporting its development. However, we fear that the emergency funding package, welcome though it is, may not be enough to meet the needs of older people who require care and their families. There is a pressing need to give social care real stability. and providers, commissioners and users more confidence. We will wait and see if the extra funding announced today does enough in these respects and we are ready to hold the Government to account if it does not."

# The NHS and Social Care – Understanding the Crisis

If you have watched the news or read a newspaper over the last few months you will know about the deepening crisis in the NHS, you may have even learnt that at the heart of the problem is the even deeper crisis in social care. So how are the two connected, what's the problem and how do we get out of it?



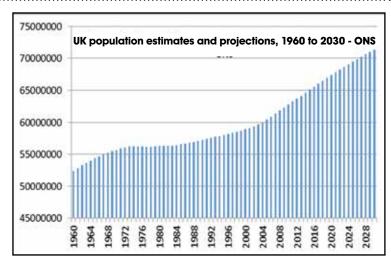
ver the last 30 years the NHS budget has grown from the equivalent of around \$\neq 40\$ billion to around \$\neq 120\$ billion today. Why - because the population is growing and ageing. It costs around five times more to care for an average 85 year old than for an average 30 year old and the number of UK residents aged 90 and over has almost tripled since the early 1980s.

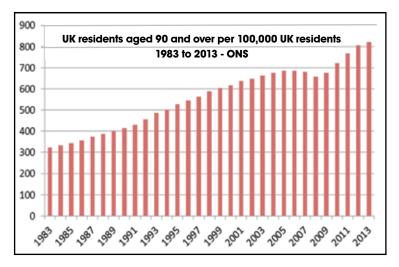
So is it older people's fault? Well no, because very few of us are average, there are some very sick and disabled 30 year olds who over their lifetime will cost many times more than a healthy 85 year old who asks nothing from the NHS until the final weeks or months of their life. If older people are the problem then we are all the problem. We all want the right NHS not just for ourselves but for our children as they age in their turn.

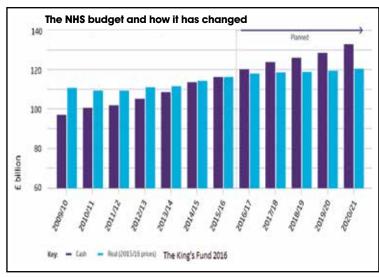
Inevitably, part of the problem is that more conditions are now treatable and the costs of treatment and drugs are increasing - and many more of us are getting ill as a result of obesity, smoking, drugs and alcohol.

Meanwhile we have had to deal with the impact of economic crisis and austerity, so even though NHS budgets are growing, they're growing more slowly than in the past and the UK now spends less on health than most countries in Europe and it is certainly not keeping pace with the pressures on the health system.

With pressures so great, the focus naturally turns to ensuring that only those who need it are occupying a bed in hospital, that admissions to hospital are well planned, that people flow quickly through the hospital and are quickly discharged back out into the community, making way for new patients coming in. But this is not happening.







Increasing health pressures mean more people are turning up as emergencies in A&E departments. These A&E departments struggle to see people quickly enough or find beds for those who need to be admitted. Beds are often occupied by people who no longer need to be in hospital but for the fact that they can't cope at home because the service is not there in the community to care for them and keep them safe.

And this is because social care spending has also stopped increasing with the level of need. It is particularly older people who

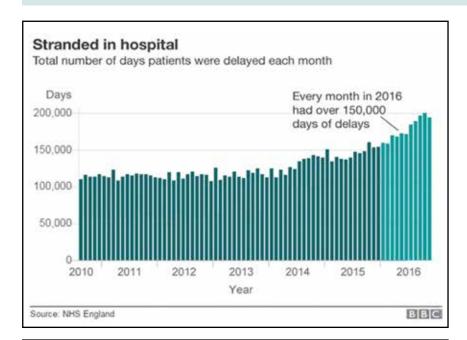
are suffering. The numbers of older people receiving care dropped by 25% between 2008 and 2014 and according to a recent report by Age UK, the numbers of older people who don't get the social care they need has risen to 1.2 million – up by 48% since 2010.

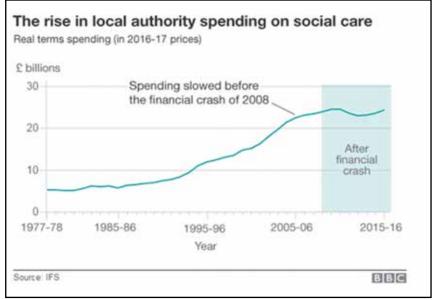
Age UK's analysis shows that 696,500 older people do not receive any help at all, from either paid carers or family and friends, and that a further 487,400 receive some help but not enough, often because help is only available at particular

times of day or their carers are able to manage some tasks but not others. 535,300 of the 1,243,300 people aged 65+ who struggle to wash/get in the bath don't get the care they need. 222,600 older people need but don't get help going to the toilet. 718,600 older people struggle to get out of bed on their own but 343,500 do not receive the help they need and 281,500 do not get the help they need at mealtimes. If those people are struggling to cope at home, it will come as no surprise that their health deteriorates and they end up needing the doctor. the hospital or residential care.

We believe that Age UK Northamptonshire has a significant contribution to make in resolving the critical pressure on our healthcare system and its impact on older people. We work in hospital A&E departments and have supported hospital dementia wards. Working with private healthcare provider Primecare on our End of Life services contract, we enabled 360 people to spend their last weeks in their own homes surrounded by the people they love. The pilot Collaborative Care Teams which we established in partnership with Nene Clinical Commissioning Group successfully tested a voluntary sector led approach to the integration of care around older people at most risk of going into hospital. We support older people most at risk to regain their independence by finding simple solutions to reduce the need for a hospital or residential care admission.

Our A Little Help service supported over 500 people to stay out of hospital last year and maintained contact with over 100 vulnerable people after discharge from the service. Our Hospital Aftercare service supported around 600 people back to independence after a stay in hospital and staff in our Accident and Emergency service at Northampton General Hospital supported over 1200 patients in the A&E department during the year.







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16 June	Sandown	5	Trouville Hotel	Isle of wight tour	£28
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10 July	Scotland	5	Arrochar Hotel	Lochs, Rails & Nature	£365
14 July	HaylingIsland	4	Mill Rythe HC	Tribute to the Greats	£195
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# **Fruit and Vegetables**

As the weather gets warmer we often start to think about eating different foods. This is a time when our attention is caught by the array of fruit and vegetables that appear in the stores as well as in the gardens and hedgerows.



The eatwell guide has been produced by Public Health England and replaces the well-known eatwell plate. As can be seen fruit and vegetables is one of the bigger sections and advocates that at least 5 portions of fruit and vegetables should be eaten each day.

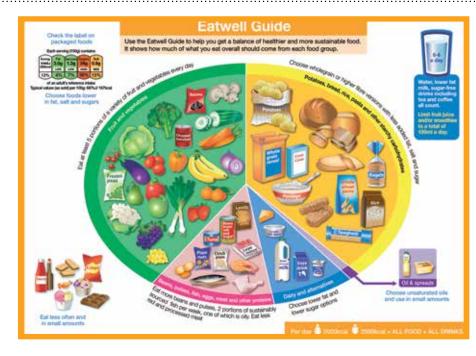
### Portion Sizes

A portion is a medium apple, orange, peach or pear, half a grapefruit, handful of grapes, raspberries or strawberries, 2 tablespoons of cooked vegetables or a bowl of salad. Each portion is about 80g. So each day a total of 400g of fruit and vegetables should be eaten.

A glass of fruit juice also counts as a portion but even if more than a glass is taken it only counts as one portion this is because the fibre has been removed and the sugar released into the juice. A portion of pulses such as baked beans, chick peas and lentils can also be counted once as these vegetables are dried and therefore have less vitamin C than the fresh equivalent fruit or vegetable.

### What is in fruit and vegetables?

Fruit and vegetables provide antioxidants which are valuable in preventing diseases.



Vitamin C is a key antioxidant and also beta carotene.

Fibre which helps to keep the bowel functioning properly is found in most fruit and vegetables.

Fruit and vegetables are naturally low in fat (except for avocado and olives) and hence calories. They are also naturally low in salt.

### Benefits of fruit and vegetables

Eating plenty of fruit and vegetables helps to prevent cancers and diseases such as coronary heart disease and high blood pressure. Fruit and vegetables can be raw, frozen, canned or dried as well as cooked.

While potatoes are classed as a vegetable by many people in the eatwell plate they are classed as a starchy food.

The British Dietetic Association has a fact sheet on how to eat 5 portions of fruit and vegetables per day plus a wealth of other useful fact sheets. https://www.bda.uk.com/foodfacts/home

Written by Dr Mabel Blades, Independent Freelance Registered Dietician & Nutritionist. Nutrition and Dietetic Services, 202 Newton Rd, Rushden, Northants, NN10 0SY – Email: Blog; mabelonamission.blogspot.co.uk



# Summer Recipe

If you like pizza then you'll love this homemade, healthy version. You can make your own pastry base and separate it into six balls and freeze five to be topped another time. If you have grandchildren they will find this fun too.



## RECIPE

Easy-peazy pizza

PREP TIME 15-20 minutes

**COOK TIME 15 Minutes** 

**SERVES** 6 portions

**DATE** Summer 2017

The toppings contain vegetables for vitamins and minerals to support the body and a little cheese for calcium. If you mix some wholemeal flour, there will be more fibre in the pizza to support digestion and a slower carbohydrate release to level your blood sugars.

### METHOD FOR THE PASTRY BASE

Put the flour into a large mixing bowl.

Add the baking powder, herbs and pepper.

Rub the margarine/butter into the dry ingredients with your fingertips until it resembles breadcrumbs.

Add the milk and use your hands or a spoon to bring the mixture together into a dough.

Separate the dough into six equal-sized balls and flatten into a circle on a greased baking tray.

Freeze any balls that you are not going to use.

### METHOD FOR THE TOPPING

Spread the tomato puree over the dough.

Add toppings of your choice.

Top with a sprinkle of grated, strong cheese and some oregano or basil, according to your taste.

Bake for 15-20 minutes in the middle of a pre-heated oven at gas mark 6/200°C/400°F until the cheese is bubbling.

### **INGREDIENTS**

225g/8oz self-raising flour (or replace half with wholemeal flour or half with self-raising wholemeal flour)

1 tsp baking powder

1/4 tsp black pepper

1/4 tsp dried or fresh chopped basil and oregano

150ml/1/4 pint semi-skimmed milk

25g/1oz low-fat margarine or butter

### Ingredients - topping

Tomato puree, Grated strong cheese use mature cheddar as less is required and reduces fat content in recipes or grated mozzarella

1 tbsp fresh or 1 tsp dried oregano or basil

### Choose any of the following:

Tomato slices, sliced peppers, sliced mushrooms, ringed onions, courgette wheels/slices, sweetcorn, pineapple

pieces, anchovies

# The Real 'Phone a Friend' Service!

Many of us used to hear contestants in 'Who wants to be a Millionaire' say "I'd like to phone a friend, please". Well, we can't help to win you a million, but we may be able to offer you the chance to speak to a new friend on the phone by joining our Telephone Befriending Service.



n 2016 Age UK
Northamptonshire launched our telephone befriending service. This is a free service, offering older people in the community the chance to enjoy a weekly social chat with a volunteer. Many people find that they value a regular call from a friendly voice; someone who, over time, they come to know and who comes to know them.

All our volunteers undergo specific training to ensure the service is delivered in a way that is both professional and friendly. So, whether you prefer not to attend larger social groups, or whether you live in a more rural area where services are difficult to access, then a weekly phone call from the same volunteer might be just the thing for you to maintain essential communication with someone and help you feel less isolated.

.....

And don't forget that, if you ever need it, the friendly voice on the end of your call can put you in touch with the full range of help, advice, support, and services that Age UK Northamptonshire offers.

If you would like to volunteer to support this service, we would ask that you have a friendly and clear manner and would be prepared to make regular contact with a couple of clients at a convenient agreed time. You would receive a full induction for the role and would also be expected to keep in regular touch with the service coordinator, Jo Gunnett, who will provide help, support and advice if required. This is a rewarding role that you can perform by calling either from home or from one of our offices if you prefer. You would be helping prevent someone from being isolated and lonely by becoming a regular caller, and would gain a great deal from making friends and having a social chat with an older person.

The service may not be suitable for everyone. For example, people with memory or severe hearing loss, dementia or mental health issues may require higher level support than this service can provide. These conditions may affect the person's ability to build a telephone friendship with a volunteer. In some instances, people with these conditions may actually find the calls more distressing and we would try to find other support options.

All requests and enquiries for telephone befriending, whether as a client or as a volunteer for the service, should be directed in the first instance to the Access Team on 08456 772 220 who will discuss needs, availability and suitability with you and then put you in touch with the service coordinator, Jo Gunnett. Information on this, and all our other services can be found on our website:- http://www.ageuk.org.uk/northamptonshire/





# **Our services**

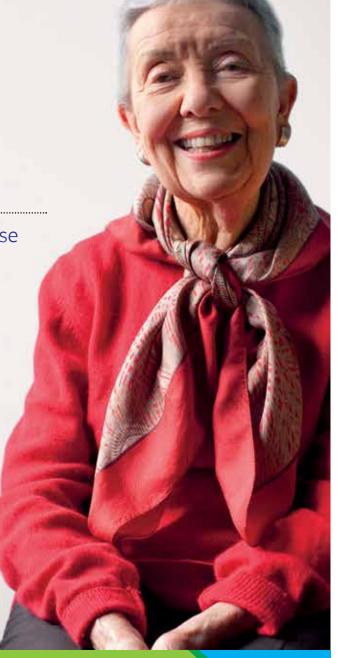
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To find out more about our services please call

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www.ageuk.org.uk/northamptonshire



# The Extra Help Team, Age UK Northamptonshire

It may come as a surprise to you to learn that Age UK Northamptonshire provides End of Life Care in the community.





or us this means a team of 30+ carers known as the Extra Help Team, delivering personal care around the clock to individuals in their own homes. We receive all of our referrals from health care professionals, via a Coordination Centre in Birmingham, which is owned by Primecare, and with whom we work in partnership.

The service commenced in December 2010, with a remit of providing End of Life Care to patients who were deemed to be in the last 8 weeks of life and whose preferred place of care prior to death was in their own homes.

I think it would be fair to say that we had little idea how things would work out in those first few weeks, with a staff team of just 12 providing 300 hours of care each week between them. In April 2011 the staff team doubled in size, and our capacity increased to 550 hours per week. Staff work 365 days a year, 24 hours a day. During an average week this includes 12 night sits.

You might think that End of Life Care is morbid or depressing, but this is far from the reality. Let me allow some of the staff to speak for themselves.

"My job with Age UK Northamptonshire Extra Help Team is such a rewarding, fulfilling and worthwhile job which I thoroughly enjoy."

Janet Smith, Carer.

The service is fully funded by health, and therefore is of no cost to our patients and their families. Despite lots of planning prior to the set-up of the team we little knew what it would become; but within days the staff, fully trained to do so, found themselves providing personal care to people who were "I love my job,
meeting new people all
the time; we get to support
families and patients at a
time in their life where they
sometimes do not know which
way to turn. We become
friends and build on trust and
relationships very quickly."

Lisa Jefferson, Carer.

bedbound and very unwell.
Initially other health care
professionals were sceptical
of this new service being
delivered by a charity with
little relevant experience in
the field, but very quickly
we earned our reputation as
deliverers of consistent high
quality care. Questionnaire
responses bear this out:

"Very caring service, appreciated by relatives, patients and ourselves – the District Nursing team, alike"

"The A Team"

"Service provided at present by carers is excellent"



Since the commencement of the service we've received over 4,000 referrals and been able to support over 1,700 individuals and their families. We calculate the average length of time a patient receives care from our team is between 15 and 16 days. It is a privilege for our staff to get to know our patients and their families, and to provide care that is personalised and tailored to meet their individual needs:

I just wanted to say a huge 'thank you' for all the unbelievable care you provided for Mum.
You all showed compassion, understanding, and when required, humour. It is without doubt that you all made Mum's final days comfortable and peaceful. You also gave me the support I needed in order for me to give Mum her final wishes, to stay at home...
Thank you, you are all angels.

Not only did everyone demonstrate high levels of professionalism, they also treated Dad at all times with respect and dignity. Just as importantly was that they did so with good humour, which helped to ensure that his last few weeks were as calm, comfortable and convivial as possible. We also want to thank everyone for the care and help that was also shown to us. The information, advice and support that various members of the team helped us with was invaluable in coping with the challenges of a difficult situation and in keeping Dad as comfortable as possible.

At any given time we care for approximately a dozen people across the county with varying levels of need. An individual might simply receive one care visit a day from one carer, or up to four visits a day with two carers and overnight support. We respond to changing needs, and will do our utmost to ensure that a patient and their family are receiving the support that they need:

Our passion for the job and knowledge of other services are welcomed by many as some do not know what help is out there beyond our service. We have the advantage of getting equipment and supplies (pads. mouth swabs etc.) so quickly as soon as someone needs it. We are not rushed as many other care companies are, management and support from the office is of a high standard as is communication. Our managers trust us to organise ourselves and we feel appreciated which can be rare in a lot of jobs. Age UK Extra Help is amazing, I'm so proud to be part of the team!" Lisa Jefferson, Carer. (Lisa has been in care work since a teenager, and applied to join the team after experiencing our care for her mother).

The Extra Help Team is registered with and inspected by the Care Quality Commission, and is inspected on an annual basis. The 2016 inspection concluded that we are 'Good' in all areas and included the comment: "People received care from staff that were kind, caring and compassionate. Staff had the skills and knowledge to provide end of life care and were supported by a management team which was receptive to ideas and committed to providing a high standard of care."

Each one of us in the Extra Help Team enjoy what we do and see it as a privilege to be involved in this valuable work:

"I feel privileged and honoured to be part of the Extra Help Team providing a service for those wishing to have their final days at home."

Jill Croft Pearson, Carer.

"I would like to say that I think the Extra Help service is a fantastic service and very valuable in the community. I am also very proud to work for such a fantastic service and I hold my head high when I tell people who I work for."

Shelly Hawes, Carer.

"It is a pleasure to be part of such a fantastic Team who build a strong and positive reputation in the community and who wear their Age UK pin badges, ID and logo'd uniform with such pride."

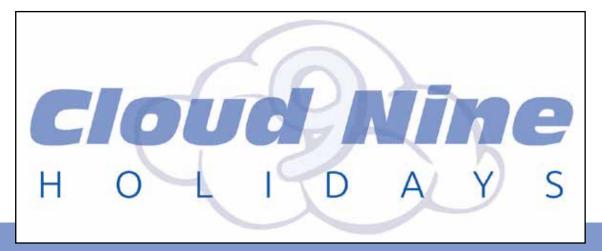
Gabrielle White, Extra Help Team Manager.

And finally a response from a relative that sums it all up:

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# A day in the life of our Volunteer Coordinator

An interview with Jo Gunnett, read on to find out more...





How long have you worked for Age UK Northamptonshire?

Since August 2003.

## What made you want to join the organisation?

In order to support my degree,
I wanted practical experience of how
later life impacts in various ways
to the individual. Back in 2003 the
Charity didn't have such extensive
information available on line, so my
inspiration came from being
aware of the reputation
Age Concern had for
supporting older people.

## Use one word to describe Age UK Northamptonshire?

'Passionate'. At every level, we all work hard at

confronting poor practices and inequalities, encouraging and promoting choice, dignity and empowerment in later life.

## What is the most meaningful part of your role?

Working with the volunteers who have been out of work and feel disconnected whatever age they are and who doubt their abilities to contribute to teams of staff or groups of or individual older people, then seeing them flourish.

## How do you help older people in the county?

My main role focusses on recruiting volunteers ensuring a comprehensive induction to the work the Charity does. Volunteers are our ambassadors,

I consider it essential they understand the extent of our services and familiarise themselves with our Mission Statement.

I also manage the Telephone Befriending service, matching a volunteer to a client for a weekly chat. It is sobering to hear how it feels to live with limitations of later life.

### How is working for a charity different?

Working for a charity is about team work. We look out for each other and very few of us leave once we're in! We pride ourselves on empathy, commitment and passion.

## What's the best memory of the charity you have?

Accompanying 2 volunteers to London to be presented with their award for outstanding service to Age UK Northamptonshire, which I had nominated them for.

### If you could reach out to people in Northamptonshire how would you encourage them to love later life?

By preventing isolation by surrounding yourself with different groups, embracing every opportunity to discover new interests and meeting as many people as you can to build good support systems. Keep your mind and body actively engaged and interested and pursue activities that you always wanted to do but never quite had the time.

If you are interested in volunteering for us, please contact Jo Gunnett on 01604 611200 or jo.gunnett@ageuknorthants.org.uk



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## **Planning your Summer Holiday**

If you are planning your Summer holiday either abroad or in this country, we can provide you with some useful holidaying tips.





- So what do you need in your accommodation, be it a hotel, cruise ship, self-catering or log cabin? Consider asking about outside and inside ramps for wheelchairs, lifts, a suitably adapted room, with flat floor shower, grab rails, bed and light switches at the correct height, notices in Braille and induction loops.
- If you're going to the airport, do you need a specially adapted taxi? Will there be assistance from the car park to check-in and through to the plane? If you would like a wheelchair or buggy, the airline will need to know in advance.
- Perhaps you will want to know if you can keep your wheelchair until you get to the aircraft, the airline will decide this given the information you provide. If you can't, then the airline must provide a suitable wheelchair for you.
- Likewise with oxygen canisters, it's as well to mention this when booking, most airlines need at least 7 days' notice and there is usually a charge for carrying these.
- If you have a medical condition that could affect your suitability to fly, get a certificate from your doctor to show you are well enough to travel.

- Plan ahead choose your seating preference in advance on the plane and tell the airline or booking agent about any dietary requirements you have. You don't necessarily have to settle for the same food that everyone else will be having on the plane.
- Bring entertainment a selection of light paperback books, magazines and newspapers should pass the time nicely. You could always take a portable music player (fully charged or with batteries) and a deck of cards.
- Pack a few extras wet wipes can come in very handy to mop up any spills or to freshen up. For the best

chance of a good sleep on a long-haul flight, you may also want to buy a neck rest. There are usually restrictions on what you can carry through the security gate but you can usually buy a bottle of water and snacks on the other side before boarding the plane.

- Personalise your luggage with a sticker, strap or sewn-on patch you will easily distinguish your luggage from everyone else's when you collect your cases which could make your journey a lot less stressful.
- Dress comfortably light, loose clothing is best and don't forget to bring a jumper or something to keep you warm if the air conditioning gets too cold for you.
- Arrive on time for a smooth journey you should arrive at the airport well before your flight, so check your booking details for the exact time. You may end up waiting but at least you will have time to deal with any disruptions such as adjusting the weight of your baggage.
- Stretch your legs every so often try walking up and down the aisle of the plane. This will help protect you from Deep Vein Thrombosis by boosting your circulation and will help loosen any stiffness you experience from the cramped conditions.
- Don't be afraid to ask if you see an empty seat that looks more comfortable than your own, it may be worth asking if you can swap. Or if you suffer any kind of discomfort just tell an air steward and they might be able to help.
- Talk to your neighbour if they are willing, you can have a very interesting chat to the person next to you. To exchange travel stories, or even life stories will keep boredom at bay.
- Allow yourself to sleep some people try to stay awake during flights to prevent the effects of jet lag. But this could be a struggle and a good sleep could leave you feeling refreshed and prepared for the rest of your journey.

# Holidays in Britain...

Tourism for All – This charity is dedicated to making travel accessible for everyone. Its website OpenBritain provides a simple way to find accessible destinations and places to stay around the UK. With links to VisitEngland, VisitScotland and VisitWales, the detailed information on individual attractions and accommodation is remarkable.

# National Express coach travel in the

UK – National Express allows lightweight and small mobility scooters up to 20kgs to be stored in the luggage compartment. They won't dismantle or re-assemble, so make sure you check before booking. The company's Disabled Persons Helpline is open from 10am to 8pm (7 days a week) on 08717 818 179. The advisers can offer specialist information

specialist information about your journey, seat reservations and ticket sales. You can also find out more from **National Express**.

### Black cabs in

London – Every licensed black cab in London is wheelchair accessible and equipped with ramps.

### National Parks in the

OK – Our national parks are here for everyone to enjoy. They're a real opportunity to get outdoors and sample the best of British scenery, and the guides on National Parks will offer ideas about where to go if you have limited mobility.

For those with visual impairment – A charity that organises holidays, often in groups with a sighted buddy, Revitalise plans trips both in the UK and abroad, some suitable for those with assistance dogs.

Wherever you are holidaying this Summer, ensure you have a lovely relaxing break!

# Age UK Northamptonshire online

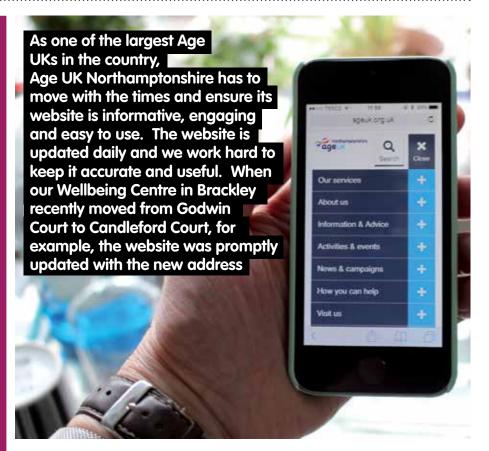
Take a look at our website – www.ageuk.org.uk/northamptonshire



In 2015 the Office for National Statistics calculated that whilst 5.3 million people aged over 55 in the UK were not online, 13.2 million were. The vast majority of carers, families, professionals and supporters looking for information about Age UK Northamptonshire will expect there to be a website providing the details they're looking for, and so will plenty of older people themselves.

All 150 or so Age UK's up and down the country are independent charities and have their own website, giving information that is local and particular to their area. Age **UK Northamptonshire's** website gives details of all the services we provide, how many Wellbeing Centres we have and where they are, the location and opening hours of our offices and shops, as well as information on how to volunteer or what fundraising events we're currently running.

Whether you'd like to know the name of our trustees or see pictures of the Bridal Room at our shop in Raunds, the answer to pretty much any question you have about the charity should be found on our website. If it's not, details of who to ask will be!



More and more people use a smart phone or tablet to look at websites, which is why Age UK Northamptonshire's website is 'responsive'; it changes according to the device you are using. The ONS found 87% of 55-64 year olds and 71% of 65-74 year olds used the internet in the last three months, and many of them will have done so using a smart phone or tablet. In February 2017 45% of visits to our website were made on a desktop computer, 35% by smart phone and 19% on a tablet.

So if you need the telephone number of our Handyperson Service, want to know what time the Wellingborough shop closes on a Saturday or wish to volunteer (there's an online form to fill in), visiting our website is one of the easiest ways to find what you're looking for.

<sup>1</sup> ONS internet users Q1 2015



# Keeping you up-to-date

News and fundraising updates from Age UK Northamptonshire



### The Big Knit 2016-2017

since the last edition.

We are hugely grateful to everyone who has sent in their knitted hats, so far we have received 4,057 of the little marvels and still counting. Our target this year is 8,114 by the end of July. For every little hat we send in Innocent will donate 25p to us which will help raise money for us to make a difference to the older people of Northamptonshire.

For further information on our Big Knit see our website or call Susie Davies, Fundraiser on 01604 611200.

## Quiz Night

Northampton College students held an annual quiz night to raise money for us. this was held at The Conservative Club, Billing Road, Northampton.

They raised **₹3/0.77** which like all our fundraising will go towards benefiting and helping the older people of Northamptonshire.

# **Fashionable**

Another exciting joint event we have coming up is a Fashion Show – Fashionable at any age - a ground-breaking fashion show that mixes up the generations. This will take place on Friday 6th October at The Guildhall, St Giles Street, Northampton, NN1 1DE at 7pm.

Northampton is about to start programming an exciting new project which will culminate in a fashion show with a twist on age! Age UK Northamptonshire has been invited to partner The School of Life project, to create a fashion show that really brings different ages together.

School of Life is a lottery funded project, run by Voluntary Impact Northamptonshire, which brings different ages together through the sharing or learning of new skills. In the past 18 months, these projects have included knitting. I.T, music, dance, gardening, cooking and is now to include fashion. Born out of suggestions from participants, School of Life and Age UK Northamptonshire will present this fashion event.

In a twist on mixing up the ages, the more mature models will be walking down the catwalk in the current season's fashions, whilst the younger models will be showing vintage fashion from eras more familiar to the older community,

vintage shops. Running up to the event, older models and younger models will be cast, trained for the catwalk. have fittings

and makeovers. Age UK Northamptonshire and NBC Pensioners Forum are helping to seek out those older people who are looking to make their catwalk debut, both female and male!

University of Northampton and local vintage shops are joining the hunt for the younger contingent to join the event. Funding has been provided by Northampton **Community Foundation.** 

For more information on how to be part of this exciting event contact Liz Carroll-Wheat, School of Life **Coordinator or Susie Davies from** Age UK Northamptonshire.

**Email: Liz.Carroll-Wheat** @voluntaryimpact.org.uk Tel: 01604 637522 Email: Susie.davies@ ageuknorthants.org.uk Tel: 01604 611200

### Coming soon...

- \* Cheese & Wine Evening
- \* Come Dine with Me.

Keep up-to-date with up and coming news and events by following us on

Web: www.ageuk.org.uk/northamptonshire



/ageuknorthamptonshire @AgeUKNorthants







image by Joe Brown



# Make a Will and Leave the Gift of Care

## Can you please introduce yourself and tell us what you do?

I am a Partner in Franklins Solicitors LLP and I lead the Private Client team in our Northampton office. I joined the firm straight from university so, my goodness - I've been here nearly twenty years now!

We are a friendly and supportive team who enjoy helping clients to plan for their future, and we are highly experienced in handling the sensitivities of making a Will. I work closely with the Private Client in our Milton Keynes office, which is headed up by fellow Partner Helen Taylor. We are both members of the Society of Trust and Estate Practitioners (STEP) and the organisation Solicitors for the Elderly. Our area of work inherently requires understanding and compassion and I'm lucky to work with a great team who have these qualities aplenty.

### Why is making a Will important?

Understandably, many people don't like the thought of having to put plans in place for when they are no longer here. However, in my experience making a Will doesn't have to be a sad or awkward time – it really can be a comforting and autonomous process.

A Will allows you to appoint the Executors of your estate, to determine who will benefit and by how much, and to outline any specific wishes you may have (such as your choice of funeral arrangements, or leaving a Gift to charity).



Without a Will (or if there is a Will in place but it is not valid), all of these wishes will go unknown and the assets will be dealt with by the rules set down by the state. These are the known as the 'rules of intestacy' and the rules can be quite rigid - for example, the rules set out certain groups of people that will have no right to inherit when someone dies without leaving a will (such as close friends, carers, relations by

marriage, unmarried partners, and lesbian or gay partners not in a civil partnership).

I have also found in my experience that a clear and valid Will can provide direction during a difficult time for the loved ones that are left behind. People often forget that as a Solicitor in this field I do not only assist people making a Will for themselves; I often also deal with those that are left behind. It's amazing to see how helpful and comforting those people find the guidance provided by a Will.

### Is it common to leave a gift to charity in a Will?

Yes, absolutely! Many charities rely heavily on people having made gifts in their Wills, so it is not an uncommon practice at all. I often deal with clients who wish to leave a gift to charity in their Will. For Cynthia Spencer Hospice in Northampton, gifts in

Wills provide on average almost 20% of the Hospice's charitable income. These funds help the Hospice to fund occupational therapists, in-patient and Hospice at Home nurses and the latest equipment to improve the quality of life for each and every patient in need within Northamptonshire. Across the country, gifts left in Wills really do keep charities like Cynthia Spencer up and running.



## How easy is it to leave a gift to charity in my Will?

There's no reason why leaving a gift to charity should not be easy, but it does need to be done properly! Leaving a gift to charity is a particularly complex area of law, so if this is something that you would like to do, it's really important to get it right. One of the reasons for this is because leaving a gift to charity can reduce (and in some cases, eliminate) the Inheritance Tax liability of the estate. So long as the Will is valid and has been clearly drafted, a gift to charity won't count towards the total value of the estate for inheritance tax purposes and the estate will therefore pay less in Inheritance Tax. However, given the intricacies of charitable legacies in Wills, it's particularly important to seek specialist legal advice if this is something that you wish to do.

## What sorts of gifts do people leave in their wills?

There are a number of ways that you could leave a gift to charity in your Will. Some charities will call this a 'Legacy gift'. Some people choose to specify a particular sum of money or to allocate a specific item (such as jewellery). Alternatively you can leave a share of your estate – this means that once you have taken care of your loved ones and allocated your assets, you can leave a share of the remainder of the estate to the charity – this is often known as a 'residuary gift'

# **FRANKLINS**

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Rosie Wright, TEP

Address: Franklins Solicitors LLP, 6-8

Castilian Street, Northampton, NN1 1JX

**Email:** Rosie.Wright@franklins-sols.co.uk

Phone: 01604 828282
Twitter: @Rosie\_J\_Wright

### A Gift in your Will costs nothing now, but could be the most important gift you ever make.

In recent years gifts in Wills have become increasingly important to Cynthia Spencer Hospice in Northamptonshire. Without these wonderful gifts we would simply not be able to offer our full range of services to the people of the county. Put simply, gifts left in Wills help keep the hospice running.

Naturally, your first consideration, as covered in Rosie's interview, is to take care of your family and friends. Once you have provided for them, you might like to consider honouring us with the inclusion of a Legacy to Cynthia Spencer Hospice. Not only can a Legacy reduce or eliminate the liability to Inheritance Tax, it is a good opportunity to help others. Gifts in Wills already help us fund vital roles including occupational therapists, in-patient and Hospice at Home nurses in addition to incredibly important equipment to improve the quality of life for each patient.

There are two main types of Gift you can make in your Will: **Residuary gift** – pledges a certain percentage of the residue of your estate **Pecuniary gift** – ring-fences a certain amount of money in your Will as a Gift



To find out more about how you can support Cynthia Spencer Hospice please contact:

### John Helm

Fundraising Manager, Cynthia Spencer Hospice Kettering Road, Northampton, NN3 6NP Tel: 01604 678086 www.cynthiaspencer.org.uk

Registered Charity Number: 1002926











## If I leave a gift to charity in my Will, could it be subject to a claim?

Unfortunately, yes – so this is worth bearing in mind, even though the circumstances of such a claim arising are not something that most people want to anticipate. Such a claim can arise where a family member or partner feels that they have not been adequately provided for under a Will and accordingly bring a claim under the Inheritance (Provision for Family and Dependants) Act 1975 (IPFDA). Charitable legacies are by no means immune from these claims.

### Can I not just write the Will myself?

In theory, there is nothing stopping you writing your own Will – however, this is a complex and intricate area of law and there are a number of legal formalities that must be adhered to in order for the Will to take effect. It is generally always advisable to use a solicitor to make sure that the Will has

the effect that you want, that there are no errors which would invalidate it or open it up to challenge, and that your wishes will be effectively executed upon death. Especially if you have complex family circumstances (such as a second marriage, or any bad-blood family

relationships) or if you wish to include a more complex provision such as leaving a Gift to a charity in your will, it is even more important to seek legal advice.

My team and I work hard to ensure that our clients receive the best advice and service possible, and to do this we endeavour to

spend time getting to know our clients and understanding their personal circumstances. If you would like legal advice in this area or would like to discuss further the option of leaving a Gift to charity, we are always more than happy to have a chat with you.



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