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Contents

Autumn/Winter 2017

Foreword From the Chief Officer	05	Our Venton Wellbeing Centre News and information from our Northampton Centre	14	Volunteering Hear from two of our volunteers	21
A Quarter of a Century of Making a Difference	06	Winter Fire Safety Advice Stay safe this winter	16	Hospital Discharge & Community Team Information on our new team and how we make a difference	22
Handyperson Service A helping hand with minor household repairs	08	Winter Advice from the NHS Have you booked your flu jab?	17	Charity Shops Information and news on our Charity Shops	25
Service Advice & Access Team A phone call away for Information & Advice	09	Carers Service An interview with a carer	20	Fundraising News and fundraising updates from Age UK Northamptonshire	26
Lifetime Courses & Activities Retired? Time to enjoy yourself!	12				



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Printer

Lance Print Ltd

Tel: 01733 390564

Cover Image

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Foreword

From the Chief Officer

Welcome to our latest edition of Engage. I hope you've enjoyed a glorious summer. The hot continental weather reminded us that older people can suffer as much from the heat as from the cold and the effects of cold weather will be something that preoccupies us as we enter the winter period.

Since last writing, after 25 years with Age Concern and then Age UK Northamptonshire, I made the decision to retire as Chief Executive of the Charity and the trustees have started the work of seeking a new CEO to lead us into the future. I have been asked in this issue to reflect on some of the changes that I have seen in the organisation over the years.

This edition will focus on the huge impact that Age UK has on the lives of older people in Northamptonshire. We know that we could not achieve as much as we do without the support of people like you who understand the importance of our work and support us in so



many ways. I would like to take this opportunity to say what a privilege it has been to serve older people in Northamptonshire and how grateful I am for your support and the support of the volunteers, staff and trustees of Age UK Northamptonshire. Thank you.

Liam

Liam Condron

Chief Officer

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Age UK Northamptonshire

Engage

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25 Years of Changes

A Quarter of a Century of Making a Difference.....

Joined Age Concern Northamptonshire in 1992. Developed during the 1950s as part of an initiative to establish old people's welfare committees across the country, the Charity in the 1990s was a source of information and expertise on ageing and had begun to develop small scale services such as day centres and lunch clubs.

In 1992 awareness was increasing of the ageing population and concerns about the future costs of social care. Care in the Community was a government policy to offer local authorities short term financial investment while placing on them the responsibility for paying for care.

Age Concern Northamptonshire took advantage of this new funding to develop services which would become important in the years ahead.

In 1992 Age Concern Northamptonshire employed around 25 paid staff and we think around 2000 volunteers. We supported around 1000 older people every year.

Community care funding enabled us to develop an Information and Advice service, a Residential and Nursing Homes Advice service, Hospital Aftercare service and Domestic Care services.

We began to attract additional funding from organisations like British Gas to develop a Handyperson scheme and we found funding for an Advocacy service and a Shopping service.

As our organisation grew, every service had its own management structure, criteria and assessment process. This was not a good thing

for older people so we brought our management together in a more efficient and effective way and staff worked more flexibly across a range of services to give people what they wanted and needed. This was the beginning of our Person Centred Approach. For many years our Day Care service was simply about rescuing housebound older people from their homes, entertaining them during the day and giving their carers a break. In the year 2000 we established the Lifetime Project, this was about recognising that older people had a right to live fulfilling and enjoyable lives and that if we could provide the right opportunities we might be able, not just to add years to their life but to add life to their years.

We provided **education** in the form of courses and classes. We supported **health** projects such as Fit as a Fiddle and the Easyrider cycling project, Sport England projects and a range of health and fitness classes such as Get Set Go courses focused on getting people healthy and keeping them

healthy. We did all of this in a way that improved **social integration** and combated loneliness and through volunteering and employment projects we found ways to give older people a **sense of purpose** and a reason to get up in the morning.

Age Concern Northamptonshire was also active on the national scene where we were at the forefront of developing a more coherent federation of all the Age Concerns up and down the country who were engaged in the same sort of work for older people. That federation developed standards for Age Concerns to work to, established ways that Age Concerns could talk together and share ideas and it brought Age Concerns and the older people that they work with together to create a greater voice for older people locally and in Parliament helping to influence attitudes and change the law.

In 2010 Age Concern England and Help the Aged agreed to join forces and create a new bigger national organisation. All of those Age Concerns that had been part of the federation were invited to join the new partnership called Age UK. We remain local, autonomous organisations dedicated completely to older people in our local areas

but now we are part of a bigger, stronger national network.

The foundations that we laid in the 1990s have been so important for our development over the last few years. The personalisation and pragmatism of our Hospital Aftercare service led to the development of A Little Help, our hospital admission avoidance scheme and the Collaborative Care Teams, providing the social care back up to our partners in the NHS who are now our most important local funders other than older people themselves. This has led in turn to new Personalised Integrated Care services that are now being piloted in the County with support from Age UK nationally.

Even in the 1990s we knew that the way ahead would be difficult with ever decreasing local authority funding. We have depended heavily on the monies that we are able to raise from our 12 charity shops (up from just one in 1992) and commissions from the sale of insurance products targeted on the needs of older people. We have developed services that do not rely on local authority funding such as our Foot Care service and over time, the Handyperson and Domestic Care services.

In **2012** our five year strategic plan recognised that

“ We cannot expect to get greater support from statutory funders. That means we need to sustain our services in other ways, by increasing fundraising and by charging a price for services that will be affordable to older people and be enough to keep those services going.

Although we must be more business-like and even commercially minded in order to survive and thrive, we must not forget our special relationship with older people. ”

Financial sustainability continues to be the greatest pressure and risk to our work for older people. Local authority funding has been cut successively over many years and the NHS has never been under greater financial pressure. We will depend as never before on the money that we raise through our services and from donations and legacies from older people and those who care about them. We know that the most effective strategy for raising the funds that we need is to continue to do the very best we can for older people in our day-to-day work.

Age UK Northamptonshire now employs around 400 paid staff and still relies on over 500 volunteers. Most importantly we are serving around 10 to 12 thousand older people each year and roughly half of all older people in the County have benefited from our services at some time over the last 10 years.



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Age UK Northamptonshire charges **€20** per hour, with a minimum charge of **€10**. For larger jobs we can provide a free written quotation without obligation.



Age UK Northamptonshire's Handyperson Service

The Handyperson Service helps older people to remain independent by assisting with a range of minor household repairs.

Moving house in your later years can be stressful, but one thing Sylvia Townley didn't worry about when she downsized from a large detached house to a small comfortable bungalow was all the little jobs that would need doing in the new property. Having already used Age UK Northamptonshire's Handyperson Service Sylvia was familiar with the kind of help provided. "Wendy reassured me that I'd get all the help I needed" she says.

Manager Wendy Ryan organises a team of volunteer handypersons and one paid member of staff who help older people keep on top of jobs around the home and live independently for longer. The service carries out small electrical and carpentry work that improves people's safety and security and enables them to enjoy their home more.

The Handyperson Service can remedy trip hazards to make you safer in and around your home. The team can tackle any DIY-type job, from fitting a shelf or stair rail to painting and small carpentry jobs. One of the first jobs handyperson Paul Dexter carried out at Sylvia's bungalow was to build a hand rail in the back garden so that she could safely use the steps. Fitting a grab rail outside a door or constructing a handrail in a garden

can be all it takes to enable an older person to carry on living independently in their own home. Our handypersons have visited over 1,300 people in the past year and they fit around 4 grab rails a week, usually at the front or back door or in the bathroom.

Getting in touch with Age UK Northamptonshire is an excellent way to find out about other sources of help. When a burst hot water pipe caused the smoke alarm to go off the Handyperson Service was able to refer Sylvia to Northamptonshire Fire & Rescue Service who arranged for the alarm to be re-sited in a better position.

Sylvia keeps active and belongs to several social groups but says it's good to know that there is someone to call when she needs practical help in the home. She speaks highly of Paul and the Handyperson Service, saying: "I couldn't have done it without them."



For further information on our Handyperson Service, please call Wendy Ryan on **01536 524986** or visit www.ageuk.org.uk/northamptonshire

Service Advice Team incorporating the Access Team

Formed in 2006, the Service Advice Team merged the former Information and Advice teams with other teams in the organisation to implement directed support to the older people of Northamptonshire through dedicated specialist case workers.



Service Advice Team

Although team numbers have dwindled during the decade since its inception, SAT continue to work to the same goals for which they were originally set up to meet all those years ago.

SAT case workers primarily work with clients and their family members in their own homes and the work they do could be anything from assessing for the organisations many services to assisting with benefit claims to making referrals to other statutory or voluntary organisations.

The team will also visit service users in hospital or care homes if needed or will see people at one of our offices if required.

The fact that SAT remains an integral part of Age UK Northamptonshire is proof that the concept which created the service has been a successful one.



Access Team

The Access Team on the other hand is in its very infancy, having only been formed in January this year. As the name suggests, Access is the first point of contact for anyone wishing to access Age UK Northamptonshire services or needing information or advice for either themselves, family members or other acquaintance.

The team deal with all manner of enquiries relating to those in the later years of their life which could be:

- Checking your entitlement to benefits and assisting with claims
- Finding out what help is available from local councils and the NHS
- Accessing information on local activities, clubs or societies
- Advising on the full range of Age UK Northamptonshire services
- Providing information on care provision and advising on eligibility for funding and lots more...

We can supply the full range of Age UK produced information guides and factsheets covering the topics which come with age-related needs.

If you are over 60, you could be entitled to benefits that you haven't been able to claim before. These can help you keep your independence and improve your standard of living by helping with housing costs, care needs or general day to day living expenses.

“Thank you so much for helping me with my Attendance Allowance claim. I can't thank you enough for successfully getting this benefit for me.”

“Thank you so much for taking the time to clarify what supportive services there are and what they do. The Sitting Service and Day Care will be a great help to me as I can return to my clubs and have some free time.”

“Thank you for all your support, I am awaiting an Attendance Allowance claim, no matter what the outcome is I am grateful for all your help.”



Further Information

For information on our services or to find out what you could be entitled to call our Access Team on **01604 611207** or **08456 772 220**, our lines are open from 8.30am until 12.30 noon. Or you can text us on **07768 276775**.

Or email access@ageuknorthants.org.uk. You can also find more information by visiting www.ageuk.org.uk/northamptonshire



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- Lasting Powers of Attorney
- Court of Protection applications
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- Advice on elderly care
- Contesting a Will
- Free Will Scheme for over 55's

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Age UK Northamptonshire's Lifetime Courses and Activities

Retired? Time to enjoy yourself!

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Many people say when they first retire that they don't know what to do with themselves.

Once they have been retired for a while, however, many say that they don't know how they found time to go to work.

Why take on new things when you retire? There are a number of reasons. Many people's circle of friends is centred around work colleagues. Once you leave the workplace, ties to some of these people can weaken. Getting out and joining in new activities, maybe those you had thought of years

ago, or maybe just something you think might be interesting, will give you an opportunity to make new friends and acquaintances.

Research shows that isolation is as bad for you as smoking, in terms of the long term effect on your health. Joining in new activities helps to prevent that creeping isolation. Also keeping your brain and body as active as possible has other health benefits. ROSPA tells us that one third of over 70s cannot walk a quarter of a mile on their own. It really is a case of use it or lose it!

Not sure where to look for activities?

Here at Age UK Northamptonshire we have a wide range of activities running and groups that you can join. Don't want to take on a long term commitment? We run everything from one off events, through short courses, to regular, weekly groups, so there is something for everyone, however much or little time you have to spare.



Can't think of what to do?

We run a very varied programme, so you can look through the details on our website, or our printed material, to see what is on offer and choose something that is right for you.

What sorts of things are available?

There are lunch clubs that you could join. These meet up regularly for a meal and a get together – many also have speakers or activities running in conjunction with the main event. You could join a short course on learning about computers. With the internet on your side, the world's your oyster!

If physical activity is your thing, then we run exercise classes, ranging from Tai Chi, AquaFit, to Nordic Walking.

We also run Otago classes which help improve your



Image By Mile Atanasov/Shutterstock.com



strength, balance along with your agility, why not give it a try?

If you feel your creative urges stirring, why not try art classes, or photography.

We also have a regular group that meets to play whist. Another group plays friendly bridge, (and they welcome beginners).

Details of all of these, and other activities can be found on our website at www.ageuk.org.uk/northamptonshire/activities--events/events-calendar/ or by calling Kate Kingston on 01604 611200 and asking for a leaflet and more information.

Finally, it may be that you are looking for something a little more rewarding, giving something back to the community and use all the skills you have built up over the years. In that case have you considered volunteering?

You could help us to help older people in any of the wide variety of roles that we offer, from retail, day centres, minibus driving or escorting, tutoring, administration, to telephone befriending. Contact our volunteer coordinator, Jo Gunnett, on **01604 611200** for details.



“ I have been using the movements every day and Otago has improved my balance noticeably I can now walk into town without my walker and just using my stick. Thank you.’
Kathleen, Otago member

Otago member Joey is full of arthritis and says he ‘finds it of great benefit.’

‘I feel my balance has improved since I started Otago and I feel my posture has also improved.’
Karen, Otago member

‘I feel the Nordic walking has improved my fitness over the past few years and kept coughs and colds at bay. Becoming a walk leader has enabled me to make a bigger contribution and help others to improve their fitness. I believe the social side of these activities is very important too and this has resulted in making a lot of new friends.’
George, Nordic Walker & Volunteer Walk Leader

‘Sports Leadership has broadened my skills and enabled me to meet new people and kept me in good fitness.’
Carol, Volunteer Sports Leader ”

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Age UK Northamptonshire's Venton Wellbeing Centre

Loneliness and social isolation can be tough for people of any age. For the elderly its consequences can be truly devastating resulting in serious risks to health.

Whatever the cause, loneliness and isolation can happen to anyone, leading to depression and a serious decline in physical and mental health.

Facts:

- More than 2 million people in England over the age of 75 live alone.
- More than 1 million older people go for a month without speaking to a friend, neighbour or family member.

Some isolation comes about for a variety of reasons:

- Getting older or weaker
- No longer being the hub of the family.
- Retiring from work.
- Death of spouse and friends.
- Disability or illness.

Age UK Northamptonshire's Wellbeing Centres

Here's the good news. Age UK Northamptonshire's Venton Lifetime Centre, in the heart of Northampton is purpose built to cater for people over 55 years who crave companionship or need care.

Founded 20 years ago, thanks to the generosity of benefactors, William and Patricia Venton, the Venton Centre is a day centre for people who are elderly and vulnerable.

Here are just a handful of the benefits enjoyed by the clients at our Venton Centre:

- ✓ Regular support and companionship
- ✓ A chance to chat, to make friends and have fun
- ✓ All-round improvement in quality of life
- ✓ A feeling of independence
- ✓ Early detection of certain mental or physical issues
- ✓ Help with personal care.

All this is achieved in the company and care of a team of qualified, dedicated and sympathetic caring staff.

“ It’s wonderful having help when I need it – stops you going crazy at home, staring at the same four walls.’
Frances, client.

‘I so look forward to my days out.’
Joan, client.

‘It’s nice to come out, knowing the whole day will be good. From transport to activities and getting safely home – all sorted.’
Susan, client.

Age UK Northamptonshire has 7 Wellbeing Centres countywide, for more information on our day care or any other of our services please contact our Access Team at Age UK Northamptonshire on **01604 611207** or **08456 772 220**. You can also visit our website at www.ageuk.org.uk/northamptonshire

But it’s not just the clients themselves who benefit. Caring for an elderly relative brings its own stresses. Knowing that a loved one is spending the day in comfort and companionship can bring enormous relief to the carers at home. Giving them a break leaves these dedicated carers better equipped to cater for at-home needs.

“ I’m my husband’s carer. We’ve encountered nothing but kindness from the staff at the Venton Centre. Their endless patience, friendliness, consideration and compassion have made the quality of life of my husband and I so much better than it might otherwise have been. Thank you to you all, from the bottom of our hearts!
Pat, carer.



The Venton Centre, all you need to know:

- Opening hours – Monday to Friday from 10am until 3pm.
- We cater for up to 78 people over the age of 55 daily, offering a safe and stimulating environment.
- We offer a separate Dementia service, offering care, companionship and understanding, leading to a more positive outlook for Dementia clients.
- Qualified care staff.
- Minibus transport between home and the centre.
- Personal care service, including hairdressing, foot care and hygiene.
- A two course meal.
- A small shop selling sweets and small groceries.
- A Service Advice Team for complete and professional assessment of health, social and financial needs.
- Signposting to other Age UK Northamptonshire services e.g. domestic care, sitting or shopping services.
- A wide range of cognitive and physical activities including:
 - Daily armchair exercises
 - Quizzes
 - Arts & crafts
 - Reminiscence & memory games
 - Seasonal and themed activities
 - Floor games e.g. Kurling and carpet bowls
 - Entertainment from visiting musicians, singers, magicians, reptiles, owls and more. ...
 - Outings to local places of interest.



Winter Fire Safety Advice

As colder weather arrives, it's natural to look to ways to keep yourself and your home warm and snug. However, it's important to always put fire safety first to minimise any risk.

We have seen people using gas cookers or ovens to heat their home, which is inefficient and brings a risk of fire and carbon monoxide poisoning. Every year over 100 people die and nearly 1,000 are injured in their homes as a result of fires caused by heating appliances. The following advice from Northamptonshire Fire and Rescue Service will help you stay safe, warm and well this winter.

Image By Marynchenko Oleksandr/Shutterstock.com



Portable Heaters

- Always turn off before going to bed.
- Always follow manufacturer's operating and maintenance instructions.
- Ventilate the room in which the heater is being used.
- Never move while it is alight or switched on.
- Don't stand or sit too close and never place near furniture, bedding or curtains as they may ignite.
- Never air or dry clothes over a heater.
- Don't place heaters where they could be knocked over.
- Never leave a portable heater on if young children or animals are left unattended.
- Never use flammable adhesives, cleaning fluids or aerosol sprays near a heater.

Chimney Safety Tips

- Make sure you clean your chimney and flue regularly.
- Make sure embers are properly put out before you go to bed.
- Always use a fire guard

- to protect against flying sparks from hot embers.
- Never leave wood burning or smouldering overnight or for long periods in wood stoves.
- A blocked or defective chimney can cause both chimney fires and carbon monoxide poisoning so it's very important to employ a professional qualified Chimney Sweep.
- If the worst should happen, a smoke alarm can give you the extra time you need to escape a house fire.

How often should you clean your chimney?

Oil - Once a year
 Gas - Once a year
 Coal - Twice a year
 Wood - Up to four times a year
 Smokeless coals - At least once a year

Using electric blankets

- Never use hot water bottles in the same bed as an electric blanket, even if its switched off.
- Unplug blankets before you get into bed, unless they have a thermostat control for all-night use.
- Store electric blankets flat, rolled up or loosely folded to prevent damaging the internal wiring.
- Test electric blankets every 3 years.
- Try not to buy second-hand blankets and check regularly for wear and tear. Replace your blanket when it is more than 10 years old.
- Always follow the manufacturer's instructions.



Northamptonshire Fire and Rescue Service offers free home fire safety checks and requesting a check is simple, if you would like help in reducing the risk of fire for yourself, a friend or relative, you can contact us using the following options:
 If you have internet access, visit www.northantsfire.org.uk and click on 'Home safety' to fill out a request form. Visits can also be requested by calling **01604 797000** or **0300 1261000** (option 5).



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Have you still not had your flu jab?

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Carers Service, Age UK Northamptonshire

Our Carers Service supports people who care for other people who may be relatives, neighbours or friends. Our service benefits carers by offering support and advice.

I went out today and met with Susan Sheldon who cares for her 93 year old mother Nancy who has vascular dementia and uses our Carers Service, I asked her how our service has an impact on her life:

she became ill and no longer goes outside. Myself and my neighbour Bob have kept up the garden and made improvements in the hope that one day mum would come and see what's been done.

Without the support of Age UK Northamptonshire I wouldn't be able to go out at all, having no other family, only mum. I feel I just couldn't leave mum in the house on her own, so to go out of these four walls is great. I get to see my friends occasionally, go to the garden centre with Bob or just to the shopping mall. I'm very grateful for their help and support as they are my only help I get since Social Services have taken my mother's carers away, which has made our lives harder.

So to all the sitters, Sue, Barbara and Debra who have been

coming to sit with my mum since September 2014 and also Val Collins, I thank you all at Age UK Northamptonshire.

Susan was also delighted to win a recent gardening competition run by Northampton Partnership Homes earlier this year, she was presented with a certificate and £30 worth of garden centre vouchers to spend towards some more bits for her beautiful garden, it's lovely to see that Susan's and Bob's hard work was also appreciated by others!

My mother and I have lived in this house for 57 years, the garden was a mess with brambles and weeds. Mum would cut it down and dug it all by herself, making flower beds and mowing the large lawn with hard work and love. It used to give my mum so much pleasure to be out in the garden but since 2007



For further information on our Carers Sitting Service contact our Access Team on **08456 772 220** or **01604 611200**. www.ageuk.org.uk/northamptonshire

Volunteering for Age UK Northamptonshire

As the Volunteer Co-ordinator for Age UK Northamptonshire, I recruit and place volunteers in a range of services we provide throughout the county. People choose to volunteer for a variety of reasons: after an older family member has passed away, to raise confidence, to improve employability, to gain practical experience in a care setting that complements academic studies, etc. Here we meet Paul and Nick.

Paul is 55 years old and was inspired to volunteer after experiencing unemployment.



want to look for a career in the care industry and it was the job centre that suggested I volunteer to enhance my CV by gaining work-based references, plus get a more formal idea of what's involved caring for vulnerable people. Initially I was resistant to the idea but within a week my self-confidence had increased and it was good to know my skills were of value to both Age UK Northamptonshire and the clients at the day centre.

Before volunteering, I had almost given up on everything – I had applied for over 200 jobs. Now I am employed on a casual basis at the day centre and it's made a huge difference!

“ I lost my wife after a long illness and I'd successfully brought up my son and I realised I had a life too. I needed to establish myself on the job market: a daunting thought after having spent the last 10 years caring for my wife at home. However, it was this experience that made me

Nick is 24 and has been with us since volunteering from the age of 18 which led to paid employment.

“ I started volunteering with Age UK Northamptonshire because I had been looking for work for 2 years. I had no work experience and was suffering from a lack of confidence.

Volunteering has been invaluable to me. Just getting out of the house and meeting new people really gave me the confidence boost I needed and experience in a work environment.

Eventually I was successful finding paid work with the Charity which allowed me to move forward in a field I was interested in.

Volunteering for Age UK Northamptonshire was extremely straightforward. There was a great team of people that made me feel welcome and the hours were flexible around other commitments. Travelling expenses were reimbursed meaning it didn't cost a penny.”



Doris is a truly inspirational volunteer. Celebrating her 95th birthday in September, she has volunteered for Age UK Northamptonshire for 35 years. Not only is she our longest-serving volunteer, she is our most experienced... She is a stalwart of the Wellbeing Centre, incredibly reliable and brings a great sense of humour to the clients!

Thank you Doris for your support and being a perfect ambassador for the Charity. Here's to you!

Age UK Northamptonshire's Hospital Discharge & Community Service

This new team exists to provide short term support to older people living with long term health conditions. We also support following a stay in hospital, focussing our efforts on those who do not have other networks of support. Our main aims are to work with people to reduce the likelihood of hospital readmission and to enable individuals to regain, in part or in full, independence as far as possible.

On these pages we show just how vital our work and support is to supporting the older people of Northamptonshire:

Bernard, aged 84, was referred to the Hospital Discharge and Community Team by one of the Occupational Therapists at Kettering General Hospital. He had been admitted to hospital following a fall. Bernard lives in a first floor council flat, and due to his deteriorating

medical conditions was on the list to move to a ground floor flat in the same building. Carers visit daily to support with lunch. He has very poor eyesight and uses a walker in order to get about. He has a niece and nephew who are supportive.

The team established that Bernard was in receipt of all the benefits to which he was entitled, and provided information on the volunteer car scheme. The Hospital Discharge and Community Team were able to support Bernard with a weekly shop often having to prompt or remind him of items he had forgotten. They were also able to support with light domestic chores. Although his niece helped with shopping he felt that he was asking too much of her. He wanted to set up permanent services so that he was not so reliant on his family.

When our service came to an end we helped to set up Age UK Northamptonshire's Domestic Care and Shopping Service.



To increase his independence we helped him to put together a general shopping list that he could add or subtract from each week as appropriate.

Bernard was very grateful for the support which meant that when his niece or nephew visited they could spend quality time with each other without having to deal with routine domestic chores. He made a donation to Age UK Northamptonshire and wrote on the envelope

PS Thank you. The Lady that comes to help me is WONDERFUL give her points out of 1,000 - 1,000 +





A volunteer was placed who was able to help her to sort through her possessions in readiness for a move to sheltered housing. We sourced cardboard boxes, our volunteer helped to tape and move them into a spare room and took some bags to a local charity shop.

Thelma was provided with information on Kettering Volunteer Car Scheme for medical appointments which would be more economical for her than using taxis. She was referred to the Falls Service and information on Lifeline services were provided for her to consider.

Thelma now has the Age UK Northamptonshire permanent Domestic Care Service.

The team is not a team in isolation, and central to all that we do is the person whom we are supporting, and what it is that they want and need us to do. We draw upon our own resources, the skill and willingness of our volunteers, and on the other services available that can make a difference.

Thelma was referred by one of the Occupational Therapists at Kettering General Hospital; she had been admitted to hospital following a fall.

The referral was for practical support. When Thelma was contacted she was very anxious as she was hoping to move to sheltered housing and intended selling her home; a huge undertaking at 81. She was in a muddle trying to sort out items she wanted to take with her and those she wanted to donate to a local charity shop.

The team were able to place a volunteer to help with a weekly shop, light domestic support and also to help to sort through her possessions.

From talking with Thelma, it was obvious that she had been struggling for some time as being partially sighted and experiencing mobility difficulties due to arthritis was impacting on her daily tasks. A benefits check was done and

Thelma was found to be in receipt of all benefits she was entitled to.

The Hospital Discharge & Community Team were able to support with shopping and household tasks.



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Age UK Northamptonshire's Charity Shops

With Christmas heading towards us fast, why not come and take a look in our Charity Shops located throughout Northamptonshire? You never know you could pick yourself up a bargain!

We offer a wide range of goods at competitive prices, all which generate vital income to help us provide all our services for the older people of Northamptonshire.

We currently have twelve Charity Shops countywide in the following areas:

- Brackley, Market Place
- Burton Latimer, Churchill Way
- Corby, Corporation Street
- Far Cotton, Northampton
- Kettering, Stamford Road
- Kingsley, Northampton
- Northampton, St Giles Street
- Oundle, West Street
- Raunds, The Square
- Rothwell, Bridge Street
- Thrapston, High Street
- Wellingborough, Pebble Lane

Some of our shops specialise in certain merchandise, our lovely shops on St Leonards Road, Far Cotton and St Giles Street, Northampton stock retro and vintage finds along with nearly new bargains and lots more. Our spacious shop in Wellingborough stocks furniture as well as a selection of brand new items such as tea towels, bin bags and much more...



Bulk collection

If you have several bags of items and can't drop them off yourself, we may be able to collect them from you. The more items you have, the more economical it is for us, so why not ask friends, family or neighbours if they also have items to donate.

Call our **Wellingborough** shop on **01933 229 577**



Our Raunds Shop celebrated **25 years of trading** in February this year – Shop Manager Donna Wilmshurst was delighted to welcome the Mayor of Raunds Cllr Helen Howell and Deputy Mayor Cllr Nick Beck to the shop.

The Mayor expressed her appreciation of the support Age UK Northamptonshire provides to many local older people and said she hoped to come back in 25 years time and see the shop still open and trading.



Our St Giles Street Shop recently celebrated **25 years of trading** – Shop Manager Yvette and her hard-working team were delighted to welcome Michael Ellis MP, Age UK Northamptonshire colleagues and guests to enjoy a delicious spread at our fabulous shop on Friday 21st July.

Our Thrapston Charity Shop, now in its 26th year of trading, were again winners in the window competition at the annual Charter Fair – Shop Manager Tracy Peploe said "I just want to thank all the volunteers for their help in making the annual Charter Fair on Saturday 24th June, such a success. This year's theme was "The Fabulous 50s" and we all had a fantastic time, as usual, dressing up and entering the window competition. For the second year running we are thrilled to say we won".

For further information on our shops visit our website www.ageuk.org.uk/northamptonshire or call us on **01604 611200**

Keeping you up-to-date

News and fundraising updates from Age UK Northamptonshire

Welcome to the Fundraising and news page for Age UK Northamptonshire. This page brings you up to speed with some of the news and happenings that have taken place since the last edition.

Fundraising

The Big Knit 2016-17, our target this year was 8,114 hats to be received by the end of July, which we successfully hit. A huge thank you to all those knitters that took part and made this happen. We received some fantastic designs and are really grateful for all your time and help. For every little hat received, Innocent will donate 25p to us, enabling us to raise money and help the older people of Northamptonshire.



Ben Gifford an Age UK Northamptonshire Companion put a lot of hard work into organising a Black Tie Ball. This was held at the Marriott Hotel in Northampton. All money raised on the raffle was donated to us and we received **€553.78**. A big thank you to Ben!

*Thank
YOU!*

Nationwide Building Society, Northampton held a cake stall in aid of us and raised **€88.55** of which we are hoping to receive match funding. Thank you.

Barclaycard

Northampton also held a cake stall in aid of us and raised **€1,020.92** with match funding. Thank you.

*We are
-SO-
GRATEFUL!*

The annual **Earl Spencer Bowls Cup** Final of short mat bowls was held on 7th September in Daventry, the winning team was Pytchley, well done.

Up & Coming Events...

Ralph Stahman one of our minibus drivers is heading to Chicago on 23rd September to run in a half marathon all proceeds will be for Age UK Northamptonshire, thank you Ralph!

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

Web: www.ageuk.org.uk/northamptonshire

 /ageuknorthamptonshire

 @AgeUK Northants



Our Website – www.ageuk.org.uk/northamptonshire

Our website continues to be one of the easiest ways to keep up with all the charity's news. Age UK Northamptonshire covers the whole of the county and not everyone can just pop into one of our shops or the offices at Billing Road in Northampton for information. We share Age UK's commitment to encouraging and supporting older people to get online, whilst understanding that some older people say they are not interested in using the internet. Currently 99% of adults in the UK own a mobile phone, 71% of them have a smartphone.

Our website is carefully designed to be easy to navigate on a mobile as well as on a desktop computer, and we try to keep the content clear and concise. Like "dementia friendly" shop layouts, websites that are straightforward to use benefit us all, not just people who find new technology intimidating. So remember, if you have a question about one of our services and your mobile phone is to hand, why not just look us up at www.ageuk.org.uk/northamptonshire

The Communications Market Report, Ofcom Aug 2016.



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Have you made a Will? Do you want to learn more?

Helen Taylor TEP of Franklins Solicitors LLP provides details:

FRANKLINS
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Can you introduce yourself and tell us what you do?

I am a Partner in Franklins Solicitors LLP and head up

both the private client and family law teams across our Northampton and Milton Keynes offices. Initially I practised as a barrister in London, but looking for more personal client contact, I requalified as a solicitor and in 2018 it will be my 20th year with the firm. I am a full member of the Society of Trusts and Estate Practitioners (STEP) and a fully accredited member of Solicitors for the Elderly (SFE).

We are a friendly and approachable team and enjoy helping our clients plan for the future. Our work requires understanding and compassion and we are experienced in handling the sensitivities of making a Will or Lasting Power of Attorney. We take pride in guiding clients through the process in an understandable way and helping them to make informed decisions.



© Good Photos

The offices work closely together and support each other in ensuring that our clients' needs are met. The whole team, including support staff and trainee solicitors are Dementia Friends.

Why is making a Will so important?

Understandably many people don't like the thought of preparing a Will. However, in my experience making a Will doesn't have to be a sad or awkward time, clients often tell me how comforted they are by the

thought that they have all their affairs in order and how relieved they are knowing that their wishes will be met. A Will allows you to appoint the executors of your estate and those chosen will ensure your estate is administered and your wishes carried out. It will allow you to state who will benefit, by how much and for you to set out specific wishes (such as funeral arrangements).



Without a properly drafted Will, your estate will have to be dealt with by the rules set out in law - the intestacy rules. It is a common misconception that couples who live together will inherit from their partner or that married couples will automatically inherit everything. This is not correct and most people are horrified when they hear how their estate will be divided under the intestacy rules. Close friends, carers, godchildren and unmarried partners whether heterosexual or same sex will not benefit under these rules.

I have often found that a clear and valid Will helps provide directions, during what is such a difficult time, for those left behind.



Can I not just write the Will myself?

In theory, there is nothing stopping you from 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 complied with in order for the Will to take effect. It is advisable to use a solicitor experienced in this area, to make sure that the Will is drafted correctly in order to have the effect that you want and without any unintended consequences arising. Sometimes it is not the drafting of the Will that is difficult but the advice and the decisions behind it.

If you have complex family circumstances (such as a 2nd marriage, children from different relationships or any family breakdown) or if you wish to include more complex provisions such as the use of trusts for tax purposes or the protection of your home or other assets, it is even more important to obtain specialist legal advice. We take pride in providing our clients with the best advice and service possible and to do this, we spend time getting to know our clients, understanding their personal circumstances and their family arrangements.



A carefully drafted Will can, in the right circumstances provide opportunities for the mitigation of inheritance tax. It can provide for vulnerable or disabled children whilst protecting their benefits and most importantly, can give you peace of mind that your affairs are in order.

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